

# COLLABORATIVE ADVOCACY FOR BETTER HEALTH: INTEGRATING LEGAL AID SERVICES INTO HOME VISITING PROGRAMS

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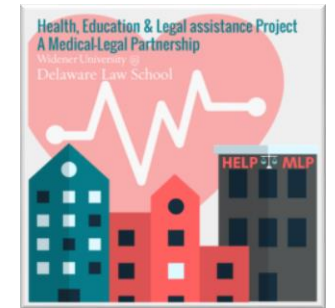
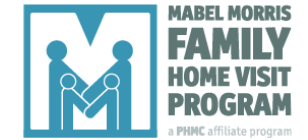


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## INTRODUCTIONS

# THE LEGAL PARTNERSHIPS

- Health, Education and Legal Assistance Project: A Medical-Legal Partnership at Widener University Delaware Law School
- The Foundation for Delaware County's Nurse-Family Partnership and Healthy Start
- Philadelphia Nurse-Family Partnership and Mabel Morris Family Home Visit Program





# THE PEOPLE



# ACCESS TO JUSTICE

- In 2017, 71% of low-income households in the U.S. experienced a civil legal problem
  - 25% of low-income households experienced six or more civil-legal problems
  - 67% of households with domestic violence survivors experienced six or more
- More than 80% of the unmet legal needs of low-income individuals go unmet
- The most common types of civil legal issues experienced by low-income households were related to health (41% of households)



# HEALTH- HARMING LEGAL NEEDS

- Unmet legal needs lead to poor health and can be especially detrimental during pregnancy, infancy, and early childhood.
- Examples include:
  - Homelessness
  - Poor housing conditions
  - Domestic/intimate partner violence
  - Pregnancy discrimination
  - Accessing critical public benefits such as food assistance and income support
  - Utility shut off





Systemic Advocacy



Program Evaluation



Training



Direct Legal  
Representation



Nurse/Case  
Manager-Lawyer  
Consultations



Universal Screening  
for Unmet Legal  
Needs

## CORE COMPONENTS

SCREENING FOR  
UNMET LEGAL  
NEEDS: IHELP



**Income and insurance**



**Housing and utilities**



**Education and employment**



**Legal (immigration) status**



**Personal and family stability**

## CASE WORKFLOW



Clients provide informed consent to have information shared to home visiting team, including lawyers



All clients are screened for unmet legal needs and level of stress upon entering program and periodically



Nurses, home visitors, case managers, and social workers consult with attorneys about need



Attorney addresses matter through a consultation or a case



When legal matter is resolved, program evaluators follow up to administer stress scale and conduct satisfaction interview

# TRAINING

- Regular training conducted by project attorneys, subject matter experts, nurse home visitors, case managers, and social workers
- Goal is to increase advocacy capacity of nurses, case managers, social workers, and other home visiting staff
- Training topics have included:
  - Identifying issues related to legal status
  - Rights related to employment-based discrimination
  - Child welfare involvement
  - Income benefits and support
  - Medicaid
  - Non-emergency transportation



## POLICY AND ADVOCACY

- Lawyers, nurses, case managers, and social workers work together to identify systemic issues
- Staff lead and participate in numerous coalitions and advocacy groups
- An annual Community Action Day in Philadelphia provides an opportunity for families to meet with elected officials and voice concerns
- A Policy Agenda identifies priorities and action steps
- Attorneys, nurses, home visitors, and clients have testified on issues in front of Philadelphia City Council and state legislative hearings



# ANTICIPATED OUTCOMES FOR FAMILIES



Improved housing conditions.



Improved access to public benefits and health insurance.



Improved health outcomes among clients.



Increased capacity of staff to address social determinants of health.



Increased staff advocacy capacity.



Positive Social Return on Investment (SROI).

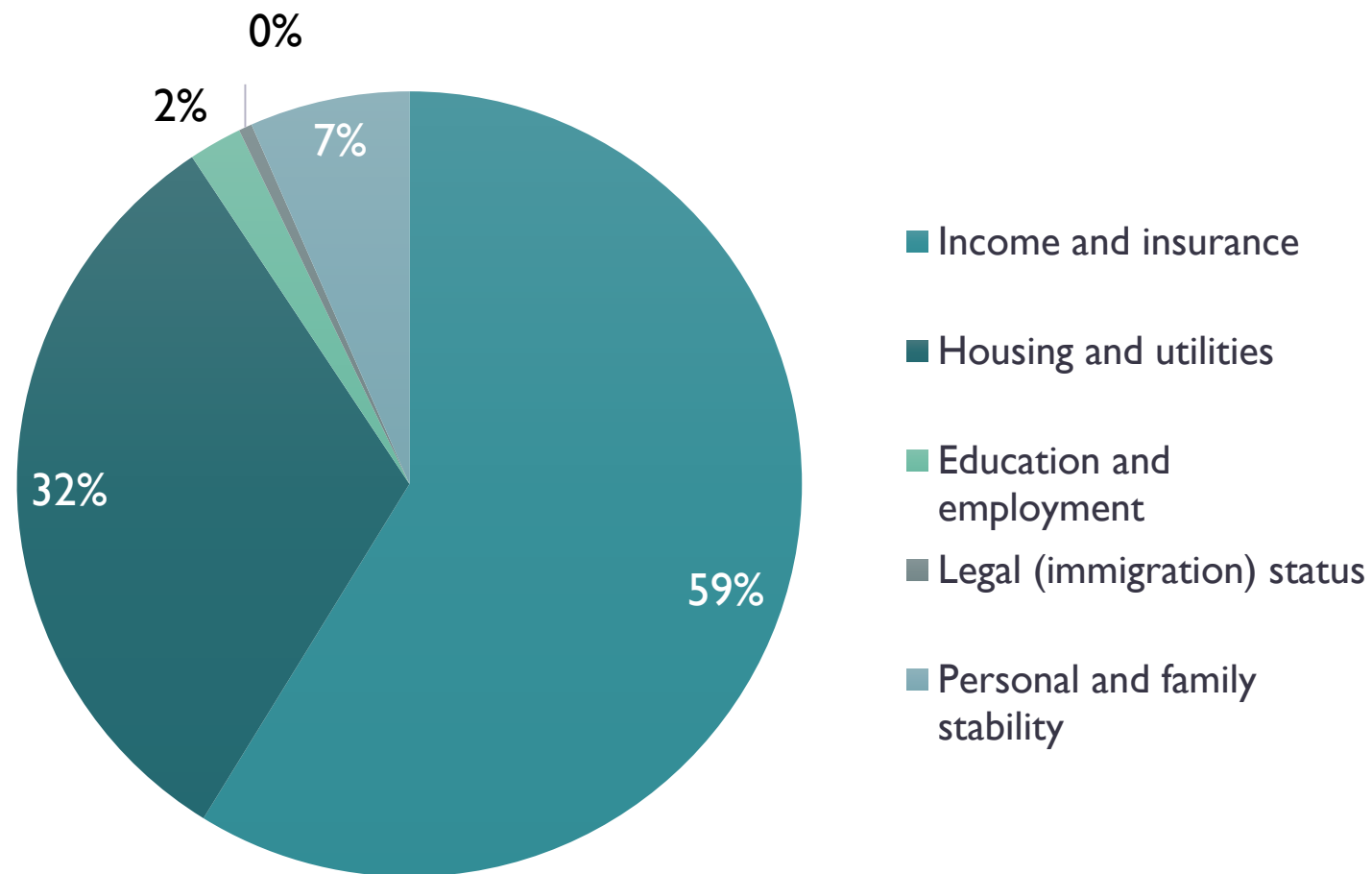


Acquisition of state and/or insurer funding to sustain home visiting.



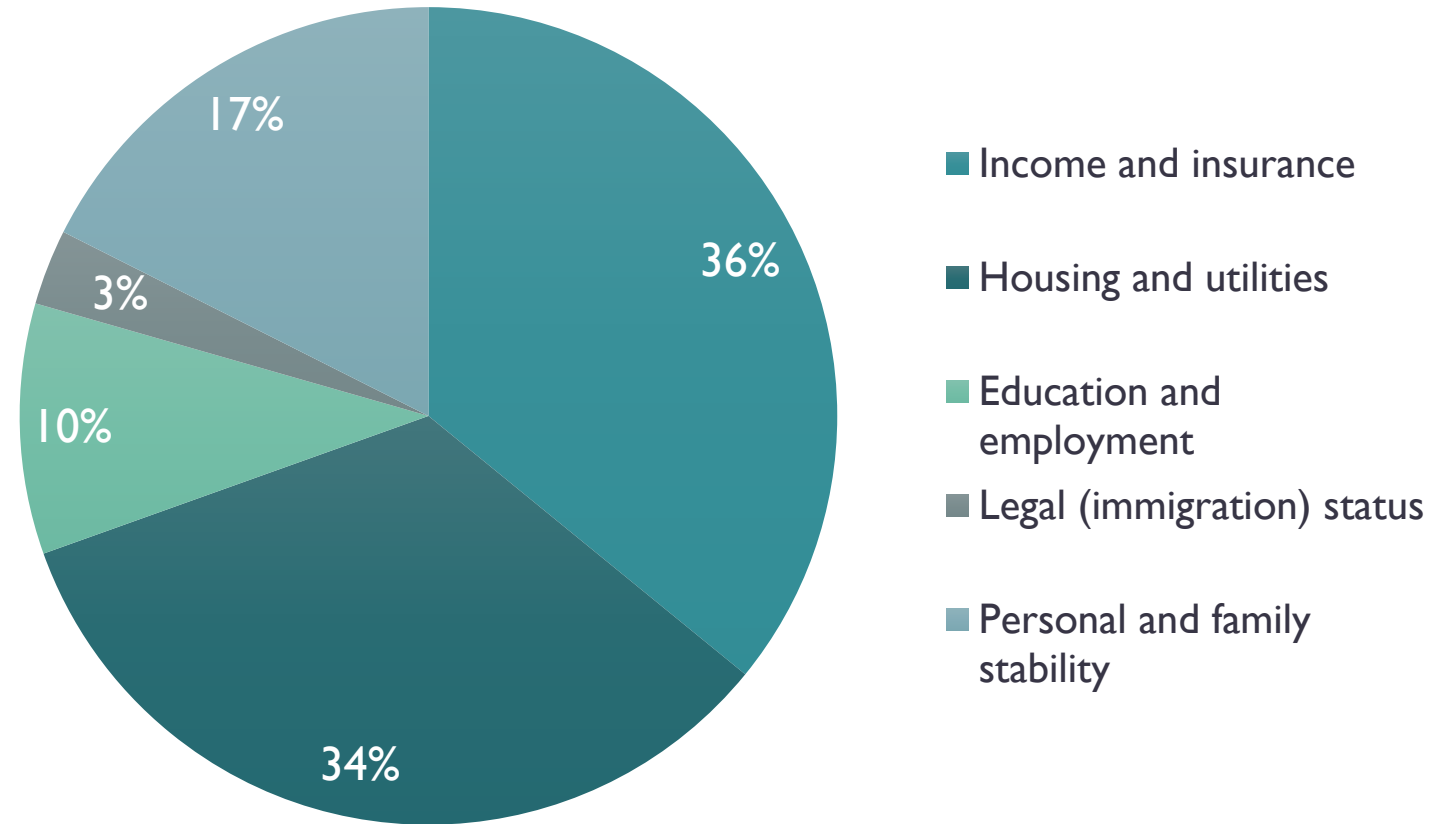
## CASES IN 2019

**Closed Cases**  
**n=182**

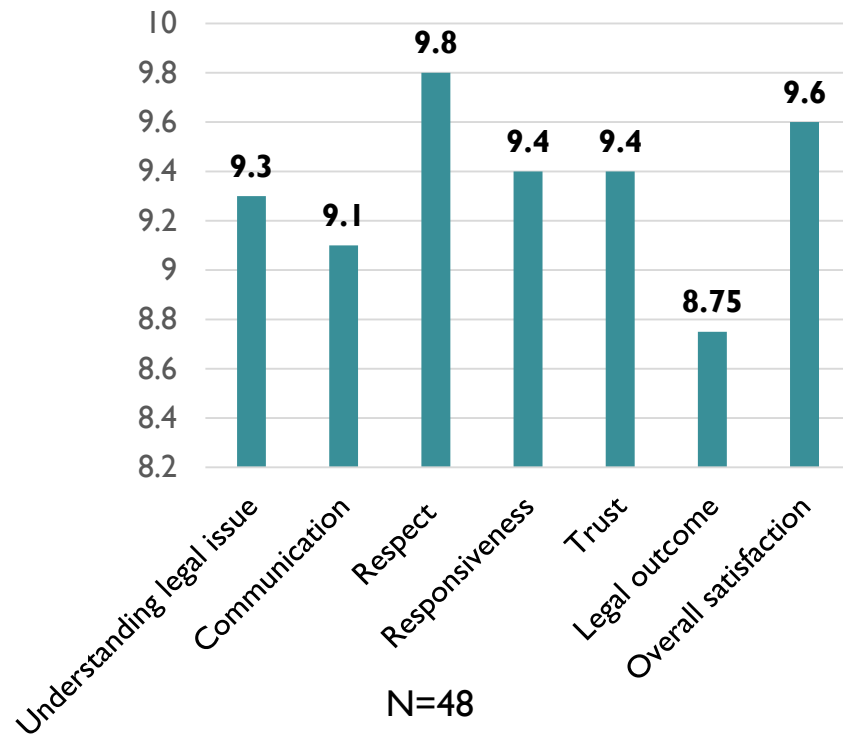


## Consultations n=535

### CONSULTATIONS IN 2019



Client Satisfaction  
(scale from 0 -10 (10 being  
“best”))



## IMPACT ON CLIENTS

- As of September 2018, 71% of clients showed a reduction in stress (n=30) measured using the Perceived Stress Scale (PSS)
- Clients who participate in follow up interviews show very high levels of satisfaction
- Services are correlated with lower rates of maternal risk in certain domains

## IMPACT ON STAFF

### ○ **Impact on Home Visiting Staff:**

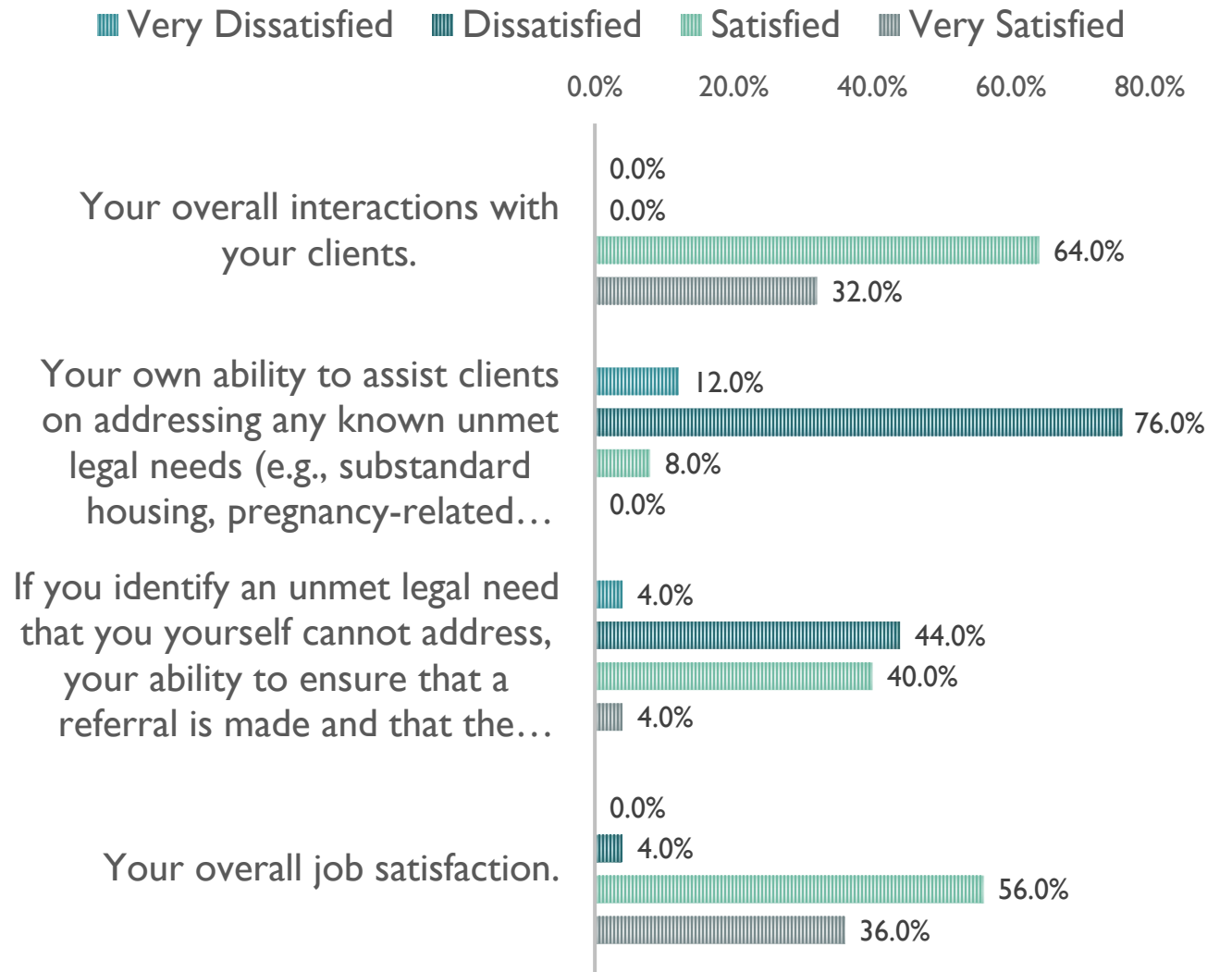
- Increased knowledge and capacity to address social determinants of health.
- Increased satisfaction with work and relationships with clients.

### ○ **Impact on Attorneys:**

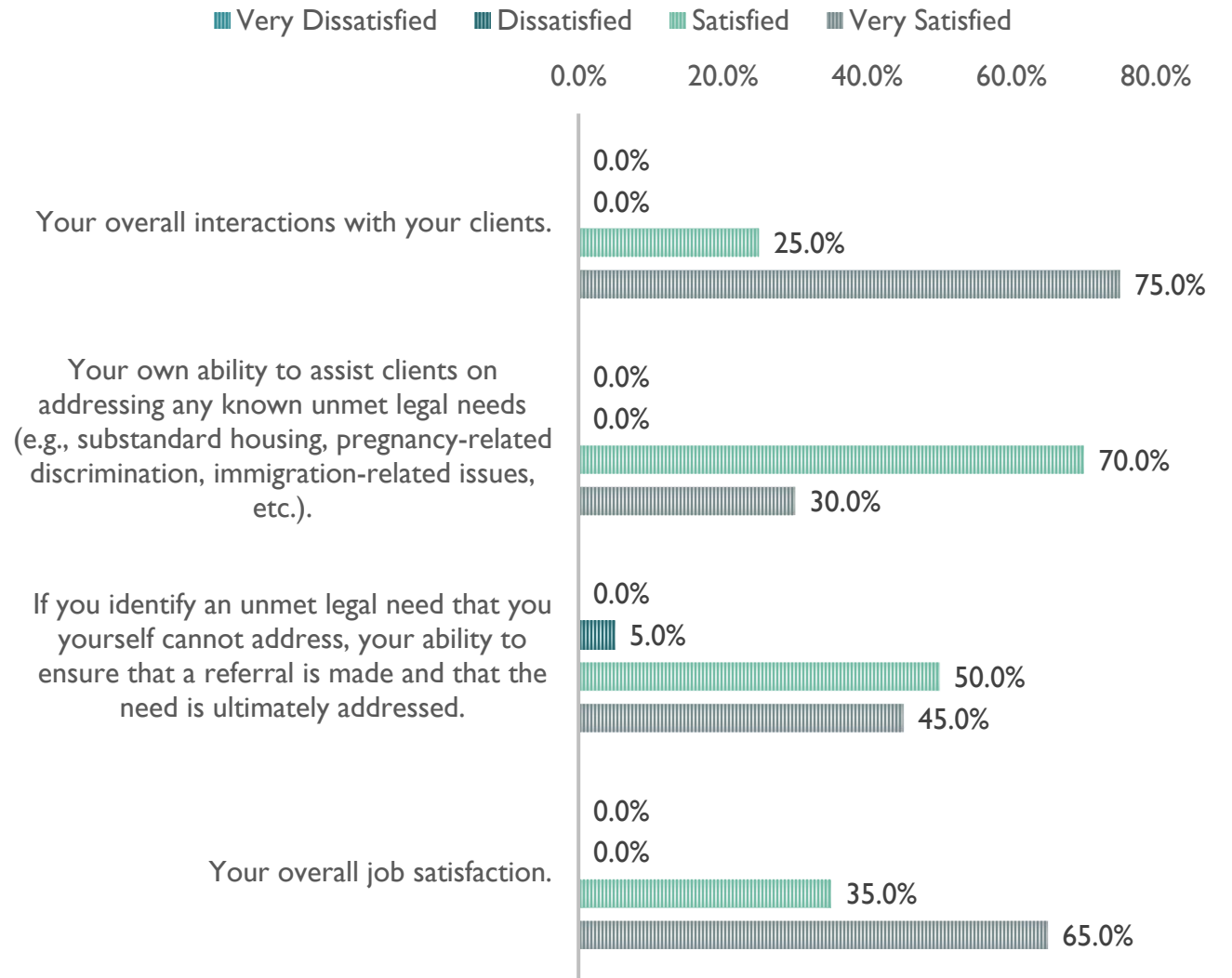
- Increased ability to advocate on behalf of clients.
- Increased knowledge about health or health care from working alongside nurses and case managers.
- Higher levels of satisfaction working in a collaborative setting compared to other legal environments.



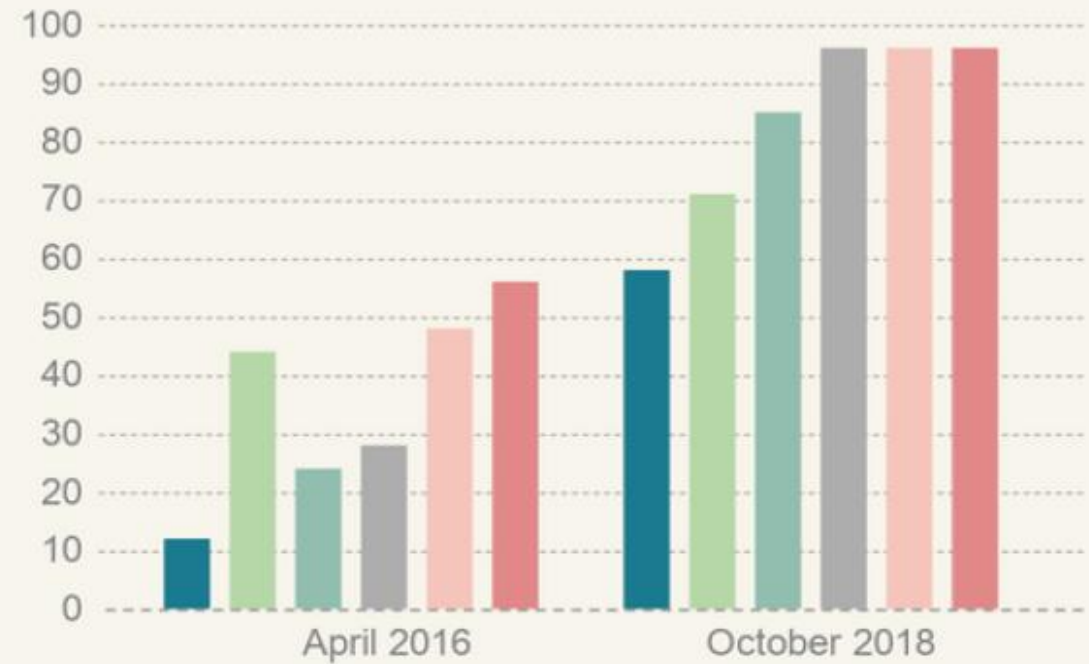
**HOME VISITOR  
SATISFACTION  
OF ASPECTS OF  
JOB, APRIL 2016  
(N = 25)**



## HOME VISITOR SATISFACTION OF ASPECTS OF JOB, APRIL 2018 (N = 25)



## HOME VISITOR COMFORT ADDRESSING FAMILY NEEDS



Percentage of home visiting nurses reporting they are "comfortable" or "very comfortable" addressing:

- Issues related to immigration/legal status
- Employment discrimination issues
- Education needs of children with learning disabilities
- Housing issues
- Public benefits, including health insurance
- Domestic violence and family safety issues

# POLICY WINS

- Welfare agencies:
  - Reissuing SNAP (food assistance) benefits after hurricane
  - Community-wide notifications sent in languages other than English
- Philadelphia City Council:
  - Fair Work Week
  - Lead Free Philly
  - Tenants Right to Counsel
- Commonwealth of PA:
  - Breastfeeding in schools law introduced in 2018



## FINANCIAL IMPACT: PHILADELPHIA

- The overall monetized economic impact of successful cases is estimated to be \$1,469,470
- 196% social return on investment (SROI) to date (almost \$2 returned to community for every \$1 invested)
- Significant case wins include:
  - Obtaining a retroactive Supplemental Security Income (SSI) payment for a client in the amount of \$24,963
  - Other retroactive SSI payments awarded to clients have been in the amounts of \$4100 and \$6686. On average, clients who are awarded SSI receive monthly income of \$750 that supports critical basic needs.
  - In 14 housing cases, clients avoided having to pay judgments or were awarded judgments in amounts of up to \$11,850.





## CASE EXAMPLE



## HOME VISITING LEGAL PARTNERSHIPS: LESSONS LEARNED



WHY DID YOU  
START YOUR  
LEGAL  
PARTNERSHIP?



WHAT HAS BEEN  
THE GREATEST  
VALUE TO YOUR  
HOME VISITING  
PROGRAM BY  
INTEGRATING  
LEGAL SERVICES?



WHAT HAS BEEN  
THE GREATEST  
CHALLENGE TO  
THIS WORK?



WHAT ARE SOME  
ACTIVITIES  
OTHER HOME  
VISITING  
PROGRAMS CAN  
ADOPT FROM  
YOUR MODELS?

A photograph of two women and a child in a room. The woman on the left is smiling and clapping her hands. The woman on the right is also smiling and looking down. A child is in the foreground, facing away from the camera. The background shows a wooden door and a window. A white rectangular box with a thin black border is centered over the image, containing the word 'QUESTIONS?' in white capital letters.

QUESTIONS?

THANK YOU!

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