

Karen Gersten-Rothenberg, MSN, FNP, Associate Medical Director, kgersten-rothenberg@laclinica.org  
La Clinica de La Raza School Based Health Centers, www.laclinica.org

## Project Description

This project sought to convert the provision of onsite legal services for undocumented immigrants from a pilot project to a core service and to expand it to 2 additional School Based Health Centers (SBHCs).

### Problem Statement:

Undocumented people face higher barriers to health care, housing, education, and employment than their citizen and authorized immigrant peers. In California, 1 out of 5 children lives with an undocumented family member. SBHC clinicians treat the physical and psychological problems undocumented youth and youth from mixed status families experience, but are not skilled at removing the root inequalities that make patients sick. Attorneys can assist immigrants to gain legal status and advocate for their rights, but only a small minority of undocumented immigrants obtain legal assistance. By forming a pilot medical legal partnership (MLP) we placed attorneys in our clinics and leveraged patient provider relationships to link families with no cost legal support.

### Discovery:

Interviewed clinicians, teachers, family advocates, attorneys, grant writers, and administrators; analyzed patient surveys. Strengths and pain points:

- MLP meeting a critical need: 80% of families referred had not received prior legal consultation.
- MLP is effective: 100% of cases filed were successful in 2 year pilot. Patients and parents won immigration relief that enabled them to work legally, attend college, improve their housing, receive medical insurance.
- SBHCs are safe and accessible. 91% patients reported, "I feel more comfortable with my SBHC clinician than other doctors".
- Ongoing clinician training, continued outreach, and maintenance of agreements between FQHQ/legal organization/school district are critical.
- Sustainability and expansion require more funding.

### Goal:

Undocumented families will have access to legal support from attorneys to remove barriers to health care, education, housing and unemployment at all of La Clinica's School Based Health Centers in Oakland.

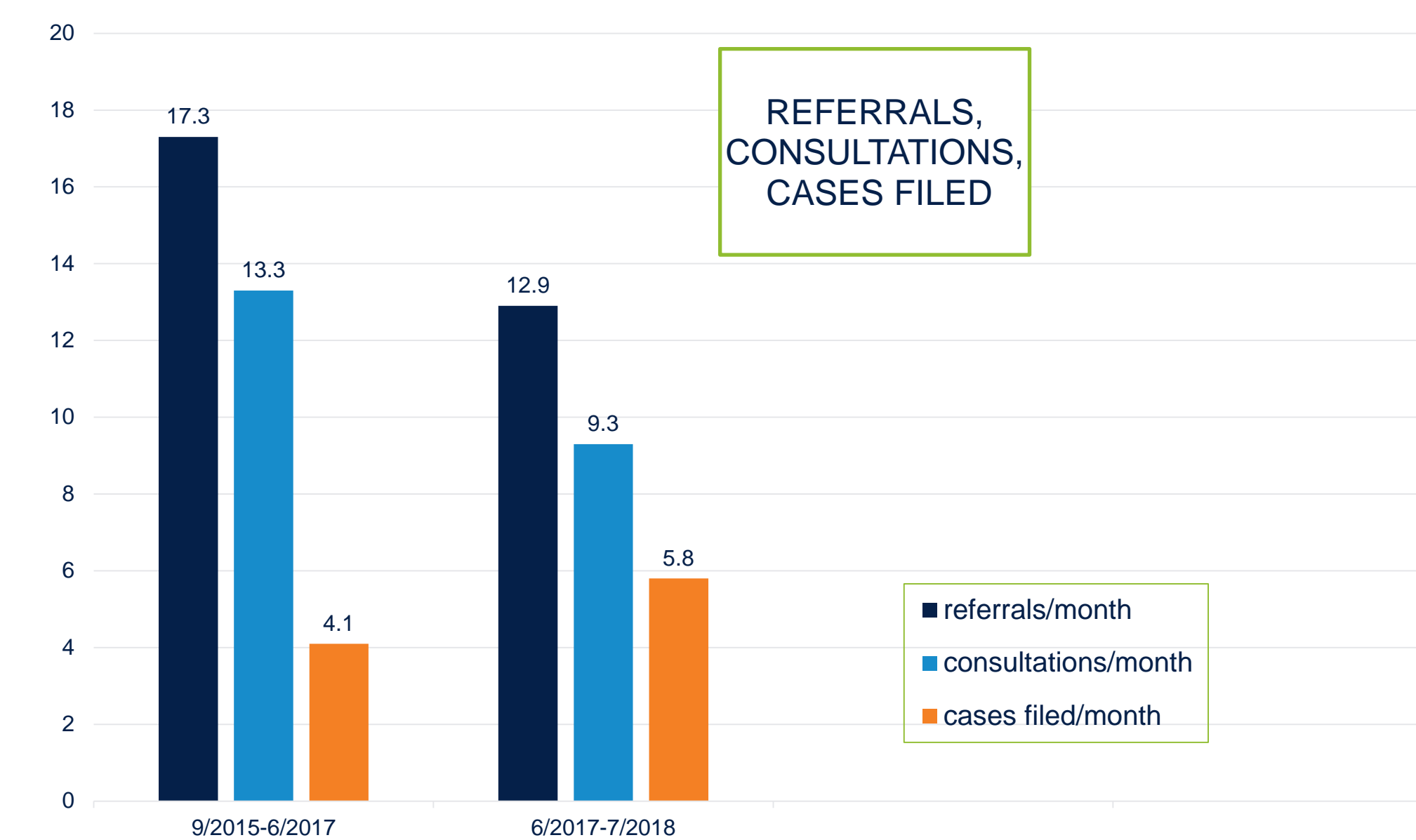
### Outcome-oriented Objective:

By July 2018, the medical legal partnership will provide legal consultations to 25% more families than the previous year.

- 1) Continue current level of screening, referral, legal consultation, and outreach at 4 SBHCs after pilot funding ends in June 2017.
- 2) Establish medical legal partnerships at 2 additional SBHCs.

## Results

- ✓ **Funding**
  - 1 FTE attorney provided by East Bay Community Law Center
  - \$35K Kaiser grant for 2017/18, renewed for 2018/19
- ✓ **Training**
  - 100% staff at 2 new clinics trained
  - 4 presentations to school faculty
- ✓ **Immigration Workshops and Outreach to 290 families**
  - 4 immigration rights workshops, 4 outreach events
- ✓ **Referrals, Consultations, and Filed Cases**
  - 155 referrals, 111 immigration consultations, 70 cases filed
  - 48 work authorizations, 51 newly eligible for Medi-Cal



Despite decreased referral and consultation rates, **cases filed increased 30%**. Possible reasons referrals and consultations decreased: changes in immigration policy (no new DACA applications), saturation at existing sites, screening fatigue, and short start up at new sites. Possible reasons cases increased: higher quality referrals, attorney efficiency, urgency related to changes in immigration policy

## Lessons Learned

- Groundwork laid during the pilot (modifying screening tools for youth, MOU with school district, creating work flows) enabled us to add 2 new sites without increasing attorney FTE
- Despite reporting that SBHCs are a safe place to seek legal consultation, families are afraid to assemble in public spaces for immigration workshops. Lawyers got creative and presented on live Facebook and to parent ESL classes
- Our legal partner assumed full ongoing funding of an attorney. This reduced the need to fundraise and demonstrated that the MLP is mutually beneficial to both organizations
- Leadership opportunity: met colleagues working on other projects to support immigrant patients and formed an intra-agency task force to coordinate and expand efforts

### Next Steps and Expanded Directions:

- Track patient health outcomes over time
- Establish MLP in more departments (met with Family Medicine and another legal organization to explore, May 2018)
- Encourage other SBHCs to develop MLPs (presented workshops at California School Based Health Alliance, June 2018)
- Explore enabling services, improved payor mix scenarios, and identify additional funders to expand financial support

## Mission Model Canvas

<b>Key Partners</b> East Bay Community Law Center La Clinica de la Raza Private Foundations Oakland Unified School District	<b>Key Activities</b> <ul style="list-style-type: none"> <li>✓ Engage decision makers</li> <li>✓ Apply for grants</li> <li>✓ Conduct trainings</li> <li>✓ Track outcomes</li> </ul>	<b>Value Propositions</b> <b>PATIENTS:</b> Free legal consultation and advocacy to remove barriers to health care, education, work, and housing  <b>CLINICIANS:</b> Job satisfaction from addressing root causes of illness  <b>ATTORNEYS:</b> Access to immigrant youth and adult clients	<b>Buy-in &amp; Support</b> <ul style="list-style-type: none"> <li>✓ Early clinician adopters</li> <li>✓ Patient stories and peer referrals</li> <li>✓ Family advocates</li> <li>✓ Planner</li> </ul>	<b>Beneficiaries</b> <b>PATIENTS:</b> Undocumented and mixed immigration status families whose children receive care at School Based Health Centers in Oakland  <b>CLINICIANS:</b> Medical and behavioral health clinicians in School Based Health Centers  <b>ATTORNEYS:</b> Public interest lawyers serving families with low/no access to legal services
<b>Mission Budget/Cost</b> \$155,000= 1.3 FTE attorney + overhead/support		<b>Mission Achievement/Impact Factors</b> Fulfills the combined missions of La Clinica de La Raza and East Bay Community Law Center to "build a community that is more just, healthy, secure, productive, and hopeful".		