HEALTH HARMING LEGAL NEEDS AND SOCIAL DETERMINANTS OF HEALTH
What is an MLP?

- An MLP is a partnership between a medical and legal team.
Studied Benefits of MLP

- Increased adherence to clinical regimens for chronically ill patients.
- Integrated care and easier access to documents for attorneys.
- Profitable return on investment through previously denied Medicaid or other insurance reimbursements.
- More rapid discharge for patients with historically unstable housing situations.
- Reduced emergency department visits.
Montana Health Justice Partnership

Montana Primary Care Association

- Bullhook Community Health Center, Havre, MT
- Community Health Care Center, Great Falls, MT
- Montana Migrant and Seasonal Farmworkers Council, Inc, Billings, Dillon, Fairview, Lolo, MT
- Northwest Community Health Center, Libby, MT

Montana Legal Services Association, Helena, Missoula, Billings, MT
First Model of this kind in the country.
Almost 1 in 3 medically underserved.
National Legal Needs

- 80% of legal needs experienced by low-income people go unmet.
Civil Legal Aid. What does that mean?

- “If you cannot afford a lawyer, one will be provided for you…”
  - Only applies to criminal proceedings.
- No right to attorney for civil matters.
Consider a family of four making $23,000/year

- Two adults, two kids. One parent working full-time in food service at an average hourly rate of $8.68/hour. The other takes care of the kids and works part time for $7.90/hour.

- They make just under $23,550/year. Typical monthly expenses for a family of four average at least $31,572 (includes housing, utilities, transportation, etc.)

- Able to make ends meet and pay bills with SNAP food benefits, earned income tax credit, Healthy Montana Kids, and food pantry visits.

- Living in bare subsistence with no real security and no cushion against a twist of fate.
What happens when . . .

- One child becomes seriously ill and Medicaid refuses to pay?
- Their landlord refuses to fix an unsafe living condition?
- A billing error by a utility company ends up with a court judgment against them?
One legal services attorney for every 12,133 Montanans living in poverty
One private attorney for every 274 Montanans over 125% of federal poverty line
Montana Legal Services Association

- “Protect and enhance the civil legal rights of, and promote systemic change for, Montanans living in poverty.”
- Mainly funded through the federal Legal Services Corporation program.*

- Priorities
  - Family Law and Domestic Violence
  - Housing
  - Indian Law
  - Public Benefits
  - Consumer
  - Other
    - Eligible non-profit organizations, employment, and education.
Civil legal aid

- *Federally Restricted Funds means NO:
  - Criminal work or work with incarcerated people
    - Except for small public defense grant in some Tribal Courts, those cases should not be referred through MHJP.
  - No “fee-generating” cases. Personal injury, medical malpractice, etc.
  - No immigration work or work with undocumented clients.
    - Except for undocumented victims of domestic violence.
## What We Do

<table>
<thead>
<tr>
<th>1</th>
<th>Advocacy</th>
<th>2</th>
<th>Outreach</th>
<th>3</th>
<th>Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Direct representation of clients, regardless of where they live.</td>
<td>• Medical/Legal Partnership</td>
<td>• MontanaLawHelp.org</td>
<td>• Pro Se forms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Focus on housing, domestic violence, consumer, public benefits, and Indian Law.</td>
<td>• Area Agencies on Aging</td>
<td>• LiveHelp</td>
<td>• <a href="http://www.mtlsa.org">www.mtlsa.org</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Work to partner with pro bono attorneys to expand services</td>
<td>• AmeriCorps Program</td>
<td>• Legal Tip of the Week</td>
<td>• Brochures</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Presentations to mental health providers, Montana seniors, and veterans.</td>
<td>• Child Support Calculator</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Legal Needs in MT

2015 MLSA Numbers

- MLSA received over 6,300 requests for assistance.
- MLSA was forced to turn away 45% due to lack of resources.
- Advocates handled 3,114 cases, helping 7,868 people

2015 Montana Numbers

- Approximately 182,000 people living in poverty
- One in five Montanans is eligible for MLSA services.
- One MLSA attorney for every 12,133 people living in poverty.
Types of cases: “I-HELP”

- **I** – Income/Insurance
  - Food stamps, Disability, Social Security

- **H** – Housing and Utilities
  - Subsidies, Sanitary Housing, Foreclosure, ADA.

- **E** – Education/Employment
  - ADA, Discrimination.

- **L** – Legal Status*
  - Immigration, VAWA, Criminal record issues.

- **P** – Personal/Family Stability
  - Divorce, Custody, Domestic Violence, Competency, Advance Directives, Powers of Attorney, Estate Planning.
Montana Example
MLP Core Components

- Policy Change
- Health & Legal Institutions and Practice Transformation
- Legal Assistance
Montana Health Justice Partnership
Performance Measures

- Measure 1: Percent of healthcare partner staff trained in MLP
- Measure 2: Percent of patients screened for health-harming legal needs in a given population
- Measure 3: Percent of patients who are referred to civil legal aid services and receive a legal screening
- Measure 4: The average financial benefit received by a MLP patient-client
Measure 2: Visualized

Measure Two:

All patients

Select patient population

Screened for HHLN

Patient has at least 1 HHLN

Not screened for HHLN

Patient as no HHLN
Measure 3: Visualized

- Select patient population
- Patient
- Screening for HHLN
- Patient has at least 1 HHLN
- Patient has NO HHLN

HHLN treated by Healthcare org
- SDOH specialist/social worker
- Form letter
- Refused/lost to follow-up

Referred to Civil legal aid services
- Legal screening
- Refused/lost to follow-up
Montana Health Justice Partnership

How will the partnership work on-site?
Why this partnership?

Bullhook Community Health Center

Our Mission Statement
- We are committed to excellence in patient-centered, accessible, cost-effective, and timely primary healthcare for all.

Our Vision
- People Trust us to Take Care of Them
- We Honor and Respect all Cultures
- Our Providers are Champions of Excellence in Care
- Our Staff are Knowledgeable, Competent, Caring and Happy
- We Honor our Patient’s Time and Taxpayer Dollars by Our Commitment to Efficiency
- We strive to be a Community Leader in Healthcare
- To Provide a Successful Medical Home for All
- We are Determined to be Self-Sufficient and Financially Viable

MT Legal Services Association

Our Mission and Vision
- The Montana Legal Services Association (MLSA) is a law firm that empowers low-income people by providing legal information, advice, and other services free of charge. Our mission is to protect and enhance the civil legal rights of, and promote systemic change for, Montanans living in poverty. MLSA accomplishes its mission by engaging with the low income community in Montana to become their advocates to change the systems that keep people in poverty.

- MLSA has several defining characteristics:
  - Client-centered
  - Flexible and Innovative
  - Results Oriented
  - Accountable
  - Community Minded
  - Professional

- MLSA’s legacy is its empowerment of low-income people. MLSA advocates serve as a voice for low-income people in litigation and broad-based advocacy approaches. MLSA provides resources for low-income people to access the courts and otherwise assert their legal rights. We coordinate with community partners to address issues that low-income people face. In short, MLSA is a law firm, but also much more.
Patient comes into Bullhook

- Screening will be part of the normal screening and referral process.
  - Goal is to screen every patient.
  - Any patient who would like to speak to an attorney for a civil legal issue which cannot be dealt with by Bullhook should be referred.
  - Any referral also requires a signed medical authorization form.
  - Ideally, any referral will also have an updated PHQ9.
Referral Tracking Process in eClinicalWorks

- From the Patient Hub
  - Click on Patient Documents/Referrals Folder
  - Right Click on Referrals Folder and create a sub-folder name “Legal”

- Under Admin Band (left hand side bar), add Kallie Dale-Ramos to the Referring Provider list, or you can name the provider Legal Referral;
  - Fax 406-442-9817
  - Email: mhjp@mtlsa.org
  - 616 Helena Avenue Ste. 100, Helena, MT 59601

- Administer Screening Form and obtain consent from patient
- Scan Documents and save in the folder Referrals/Legal
Create a New Outgoing Referral

1. Assign to Case Manager who will be following up on all legal referrals
2. Set an end date to flag for follow up. Time frame 30 days?
3. Mark Status as Consult Pending
4. Reason for referral = Legal
5. Diagnosis = Chief Complaint or reason for the visit
6. Click on Attachments/Attach Patient Documents/Screening and Consent Form
7. After selecting and attaching the documents, click send referral drop down
8. Select “Fax with Attachment” and send. You will see a preview of the referral prior to sending.
9. Check the Outgoing fax log to ensure referral was successfully sent
Referral (Outgoing)

Patient: Test, Test 123 T (50364)
Insurance: MEDICARE
Ref From: Antonich, Kate
Facility From: Community Health Care Centre
Auth Code: Ref No
Start Date: 05/06/2016
Referral Date: 05/06/2016
Open Cases: 0
Appt Date: 05/06/2016
Received Date: 05/06/2016
Priority: Routine

Ref To:
Provider: Dale-Ramos, Kallie
Specialty: Liaison Psychiatrist
Facility To: Community Health Care Centre
Auth Type:
End Date: 09/30/2016
Assigned To: Isouthworth
Unit Type: V (VISIT)
Status: Consult Pending

Diagnosis / Reason

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Description</th>
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<tr>
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Procedures

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<td>Cough</td>
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Attachments (0)
### Attachments

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<tr>
<th>Attach Medical Summary</th>
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<tbody>
<tr>
<td>[ ] Date</td>
<td>Reason</td>
</tr>
<tr>
<td>[ ] Name</td>
<td>Reason</td>
</tr>
<tr>
<td>[ ] Name</td>
<td>Reason</td>
</tr>
<tr>
<td>[ ] Name</td>
<td>Description</td>
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</table>

(CCR/CCD available only when sending via eCW P2P)

**Progress Notes**

**Lab Reports**

**X-Rays**

**Patient Documents**

**Specialty Document**

[Attach] [Remove]

[Attach] [Remove]
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<tr>
<th>Scan Date</th>
<th>Patient Name</th>
<th>Document Name</th>
<th>Assigned To</th>
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<td>Electronic document received from Millennium Lab</td>
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<td>Test, Test123 T</td>
<td>2016-04-12_DT_Benzodiazepines</td>
<td>Antonich, Kate L</td>
<td>Electronic document received from Millennium Lab</td>
<td>Bi</td>
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<td>Test, Test123 T</td>
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<td>Antonich, Kate L</td>
<td>Electronic document received from Millennium Lab</td>
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<td>03/14/2016</td>
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<tr>
<td>01/28/2016</td>
<td>Test, Test123 T</td>
<td>Some Text</td>
<td>Sean</td>
<td></td>
<td></td>
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REFERRAL

Kate Antonich, FNP
Family Practice
Community Health Care Center
115 4th Street S, GREAT FALLS, MT-594013618
Tel: 406-454-6973 Fax: 406-791-9277

Date: 05/06/2016

Patient Information:

Patient Name: Test123 T Test
Patient DOB: 01/02/1998

Test123 T Test
01/02/1998
<table>
<thead>
<tr>
<th>Date</th>
<th>Reason</th>
<th>Referral From</th>
<th>Referral To</th>
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<th>End Date</th>
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<tbody>
<tr>
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<td>Legal</td>
<td>Antonich,Kate L</td>
<td>Dale-Ramos,Kal</td>
<td>Liaison psyc</td>
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<td>Wood,Julie A</td>
<td>Family Medic</td>
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<td>10/26/2016</td>
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<td>11/05/2014</td>
<td>05/04/2015</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Lisa Underwood
Clinical Health Informatics Manager
Montana Primary Care Association
406-461-5223 (cell)
Lunderwood@mtpca.org
MLSA Intake Specialist: Eric

- Eric receives the referral.
- Performs initial conflict check.
- Calls client. MLSA’s number is blocked. Each client is called 3 times, leaving messages when possible.
- If there is no response in 3 calls the case is rejected and a letter sent with resources. If client calls back, the case is re-opened.
Client is reached!

- Eric performs the intake
- The client is screened for:
  - Legal need
  - Possible conflict of interest
  - Immigration status
  - Income eligibility
- Intake takes approximately 15-20 minutes depending on legal issue.
READ to Caller Pre-Intake Script

I have to ask you some questions. Please be aware that the information you provide MLSA at this time will only be used to screen you for eligibility. Do not tell me any additional information yet. If MLSA is unable to help you, we do not want confidential information that could later be used against you.

Completing this application does not automatically make you a client of MLSA. Right now we aren't your attorneys and don't represent you.

Keep in mind that I'm not an attorney and can't give you legal advice.

Do you understand that?

Timer

Begin new timer for this intake

Initial Information

Intake Date: 04/05/2016

Intake Type: Please Select

Legal Problem Information

Legal Problem Code: Please Select

Special Legal Problem Code:

Is there an attorney helping you? Yes ☐ No ☐

Applicant Identifiers

Name (First*, Middle, Last*, 2nd Last/Suffix)
READ to Caller Post Screening Script

Okay, that's all we need for now. Someone will get back to you by phone or letter within ten days. Keep in mind that we are not your attorneys and are not representing you at this point. If you get served with any court documents, or your situation changes, please call us back to let us know.

LSC Eligibility

<table>
<thead>
<tr>
<th>LSC Eligible</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duplicate Status is eligible</td>
<td>✔</td>
</tr>
<tr>
<td>Legal Problem Code is eligible</td>
<td>✔</td>
</tr>
<tr>
<td>Immigration Status is Not Applicable</td>
<td>✔</td>
</tr>
<tr>
<td>Client Income (Including Override) is eligible</td>
<td>✔</td>
</tr>
<tr>
<td>Assets is eligible</td>
<td>✔</td>
</tr>
</tbody>
</table>

LegalServer has determined that this matter is LSC eligible.

Disposition and Funding Code Information

| disposition | Accept Case |

Accept Case

| Date Opened | 04/25/2016 |
| Accepted By | Ramos, Malke |
Client referred to Kallie

- Every accepted case receives an 1 hour advice appointment. I hold 9 appointments every week.
- Range of services.
- After the services have been rendered, the case is closed.
- If client has signed the release, at close of case Kallie will inform Bullhook and provide summary.
- Once case is closed Bullhook will do PHQ9 follow up.
You have been referred to Montana Legal Services Association. MLSA will call you back within 10 days from a blocked phone number to discuss your legal issue and determine your eligibility for services. If you have questions call the number on the back of the card.

Montana Health Justice Partnership
A collaboration between Montana Legal Services Association and your healthcare provider.
MLSA Helpline
1-800-666-6899
www.MontanaLawHelp.org

Su información ha sido enviada a Servicios Legales de Montana. Ellos se contactarán en los próximos 10 días para discutir sus necesidades legales y determinar si usted es elegible para ayuda legal. Cuando le llamen el número aparecerá privado. Si tiene preguntas llame al número de atrás.

La Asociación de Salud y Justicia de Montana
Montana Health Justice Partnership
Una colaboración entre MLSA y su proveedor de salud.
Servicios Legales línea de ayuda
1-800-666-6899
www.MontanaLawHelp.org
Complete the application to the best of your ability. All the information you provide in this application is strictly confidential. Please do not include any detail about your legal issue.

What type of problem do you need help with?
- Garnishment
- Eviction
- Collection Lawsuit
- Housing Subsidy/Voucher
- Divorce
- Collection Harassment
- Return of Security
- Order of Protection
- Repossession
- Food Stamps
- Repossession
- Mobile Home Issues
- Other

Applicant Information:
First name: ___________________________ Middle initial(s): ___________
Last name: ___________________________
Other names you have gone by: ___________________________
SSN: XXX-XX-______ (last 4 digits only)
Date of Birth: ___________ Age: ___________
Sex: □ Male □ Female

Hearings and Deadlines:
- Have you been served with court documents? □ Yes □ No
  If yes, what date were you served with papers? ___________
- Are there any deadlines that you know of? □ Yes □ No
  If yes, what is the deadline? ___________
- Is there a hearing scheduled? □ Yes □ No
  If yes, what is the date and time of the hearing? ___________

Other Party Information: Provide the following information about the other person, agency, or business in your case. For example, in a divorce that person would be your spouse. For custody, that would be another parent or guardian. For housing, it would be your landlord. If you've had funds taken from your bank account, it would be the financial institution and the creditor who took your money.

Full name of person, agency or business: ___________________________
Other names the other party has gone by: ___________________________
City and State: ___________________________
Other party SSN: XXX-XX-______ ______
Other Party DOB: __/__/____

Are you a citizen of the United States? □ Yes □ No
Attestation:
I am a citizen of the United States

Signature ___________________________ Date ___________

Applicant Contact Information:
Mailing address: ___________________________
City: ___________ State: ___________ ZIP Code: ___________
Email Address (optional): ___________________________
Number where MLSA can reach you during the day: Area code: _______ Number: ___________
Another phone number to reach you at: Area code: _______ Number: ___________
Please indicate the best time to call you back: ___________
Is it safe to contact you using the phone number(s) / address above? □ Yes □ No
Do you need an Interpreter? □ Yes □ No
What language? ___________________________

NOTE: Please do not include any detail about your legal issue. We will contact you by phone to get those details. If we cannot assist you because of ethical rules that apply to all law firms, we will return to you any confidential information you have provided to us.

Mail, fax or e-mail this form to the Montana Legal Services Association (MLSA).
Our mailing address is: Montana Legal Services Association 616 Helena Avenue, Suite 100 Helena, MT 59601
Our fax number is: (406) 442-9617
Our e-mail address is: mhn@mtlsa.org
Montana Health Justice Partnership

Bullhollow Community Health Center is part of a new program that offers patients legal assistance if they have an issue with:

- Garnishment
- Collection Lawsuits
- Collection Harassment
- TANF
- Food Stamps
- Medicaid
- Repossession
- Mobile Home Issues
- Eviction
- Housing Subsidy/Voucher
- Return of Security Deposit
- Foreclosure
- Employment
- Education
- Divorce
- Order of Protection
- Custody

If you have any of these issues and would like to speak to an attorney please speak to _______________ or call Montana Legal Services Association at 1-800-666-6124.
Kallie on-site

First Month

- Havre
  - May 9 & 10
  - July 5 & 6
- Billings
  - May 12 & 13
  - July 14 & 15

Second Month

- Libby
  - June 6 & 7
  - August 15 & 16
- Great Falls
  - June 9 & 10
  - August 18 & 19
More data tracking

MLSA tracks:
- SDOH Risk Categories
  - Child welfare involvement
  - Domestic abuse
  - Criminal history
  - Limited literacy
- Special Populations
  - Child
  - Chronic illness
  - Homeless/unstable housing
  - Veteran
  - Older adult (60+)
- Community Health Center
- Department
- Date Referral Received
- Date of Intake
- I-Help Category
- Outcome of Referral
- Output for Health Care Partner
- Summary for Medical Record
Final Thoughts

Excited!

- We will also provide and track consultations. Available to give advice in regards to general patient needs. There is no “wrong door.”
Questions or Comments?

- Kallie Dale-Ramos, J.D.
  - kdaleram@mtlsa.org
  - 406-442-9830 ext. 122
  - 616 Helena Ave. Ste. 100
    Helena, MT 59601