



National Center for  
Medical  Legal Partnership  
AT THE GEORGE WASHINGTON UNIVERSITY



WHO TELLS  
THE STORY?

Kaiser Permanente Health, Housing, & Justice:  
Medical-Legal Partnership Initiative

# Housing Training Standardization Project Data and Findings

January 10, 2024



WHO TELLS THE STORY?



# Standardizing training across all KP MLPs

In 2023, legal teams at five Kaiser Permanente (KP) MLP sites trained KP care providers on the same housing topics, using the same materials. Participants completed a survey on the relevance of the content to their work and the degree to which it helped them identify and refer patients for legal help. Legal teams reflected afterward on the impact of the project on their training practices.

## 3

Goals

- Increase KP care providers' awareness and knowledge about specific housing-related legal topics.
- Increase quality referrals to and Curbside Consults with MLP legal teams.
- Standardize training across all sites, with an emphasis on sharing information in a format and language familiar to care providers.

## 5

Housing topics

- Affordable housing
- Eviction proceedings
- Eviction risk
- Habitability
- SSI / SSDI benefits

## 20

Min each

Digestible, bite-size trainings designed to fold into MLP Office Hours and existing KP meetings.

# Training standardization project overview

From February 1 – September 30, 2023:

5

MLP sites conducted

19

housing trainings  
that reached

453

KP staff



2 Affordable housing

2 Habitability

6 Eviction  
proceedings

5 SSI / SSDI benefits

4 Eviction risk



## What participants said...

We received 172 total survey responses (38% completion rate).

Of those responses:

91.9%

This training was  
**relevant** to my  
work at KP.

95.9%

The information in  
this training was  
**easy to understand**.

93.6%

This training gave me  
tools and resources  
to **better identify**  
**patients** who are  
facing this issue.

89.5%

As a result of this  
training, I feel more  
confident **making**  
**referrals** to the MLP  
legal team for this issue.



There weren't enough trainings for each  
topic to compare findings by topic.

# Qualitative responses from participants\*



\*Gathered from post-training surveys.

## Themes

### 1

Health care staff want more of these trainings!

### 2

Attendees appreciated concrete scenarios AND messaging to “Refer or do a curbside consult when in doubt.”

### 3

Staff are overwhelmed by screening and referral protocols.

*Not specific to MLP, but contributes to difficulty remembering MLP info.*

# Reflections from MLP legal teams\*



\*Gathered during focus group on 6/26/23.

## I learned...

### 1

The importance of keeping trainings simple and avoiding legalese.

- *"This project gave me good examples of simple trainings / a template for future trainings."*
- *"It showed me that I still need to work on paring down what I want to say and resist adding more content than is needed."*

### 2

To focus on what the people in the training need to know, rather than what I want them to know.

- *"It showed me how to give clear directions / takeaways like 'Listen for these keywords.'"*

# Reflections from MLP legal teams\*



\*Gathered during focus group on 6/26/23.

Going forward,  
because of this project  
I will...

- 1** Deliver all trainings in a similar way so that the audience becomes familiar with the format, knows what to expect, and has an easier time learning.
- 2** Share information simply, in a clear narrative, and with clear takeaways.
- 3** Build trainings around the audience they are for, using their language and metaphors while avoiding legalese.

# Acknowledgements

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