

Chelsea, Massachusetts



- 3 square miles, over 35,000 residents
- Over 60% Latino
- Immigrants/refugees from Latin America, Africa, South Asia, Middle East, Europe
- More than 23% live under Federal Poverty Level



MGH Chelsea Health Center Community Health Programs

- Medical Interpreter/CHW
- Refugee Health
- Cancer Patient Navigation
- Home Visiting
- Healthy Chelsea
- Food for Families
- Healthy Beginnings
- LINC (Legal Initiative for Children)



Legal Initiative for Children (LINC)

- Program attorney on-site one day a week
- Provides representation to patient families in order to:
 - prevent eviction
 - maintain utility services in the home, apply for subsidized housing
 - appeal denial of disability awards
 - facilitate access to public benefits.
- Ultimate goal of LINC: improve the health and well-being of children by improving environmental and social conditions of their families



LINC Clients

- LINC has assisted ~507 families in the past 10 years
- In FY12, LINC served 54 families
- In FY13, 92 families received legal services

** Data collection process modified with new LINC Manager during 2013, may account for such large differences



Referral Process

- Pediatrics
- Adult Medicine
- Urgent Care
- Community Health Programs
- Self-referrals



LINC Coordination

Manager: Referrals received/assessed for eligibility

Manager: Intake appointment scheduled

Attorney: Intake and paperwork

Attorney: Consultations, phone calls, letters, representation

Attorney: Report to manager in writing

Manager: Record in database, record in patient EMR, report back to provider, schedule another visit if necessary



Efforts to Outcomes (ETO)

- Online database system created by Social Solutions, Inc.
- Allows programs to collaborate, save time, and improve quality and effectiveness.
- Focused on linking program activities to social outcomes for participants
- Customized for program needs
- Focused on identifying which activities have an impact on outcomes for patients and programs
- Easier case management, communication and reporting
- LINC records Referrals, Intakes, Processes and Outcomes as well as client demographics

LINC's ETO Homepage

New Quick Search To Do List Messages My Favorites My Dashboard Marketplace

Enter Search Tem(s) within Participant in LINC Search

Program Home Site Home

Last Login: 10/11/2013
Failed Attempts Since Last Login: 0
[Edit Page](#)

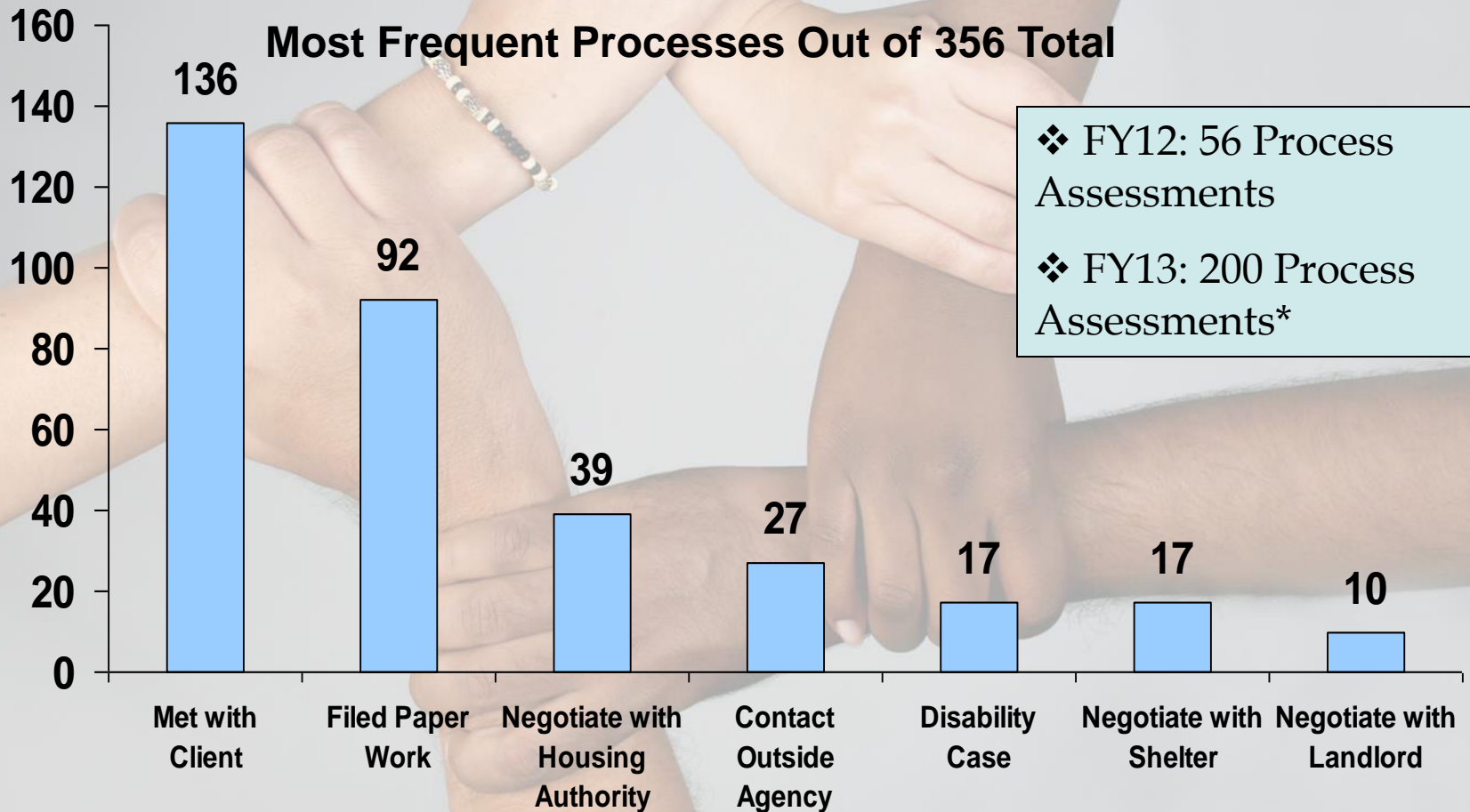
**Chelsea Community Health Improvement:
LINC**

[Review Participant Efforts](#) [Review My Efforts](#) [Edit My Efforts](#) [Help Wiki](#)

Find/Enroll Participants: Search to see if a participant already exists in the Mass General Hospital CCHI site. If found, enroll the participant into LINC if they are not already active (check using Quick Search)	GO
View Pending Referrals: View participants referred internally from other CCHI programs and enroll them in LINC	GO
Add New Participant: If participant is NOT found in the above search, complete demographic and enrollment information to add them to LINC	GO

- Participants
- Participant History
- Record Efforts
- My Work
- Entities
- Scheduling
- Collections
- TouchPoints
- Reports
- ETO Reports
- Wizards
- Marketplace
- Program Administration
- Site Administration

LINC Processes – FY13



*In ETO, this is a 'select all that apply' so there are more processes (356) than Process Assessments (200).

** Data collection process modified with new LINC Manager during 2013



FY13 LINC Outcomes

- 48 total successful outcomes
 - Social Security benefits attained for 18 families
 - Eviction prevented for 4 families
 - 4 families were placed in shelters
 - Transitional Assistance obtained for 4 families
 - Other outcomes included: section 8 reinstatement, public housing attainment, infestation control and passing of the citizenship test

The “Chelsea” Approach

Figure 1. Community Health Workers (CHWs) at the MGH Chelsea Healthcare Center easily transition between departments at the main hospital, the Center for Community Health Improvement, the community and back again.

