



Fiscal Year 2011
Annual Program Evaluation of the
Health Law Partnership (HeLP)
Executive Summary

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Submitted to
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Executive Summary

The Health Law Partnership (HeLP) is an innovative community collaboration among Children's Health care of Atlanta (Children's), Georgia State University's College of Law (GSU), and the Atlanta Legal Aid Society (ALAS) that serves low-income and minority children by addressing the social, environmental, and economic factors that adversely impact their health and well-being. HeLP was the first medical-legal community partnership for children established in the South, and is part of a growing number of such partnerships across the nation. HeLP is a recognized innovator and leader in the national medical-legal partnership trend to develop what are called "public health legal services."ⁱ

In fall 2004, the Partners of the Health Law Partnership (HeLP) agreed to contract with Susan McLaren, M.P.H., F.A.C.H.E., to conduct an annual independent program evaluation. The intent of the evaluation is to assess program performance through continued development and implementation of new components, to examine existing operations, and to begin evaluating program accomplishments, impact and sustainability. The evaluations review the program on a fiscal year basis (July 1 – June 30). The study period for this evaluation begins July 1, 2009 through June 30, 2010 referred to throughout the report as FY10. This report represents the fifth annual evaluation of HeLP and includes a longitudinal analysis comparing various aspects of the program.

The intended applications of this report are to assist HeLP staff, partners, and Advisory Council members in program operations and strategic management, to secure public and private funding for financial sustainability, and to provide preliminary program findings to spawn potential research, publications and presentations.

The evaluation involves a multi-source and quasi-quantitative/qualitative approach. The sources of data include a national and program-specific literature review, internal and external program stakeholder interviews, and analyses of program-specific and health care utilization data, participant satisfaction surveys, and client case study interviews.

National Literature Review

The National Center for Medical Legal Partnership (NCMLP) conducts annual site surveys to compile program descriptive and service information. In 2011, 58 programs comprising 70% of the MLP Network completed the survey, while 83 programs provided programmatic information. Based on this information, in 2010, there were 82 MLP sites in 38 states, with partnerships in 235 hospitals and health centers. Twenty-three medical schools, 91 legal aid partners, and 29 law schools are engaged in MLPs. These contributed to curricula in 38 law schools, 28 medical schools and 46 residency programs, training over 10,191 healthcare providers, including 3,224 medical residents, on the interconnectedness of health, poverty, and unmet legal needsⁱⁱ. They also provided legal services to 34,147 individuals and families, of which 47% were disabled, 44% were children, 13% were elders, 5% were homeless, 4% were pregnant women, and 1% was veterans.

As a network, MLPs recovered \$5.3 million in public benefits for vulnerable individuals and families and \$692,000 for hospitals and health centers in Medicaid appeals. It

received over \$10.6 million in cash funding from legal, health, foundation, academic and government partners, 23% healthcare funding, 29% legal funding, and 48% other. *Pro bono* partners provided nearly \$2 million in in-kind services, and partner healthcare and legal institution gave \$2.4 million in in-kind support in office space, equipment, and staff time.

In 2010, MLPs received much attention for the work that they do. Several newspapers featured MLPs, including New York Times, the Los Angeles Times, the Washington Post, and the Boston Globeⁱⁱⁱ. In addition, the American Medical Association passed a resolution to encourage physicians to start MLPs, and the Agency for Healthcare Research Quality profiled the MLP. A bi-partisan act was introduced in the U.S. Senate and House of Representatives in July of 2010 to authorize \$10 million to create a federal MLP demonstration and evaluation program. The act also provides federal support to hospitals and attorneys to establish MLPs but required each MLP to match the funds by at least 10%^{iv}.

There have been several articles published by MLPs reporting impact evaluation in *Journal of Health Promotions Practice*, *Journal of Palliative Medicine*, *Journal of Health Care for the Poor and Underserved*, *Journal of General Internal Medicine*, *Journal of Graduate Medical Education* and *Health Affairs*. Despite the growing body of research published by and about MLPs, however, there are still known gaps in the literature. The NCMLP states that research is needed to determine if MLPs are more efficient in having clinical staffs help identify and address legal needs early. An in-depth study is also needed to directly measure health benefits of MLP services, particularly in chronically ill and elderly populations.

HeLP Literature Review

On January 31, 2011, the Center hosted the sixth annual one-day workshop/retreat for partners and stakeholders in the Health Law Partnership (HeLP). The retreat's agenda included reviewing each of the four components of HeLP (Research and Evaluation, Education, Public Health Legal Services, Advocacy), discussing these components in the context of the annual report, and developing strategic priorities for the upcoming year including the role of the advisory council and program awareness and fund-raising, and research and publication.

Priorities and planned actions generated in each area of focus included items such as:

- continuing to diversify the Advisory Council,
- improving data collection,
- securing adequate funding to sustain operations,
- supporting the health and well-being of all those who work at HeLP,
- identifying research and scholarship opportunities, and
- promoting program awareness among leadership groups at Children's and with the public.

Other FY2011 accomplishments included:

- expanding advocacy and interdisciplinary education efforts,
- expanding research and publication efforts,
- securing additional operating funds, and

- increasing program awareness efforts and interdisciplinary educational opportunities by presenting at 33 conferences/meetings (see Table 2-1 on the following page).

Continued challenges for HeLP include securing on-going funding, meeting demand for services based on funding options, and demonstrating the impact of HeLP services on the health status of the families served and the cost-savings to the hospital system, developing program policies and procedures including succession planning, developing operational manuals and protocols, and ensuring that adequate program-wide communication opportunities exist for sharing best practices and problem-solving.

Stakeholder Interviews

Stakeholder interviews provide an opportunity to gain additional insight into program quality and effectiveness. The interview questionnaire was modified in FY2011 from questions designed to glean information on program implementation and operational processes toward questions that focus on program accomplishments, impact and sustainability as perceived by the stakeholders.

HeLP's broad programmatic goals and components make it difficult to include stakeholders who are knowledgeable in all aspects of the program. Representative groups were chosen to ensure that feedback in each area was obtained. Fifteen individuals were identified by the HeLP director and evaluator to participate in the stakeholder interviews in FY2011. Interviews were conducted with HeLP internal and external stakeholders between March and May 2011.

Persons interviewed included representatives from the HeLP Advisory Council, educators, HeLP staff, HeLP Clinic Health Legislation and Advocacy class, and pro bono volunteers. No representative from Children's social workers, physicians, or school educators who referred patients to HeLP agreed to participate in the stakeholder interview. Interviews were conducted either in person or via telephone.

Stakeholders were asked to comment on the effectiveness of HeLP's efforts to promote interdisciplinary collaboration and achieve program sustainability. Another function of the interview questionnaire was to assess the effectiveness of the legal and educational services provided by HeLP. Stakeholders were encouraged to elaborate on additional matters and/or issues based on their experience.

Interdisciplinary Collaboration and Sustainability

- Students, referring providers and partner representatives agreed that HeLP is effective in promoting and practicing interdisciplinary collaboration.
- Stakeholders noted that fundraising was essential by the three partners for all aspects of the program.
- Stakeholder also noted that the mission of the program, communication among the partners, meetings with the Advisory Council, and the quality of the HeLP staff allows HeLP to serve as a worthy package for funding.
- To promote program sustainability it was suggested that increased cohesiveness and communication among the Partners and across the organization as a whole is important. Stakeholders emphasized the need for succession planning and to develop written policies and manuals based on the institutional experience of the attorneys.

- Increasing public awareness among Children's leadership will help to increase referrals to HeLP and support long-term sustainability.

Provision of Legal Services to Qualifying Clients

- On average stakeholders felt that the referral process to HeLP and the eligibility screening process were Good. Suggestions for improving the referral process included having a live person to answer the intake line during business hours, ongoing education and training of referring providers helps to ensure that patients and their families whom HeLP can serve are referred to the program.
- Stakeholders commented that HeLP provides responsible and caring legal services to clients who have a legal problem and are able to provide referrals to other resources when they are unable to assist.
- Stakeholders noted that the outcomes achieved for the families served were evidence that HeLP services impacted their patients/clients.
- Stakeholders commented that the patients felt empowered by knowing they had an advocate or that their voice could be heard.
- Many stakeholders described the stress reduction in clients as a positive outcome.
- Stakeholders suggested the implementation of a referral feedback mechanism between HeLP and referring providers to better understand the impact of the legal services on the families' lives. Stakeholders recognized that this may be difficult because of the commitment required by the referring providers to keep track of those s/he refers to HeLP.

Educational Seminars to Health Care, Legal, Social Workers and Social Services Professionals

- Responding stakeholders noted that the educational seminars are good exposure to interdisciplinary collaboration and how it works. In addition to program awareness, it is important to explain what referrals to HeLP mean in assisting the client with their legal need(s), and why in some cases, physicians and attorneys must interact to address to patients' and their families' legal problems.
- Education seminars are effective in helping to identify problems that may require legal assistance through HeLP program awareness and detailed explanations of how legal interventions can address barriers to health care.
- Stakeholders indicated that the seminars made referring providers more effective advocates for the patients and families they serve by helping them to understand the medical-legal partnership model to serve and assist the underserved.
- Stakeholders concurred that educational services affected the ability of referring providers to serve their patients.

Academic Educational Courses, Clinics, and Externships

- Respondents indicated that the experience was one of the most practical during their legal education experience and agreed that the experience legal and medical students obtain through the HeLP educational offerings allow the students to be well engaged in interdisciplinary collaboration.
- Student stakeholders commented that the combination of legal theory, best practices, and practical experience was essential to choosing to participate in the HeLP Clinic and Advocacy class.

- Stakeholders indicated they received the support and training necessary to complete the work assigned to them. Both commented on the excellent teaching skills of Professor Caley.
- The experience helped the students to improve his/her skills in the areas of interviewing, research, advocacy, how to think creatively to solve problems, and how to work with people who experience extremely stressful lives and/or circumstances. One attorney stakeholder affirmed that the practical experience provided by HeLP is an important experience for law students.
- While no medical students agreed to participate in the stakeholder interviews, a medical school educator did. These stakeholders commented that they recognized improved clinical interviewing skills among medical students who participated in HeLP. Students who participated in the MSM fourth year elective class began to understand how the medical-legal model of involving other disciplines to solve problems can be helpful for various populations, not just children.

HeLP Service Utilization Profile

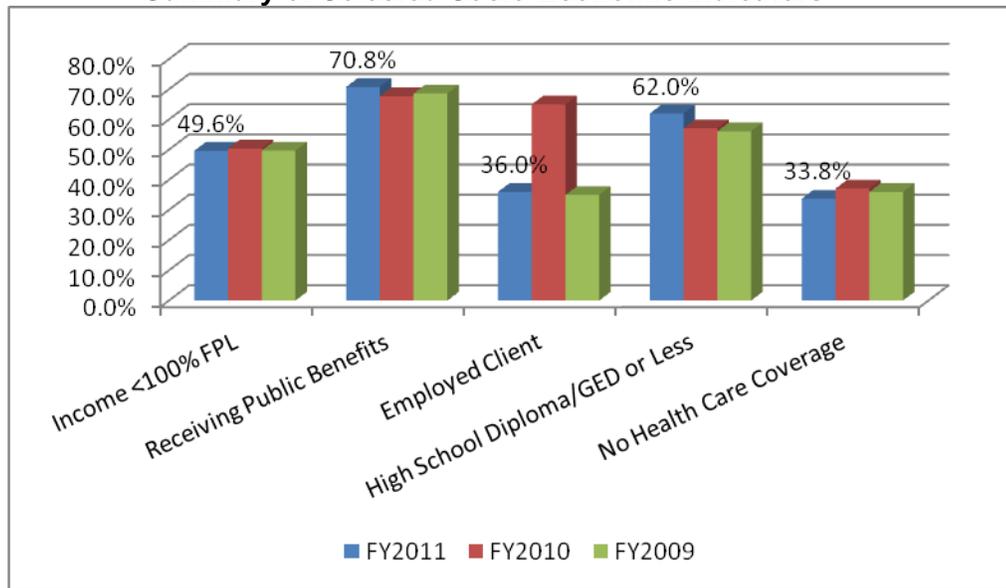
The HeLP Case Management Database System (CMDS) contains information from two primary sources: *Client Intake Sheet* and *Case Closing Form*. In addition, data related to HeLP staff and volunteer participants (including health care providers, social workers, pro bono attorneys, other professional volunteers, and students) are maintained in the HeLP CMDS and were analyzed in the evaluation. Data for this component of the evaluation were assessed over the period of July 1, 2010 through June 30, 2011 in accordance with the Fiscal Year (FY) utilizing the revised IRB-approved CMDS that became effective July 1, 2008.

Client Demographics

- In FY2011 HeLP completed intake applications for 362 new clients, representing an increase in clients of approximately 5% from FY2010.
- HeLP opened 490 new cases, and continued to serve existing clients with on-going legal needs in 143 cases.
- Aggregately, HeLP provided assistance to 536 unique clients in 633 unique cases in FY2011.
- Most referrals come from social workers (48.9%) in the Children's system. 17.6% of clients were designated as walk-ins. These represent individuals who learned of the program and self-initiated contact with HeLP for potential services or persons who could not recall who referred him/her to HeLP.
- HeLP continued to focus its attention on increasing education opportunities about HeLP services to health care providers. As a result, the number of clients referred to HeLP by physicians increased. Physician referrals of clients to HeLP accounted for 14.4% of all client intakes in FY2011.
- In FY2011, new HeLP clients originated from 49 of the state's 159 counties. 70% of clients originated from the five metro-Atlanta counties (Clayton, Cobb, Dekalb, Fulton, and Gwinnett).
- Consistent with past evaluations, approximately 83% of the clients served by HeLP were female.
- Approximately 67% of clients were between the ages of 18-44 years. The percentage of clients less than 18 years of age increased from 9.8% in FY2010 to 11.8% in FY2011. Similarly, the percentage of clients age 45-64 years increased from 15.1% in FY2010 to 19.7% in FY2011.

- While clients represented a multitude of races, the percentage of clients served by HeLP has remained relatively consistent over the past 2 years. More than half (55.4%) of all clients served by HeLP self-identify their race/ethnicity as Black/African American.
- 22.4% of clients identified their race as White/Caucasian. The percent of clients who self-identified their race as Hispanic/Latino increased from 14.3% in FY2010 to 18.7% in FY2011.
- Given the broad race and ethnicity of the clients HeLP serves, it is reasonable to expect clients to speak a variety of languages. However, more than 80% of clients speak English, 17% speak Spanish, and the remaining 3% speak other languages including Arabic, French and Portuguese.
- Approximately 25% of clients resided in married households in FY2011. Approximately 68% of clients served by HeLP in FY2011 represent single-parent households (single, divorced, separated, and widow(er)), the same portion as FY2010.
- The average size of the client household in FY2011 was 4.3 persons, consistent with that reported in FY2010 (4.2). The average number of children per household was 2.5 for the 507 clients who reported having children in the household.
- Approximately 60% of clients occupied private rental properties or owned their residences. 16% of clients reported living with other persons/families (“doubled-up”) and living in government-subsidized housing.
- Education attainment data was obtained from approximately 18% of all FY2011 clients.
Of those clients where education data was captured, 34% reported they did not complete high school and 28% reported they graduated from high school or obtained a GED. 38% of clients reported receiving or completing higher education,
- In FY2011, 193 clients reported they were employed at the time of case intake. 144 clients reported that their spouse/partner was employed at the time of case intake.
- 16% of clients reported that their dependent’s health affects(ed) their ability to work. 30 clients indicated that they had to quit their job due to their dependent’s illness. 20 clients reported that they had lost a job due to their dependent’s illness. Five clients reported that they had been both fired from and had to quit jobs due to their dependent’s illness.
- Approximately 87% of HeLP clients reported incomes less than 200% of the Federal Poverty Level (FPL) in FY2011.
- The percentage of clients who did not provide income information almost doubled from 1.8% in FY2010 to 3.2% in FY2011. Without income information, cases for the clients would have been declined as HeLP eligibility could not have been determined.
- Approximately 71% (378) of HeLP clients reported receiving public assistance benefits (TANF, Food Stamps, SSI, or SSDI.). Approximately 43% of clients reported receiving assistance from 1 public benefits program in both FY2011 and FY2010.
- 19.8% of clients (106) reported receiving child support in FY2011.
- Of those clients whose health care coverage data was obtained, approximately 34% reported having no health coverage

Summary of Selected Socio-Economic Indicators



Client Reported Health Status

- 169 clients (31.5%) of all clients reported experiencing health problems and/or disabilities in FY2011. The health status of the remaining 367 clients is unknown primarily because their case was not accepted for the provision of extended legal services or in some circumstances it was not collected by the HeLP staff interviewer.
- More than 94% of clients who identified a health problem indicated it impacted their physical health.
- Of the 24 clients who indicated they suffered from mental health problems/disabilities 58.3% said it affected their ability to work.
- 160 clients reported that they experience physical health problems/disabilities. Approximately 33% said it affects it affects their ability to work.
- Only 12 clients indicated that they experienced a learning problem/disability of which 16.7% reported it affected their ability to work.

Dependent Demographics

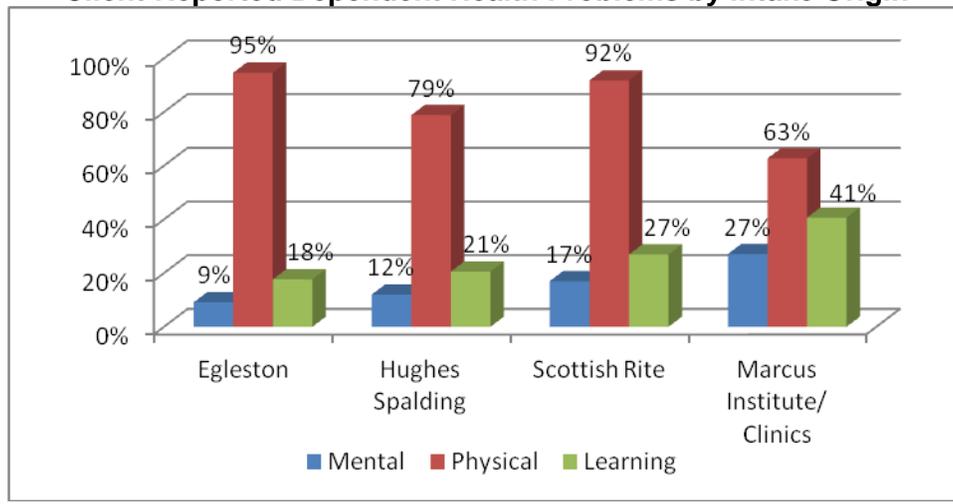
- HeLP collected dependent data on 603 unique dependents from the 536 unique clients with active case in FY2011.
- 9% of clients had dependent(s) with more than one active case in FY2011. Less than 3.5% of clients had multiple dependents with active cases.
- Parents contacted HeLP on behalf of 73.6% of the dependents for whom HeLP collected data in FY2011. For approximately 10% of dependents, the client was another family member (grandparent, aunt, or sibling).
- The female to male dependent ratio continues to remain stable with the percentage of male dependents slightly outweighing the percentage of female dependents.
- 56.6% of the 603 dependents were of school-age by 6/30/2011.

Dependent Health Status

Clients rated their child's health status as part of the intake interview process as well as through voluntary pre-intervention telephone surveys.

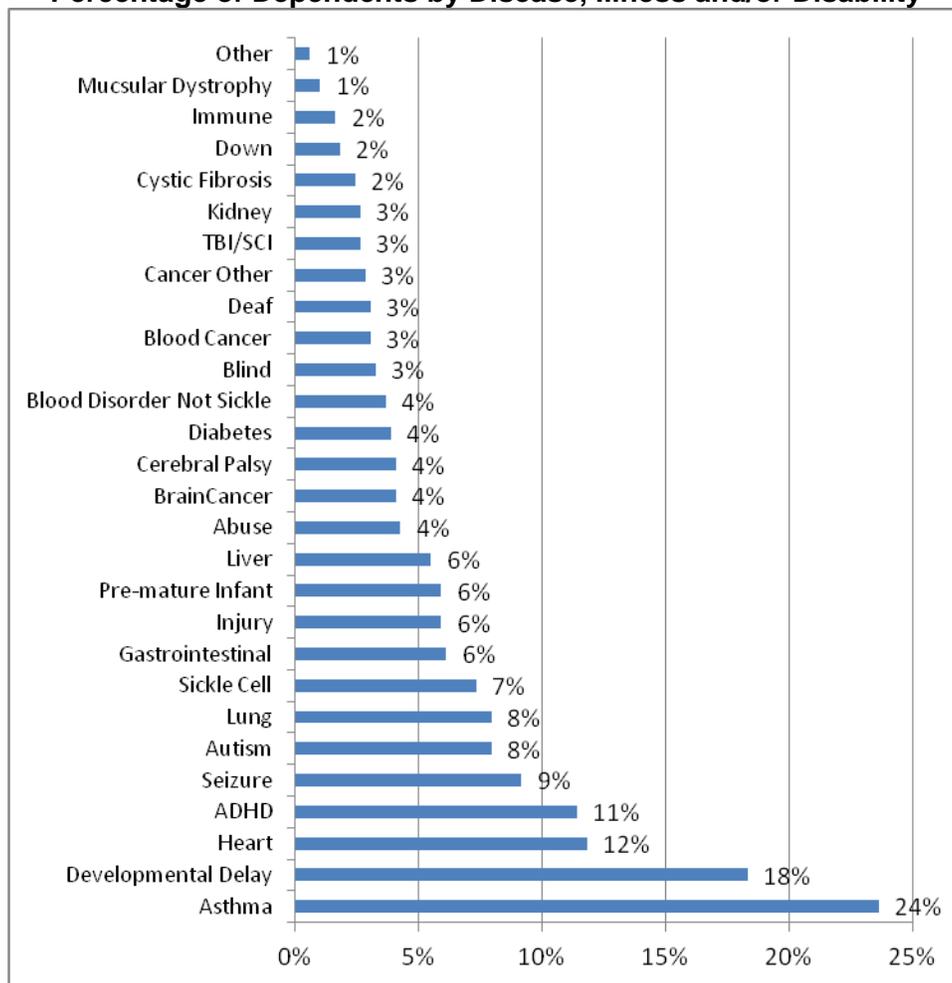
- Clients reported that 555 of the 603 dependents (92%) affiliated with an active case in FY2011 experienced some type of mental health, physical health, and/or learning problem/disability.
- Approximately 65% of dependents were reported as experiencing 1 mental, physical, or learning problem/disability
- Of the 555 dependents that were identified by clients to have health problems, 93.5% reported the dependent suffered from illnesses/disabilities that affected the child's physical health.
- More than one-fourth (25.9%) of dependents experienced learning disabilities according to clients.
- 15.4% experienced mental health illness/disabilities.

Client-Reported Dependent Health Problems by Intake Origin



- Many of the children served by HeLP endure acute and debilitating disease or illness.

Percentage of Dependents by Disease, Illness and/or Disability



- The most common diseases, illnesses or disabilities experienced by dependents were asthma (24%) and developmental delays (18%).
- 50% of the clients who reported that their dependent suffered from asthma also completed the detailed client interview and reported that it limited the dependents' activities.
- Half of the dependents with reported disease (230) were reported as experiencing a combination of two or more diseases, illnesses and/or disabilities.

Case Profile

All cases proceed through a case intake process. HeLP clients must be a parent or a child who is an adult with capacity currently receiving care through Children's Health Care of Atlanta, have an income less than 200% of the Federal Poverty Level (FPL), and have legal problems that fall within the scope of HeLP services. In some instances, the minor child is the client if s/he is a citizen, the parents are undocumented, and the legal issue pertains to that child.

A child being treated at Children's is a requisite for a referral to HeLP, but not all cases pertain directly to the child being treated at Children's. A case may assist the entire family with legal problems they are experiencing. An active case is any case that was

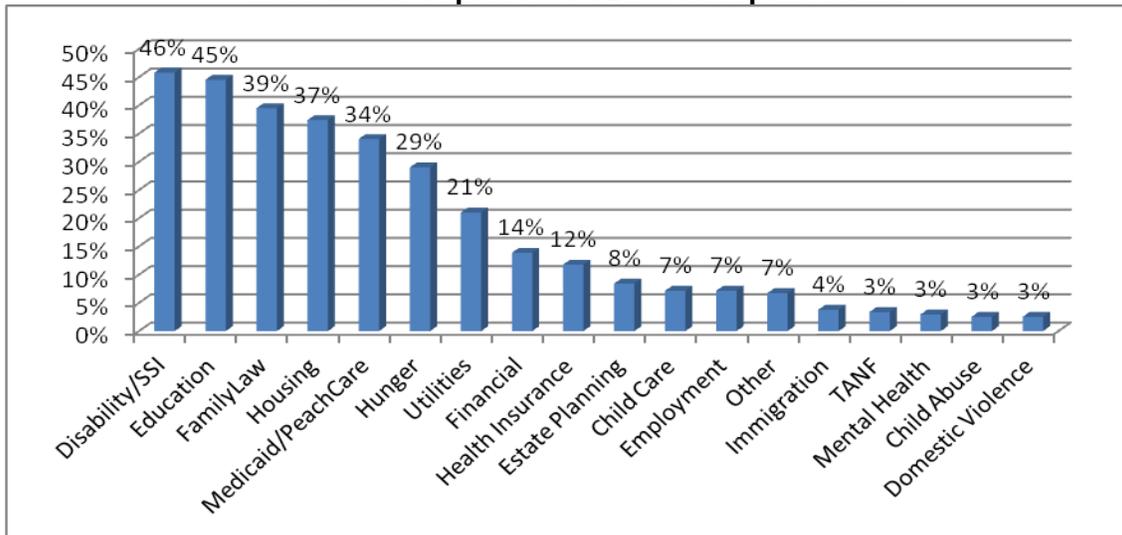
opened in FY2011 or in a prior year and was closed in FY2011, or remained active throughout FY2011. Clients sometimes identify problems where no legal problem exists or that fall outside of the scope of HeLP, therefore, not all problems identified by clients during the case intake process result in an open case.

Case Status for FY2011 Active Cases

Case Status	No. of Cases	Percent	Cumulative Percent
Open	61	9.6%	9.6%
Accepted & Completed	238	37.6%	47.2%
Rejected	184	29.1%	76.3%
Terminated Prior to Completion	150	23.7%	100.0%
Total	633	100.0%	

- In FY2011, HeLP handled 633 active cases for 534 unique clients.
- Of the 633 cases active in FY2011,
 - 184 (29.1%) were rejected,
 - 150 cases (23.7%) were terminated prior to completion,
 - 238 (37.6%) were accepted and completed, and
 - 61 (9.6%) remained open and active as of the end of FY2011.

Case Intake Topics for FY2011 Accepted Cases



- For the 238 cases accepted for the provision of legal services in FY2011, 765 specific problems or issues in 18 major categories (noted on the y axis above) were identified by clients during case intake.
- Disability/SSI, Family Law and Housing problems were the most common problems identified by clients accounting for 46%, 45% and 39% respectively of the problems identified among the 238 cases accepted for legal services in FY2011.
- In practically all of the accepted cases (99%), clients identified more than one problem/issue. Therefore, the total number of cases listed in Table 4-22 exceeds the total number of cases handled by HeLP in FY2011.

Case Actions

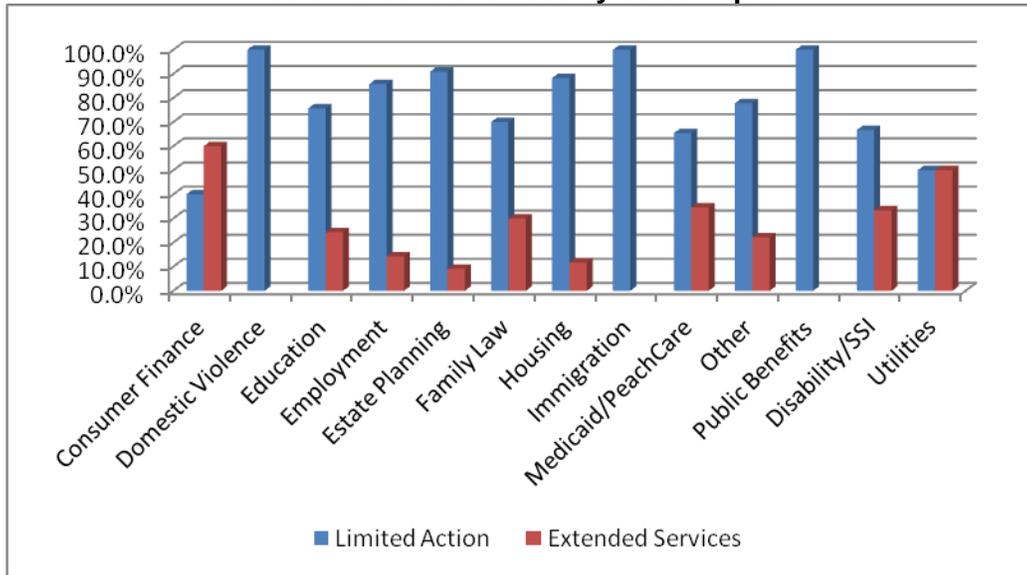
In FY2011, HeLP provided complete services and closed 238 accepted cases. HeLP utilizes Legal Services Corporation closing codes to define the level of legal service provided. These codes are used by all federally-funded legal services programs, including Atlanta Legal Aid Society.

Distribution of Accepted & Closed Cases by Case Action

Case Action	No. of Cases	FY2011 Percent of Total	FY2010 Percent of Total
Counsel and Advice	115	48.3%	43.7%
Limited Action	59	24.8%	29.7%
Administrative Agency Decision	24	10.1%	5.9%
Extensive Service (No Court, Settlement or Administrative Action)	12	5.0%	2.7%
Negotiated Settlement without Litigation	10	4.2%	8.1%
Contested Court Decision	10	4.2%	0.9%
Uncontested Court Decision	4	1.7%	7.7%
Negotiated Settlement with Litigation	2	0.8%	1.4%
Unknown	1	0.4%	0.0%
Intake and Refer Ineligible Aliens	1	0.4%	0.0%
Total	238	100.0%	100.0%

- 48.3% of 238 completed cases required Counsel and Advice, an increase of 5 percentage points from FY2010.
- An additional 24.8% of cases provided Limited Action by HeLP. This represents a 5 percentage point decline from FY2010.
- HeLP provided Extensive Services in 5.1% of the cases in FY2011 compared to only 2.7% in FY2010.
- For an equal portion of cases (4.2%), HeLP negotiated settlements without litigation or was able to obtain a contested court decision.

**Cases by Topic and Type of Legal Service
as a Percent of Cases by Case Topic**



- HeLP provided Legal Self-Help information to 72.2% of the limited services cases. Because these cases receive a limited level of service, HeLP is unable to obtain outcome data on all of the cases.
- For HeLP, Counsel and Advice and Limited Action cases may include (but are not limited to) ghost-writing a letter, drafting a simple will, making phone call(s) on behalf of a client, providing advice as to what rights and responsibilities a client has in a particular situation, or referring the client to other sources of assistance.
- The remaining 62 accepted cases that closed in FY2011 required extended services from HeLP Staff. Extended services included negotiating settlements, obtaining agency administrative decisions, and obtaining contested and uncontested court decisions.
- In more than 95% of Extended Services cases, HeLP provided supplemental services to assist in the resolution of the case. Figure 4-J displays the supplemental services provided to Extended Service cases in FY2011.

Case Staffing

HeLP has four offices. HeLP at Scottish Rite is the main office, and the HeLP director, the HeLP office manager and one HeLP staff attorney have offices at this location. Externs from Emory University School of Law, MSM medical students, and summer students, and HeLP Legal Services Clinic students also work at the Scottish Rite location. The HeLP offices at Egelston and Hughes Spalding are small, one-person offices and each is staffed by a HeLP staff attorney.

HeLP faculty and staff who work primarily from the HeLP Legal Services Clinic include two co-associate directors, one of whom also is the director of HeLP, one Clinical Supervising Attorney, and an Administrative Coordinator. The HeLP Clinic is the work location for students enrolled in the Clinic. Medical students rotate through the HeLP Clinic during their 4-week elective with HeLP.

43 students representing law and medicine participated in the GSU HeLP Legal Services Clinic, HeLP extern program, or the MSM/HeLP 4-week elective course. Students have the opportunity to assist with cases during their time with HeLP. All cases involving students are supervised by the HeLP Director, Clinic Co-Associate Director, or HeLP staff attorneys. In addition, the HeLP and pro bono paralegal may provide supportive services to the attorneys on cases.

A number of individuals may participate in any given case, particularly when students are assigned to assist. Table 4-26 shows the number of cases staff, students, and fellows participated on in FY2011. In addition to their assigned case loads, HeLP staff attorneys, directors, and paralegal supervised all work performed by students.

Case Outcomes

As previously noted, not all problems identified by a client require legal assistance. In addition, not all cases opened by HeLP are completed. Some cases are terminated prior to completion (primarily due to client withdrawal from the program or failure to follow-up) or the case may be terminated early due to changes in the client's eligibility or other factors impacting the case.

Beginning in January 2011, Atlanta Legal Aid Society implemented new outcome measures for legal services. As a result in the change in these legal outcome measures, longitudinal analyses of individual measures are no longer feasible. The table on the following pages provides a summary of outcomes across all case types for the 101 cases where outcome data was captured in FY2011. In addition the table presents the number of individuals affected by the benefit secured and illustrates annualized financial benefits and savings for FY2011.

HeLP Case Outcomes Summary

Outcome Measure	FY2011 Outcome Value	FY2011 Annualized Value
Public Benefits		
Individuals Ob/Retaining Benefits	32	32
Monthly Amount of Benefits Ob/Retained	\$7,192	\$86,304
One Time Amount of Benefits Ob/Retained	\$49,332	\$49,332
Number of Persons Ob/Retaining SNAP (food stamps)	12	12
Monthly Amount of SNAP (food stamps) Ob/Retained	\$1,727	\$20,724
Number of Persons Ob/Retaining SS, SSDI or SSI	22	22
Monthly Amount of SS, SSDI or SSI	\$12,618	\$151,416
One Time Other SS, SSDI or SSI Amount	\$122,420	\$122,420
Consumer Finance		
Number of People Avoiding Debt (count all household members)	21	21
Total Amount of Medical Debt Eliminated	\$5,000	\$5,000
Total Amount of Consumer Debt Eliminated	\$34,848	\$34,848
Education		
Amount of Education Benefits Ob/Retained (assume \$100/day)	\$24,000	\$24,000
Number of People Assisted in Expanding or Enforcing Special Education Rights	7	7
Number of People Able to Secure or Maintain Access to Public Education	2	2
Number of Children Ob/Retaining IEPs	5	5
Comprehensive Eval @ \$1000, Psych, Speech or OT Evaluation @ \$750, Independent Evaluation @ \$2000, Functional Behavioral Assessment @ \$1200	\$9,950	\$9,950
Speech Therapy @ \$75 per hour, OT or Physical Therapy @ \$55 per hour	\$11,830	\$11,830
Vocational School Tuition @ \$5000 per year, Summer School Tuition @ \$200 per session	\$200	\$200
Compensatory Services @ \$50 per hour X # hours/week X # of weeks; Tutoring (General @ \$35/hour, Reading Specialist @ \$70/hour); Extended School Year @ \$250 per week; Homebound Services @ \$50 per hour X # hours/week X # of weeks	\$7,150	\$7,150
Special Transportation @ \$5000 per year; Assistive Technology @ cost of same; Second set of school books @ \$250	\$1,100	\$1,100

Outcome Measure	FY2011 Outcome Value	FY2011 Annualized Value
Employment		
Number of People Able to Return To or Begin Employment	2	2
Family Law		
Monthly Amount of Child Support per Family	\$2,484	\$29,803
Amount of Other Financial Gain in a Family Law Case	\$1,600	\$1,600
Number of People Protected from Violence (count all household members protected)	7	7
Number of Children Provided Financial Support	12	12
Number of People Provided Family Stability (count all household members) OBSOLETE 1-1-11	34	34
Number of Children Receiving a More Stable Living Condition	4	4
Number of Children Benefitting from Custody or Visitation Arrangements	5	5
Health Care		
Number of People Gaining Access to Care or Services	6	6
Number of People Ob/Retaining Medicaid/PeachCare benefits	38	38
Amount of One Time Medicaid Benefit	\$6,330	\$6,330
Monthly Amount of Health Benefits Ob/Retained (if unknown, enter \$500/person) - OBSOLETE 1-1-11	\$10,500	\$126,000
Monthly Amount of Low-Income Medicaid (LIM) Benefits if no Medicaid Coverage (\$667)	\$667	\$8,000
Monthly Amount of Aged, Blind & Disable (ABD) Medicaid Benefit from prior LIM Coverage (\$583)	\$4,667	\$56,000
Monthly Amount of ABD Benefit if no prior Medicaid Coverage (\$750)	\$6,000	\$72,000
Amount of Health or Income Benefits Secured (includes Health Care Debt Avoided or Paid)	\$100,000	\$100,000
Number of People Ob/Retaining Skilled Care or Personal Care	2	2
Monthly Amount of Skilled Care or Personal Care Benefits Ob/Retained	\$15,253	\$183,036
Housing		
Monthly Amount of Housing Benefits Ob/Retained	\$2,015	\$24,180
One Time Amount of Other Housing Benefits Ob/Retained in Landlord/Tenant Cases	\$3,572	\$3,572

Outcome Measure	FY2011 Outcome Value	FY2011 Annualized Value
Number of People Ob/Retaining Improved Housing Conditions (Count ALL Household Members)	40	40
Number of People Ob/Retaining Affordable Housing (Count ALL Household Members)	24	24
Number of People Ob/Retaining Housing Assistance	9	9
Number of People Retaining Utility Service (Count All Household Members)	8	8
Estate Planning		
Number of People Assisted with End of Life Care (Wills, POA, Advanced Directives) OBSOLETE 1-1-11	8	8
Number of Persons Assisted with Last Will and Testament	10	10
Number of Persons Assisted with Advance Directive for Health Care	10	10
Number of Persons Assisted in Preparing Powers of Attorney	11	11
Number of Persons Assisted in Preparing Nomination of Guardianship	11	11
Other		
Number of People Impacted by Other Outcome	15	15
Other Financial Gain Amount	\$50,000	\$50,000
Total People Affected	356	356
Total Monetary Value	490,455	1,184,795

- The financial support, savings and benefits secured through HeLP legal services increased by 20% from \$976,394 in FY2010 to \$1,184,795 in FY2011.
- In FY2011, HeLP obtained outcome data in 40 limited services and 56 extended services cases, and generated approximately \$1,164,800 in financial support, savings and benefits for the 96 accepted and completed cases.
- Outcome data also was obtained in 5 cases prior to rejection or termination. Collectively, these 5 cases resulted in approximately \$20,000 in benefits for 22 individuals.

Administrative Claims Data Analysis

Beginning in SFY2009, administrative claims data was requested from Children's for consenting HeLP clients who provided HIPAA authorization to help assess the impact of HeLP services on utilization of health care services and potential cost-savings for the health care provider

Data was analyzed to determine if the legal services intervention provided by HeLP impacted the utilization of health services by the dependents of HeLP clients who received services from Children's. Specifically, for each case associated with the

dependent or his/her family, health care utilization patterns were reviewed before and after the provision of the legal intervention by HeLP.

Findings from this analysis showed that HeLP legal services helped clients obtain or retain health care coverage that resulted in access to services as well as hospital reimbursement for services through Medicaid.

Client Satisfaction

Satisfaction surveys are tools to gather participant perspectives on a broad scope of topics related to program quality and effectiveness. This evaluation included the administration of satisfaction surveys to HeLP legal services clients. General survey design was based on a five-point scale (Excellent, Good, Fair, Poor and Don't know).

Pre-Intervention Survey

- In FY2011, pre-intervention survey calls were attempted for 318 cases.
- 178 clients completed the survey, resulting in a response rate of 56%.
- Pre-intervention surveys were not completed for 140 cases or 44% of the 318 cases opened in FY2011.
- The majority (78.6%) of pre-intervention surveys could not be completed because the client could not be contacted after 5 call attempts.

The pre-intervention survey was designed to gather information on the operation aspects of HeLP including the referral and intake processes and to collect baseline information about the clients' and dependents' financial well-being and health status. The following ratings were reported by these clients in response to the survey questionnaire.

- Of the 178 who completed the survey, 53.4% clients rated the referral process as Excellent, 35.4% as Good, 5.1% as Fair and less than 1% as Poor. 5.6% of clients stated Don't know.
- Of the 178 clients who completed a survey, approximately 90% rated their treatment by HeLP as Excellent (62.9%) or Good (28.7%).
- 6.7% of responding clients rated it as Fair, and 1.7% rated it Poor.
- Clients rated how well HeLP services were explained to them as follows: 48.3% said Excellent, 29.8% Good, 13.5% Fair, 2.2% Poor, and 6.2% reported Don't know.
- When asked to rate their family's current financial situation, 34.8% said Fair and 44.4% said Poor. Only 18.5% of clients rated their family's current financial situation as Excellent (3.9%) or Good (14.6%). 2.2% of respondents reported Don't know.
- 44% of clients rated their child's physical health as Excellent or Good. 32.4% rated their child's health as Fair and almost one-fifth (18.2%) of respondents rated their child's health as Poor. 5.2% of clients reported Don't know.
- 52% of clients rated their own physical health as Excellent or Good, while more than one-third (33.9%) rate it as Fair. 8.5% and 5.1% of clients rated their own physical health as Poor or reported Don't know respectively.
- 16% of clients rated their child's emotional health as Excellent and additional 30.3% rated it as Good. 27.4% of clients rated their child's emotional health as Fair and 11.4% rated it as Poor. 14.9% of clients reported Don't know.

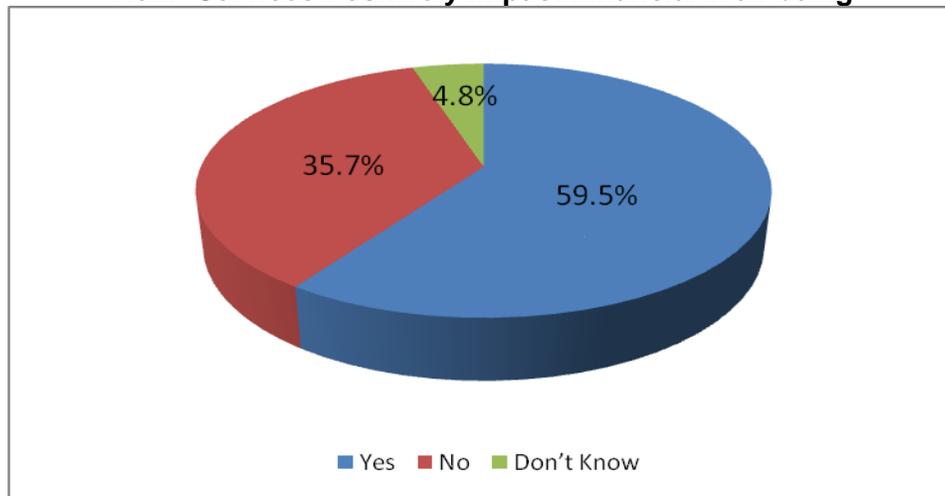
- When asked about their own emotional health, 6.7% said Excellent, 38.2% said it was Good and 40.4% said Fair. 11.2% rated their own emotional health as Poor and 3.4% reported Don't know.
- When asked to rate their child's overall well-being, 22.2% of clients rated it as Excellent, while 41.1% rated it as Good. 23% said their child's overall well-being as Fair and 6.9% rated it as Poor. 6.3% of respondents reported Don't know.
- 13.1% of clients rated their own overall well-being as Excellent, while 51.7% rated it as Good. 23.3% of clients rated their overall well-being as Fair, and 8.5% rated it as Poor. 3.4% of client's reports Don't know when asked to rate their overall well-being.

Post-Intervention Survey

In FY2011, post-intervention survey calls were attempted for 91 closed cases. 46% of the post-intervention surveys were completed by clients. Post-intervention surveys were administered to those clients whose closed cases required any legal services from HeLP other than that limited to self-help information or a referral to another community resource. The post-intervention survey was designed to gather clients satisfaction information based on the client's experience with HeLP and the impact those services had on the client's and dependent's financial well-being, health status and ability to address similar problems if experienced in the future.

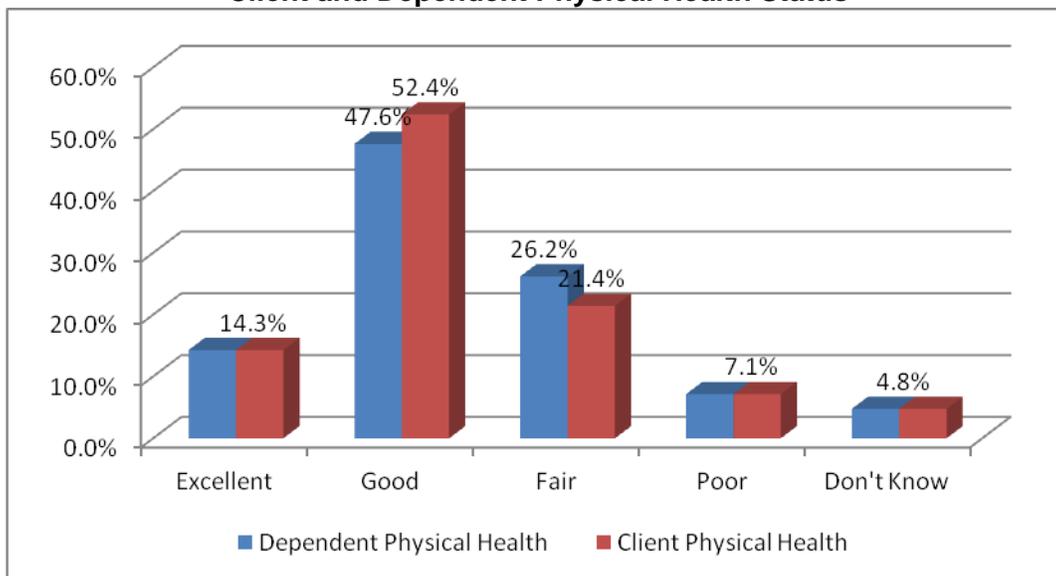
- Post-intervention surveys could not be completed for 49 of the 91 cases.
- 75.5% of non-respondents could not be reached after 5 call attempts.
- Of the 42 clients who completed the post survey, 19% received family law services, 33.3% received SS/Disability related services, 7.1% received education services, and another 7.1% received Medicaid or PeachCare services.
- Approximately 67% of clients who completed the post survey rated their satisfaction with the services received from HeLP to assist them with their legal problem as Excellent.
- 75% of clients rated HeLP's effort to keep them informed as Excellent or Good. 16% rated HeLP's efforts to keep them informed as Fair or Poor.
- 83.3% of clients said they would be better able to handle similar problems in the future.

HeLP Services Positively Impact Financial Well-being



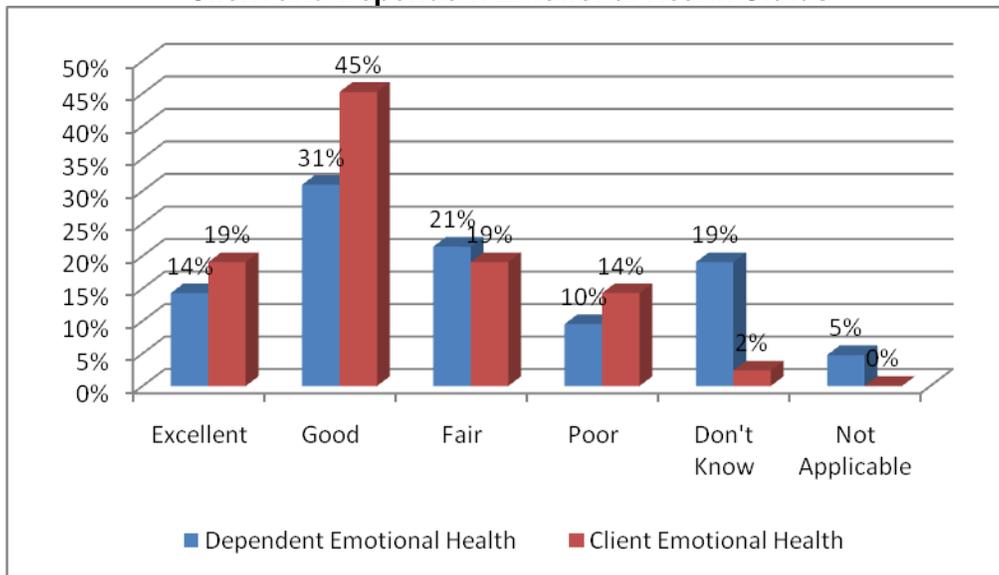
- 59.5% of clients felt that the services received from HeLP had an impact on their families' financial situation. 35.7% felt that it did not, and 4.8% said they did not know if it had an impact on their families' finances.

Client and Dependent Physical Health Status



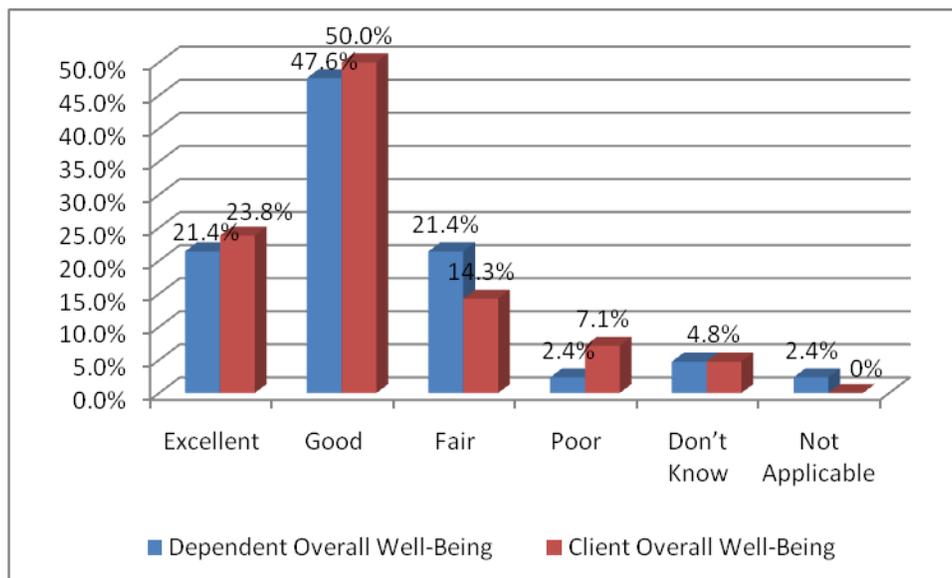
- 14.3% of clients rated their dependents' physical health as Excellent, 47.6% as Good, 31% as Fair, 7.1% as Poor, and 4.8% said Don't know.
- Collectively 66.7% of client rated their own physical health as Excellent or Good. 21.4%, of client rated their physical health as Fair. 7.1% and 4.8% of clients rated their own physical health as Poor or reported Don't know, respectively.

Client and Dependent Emotional Health Status



- 14% of clients rated their dependent’s emotional health as Excellent, 31% rated Good, 21% rated Fair and 10% rated it as Poor. An additional 19% said reported Don’t know, and 5% said the question was not applicable.
- When asked about their own emotional health, 19% of clients said it was Excellent, 45.2% said Good, 19% said Fair, 14.3% said Poor, and 2.4% reported Don’t know.

Client and Dependent Overall Well-Being



- For their dependents’ overall well-being, 21.4% said Excellent, 47.6% said Good, 21.4% Fair, 2.4% said Poor, and 4.8% said they were unsure, while 2.4% said the question was not applicable.

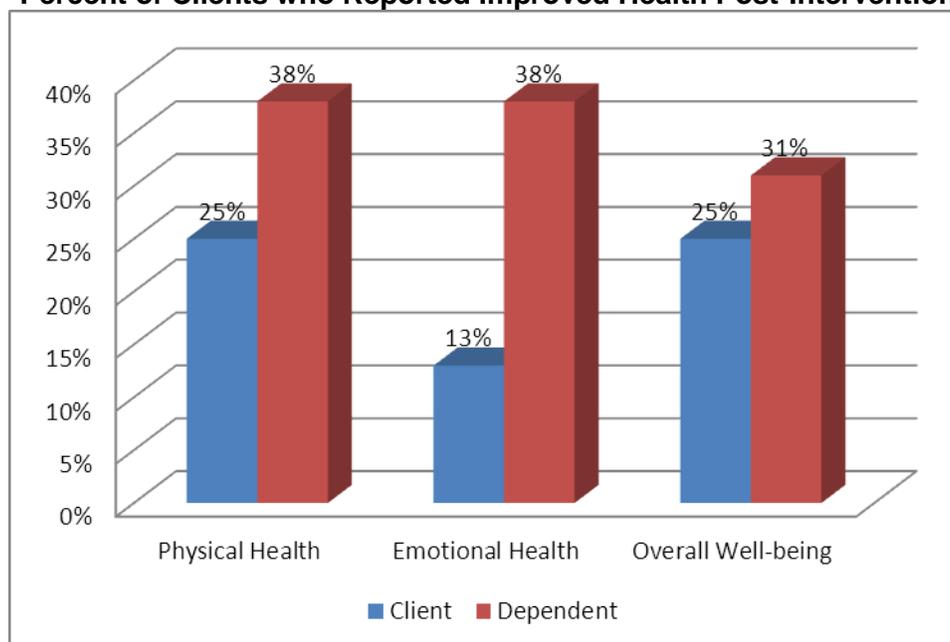
- For their own overall wellbeing, 23.8% said Excellent, 50% said Good, 14.3% said Fair, 7.1% said Poor and 4.8% reported Don't know.
- 23.8% of clients said that they and their spouse/partner were able to spend more time at work as a result of services received from HeLP.
- 19% of clients responded Yes and another 19% responded No, when asked if the services received through HeLP has allowed their school-aged child to spend more time at school.
- 61.9% of clients rated their overall satisfaction with HeLP as Excellent, 16.7% as Good, 9.5% as Fair and another 9.5% as Poor. 2.4% of clients said Don't know.
- 90.5% of the clients said they would contact HeLP again if they needed additional legal assistance.

Matched Client Survey Analysis:

16 clients whose cases were accepted for legal services completed both the pre- and post-intervention surveys. The pre- and post-intervention surveys contained questions to help determine the impact HeLP services have on the clients and families served (including financial and overall well-being and physical and emotional health). A paired t-test was conducted to determine if the change in mean rating between the pre-intervention survey and the post-intervention survey was significant. In general, no statically significant differences were found in the pre-intervention and post intervention ratings at 90% confidence level.

- Twenty-five percent of clients served through the program reported an improved physical health status for themselves and 38 percent reported an improved health status for their child/dependent.
- Thirteen percent of clients reported an improved emotional health status for themselves and 38 percent reported an improved emotion health status for their dependent after receiving HeLP services.
- Twenty-five percent of clients reported an improved overall well-being for themselves and 31 percent of clients reported an improved overall well-being for their dependent.

Percent of Clients who Reported Improved Health Post-Intervention



Annual Satisfaction Assessments

This evaluation included the administration of satisfaction surveys to HeLP referring providers (health care providers, social workers and hospital school educators), students, pro bono volunteers and educational seminar participants. General survey design was based on a five-point scale (5 representing “Excellent”, 4 representing “Good,” 3 representing “Fair,” and 2 representing “Poor” and 1 representing “Don’t know”) with additional questions requesting participant comments/feedback.

Referring Provider Satisfaction

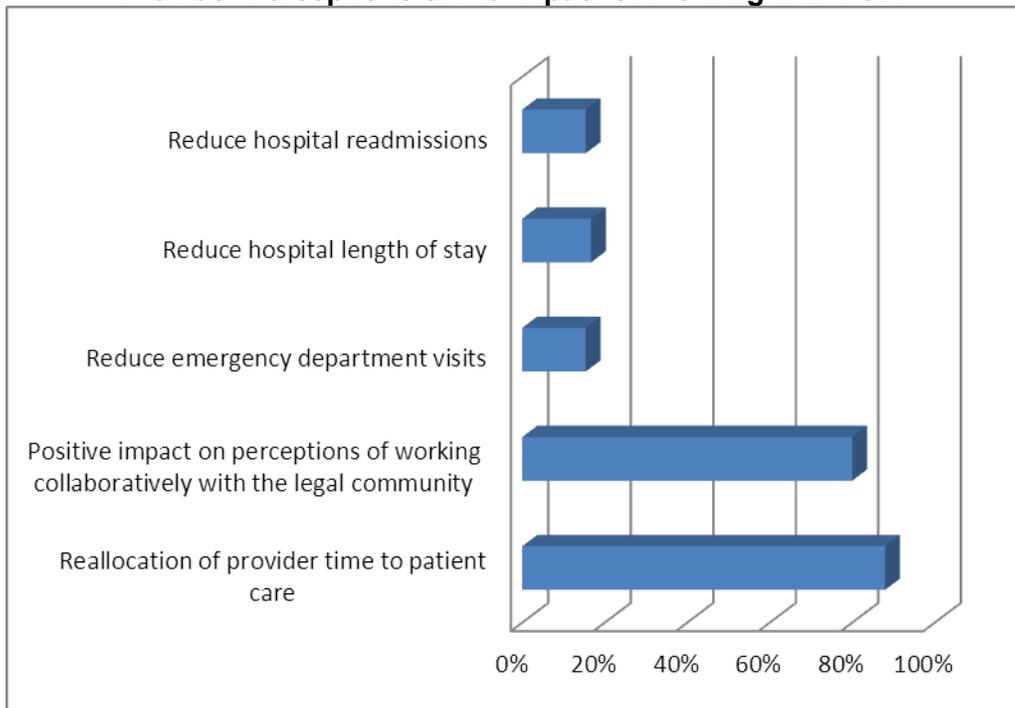
Provider satisfaction surveys are administered annually during the evaluation period to providers who refer families to HeLP. Throughout FY2011, HeLP continued to develop opportunities to provide interdisciplinary educational opportunities for health care providers to learn more about HeLP and medical-legal collaborations by attending Grand Round sessions and presenting to numerous specialty departments throughout the hospital. In addition, HeLP continued to provide educational sessions at each hospital’s campus for hospital social workers.

Of the 70 surveys mailed to providers who referred clients to HeLP in FY2011, 26 survey recipients completed and returned the survey resulting in a response rate of 37.1%.

- Most referrals (62%) to HeLP continue to originate from social workers because of their prominent role at Children’s in serving as patient advocates. 33% were physicians and nurses.
- When asked to rate their understanding of what the HeLP program does, 73% of referring providers rated it as Excellent.
- 62% of referring providers rated HeLP’s ability to meet the legal needs of its clients as Excellent. This represents the second consecutive year of improved ratings.

- Approximately 73% of the 26 referring providers indicated that they referred clients with Family Law related problems/issues to HeLP. 95% of referring providers rated HeLP's ability to assist clients with Family Law matters as Excellent or Good.
- Similarly, 73% of referring providers referred clients to HeLP for Disability/SSI issues. All referring providers rated HeLP's ability to assist with Disability/SSI problems/issues as Excellent or Good.
- 58% of respondents rated HeLP's ability to communicate effectively with clients/families as Excellent
- The majority of referring providers rates HeLP's ability to communicate effectively with clients, healthcare providers, and social workers as Excellent.
- 92% of referring providers reported affirmatively that they felt the services provided by HeLP had a positive impact on the physical and mental health status, and overall well-being of the patients and families served,
- Approximately 88% of referring providers reported that they felt the services provided by HeLP allowed them to reallocate time to other cases. This represents an increase of 18% from FY2010 when only 70% reported that HeLP services allowed them to reallocate time to other cases.
- In addition, survey results show that approximately 80% of respondents indicated that working with HeLP had a positive impact on his/her perceptions of working collaboratively with the legal community to serve patients and their families.
- Less than 20 percent of referring providers were able to affirm their feelings that HeLP services resulted in a reduction in unnecessary use of healthcare resources (e.g. emergency department visits, hospital length of stay, and hospital readmissions).

Provider Perceptions of the Impact of Working with HeLP



- Twelve respondents provided 13 suggestions for program improvement. Approximately one-third of the respondents indicated the program should expand to serve more people (adults and more hospitals). Similarly, 33.3% suggested that feedback on case referrals and case outcomes be provided on a systemic/consistent basis. 25% of respondents were pleased with the program.

Student Satisfaction

During the past several years, HeLP has expanded the program's interdisciplinary educational offerings to not only serve a larger number of students but also a broader scope of students. Overall, 36 second and third year law students from GSU College of Law participated in the HeLP Legal Services Clinic in FY2011. In addition, 12 fourth-year medical students from MSM participated in four-week elective with HeLP. Fourth-year medical students collaborated with HeLP staff attorneys, HeLP Legal Services Clinic students and HeLP externs on cases by reviewing and explaining medical records, writing letters on patient's behalf, and participating in administrative meetings and hearings.

HeLP Legal Services Clinic Survey

HeLP legal externs and clinic participants were administered a satisfaction survey upon the completion of their experience with HeLP.

- Forty-three law and fourth-year medical students received the annual satisfaction survey.
- Twenty-four completed the online survey representing a response rate of 56% (22 law and 2 medical students).
- 50% of respondents rated their understanding of HeLP as Excellent. 42% of students rated their understanding of what the HeLP program does as Good, 4% rated Fair, and 4% rated Poor.
- 54% of students rated HeLP's ability to meet the legal needs of its clients as Excellent, 38% rated it as Good, and 8% rated it as Fair.
- More than 83% of the student respondents assisted with Disabilities/SSI cases.
- 42% of respondents rated HeLP's ability to support student participants with needed legal resources as Excellent.
- 42% of students reported they would be definitely involved in public service activities in the future.
- 92% of respondents reported affirmatively and 8% reported No.

Medical Education Surveys

In FY2011, HeLP expanded its interdisciplinary education offerings to medical students and residents. These offerings include: (1) Hughes Spalding medical resident participation in HeLP Legal Services Clinic Case Rounds (HeLP Case Rounds), and (2) course lectures to MSM third-year medical students.

HeLP Case Rounds Survey

Thirty-seven medical residents participated in discussions at HeLP Legal Services Clinic Case Rounds (HeLP Case Rounds). HeLP Case Rounds provide a dynamic learning environment into the delivery of public health legal services focusing on how interdisciplinary collaboration may address and reduce socio-economic barriers that contribute to health disparities.

The purpose of the survey is to gather information on how interdisciplinary education and collaboration affects the way developing physicians care for their patients.

- 16 residents completed surveys during 6 case rounds sessions resulting in a response rate of 44%.
- 75 percent of the survey respondents indicated that knowledge of legal issues that affect the health of well-being of patients was Very Important to addressing their medical issues.
- The majority of survey respondents were Extremely Aware or Moderately Aware of the issues that may affect the health of low income patients. Students reported that they were more likely to screen patients for socioeconomic and legal issues after participation in the HeLP lectures.
- 62.5% of respondents indicated that they are very likely or likely to refer patients to a legal resource when they are aware that a patient is experiencing socioeconomic, environmental, or legal issue that may affect his or her health.
- Approximately 69% of respondents indicated they are very likely or likely to ask patients whether they are experiencing legal problems that may be affecting their health or their ability to follow the care plan you prescribe (12.5% and 56.3% respectively).
- 75% of respondents indicated that participation in the HeLP Clinic Case Rounds was Very important or important in contributing to their clinical education experience.
- Approximately 90% of respondents Strongly Agree (81.3%) or Somewhat Agree (6.3%) that participation in HeLP Clinic Case Rounds positively affected their perception of interdisciplinary collaboration and practice.

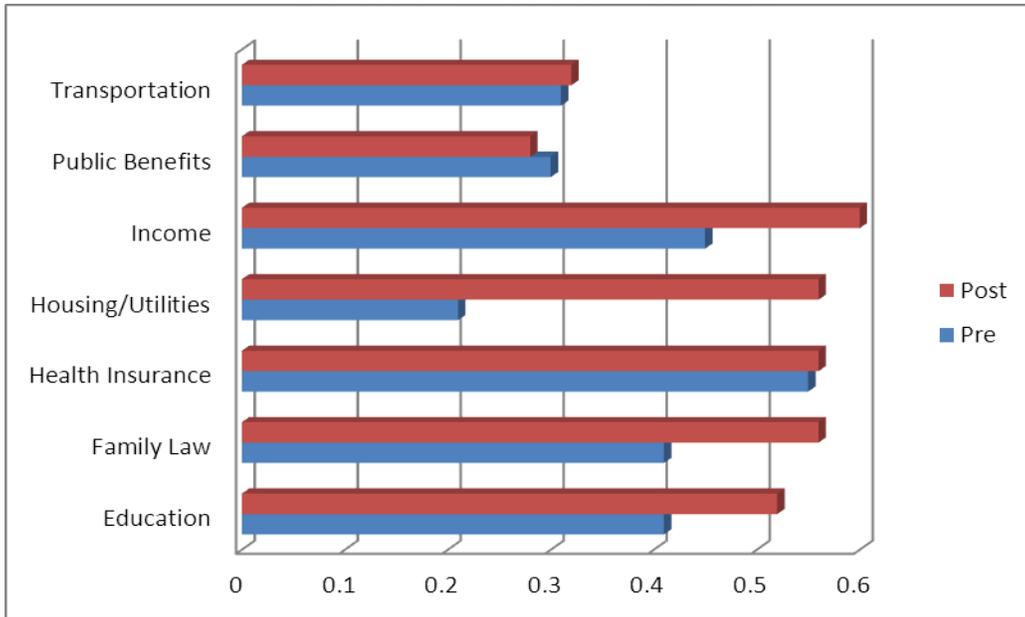
FOMIII 3rd-Year Medical Student Survey

HeLP Clinic faculty provided 4 educational sessions during the academic year to 57 third-year Morehouse School of Medicine students enrolled in the mandatory Fundamentals of Medicine III (FOM) class. Topics covered during these sessions included introduction to HeLP and interdisciplinary problem-solving, similarities and differences between the professions of medicine and law, ethical issues encountered in interdisciplinary practice, and end-of-life issues.

Pre- and post-surveys were administered before the first and after the fourth in a series of academic lectures made by HeLP legal faculty to third year medical students regarding medical legal collaboration to improve patient care.

- 29 of 53 students completed the pre-intervention survey (55%).
- 25 of 53 students completed the post-intervention survey (47%).
- In general, no statically significant differences were found in the pre- and post-ratings at 95% confidence level, using a one sample t-test.

Awareness of Issues that Affect Health

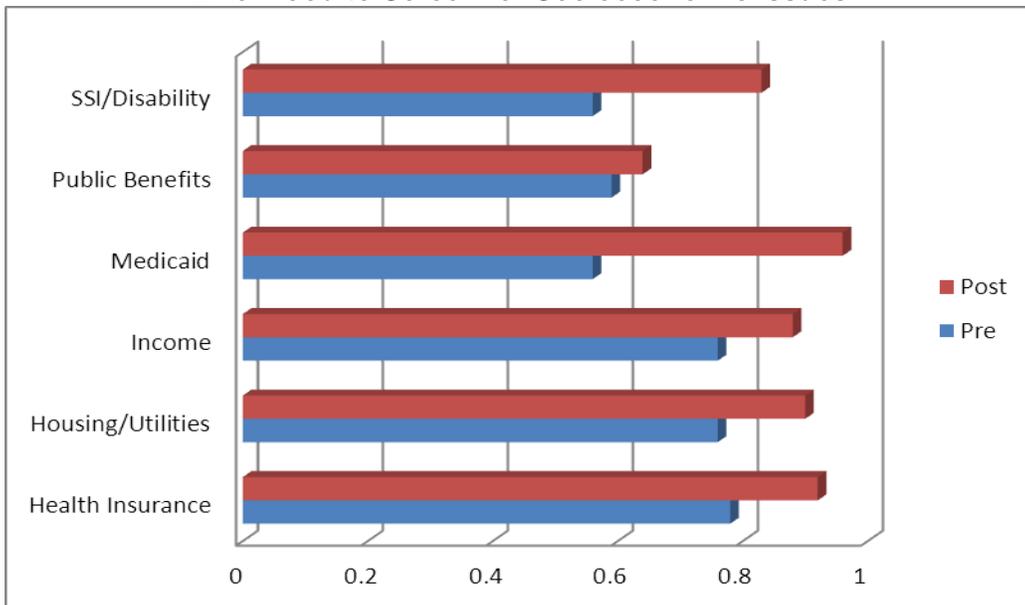


Comparison of pre- and post-survey responses indicate that interdisciplinary education helped to increase students awareness in the areas of

- Education (11% increase),
- Family Law (15% increase),
- Housing/Utilities (35% increase), and
- Income (15% increase).

Topics that did not result in a change in awareness include public benefits, health insurance and transportation.

Likelihood to Screen for Socioeconomic Issues



Students reported that they were more likely to screen patients for socioeconomic and legal issues after participation in the HeLP lectures.

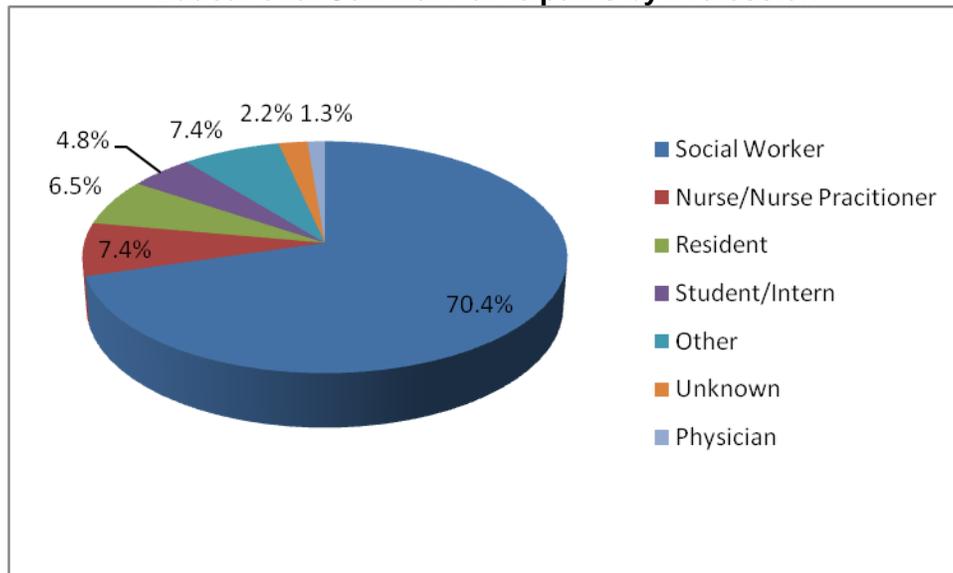
- Approximately 30 percent of respondents indicated they were extremely likely or likely to refer patients with a legal issue to a legal resource like HeLP.
- At the beginning of the lecture series, 10.3% of the students reported that having a lawyer on their treatment team would be Extremely Influential for providing patient care.
- After the lecture series, 19% of students believed having a lawyer on the treatment team would be Extremely Influential.

Professional Educational Seminar Satisfaction

HeLP hosts educational seminars for health care, social workers, social services staff, and management staff of Children's. These seminars are designed to educate participants about what the HeLP program is, who it serves, issues it is able to assist with, and how to screen for potential legal problems. Satisfaction surveys are administered to participants at the end of each educational seminar.

- HeLP conducted 24 educational seminars on 13 unique topics for Children's staff, health care providers and administration.
- 280 individuals participated in the educational seminars. 230 participants completed and returned the evaluation survey distributed at the end of each seminar.
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Educational Seminar Participants by Profession



- 70.4% represented social workers 15.2% represented health care services providers, 7.4% of survey participants represented other professionals, 4.8% were students/interns, and 2.2% did not indicate their profession.
- HeLP seminars covered a broad spectrum of topics, many requested by the seminar attendees.
- 98.2% of survey respondents rated the instructor's ability to communicate clearly as Excellent or Good.
- 70% of survey participants rated seminar topics as Excellent.
- More than 86% of respondents reported Yes.

- 70% of survey respondents rated the topics as Excellent.
- Collectively, 97% of survey participants rated the education topic as Excellent or Good in helping them to advocate on behalf of the patients/families.
- More than 92% of respondents affirmed that they felt they are more likely to advocate on their patient's behalf after attending the HeLP educational seminar.
- 70.4% of survey respondents rated their satisfaction with the educational seminar as Excellent.
- Approximately 97% of all participants indicated that they would recommend the HeLP educational seminars to a colleague.

Summary

Overall the evaluation findings indicate that the interdisciplinary collaboration among health care providers, social workers, and legal professionals is helping to address barriers to health and helping to improve health status as reported by clients. HeLP extends the role of the MLP model to ensure that the interdisciplinary approach remains relevant through its education components. However, there are areas of organization operations that can be improved upon in including strategic planning, succession planning, and fundraising strategies.

An objective of HeLP is to utilize evaluation and research efforts to increase program awareness and to serve as a model for replication. To better demonstrate program effectiveness on both client/dependent health and cost-savings to the hospital, additional detailed administrative claims data is needed. During the next fiscal year, HeLP should consider entering into additional discussions with Children's to obtain more detailed administrative claims data for consenting clients. Ensuring that informed consent and HIPAA authorization is obtained from clients is essential to valuing the impact HeLP services have on utilization of care. HeLP should continue its efforts to expand its publication and presentation vitae. Continue to seek out and apply for research funding through organizations like the CDC and AHRQ who are interested in programmatic research related to health and health disparities.

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