

# Legal Access Works (LAW) Project



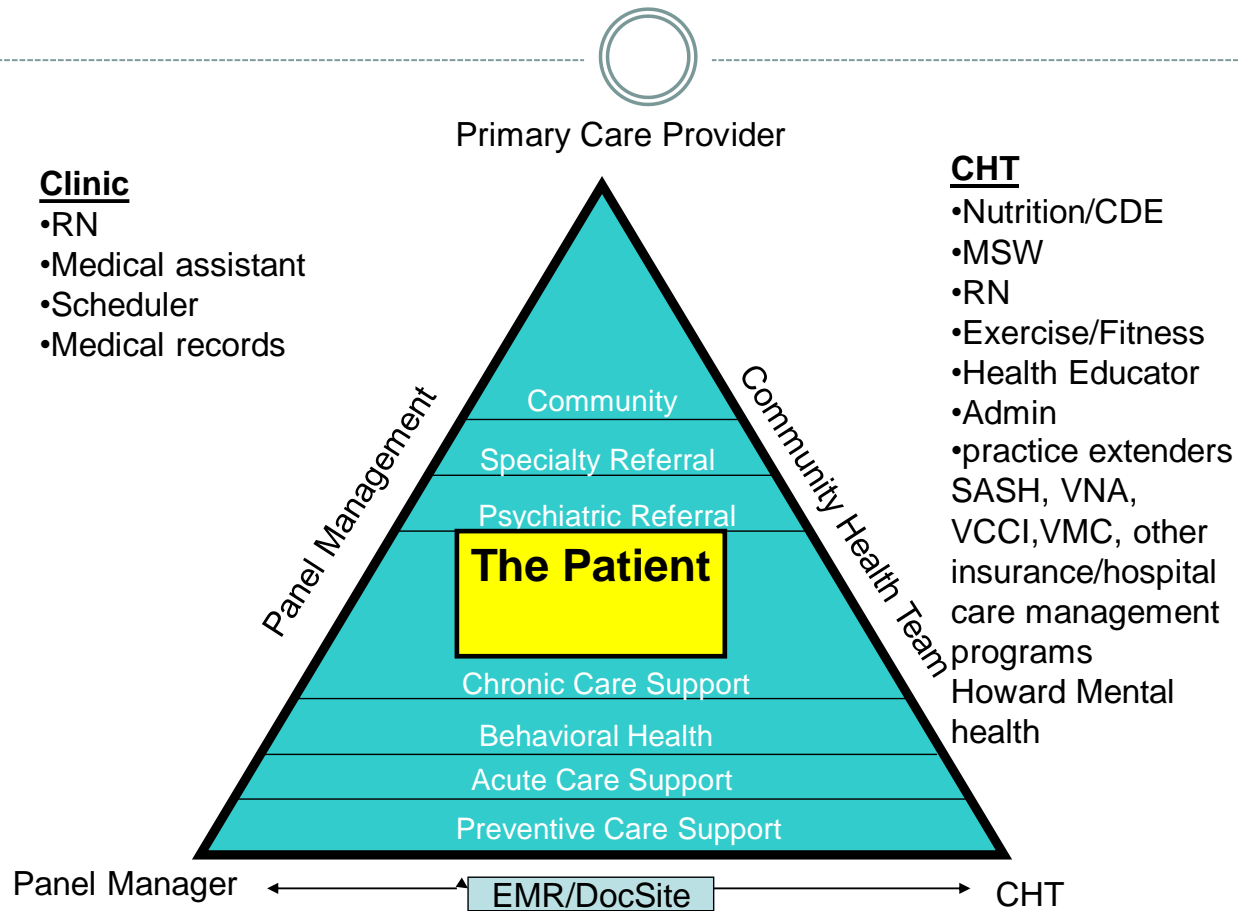
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UVM Medical Center

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# Medical Home Model



# Social Work Role



- Psychosocial assessments of patients
- Home visits for older/disabled patients (who have difficulty getting out) assessing level of care and providing counseling for long range planning
- Assistance with connection to community and financial resources
- Support and assistance to caregivers of patients with dementia or other difficult chronic conditions
- Brief mental health assessments ensuring follow-up and recommendations with primary care provider as well as making appropriate referrals for mental health and substance abuse counseling
- Consult with other team members and primary care providers regarding patients with complex social and mental health needs
- Short term care management
- Utilize motivational interviewing with patients to help create readiness for change

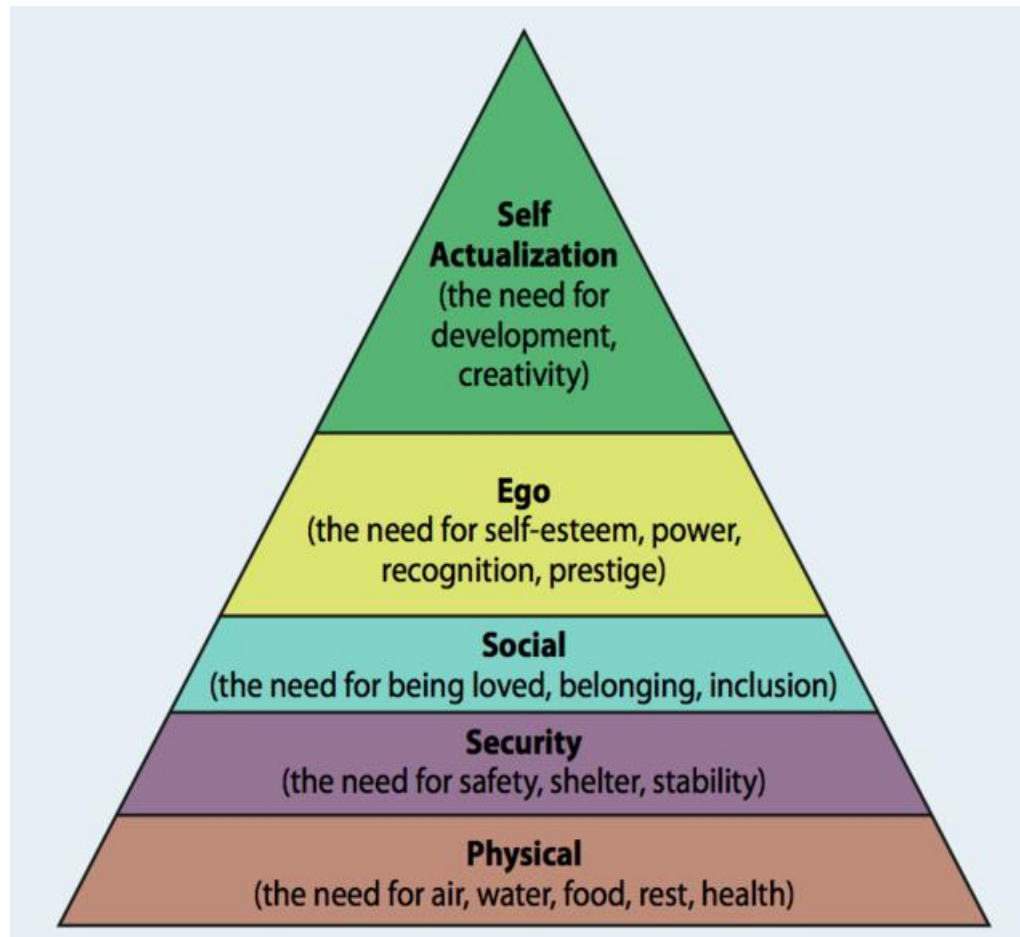
# Success Stories



*A Charlotte patient who was initially referred for weight loss and hypertension: During our work together the patient mentioned that he had been uninsured for 2 years, and therefore could not seek medical help for some of his issues, including ongoing pain management. We connected him with Our Health Assistance Program. They helped him complete the insurance forms, and now he has insurance. He was later referred to our CHT RD because of his severe, ongoing GERD issues, and when they met post-insurance activation, she marched him downstairs at the practice to make an appointment with a doctor. The result of working with the CHT helped this patient cut out salt completely (this is a guy who used to salt his fruit!), eating more fruits and vegetables, clearing out his pantry of less healthy foods, portion sizes of beef, label reading; and has made enough healthy changes in his eating habits that his teenage daughter who lives with him part-time, is now eating healthier and has lost weight.*

*Iraqi refugee family: father works full time, mother surviving with trauma / anxiety symptoms, six children ages 3, 6, 10, 12, 15, and 18. Partnered with CHT SW to help with navigating child care support of the youngest child. Utilized Child Care Subsidy and Child Care Resource to complete child care search. Three year old is now successfully participating in full day care M, W, and F so mom can attend ELL classes and receive treatment for her behavioral health. In addition, with the partnership of another CHT SW working with Mom, we were able to support family in applying for Champlain Housing Trust, they were able to successfully move into larger home to accommodate their family.*

# Maslow's Hierarchy of Needs



# Medical – Legal Partnership



Medical-legal partnership (MLP) embeds lawyers and paralegals alongside health care teams to detect, address and prevent [health-harming social conditions](#) for people and communities.

# Legal Access Works (LAW)



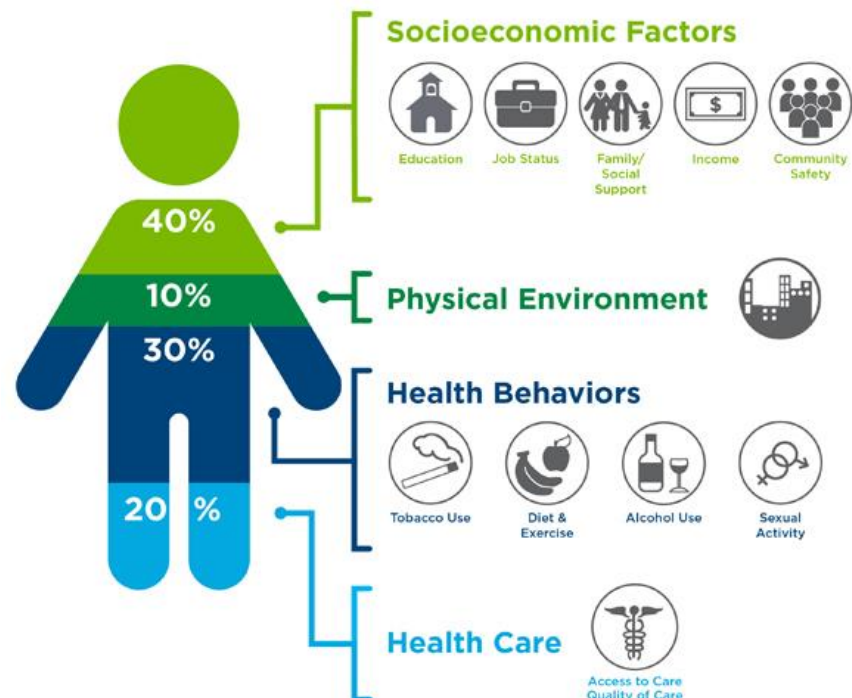
- A collaboration between University of Vermont Medical Center (UVMCC) and Vermont Legal Aid (VLA)
  - ½ VLA Attorney housed with the Community Health Improvement Team at their Lakeside Avenue Office
    - Pilot project from April 1, 2016 to March 31, 2017.
    - Renewed and increased to 1 FTE for April 1, 2017 to March 31, 2018
  - 311 Referrals as of Nov. 30, 2017, 350 issues
    - 163 Curbside Consults (social workers may consult multiple times per patient)
    - 111 Legal Cases, including 5 with court appearances, and 12 cases with extensive service;
    - 19 patients received representation through another VLA project
    - 4 Trainings for Community Health Team Staff

# Determinants of Health

## Social Determinants

- Availability of resources to meet basic daily needs
- Healthy physical environments
- Access to the opportunity to learn and work
- Exposure to violence

## What Goes Into Your Health?



Source: Institute for Clinical Systems Improvement, Going Beyond Clinical Walls: Solving Complex Problems (October 2014)

The Bridgespan Group

THE  
University of Vermont  
MEDICAL CENTER



# I – HELP



**I**ncome and  
Insurance



**H**ousing and  
Utilities



**E**ducation and



Employment

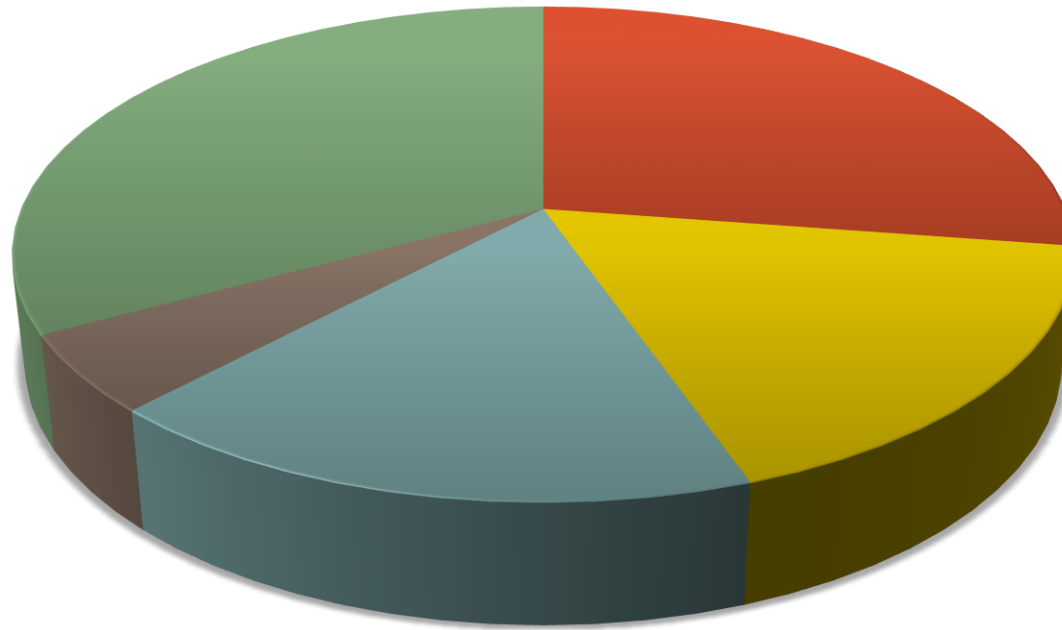


**L**egal Status



**P**ersonal and  
Family Stability

# Social Determinants of Health Referrals (as of 11/30/17)



- Income & Insurance
- Housing & Utilities
- Education & Employment
- Legal Status
- Personal & Family Stability

# Housing & Utilities



- **Housing Problems**

- My landlord is evicting me / locked me out / shut off my utilities.
- I am worried about losing / lost my Section 8.
- I am in foreclosure.
- I need changes to my apartment to make it accessible but my landlord won't call me back.
- There is a problem with my housing because I have bedbugs / rodents / mold / lead paint / overcrowding
- My medical condition makes my current housing difficult to live in.

- **Utilities Problems**

- My water / heat / electric was shut off.



# MLP: Preventive Legal Aid

- Patient referred because she had a Notice to Quit (first step in eviction) from mobile home.
- If evicted, patient and newborn daughter faced homelessness, having insufficient resources for market-rate rent, and no Section 8 voucher, no waitlist spot.



**FIGURE 1.** Hospitalization Costs Associated with Children's Homelessness, 2015 (in 2015 dollars)

**TOTAL \$238 million**



Source: Children's HealthWatch Calculations.

# Wanted: Safe and Healthy Housing

Patient pays 80% of her income to rent a “2 bedroom” apartment she shares with her daughter.

One bedroom has neither a window or door to the outdoors

Not watertight, and mold issue so severe, patient sees a pulmonary specialist every six days

THO has inspected twice, 2016 and 2017 with no changes resulting



# Questions?

