

# Addressing the Opioid Crisis Series

## Collecting & Using Data

Friday, October 25 at 1 p.m. ET

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grey phone button to  
connect to audio



# Today's Presenters

## Casey Chiappetta

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National Legal Aid & Defender Association  
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## Radhika Singh

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## Elizabeth Wehner

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Slides & recorded presentation will  
be uploaded after webinar here:  
<http://www.nlada.org/node/27326>



# Agenda

1. Introduction
  - Last webinar
2. Collecting data
  - Why? How?
  - Best practices
  - Challenges with working with transient populations
3. Hearing from Legal Aid of West Virginia
4. Q & A

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# Previous webinar: Research & funding

<http://www.nlada.org/node/27006>

- 2.1m individuals with a [Opioid Use Disorder \(OUD\)](#)<sup>1</sup> and 11.8m people with [opioid misuse](#)<sup>2</sup>
- [31 percent](#) of Americans know someone who is addicted to opioids, compared to 27 percent in 2017<sup>3</sup>
  - [The total economic burden](#) is \$504b and costs \$28.9b in healthcare costs<sup>4</sup>
- SUDs commonly co-occur with [domestic violence](#),<sup>5</sup> [homelessness](#),<sup>6</sup> and [mental illness](#)<sup>7</sup>

# Previous webinar: Research & funding

<http://www.nlada.org/node/27006>

- [HUD – Resident Opportunity & Self-Sufficiency](#): Funds public housing authorities to hire Service Coordinators to link residents to supportive services<sup>1</sup>
- [DOJ OVC - Enhancing Community Responses to the Opioid Crisis](#): Support children and youth who are crime victims as a result of the opioid crisis<sup>2</sup>
- [Rural Communities Opioid Response Program](#): Designed to strengthen and expand SUD/ODD prevention, treatment, and recovery service delivery in high-risk rural communities<sup>3</sup>
-  [HHS – Opioid Family Support Program \\*Forecast\\*](#): Designed to expand “integrated, interprofessional” teams to support children whose parents have been impacted by OUD and SUD and family members in guardianship roles<sup>4</sup>

# Previous webinar: Research & funding

<http://www.nlada.org/node/27006>

- HHS SAMHSA: Substance Abuse Prevention and Treatment Block Grant
- HHS SAMHSA: State Opioid Response Grant
- AmeriCorps State and National Grants
- Victims of Crime Act (VOCA) Victim Assistance Formula Grant Program

To see these grants & more,  
go to the JGP grants matrix



<https://www.american.edu/spa/jpo/toolkit/module-2.cfm>

THE JUSTICE  
IN GOVERNMENT  
PROJECT  
GETTING RESULTS WITH LEGAL AID



SCHOOL of PUBLIC AFFAIRS  
AMERICAN UNIVERSITY • WASHINGTON, DC

## Grants Matrix: State-Administered Federal Funds that can Support Legal Aid

The Justice in Government Project searches for opportunities to connect good government with access to justice. This includes identifying state and local government policies, programs, and priorities where evidence shows including legal services alongside other supportive services can improve outcomes, effectiveness, and cost efficiencies for the people government seeks to serve.

States receive a significant influx of federal grants to implement many public policies and programs including those to enable access to health care, income security, education, employment, social services, and housing, and improve family stability and public safety. Federal grants account for about one-third of state government funding and more than half of state government funding for health care and public assistance.

# Why collect this data?

- You're likely doing this work already
  - In a [2018 survey](#) of LSC grantees, more than 95 percent reported that they provided services to individuals with OUDs
- Can help you identify funding sources
- Can help you better make the case for funding
- Can turn this data into a project evaluation

# Definitions

- Inputs: things that allow civil legal aid to be productive (e.g., funding, features of the courthouse, number of lawyers, etc.)
- Outputs: what civil legal aid produces (e.g., numbers of people served, matters handled, etc.)
- Outcomes: what the outputs have resulted in (e.g., legal result, change in housing status, stability, impacts on community)
  - Ex. Obtaining protective order could be recorded as “obtained protection order” and/or “feels safer”

<https://ncforaj.org/research/the-outcomes-project-tracking-outcomes-a-guide-for-civil-legal-aid-providers-funders/>



# Helpful resource!

<https://ncforaj.org/research/the-outcomes-project-tracking-outcomes-a-guide-for-civil-legal-aid-providers-funders/>

## TRACKING OUTCOMES:

A Guide for  
Civil Legal Aid Providers  
& Funders



National Center *for*  
Access to Justice

AT FORDHAM LAW SCHOOL

June 20, 2018

# Outcomes to consider

1. To what extent has your work impacted access to legal services?
2. To what degree has your work impacted case outcomes?
3. How well was the program implemented?

# 1. To what extent has your work impacted access to legal services?

- How was assistance provided?
  - Continuance
  - Brief advice
  - Referrals
  - Full representation
- Of the total cases in this area that go to court (e.g., family court, housing), how many did your work touch?
  - May be higher than you think!

## 2. To what degree has your work impacted case outcomes?

- Compare those assisted by your program with those who were not assisted – compare these outcomes
  - Need an exact definition for each outcome and distinct code
- Coordinate to track outcome for those who aren't assisted (or those who receive limited assistance, like advice)



You don't need to run regressions or do more than a purely descriptive data analysis (though you definitely can!)

# 3. How well was the program implemented?

- How long did a case take to close?
  - Compare between those who received help versus didn't receive help
- How do volunteers (if you use them) rate their experience?
- How do those assisted rate their experience? The effectiveness?
  - How do their family members?

## Legal Aid Society of Columbus: Tenant Advocacy Project Evaluation

2018



 Thoughtwell

 LASC  
Legal Aid Society of Columbus

Funded by:  
 THE COLUMBUS FOUNDATION

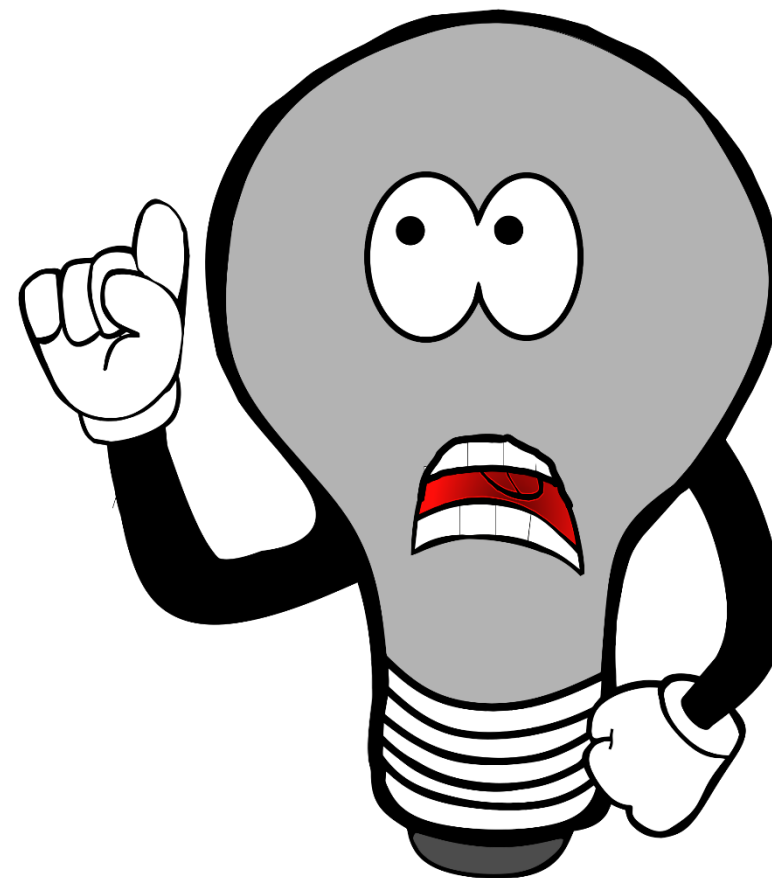
# Example

- In 2018, Legal Aid Society of Columbus did a project evaluation of the Tenant Advocacy Project
- This helped them show their program was effective
- Helped them apply for later funding
- [Read the evaluation here](https://cdn2.hubspot.net/hubfs/4408380/PDF/Eviction-Reports-Articles-Cities-States/ColumbusOH_TAP-Report-final.pdf)



[https://cdn2.hubspot.net/hubfs/4408380/PDF/Eviction-Reports-Articles-Cities-States/ColumbusOH\\_TAP-Report-final.pdf](https://cdn2.hubspot.net/hubfs/4408380/PDF/Eviction-Reports-Articles-Cities-States/ColumbusOH_TAP-Report-final.pdf)

So how do I do it?



**NLADA**

National Legal Aid &  
Defender Association

[nlada.org](http://nlada.org)

# Funding

- Funding to integrate a strategic plan with data collection processes
- Get your partners & funders involved
- And...



# Partner with a local university

- Value of research partnerships
- How to find a partner
- What to work out beforehand
- What these partnerships look like in action

<http://www.nlada.org/sites/default/files/pictures/2018-03-20%20DDX%20Paper%20covered.pdf>



**NLADA**  
National Legal Aid &  
Defender Association

## **Defender Data Exchange: Boosting Defenders' Research and Data Capabilities**

Public Defender and Academic  
Partner Collaborations

# Examples

- Check out Appendix C: Examples of project design
  - Effects of counsel at first appearance
  - Quality of representation

<http://www.nlada.org/sites/default/files/pictures/Research%20Practitioner%20093019%20rev4.pdf>

**INNOVATIVE  
SOLUTIONS IN PUBLIC DEFENSE**

## **Researcher-Practitioner Partnerships:**

### **Applying a Collaborative Model to Improve Indigent Defense Systems**

SEPTEMBER 2019

PREPARED BY  
Jack Cutrone  
National Criminal Justice Association

EDITED BY  
Marea Beeman  
Michael Mrozinski  
National Legal Aid & Defender Association

# Think big!

- Combine with other data sources and sets to show why your work matters
  - If you know a client's age when you help them successfully apply for and receive benefits – how much \$\$\$ will you have helped them access over their life
- Work with other social services organization to increase understanding of outcomes through referrals

# Challenges

- How to access transient populations?
  - Text messaging, using a VISTA or a volunteer to conduct follow up
- How to track referrals?
- How to record data outside your case management system?
- Indirect consultations?
  
- **Let us know what you do! Send us a message on the right.**

# Screening legal aid clients

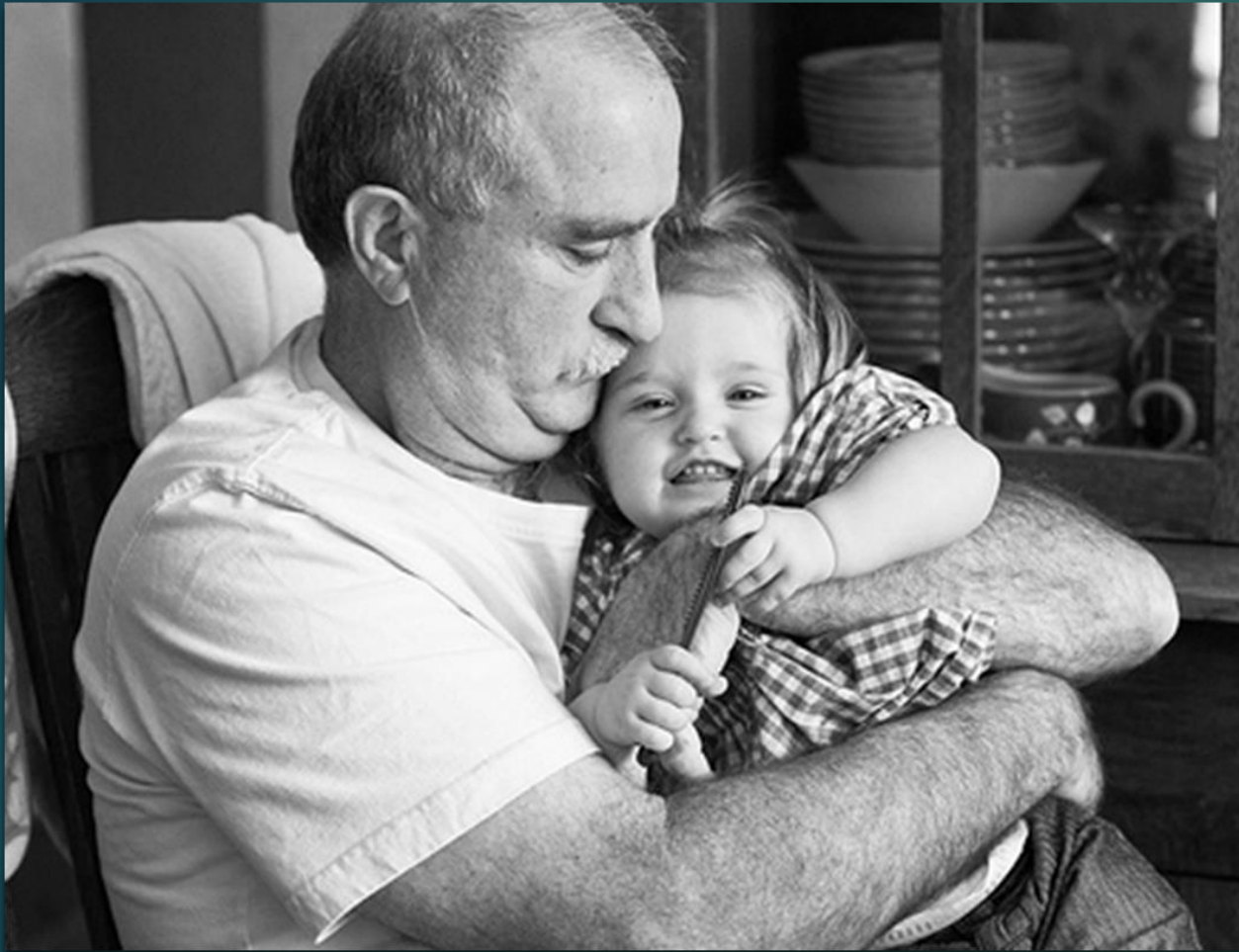
**Elizabeth Wehner**, Legal Aid of West Virginia



Seeking Justice, Changing Lives

Click the logo to learn about the project





# Using Data and Screening to Address the Opioid Crisis

A LEGAL SERVICES RESPONSE

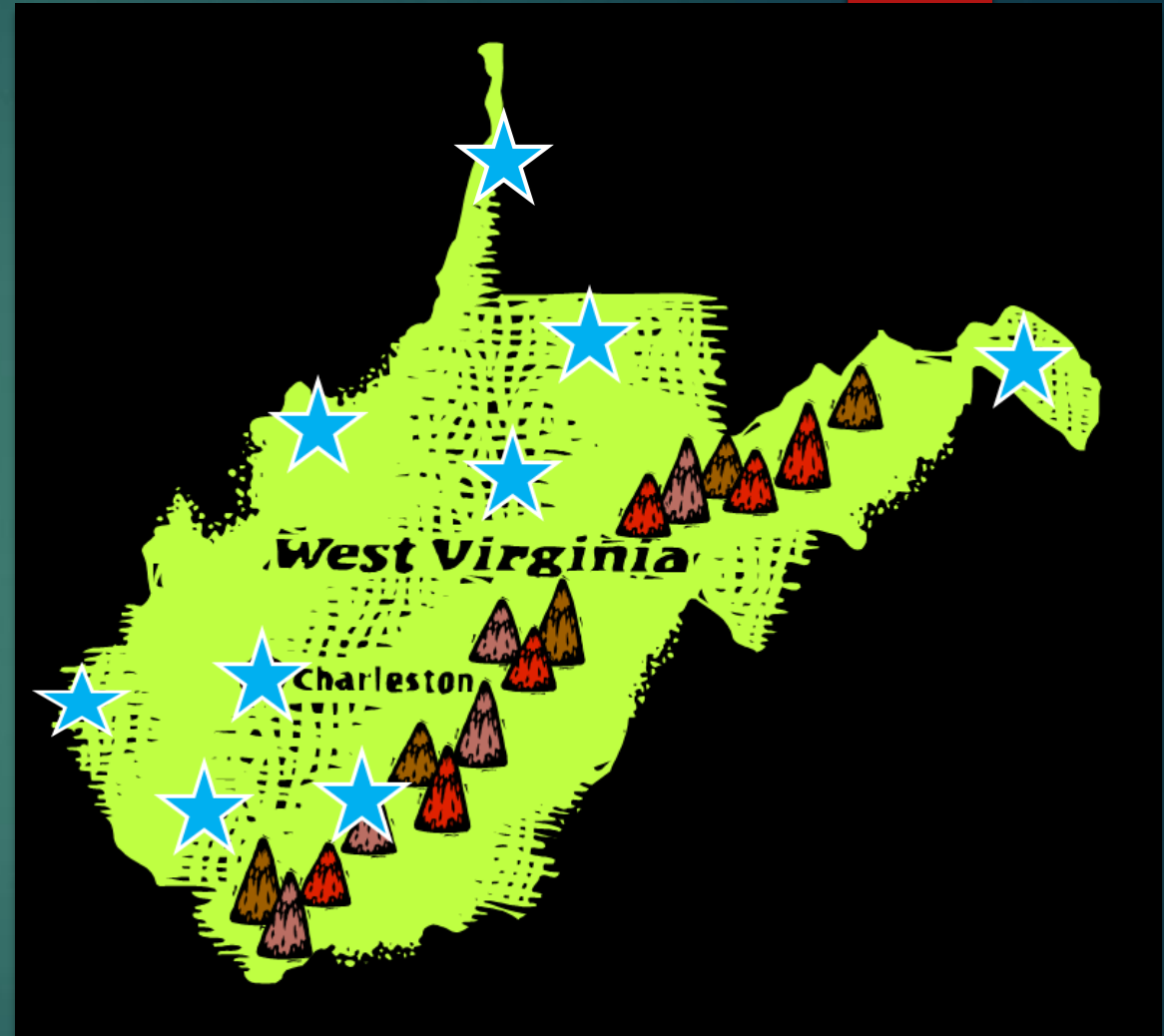
ELIZABETH WEHNER, MANAGING ATTORNEY FOR  
GRANTS & TRAINING

LEGAL AID OF WEST VIRGINIA

OCTOBER 25, 2019

LAWV's use of data  
and screening  
flowed from our  
Strategic Planning  
Process:

They talked, and  
we listened.



Clients and community leaders statewide prioritized legal needs arising from the opioid crisis.





# Areas of legal need in the opioid crises:

- In our 2017-2019 Strategic Plan, we prioritized client legal needs for:
  - Caretaker Relatives
  - Crime victims impacted by the epidemic
  - People in recovery
  - Impacted children





## LAWV asked:

- 1) **How are we already serving these clients?** Looked at case management and project data.
- 2) **How could we serve them better?** We talked with partners and clients.
- 3) **What funds are out there to increase services?** Researched relevant state and federal funds, & opioid data to support grants to serve more clients.

# Kinship Caregivers' Legal Needs

In WV, 10.6% of our kids or more than 40,000 children are **known** to live with kinship caregivers, mostly due to the opioid epidemic.



# Kinship Caregivers: Using data to increase services to a group LAWV was already serving

LAWV used data to expand services in an existing TANF funded “safety and self-sufficiency” partnership with DHHR:

- ▶ LAWV 2017 case data showed that of WV DHHR referrals to LAWV, 15% were caretaker relative cases.
- ▶ LAWV used WV DHHR data to show that child only cases were 71% of WV DHHR’s total TANF caseload.
- ▶ In 2018, LAWV proposed “Enhanced Kinship Services” to WV DHHR and got \$240,000 in new annual \$ targeting kinship legal services.



# Kinship Caregivers: An Holistic Legal Response



**Caretakers need counseling and representation on permanency options:**

- ▶ Infant Guardianship
- ▶ Adoption
- ▶ Relative Foster Care
- ▶ Informal custody

**Related legal needs for caretakers:**

- ▶ Entitlements/benefits related to permanency options
- ▶ SSA, VA, DHHR (TANF, Medicaid, Foster Care subsidy)
- ▶ Tax consequences
- ▶ Future planning: wills, estates, future custody

# Kinship caregiver data sources if you want to fund a *new* project

- ▶ State CPS data and info on #'s of cases involving SUD.
- ▶ State statistics on the # of children in foster care and estimates due to SUD.
- ▶ State "Kids Count" child abuse statistics by county and kinship care statistics by county if available.
- ▶ CDC neonatal abstinence syndrome statistics by state, county.
- ▶ U.S. Census data by state and county on # Grandparents responsible for kids living with them.



# Legal Needs of Crime Victims:

Using Opioid Epidemic  
Data to Ask for  
Enhanced Funding  
and Services





## Using Opioid Data in Applications for Crime Victims' Funds

LAWV secured VOCA and LAV grants with applications that referenced opioid data. The grants serve victims of:

- ▶ Domestic Violence
- ▶ Financial Exploitation
- ▶ Human Trafficking (a new area for LAWV)

LAWV also secured a crime victims grant to specially serve opioid impacted children via a Lawyer in the School project through services to kinship caregivers and protective parents, as well as parents in recovery.



# Legal Needs of People in Recovery



# Using data to support a *new* LAWV Medical Legal Recovery Project



## **CDC Drug Overdose community statistics:**

- ▶ West Virginia, with 57.8 deaths per every 100,000 residents, led the nation in drug overdoses in 2017.

## **SAMHSA Regional Behavioral Health Reports from the National Health Survey on Drug Use:**

- ▶ In a single day count in 2017, 18,115 West Virginians were enrolled in treatment for SUD.
- ▶ From 2013 to 2017, SUD treatment saw a 45% increase.
- ▶ Opioid treatment with MAT more than tripled in WV in that period.

# Holistic Legal Needs of People in Recovery:

## Removing employment obstacles:

- Expungement (nearly half of West Virginia crime was related to drug use in a 2017 report)
- Professional Licensure issues
- Driver's license issues

## Disability protections for people in recovery:

- Recovery falls under the ADA and the WV HRA
- Employment, housing, public accommodations
- Medication assisted treatment an issue

Recovery community v. interested in family law cases to regain custody of or access to children.





# The Legal Needs of Impacted Children

A black and white photograph of a man smiling and holding a baby. The man is on the left, looking down at the baby. The baby is in the center, looking towards the camera. The background is slightly blurred, showing what appears to be a kitchen or a similar indoor setting.

LAWV Is currently working to expand funds for its legal services to children, using opioid related data:

- \* In 2016, WV had the highest incidence of Neonatal Abstinence Syndrome in the United States.
- \* The American Psychological Association reports increased mental health issues for children, regardless of whether they have experienced NAS, who experience trauma and neglect due to opioid use of a caregiver.
- \* HHS reports that West Virginia has the highest rate of children under 3 entering foster care. LAWV is exploring a project for kids in or at risk for foster care.

# Holistic Legal Needs of Impacted Children

- Stability needs: custody cases on behalf of impacted children, representing a biological parent or a caregiver
- Children's SSI cases on behalf of impacted children suffering from neonatal abstinence syndrome, and mental and other health issues
- Children's education cases for impacted children with special education needs



# Recording Drug Issues:

►LAWV's system for capturing data about the impact of the opioid crises on our cases has evolved.

►Initially in 2017 we had the intake staff note in our Case Management System (KEMPS Prime) if the client referenced SUD issues during intake.

The screenshot displays the 'Client Intake Form' within the 'WV PRIME OFFICE 16.4.02' application. The interface includes a menu bar (File, View, Add, Search, Reports, Admin, Help, Close Preview, Exit) and a toolbar with various search and filter options. The main form area is titled 'Client' and contains the following fields and controls:

- Client Lookup**: \*Date Open: 9/6/2019, Auto #, \*Case Number: 19E-6201483
- Intake Type**: S, \*Case Type: s, Title: (Ms., etc)
- Client Name**: Client First Name, Mid., \*Last: (Jr., etc)
- Non Adverse Spouse**: Non Adverse Spouse, Mid., Last: (Jr., etc)
- Address**: \*Address (required, use Unknown, etc.), Safe , Add Spouse to Conflicts
- Location**: Zip, City, State: WV, County: Wood, Legal Issue County: Wood, DHHRRegion: Region I
- Phone**: Phone, Safe , Work: Safe , Cell: Safe
- Communication**: Phone Comments, No phone , Okay to Text , Send Text, Texts
- Email**: Safe E-Mail Addr, Email, Internet Access: 1
- Problem Codes**: \*Problem Code: 37 Domestic Abuse, DV Involved: , Drug Usage: , Disaster Case:
- Special Codes**: Special Pcode: 3710 DVPO, BH Advocates - Specific Description of Concern:
- Life Time Protection Order**: Life Time Protection Order:

At the bottom of the form, there are several buttons: Open Other Intakes, Review Eligibility, Review Callback, Difficult Person, and Review Online Intake.

# Recording Drug Issues:

► In our Case Management System we continue to flag cases at opening for SUD issues.

► We have added fields about SUD impact for advocates to fill out at case closure.

WV PRIME OFFIC

File View Add Search Reports Admin Help Close Preview Exit Tell me what

All All Applicant Client PBI Conflict Scheduling Time Documents Other Special Custom  
People Phones Keeping Programs Search

mnuTouch Today's Events Search Clients Client Intake Form

Client Error Alert Switch Client Duplicate New Elig. Time Calendar Save/Stay Add Print Close

Page 1 Conflict Check Page 2 Page 3 PBI Case Notes Documents Closure Outcomes Family Contacts Special Programs

Reviewed and Ok'd for Closure  Total Hours from time records (auto): 12.5

Reason Closed: lb Contested Court Decision Date Closed: 10/3/2019 Close Date

**YOU MUST SELECT AT LEAST ONE BOX UNDER SECTIONS 1 and 2 BELOW**

Choose one of the below Reportable Code: AA Case Result: E Not Met / Lost

Expenses \$: Attorney's Fees \$: Survey Sent? Family Empowerment Survey Sent?

Good Story: Fee Generating:

**1. This case involved the following: Check all that apply. (You must mark one.)**

Domestic Violence	<input checked="" type="checkbox"/>	Sexual Assault	<input type="checkbox"/>	Safety (Client and/or Children)	<input checked="" type="checkbox"/>
Housing Security	<input checked="" type="checkbox"/>	Income Stability	<input checked="" type="checkbox"/>	Kinship Legal Issues	<input type="checkbox"/>
None of the above apply to this case	<input type="checkbox"/>				

**2. Drug Usage: Check all that apply. (You must mark one.)**

Client has or had substance use disorder	<input type="checkbox"/>
Adverse or other party to case has or had substance use disorder	<input checked="" type="checkbox"/>
Family impacted by substance use disorder	<input checked="" type="checkbox"/>
Substance use not applicable to this case	<input type="checkbox"/>



# Tracking case data:

► These changes will give us the ability to specifically track case data that shows the impact of the opioid epidemic across all types of LAWV cases and across all of our various funding streams.

► In turn we can better report on the services we provide to impacted clients and the outcomes to those cases to support future funding requests.

WW PRIME OFFIC

File View Add Search Reports Admin Help Close Preview Exit Tell me what

All All Applicant Client PBI Conflict Scheduling Time Documents Other Special Custom  
People Phones Keeping Programs Search

mnuTouch Today's Events Search Clients Client Intake Form

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# QUESTIONS?





# THANK YOU!



[www.lawv.net](http://www.lawv.net)

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# Q & A

# Wait! Before you go...

- Do you like NLADA and The Justice in Government Project? Help us better meet your needs! Fill out our survey here: <https://tinyurl.com/nladajgpsurvey>
- Want curated research in your inbox every month? Sign up for our newsletter here: <https://tinyurl.com/justresearchsignup>
  - Access past issues: <https://legalaidresources.org/making-your-case/>
- **Seeking technical assistance? Reach us at [resourcedesk@nlada.org](mailto:resourcedesk@nlada.org)**

# Links

## Previous webinar: Research & funding

1. <https://www.samhsa.gov/data/sites/default/files/NSDUH-FFR1-2016/NSDUH-FFR1-2016.htm>
2. [https://www.samhsa.gov/sites/default/files/aatod\\_2018\\_final.pdf](https://www.samhsa.gov/sites/default/files/aatod_2018_final.pdf)
3. <https://www.psychiatry.org/newsroom/apa-public-opinion-poll-annual-meeting-2018>
4. <https://www.whitehouse.gov/sites/whitehouse.gov/files/images/The%20Underestimated%20Cost%20of%20the%20Opioid%20Crisis.pdf>
5. <http://www.nationalcenterdvtraumamh.org/wp-content/uploads/2014/09/IPV-SAB-Final202.29.1620NO20LOGO-1.pdf>
6. <https://nationalhomeless.org/wp-content/uploads/2017/06/Substance-Abuse-and-Homelessness.pdf>

7. <https://www.ncbi.nlm.nih.gov/pubmed/22152496>

## Previous webinar continued

1. <https://legalaidresources.org/2019/08/15/hud-resident-opportunity-self-sufficiency-2019/>
2. <https://legalaidresources.org/2018/06/21/doj-office-for-victims-of-crime-enhancing-community-responses-to-the-opioid-crisis-serving-our-youngest-crime-victims-fy-2018/>
3. <https://legalaidresources.org/2019/03/22/hhs-health-resources-services-administration-hrsa-rural-communities-opioid-response-program-implementation-fy-2019/>
4. <https://legalaidresources.org/2019/08/19/hhs-opioid-family-support-program-forecast-nov-2019/>