

The Medical-Legal Partnership for Children | Miami Valley
WORKING TOGETHER FOR CHILDREN'S 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 HelpLink **2-1-1 or (937) 225-3000**
dayton-unitedway.org/call-211/

Information and referral services to 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.

**Montgomery Co. Department
of Job & Family Services** **(937) 225-4148**
mcoho.org/departments/job_and_family_services

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

Ohio Department of Medicaid (800) 324-8680

medicaid.ohio.gov

Healthcare coverage.

**Opportunities for Ohioans
with Disabilities** (937) 331-5000

ood.ohio.gov

**American Red Cross
Dayton-Area Chapter** (937) 222-6711

redcross.org/local/oh/dayton

Social Security Administration (888) 329-5724

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.

Montgomery County WIC Program (185% FPL)

phdmc.org/child-maternal-health/women-infants-and-children-wic

Dr. Charles R. Drew Health Center **(937) 225-4491**

Sunrise Center **(937) 225-6166**

West Carrollton **(937) 859-7974**

Montgomery Co. Child Support Enforcement Agency

(937) 225-4600

mcoho.org/departments/child_support_enforcement_agency/index.php

JOB-FINDING RESOURCES

Goodwill Easter Seals of the Miami Valley

(937) 461-4800

gesmv.org

Ohio Means Jobs (Mont. County) 937-225-5627

thejobcenter.org

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

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 Helpline 2-1-1 or (937) 225-3000
dayton-unityway.org/call-211/

Homefull Prevention (937) 222-1981
homefull.org

Daybreak (937) 461-1000
Shelter for teens crisis hotline.

St. Vincent De Paul Gateway (937) 461-7837
Shelter for women and families.

**Artemis and YWCA DV Shelter
and Housing Network** (937) 222-NEED (6333)

**PATH (Miami Valley
Housing Opportunities)** (937) 263-4449 ext. 410
mvho.net/homeless-outreach

The Linda Vista

(937) 277-9663

lindavistaproject.org

For women and children.

Mercy Manor, Inc.

(937) 268-0282

For homeless women with history of addiction, abuse, incarceration.

The Mustard Seed Foundation **(937) 529-9815**

tmsfofdayton.org

For teen custodial mothers and children.

LANDLORD / TENANT DISPUTE RESOURCES

Legal Aid Line

(888) 534-1432

legallaidline.org

Dayton Mediation Center

(937) 333-2345

daytonmediationcenter.org

Miami Valley Fair Housing Center **(937) 223-6035**

mvfairhousing.com

RENTAL ASSISTANCE, HOUSING SUBSIDIES HOMEOWNER ASSISTANCE

United Way Helplink **2-1-1 or (937) 225-3000**
dayton-unityway.org/call-211/

**Miami Valley Housing
Opportunities (MVHO)** **(937) 263-4449**
mvho.net

**Montgomery County Department
of Job & Family Services** **(937) 225-4148**
mcoho.org/departments/job_and_family_services

**Volunteers of America
of Greater Ohio** **(937) 262-8876**
voago.org

Salvation Army **(937) 528-5100**
kroc.salvationarmy.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 HelpLink **2-1-1 or (937) 225-3000**
dayton-unityway.org/call-211/

Assistance and referral services for utility terminations.

**Community Action Program
of the Greater Dayton Area**

(937) 341-5000

cap-dayton.org

Utility payment assistance.

Ohio Development Services Agency (800) 282-0880

development.ohio.gov

Referrals to nearest Community Action Agency for energy assistance programs outside of Dayton (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

legallaidline.org

Legal disputes and landlord shut-offs.

Salvation Army

(937) 528-5100

kroc.salvationarmy.org

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

**Goodwill Easter Seals
of the Miami Valley** (937) 461-4800

gesmv.org

Medical-Legal Partnership for Children

mlpc.ablelaw.org

Legal Aid Line (888) 534-1432

legallaidline.org

EDUCATIONAL RESOURCES

United Way Helpline **2-1-1 or (937) 225-3000**

dayton-unity.org/call-211/

Assistance and referral services for tutoring services.

Dayton Public Schools **(937) 542-3000**

dps.k12.oh.us

**Miami Valley Child Development
Centers (HeadStart)** **(937) 226-5664**

mvcdc.org

**Goodwill Easter Seals
of the Miami Valley** **(937) 461-4800**

gesmv.org

Help Me Grow Brighter Futures **(937) 208-4769**

brighter-futures.org

**Montgomery County
Educational Service Center** (937) 225-4598
mcesc.org

**Dayton Metro Library
Early Childhood Literacy** (937) 463-2665
daytonmetrolibrary.org/earlyliteracy

AFTER SCHOOL PROGRAMS

YMCA of Greater Dayton (937) 278-4636
ymcaonline.org/Childcare/after-school-care-programs.html

Boys and Girls Club of Dayton (937) 262-8377
bgcdayton.org

**Community Action Partnership
Youth Empowerment Center** (937) 341-5000
cap-dayton.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

**Artemis Center and
YWCA Crisis Line**

(937) 222-SAFE (7233)

artemiscenter.org

CHILD ABUSE AND TRAUMA

**CARE House – Montgomery Co.
Child Advocacy Center**

(937) 641-4545

thecarehouse.org

**Samaritan Behavioral Health
Crisis Care**

(937) 224-4646

sbhihelp.org/crisiscare-montgomery/

24-hour suicide prevention hotline and counseling services

**Montgomery County
Children Services**

(937) 224-5437

mcoho.org/departments/children_services/index.php

DOMESTIC VIOLENCE SHELTERS

YWCA

(937) 222-7233

ywcadayton.org

**Gateway Shelter
for Women and Families**

(937) 461-7837

stvincentdayton.org/programs-and-services/gateway-shelter-for-women-and-families-at-apple-street

PARENTING RESOURCES

**Dayton Children's Hospital
New Parent Resources**

childrensdayton.org/cms/site/pregnancy_and_newborns

**MeadWestvaco
Family Resource Center at
Dayton Children's Hospital**

(937) 641-3700

childrensdayton.org/cms/special_needs_center

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

**Montgomery Co. Board of Developmental
Disabilities Services** (937) 837-9200

mcbdds.org

Services to assist individuals with developmental disabilities to increase their independence, self-sufficiency and productivity.

**Goodwill Easter Seals
of the Miami Valley**

(937) 461-4800

gesmv.org

Disability Rights Ohio

(800) 282-9181

disabilityrightsohio.org

Ohio Client Assistance Program

**Montgomery County Department
of Job & Family Services**

(937) 225-4148

mcoho.org/departments/job_and_family_services/

**Opportunities for Ohioans
with Disabilities**

(937) 331-5000

ood.ohio.gov

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

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

Dayton LGBT Center

(937) 274-1776

daytonlgbtcenter.org

PFLAG Dayton

(937) 640-3333

pflagdayton.org

Parents, Families, Friends and Allies United with LGBT People

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

**Greater Dayton Volunteer
Lawyers Project** (937) 461-3857
gdvlp.org

Dayton Bar Association (937) 222-6102
daybar.org

Mont. Co. Public Defender (937) 225-4652
mcoho.org/government/courts/public_defender/

The Medical-Legal Partnership for Children | Miami Valley

WORKING TOGETHER FOR CHILDREN'S 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.



Community Health Centers
of Greater Dayton



04/16/250

To make a referral to the MLPC:

Submit a referral form via fax to (937) 535-4600 or
call ABLE at (937) 228-8104 and ask for an MLPC attorney.

mlpc.ablelaw.org