

The Medical  Legal Partnership for Children | Toledo
RAISING THE BAR FOR CHILD HEALTH



ADVOCACY GUIDE FOR MEDICAL PROFESSIONALS

Advocacy is ensuring that individuals can access the benefits and services to which they are entitled, protecting individuals' rights under the law, educating and empowering individuals and communities, and affecting public policy in ways that improve the lives and wellbeing of the most vulnerable in society.

BASIC TENETS OF ADVOCACY

- ❑ All people have worth and dignity.
- ❑ Advocacy efforts must be sensitive and responsive to the unique needs of individuals from diverse ethnic, racial, and cultural backgrounds.
- ❑ Advocacy should include collaboration with patients and encouragement of self-advocacy whenever practicable.

SIMPLE WAYS TO ADVOCATE FOR YOUR PATIENTS

- ❑ Make a telephone call or write a letter to a landlord, agency caseworker, or school.
- ❑ Help de-stigmatize the use of government benefits by encouraging patients to apply.
- ❑ Encourage families to save all documents: rent receipts, letters, notices of denial, appeals, etc. for their records.
- ❑ Encourage families to reapply or file an appeal if services are denied. Remind patients that appeals are time-sensitive and that they should always appeal as soon as possible and then search for an attorney.
- ❑ Advocate for broader issues that affect your patient families by speaking up on their behalf to policymakers at the county, state, and federal levels. Find local lawmakers at www.congress.org.

FINANCIAL STABILITY AND INSURANCE

- Are you making ends meet? Are you receiving WIC, food assistance, OWF, other public benefits?
- Do you worry that your food will run out before you get money or food stamps to get more? Did the food you bought not last and you didn't have money to get more?
- Are you current with your rent or mortgage?
- Do you have a safe place to stay?
- Are you behind on your utility bills?
- Does every member of your family have health insurance?
- Do you ever have trouble getting to medical appointments because of lack of transportation?
- Has your child been denied any medical care, related services, or prescriptions by their insurance even though your child's doctor recommended the treatment?

FINANCIAL RESOURCES

United Way **2-1-1 or (800) 650-HELP**
unitedwaytoledo.org

Information and referral services for emergency food, shelter, utility shut-offs, and other community resources.

Ohio Benefit Bank (OBB) **(800) 648-1176**
ohiobenefits.org

One-stop shop to determine eligibility for income tax supports such as the earned income tax credit and work support benefits such as healthcare coverage, home energy assistance, child care subsidies and food assistance.

Job & Family Services **(419) 213-8999**
jfs.ohio.gov

Welfare office, emergency food assistance, PRC, cash assistance, health insurance.

Ohio Department of Medicaid (800) 324-8680

[medicaid.ohio.gov](https://www.medicaid.ohio.gov)

Healthcare coverage.

Social Security Administration (800) 772-1213

www.ssa.gov

Financial assistance for adults and children with disabilities.

Unemployment Compensation (877) 644-6562

www.unemployment.ohio.gov

Financial assistance after loss of job.

WIC Program (185% FPL)

Mercy Family Care Center (419) 251-2433

Toledo-Lucas County
Health Department (419) 213-4422

ProMedica Center for
Health Services (419) 291-2216

**Lucas Co. Child Support
Enforcement Agency**

(419) 213-3001

JOB-FINDING RESOURCES

**Goodwill Industries
of Northwest Ohio**
goodwillnwohio.com

(419) 255-0070

The Source
thesourcenwo.com

(419) 213-JOBS (5627)

IMMIGRANT & REFUGEE

- Do you have questions or concerns about your immigration status?
- Have you been denied an interpreter at school, a social services agency, a hospital, etc.? Did they refuse to translate paperwork into a language you can read and understand?

IMMIGRATION / REFUGEE RESOURCES

Legal Aid Line
legalaidline.org

(888) 534-1432

ACLU of Ohio
acluohio.org

(216) 472-2200

Adelante, Inc.

(419) 244-8440

adelantetoledo.org

Services, education, and advocacy for Latino families.

**Farm Labor
Organizing Committee**

(419) 243-3456

floc.com

**International Institute
of Greater Toledo**

(419) 241-9178

internationalinstituteoftoledo.org

Immigration counseling and interpretation services.

**Campaign for Migrant
Workers' Justice**

(419) 243-3457

cmwj.org

HOUSING

- Is your rent affordable?
- Are you behind on your rent or mortgage?
- Do you have any concerns about conditions (mice, roaches, mold, lead paint, smoke detector, window guards)?
- Are you being threatened with eviction?
- Do you live in a subsidized apartment? (Is your rent based on your income?) Are you being threatened with termination from the program?
- Are you having trouble finding an apartment because of your race, family size, or because you have a voucher?

SHELTERS / EMERGENCY HOUSING

United Way

2-1-1 or (800) 650-HELP

unitedwaytoledo.org

RENTAL ASSISTANCE, HOUSING SUBSIDIES HOMEOWNER ASSISTANCE

United Way

2-1-1 or (800) 650-HELP

unitedwaytoledo.org

**Lucas Metropolitan
Housing Authority**

(419) 259-9436

lucasmha.org

Subsidized housing.

Low-rent apartment search:

hud.gov/apps/section8

LANDLORD / TENANT DISPUTE RESOURCES

**Citizen's Dispute
Settlement Program** (419) 245-1951

**Toledo Municipal Court
Civil Clerk** (419) 936-3650
toledomunicipalcourt.org
Rent escrow and evictions: Option 4

Toledo Housing Court (419) 245-3131/1971
toledohousingcourt.org
Housing Specialist

Fair Housing Center (419) 243-6163
toledofhc.org

UTILITY SERVICES

- Do you have utility services (gas, water, and electric)?
- Are you or your landlord responsible for paying the utilities?
- Have you received a disconnect notice from any utility companies?
- Does any member of your family need utility services for health-related reasons?

UTILITY RESOURCES

United Way
[unitedwaytoledo.org](https://www.unitedwaytoledo.org)

2-1-1 or (800) 650-HELP

Assistance and referral services for utility terminations.

**Pathway Toledo
Community Action Agency** (937) 341-5000
pathwaytoledo.org

**Ohio Development
Services Agency** (800) 282-0880
development.ohio.gov

Referrals to nearest Community Action Agency for energy assistance programs outside of Toledo (PIPP, HEAP).

Ohio Consumers' Counsel (877) 742-5622
pickocc.org

Billing and services dispute resolution; information on PIPP Plus, HEAP, customer rights.

Legal Aid Line (888) 534-1432
legalaidline.org

Legal disputes and landlord shut-offs.

Medical Certification Waiver to Prevent Utility Disconnection

[www.occ.ohio.gov/publications/consumer_protection/
Medical_Certifications.pdf](http://www.occ.ohio.gov/publications/consumer_protection/Medical_Certifications.pdf)

Ohio Administrative Code 4901:1-18-06(C)

A patient is eligible for a medical certification waiver if a licensed medical professional determines that the **“disconnection of utility service would be especially dangerous to the health”** of that individual or another permanent resident of the home, or if disconnection would prevent the operation of **“necessary medical or life-supporting equipment.”** Determining if this statement applies to a patient is completely under the discretion of the medical provider. There is no liability to the medical professional for certifying that disconnection would be especially dangerous to a patient’s health should the waiver not be approved. By filing a medical certification waiver, medical providers have the opportunity to strongly advocate for their patient not only to maintain utility services, but also to allow the patient additional time to find long-term solutions to utility maintenance. Up to three separate medical certification waivers may be submitted on an individual patient’s behalf within a 12-month period. A waiver may also be submitted to recover services for a consumer that have been disconnected for no more than 21 days.

EDUCATION

- Is your child struggling in school (GABS – Grades, Attendance, Behavior, Services)?
- How are your child's Grades? Has your child ever been assigned to the next grade level or held back a grade?
- Attendance: How many days of school does your child miss per month?
- Is your child often disciplined at school? Has your child's teacher talked to you about concerns related to your child's Behavior in school (suspensions, expulsions)?
- Is your child receiving any extra Services? Does your child have a disability? Does your child have an IEP or 504 Plan? Are the services helping?
- Do you think your child needs extra help in school because of a disability?

EDUCATION ADVOCACY RESOURCES

**U.S. Department of Education
Office For Civil Rights** (216) 522-4970
www2.ed.gov/about/offices/list/ocr

Disability Rights Ohio (800) 282-9181
disabilityrightsohio.org

Ohio Department of Education (877) 644-6338
education.ohio.gov

Medical-Legal Partnership for Children
mlpc.ablelaw.org

Legal Aid Line (888) 534-1432
legalaidline.org

EDUCATIONAL RESOURCES

United Way **2-1-1 or (800) 650-HELP**

unitedwaytoledo.org

Assistance and referral services for tutoring services.

Head Start

Toledo Public Schools **(419) 671-9100**

Brightside Academy **(419) 214-4057**

Help Me Grow **(419) 725-7194**

**Lucas County
Educational Service Center** **(419) 245-4150**

Toledo Public School District **(419) 729-8200**

tps.org

SAFETY

- Do you feel that you and/or your children are unsafe in your relationships?
- Do you fear for your own safety or the safety of your children? (HITS – Have you or your children been Hurt, Intimidated, Threatened, Screamed at?)
- Are you interested in a referral to counseling for development of a safety plan?
- Do you have a safe place to go after this appointment? Do you need help finding a safe place? Refer to an emergency shelter or call police.

DOMESTIC VIOLENCE & SEXUAL ASSAULT

Ohio Domestic Violence Network (800) 934-9840

Toledo Police DV Unit (419) 245-1132

**YWCA Information
and Referral Hotline** (888) 341-7386

YWCA Hope Center (866) 557-7273
24-hour Rape Crisis Hotline

**Domestic Violence
Resource Center, Lucas Co.
Court of Common Pleas** (419) 213-2700

CHILD ABUSE AND TRAUMA

**Family & Child Abuse
Prevention Center** (419) 244-3053

Children's Advocacy Center (419) 292-2927

**Mercy Child Maltreatment
Program Clinic**

(419) 251-8047

Lucas Co. Children's Services

(419) 213-2273

Abuse and Neglect Reporting (24/7)

DOMESTIC VIOLENCE SHELTERS

UNITED WAY

2-1-1 or (800) 650-HELP

www.unitedwaytoledo.org

Assistance and referral services for local shelters.

YWCA DV Shelter

(419) 241-7386

Bethany House

(419) 727-4948

bethanyhousetoledo.org

DISABILITY

- Do you or your children have a chronic illness or disability?
- If disabled, are you receiving disability benefits (Social Security – SSI or SSDI)?
- Are you being denied services because of a disability?

DISABILITY RESOURCES

Easter Seals of Northern Ohio **(419) 535-5750**

**Lucas County Board of
Developmental Disabilities** **(419) 380-4000**

lucasdd.org

**Mental Health and Recovery
Services Board of Lucas Co.** (419) 213-4600

Ability Center of Greater Toledo (419) 885-5733
abilitycenter.org

Sight Center of Northwest Ohio (419) 720-3937
sightcentertoledo.org

**Opportunities for Ohioans
with Disabilities** (800) 589-5811
ood.ohio.gov

Formerly Ohio Rehabilitation Services Commission, Bureau of Vocational Rehabilitation (BVR) and Bureau of Services for the Visually Impaired (BVSI)

Disability Rights Ohio (800) 282-9181
disabilityrightsohio.org

Social Security Administration (800) 772-1213
ssa.gov

LESBIAN, GAY, BI AND TRANSEXUAL (LGBT)

- Would you like to talk with someone about your sexuality?
- Are you being denied services because of your sexual orientation?
- Do you fear for your safety at school?

LGBT RESOURCES

Equality Toledo
equalitytoledo.org

(419) 407-6225

Pride Institute
pride-institute.com

(800) 54-PRIDE

Rainbow Area Youth
raytoledo.org

(419) 742-2362

ADDITIONAL LEGAL ADVOCACY RESOURCES

Legal Aid Line (888) 534-1432
legalaidline.org

Ohio Civil Rights Commission (888) 278-7101
crc.ohio.gov

ACLU of Ohio (216) 472-2200
acluohio.org

Toledo Bar Association (419) 242-2000
toledobar.org

Lucas Co. Public Defender (419) 244-8351 or 8384

**Juvenile Court appointed counsel
for CSB involved parents** (419) 213-6703

The Medical  Legal Partnership for Children | Toledo
RAISING THE BAR FOR CHILD HEALTH

The MLPC is a collaborative project of:



Advocates for Basic
Legal Equality, Inc.



Legal Aid of
Western Ohio, Inc.®

Together, we do the community justice.



Rocket
Pediatrics
UT HEALTH



PROMEDICA
TOLEDO CHILDREN'S HOSPITAL

Mercy Children's Hospital



MERCYHEALTH

05/16/250

To make a referral to the MLPC:

Submit a referral form via fax to (419) 259-2880 or
call ABLE at (800) 837-0814 and ask for an MLPC attorney.

mlpc.ablelaw.org