



Overview of Legal Aid Bureau

Ryan White

Program Services

How we are helping people living with HIV/Aids...



Overview

- How do we help people living with HIV/Aids?
 - Becoming a client
 - Services that we provide
 - Case Management
 - Required Documentation
- How did we improve our services ?
 - Compliance Activities (PDSA's)
 - Legal Check-up
 - Strengthening Sub-Recipient Relationships
- How will we help people living with HIV/Aids in the coming year?
 - Advanced Planning Clinics



Intake process

1. Potential client contact MLA – phone or online portal or in person
2. MLA call back with intake interview – determine eligibility and legal issue
Biographical info, family size, asset, etc.
3. Eligible client/cases sent to attorney for service
Brief advice, document drafting, etc.
4. Ineligible clients – referred to appropriate organizations
5. Clients with ineligible legal issues – referred to appropriate organizations



Legal Services

- Legal Advice
 - Review of Documents
 - Advice at intake and/or
- Full Representation
 - Case open for further legal services
 - Draft documents
 - Filing Request for Hearing
 - Representing Clients in front of agency or court





Resources

- Paralegals/Interns
- Supervising Attorneys
- Staff Attorneys
- Administrative Assistants
- Chief Attorneys
- Director of Advocacy
- Chief Counsel
- Director of Program Development & Compliance



RW Verification Documents for Grant Compliance

- Consent for Services
- Authorization to Release Medical Information & General Release
- Legal Check-Up
- Affidavit of Income
- Affidavit of Residency



Consent for Services



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Maryland Legal Aid receives funding from the Ryan White Program in Baltimore City, Baltimore, Harford, Carroll, Howard, Queen Anne's and Anne Arundel Counties to provide services to individuals who are living with HIV or AIDS. The Ryan White Program requires Maryland Legal Aid to verify a client's diagnosis, income, address, and receipt of primary medical care.

Services at Maryland Legal Aid are always free. We are able to provide free legal services to you because of private donations and government grants like the Ryan White Program.

Do you think you are eligible for these services and do you wish to receive them?

Check one: _____ Yes _____ No

I received the "Welcome to Legal Aid" brochure _____ (Check Here)

If you checked NO, please sign at the bottom of this form only.

If you checked YES, please fill in the information below and sign at the bottom of this form.

All information is kept Confidential. Data provided by our clients is being collected for reimbursement/care coordination purposes.

Clinic Name

Date of Last Primary Care Visit

Case Worker and Phone Number

Doctor

Client Signature: _____

Date: _____

Legal Check-Up Form



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This document is intended to gather information about the types of legal issues you may have. We may not be able to address every need you tell us about, but we will try to provide you at least some helpful information. Your participation is completely voluntary.

1. Do you need information or assistance with:

a. Preparing a Will?

b. Appointing a Power of Attorney?

c. Preparing an Advance Directive?

d. If Maryland Legal Aid hosted a clinic where these documents were prepared, would you like to be invited to participate?

2. Are you currently unemployed?

3. Are you interested in assistance or information about unemployment benefits?

4. Have you been denied public benefits? (Ex: Food Stamps, Cash Assistance, Medicare, Medicaid, Social Security benefits, etc.)

5. Do you need additional information or assistance in applying for a public benefit?

6. Do you need information or assistance with any financial related issues?

(Ex: Hospital bills, debt or harassment from creditors, wages or bank account being garnished, bankruptcy, etc.)

7. Do you need information or assistance with any housing related issues?

(Ex: rent or mortgage payments, eviction, foreclosure, utilities, home conditions, etc.)

8. Do you need information or assistance with any family law related issues?

(Ex: divorce, protective order, custody, etc.)

9. Have you been the victim of discrimination because of your HIV/AIDS?

(Ex: housing, employment, etc.)?

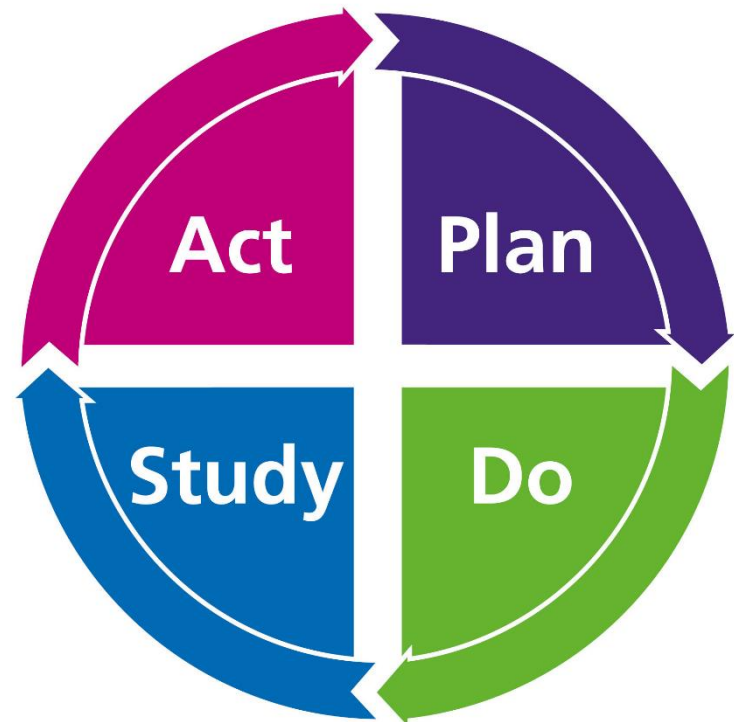
If you answered “Yes” to any of the questions above, we will give you a call back.



How have we improved our services in FY2020?

Plan Do Study Act – PDSA 2020

- Four stage problem solving model. RW Team identifies what they want to improve, determine how they are currently performing, describe what change they will test and predict what improvement they expect to see.
- FY2020 -Legal Checkup –increased legal check ups from 92% to 100%





How did we improve our services in FY2021

Plan Do Study Act – PDSA 2021

- Partnerships in Legal Service Delivery
 - RW Sub Recipients
 - Case Managers
 - Social Work Teams
 - Medical Service Providers
- Increase referrals from Sub-Recipients partners





Virtual Outreach

(education sessions)

- Events Performed by RW Staff Attorney
 - RW Planning Council
 - Howard County Health Department
 - Anne Arundel County Health Department
 - Healthcare For The Homeless
 - Moveable Feast
 - Total Health Care
 - Chase Brexton
 - Baltimore County Health Department
 - Hidden Garden, Park West
 - Total Health Care
 - Legal Lunch and Learn on Facebook Live



Outreach

(in person educational information tables and clinics)

- Events
 - Paul's Place (2x per month)
 - UMB's Community Engagement Center
 - Advanced Planning Clinic, Harford County Health Department
 - Choo Smith Youth Empowerment aRise
 - Total Health Care
 - Expungement Clinic JHU
 - MOHS Lord Baltimore Expungement Clinic
 - Baltimore Resource Fair with Delegate Robbyn Lewis
 - National HIV Testing Day
 - Lawyer in the Library at Penn North



PDSA 2021 RESULTS

- RESULTS:
- FY2021 -Strengthening our relationships with Sub-Recipients and giving Educational Outreach Sessions
- We increased increase the number of client's we helped by 29%.
- We increased the number of clients served from 76 to 99.





Upcoming Plans for FY2022

- Increasing the number of Advanced Planning Documents
- Advanced Planning Clinics at Senior Centers
 - Parkville Senior Center (Baltimore County)
 - Bykota Senior Center (Towson)
 - Ateaze Senior Center (Dundalk)
 - Woodlawn Senior Center (Gwynn Oak)
 - Pikesville Senior Center (Pikesville)



Thank you for your time!

Questions?

- Contact Us at Intake:

- Online Intake: <http://intake.mdlab.org/>
- Call: (866) 635-2948 or 410-951-7750
- <https://www.mdlab.org/contact-us/>

- RW Attorney- Erica Bullo, Esq.

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- (410) 951-7629

- Director of Advocacy- Conni Bright Gordon, Esq.

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