

CENTER FOR CLINICAL PROGRAMS 2016-2017 REPORT

The 2016-2017 year marked the second year of the Health Law Partnership (HeLP) Legal Services Clinic, Investor Advocacy Clinic, and Philip C. Cook Low-Income Taxpayer Clinic operating together as one law firm in the Center for Clinical Programs. The Center for Clinical Programs provides a real-life law firm experience for students. The workspace allows for learning as well as client service. It contains multiple workrooms in which student teams can collaborate with one another and with professional students from other disciplines on cases, interview rooms in which students meet with real clients as well as perform simulated interviews to develop their skills, and a common area where students from different clinics may gather to explore their experiences and professional growth.

Students in the Center for Clinical Programs had a very successful 2016-2017 year, including the following highlights:

137 Student interns, including law students, medical students and residents, and social work students

674 Clients served

Over \$1,591,000 worth of legal services provided

6 faculty publications

30 faculty presentations

9 Faculty leadership roles

On the following pages, you will find the accomplishments of each Clinic, reflections of clinic students, and a catalog of the activities of Clinic faculty.

Investor Advocacy Clinic

The Investor Advocacy Clinic's 2016-2017 year was one of its best yet. Representing regular retail investors, students received nothing but the highest compliments from their happy clients.

Students tackled over 30 investor claims, analyzing products like variable annuities, master limited partnerships, closed-end funds, and business development companies. Students researched and constructed detailed statements of claim and damages models. They held their own against outside lawyers with decades more experience and added to the IAC's reputation of providing top-notch legal work with the utmost professionalism. While our student attorneys would love to display their skills in a live hearing, their work product proved far too strong for any matters to progress to hearing this year.

Students continued their one-of-a-kind partnership with the Georgia Securities Division and investigated a dozen allegations of Georgia-investment adviser misconduct. They assisted the Division in developing a resource library on robo-advisers and crafted multi-media investment education videos for Georgia consumers. We hope to launch a joint investor education website with the Secretary of State by year-end 2017.

Students monitored FINRA and SEC rule proposals and drafted detailed comment letters on proposals affecting regular retail investors. FINRA leadership reached out to us to explore our comments in detail. One law

school is considering a clinic based entirely on our comment letter and regulatory enforcement work. A forthcoming law review article cites an IAC-drafted comment letter. State regulators beyond Georgia comment that they would like to investigate similar partnerships.

Student demand for the clinic and its co- or pre-requisite Business Arbitration Practicum continues to exceed available space. While substantially expanded, we lack the capacity to accommodate the over 40 students who applied for the clinic and the Business Arbitration Practicum.

33

Number of investor matters handled by student attorneys in 2016-2017.

1,500+

Hours of legal services provided by students for the 2016-2017 academic year

\$193,000+

Dollar value of all services provided for the 2016-2017 academic year

9

Student-drafted comment letters submitted evaluating proposed SEC, FINRA, or NASAA rules.

120+

Student authored investor education pieces published on clinic blog.



Contact information

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In Their Words: Interns Describe Their IAC Experience

"I entered the Investor Advocacy Clinic with the naïve goal of mastering securities. While I may not have 'mastered' securities, I certainly achieved my goal of learning about securities and securities-related laws – but surprisingly, I left with much more: lifelong friendships, mentors with professionally diverse backgrounds, experiences with clients at different stages in the client relationship, and ultimately, a sense of accomplishment that I could not have achieved in another class."

- Qudsia Shafiq, Intern 2017

"I entered the clinic wanting two things: First, I wanted a better understanding of commercial litigation after having participated in the Business Arbitration Practicum. Second, I wanted a better understanding of what it takes to be a practicing attorney. I can now say, I accomplished both tasks, and the clinic far exceeded all expectations."

- Robert Noens, Intern 2017

"My final semester of clinic and law school...what a journey. I can honestly say my experience over three semesters in the Investor Advocacy Clinic was by far my favorite part. The opportunity to practice our soon to be trade in a firm-like environment with real clients is completely invaluable. Lawyers have an enormous responsibility to their clients and themselves and it can often times be rather daunting. But the clinic allowed me to face that reality early in my journey."

- Geoff Hafer, Intern 2016/2017

"The Investor Advocacy Clinic has been much more than a professional learning experience. It has also accomplished personal goals. The clinic taught me not to be scared to not know an answer, to be brave enough to go looking for answers and finally to trust myself with the answers. These skills apply not only to financial literacy, but to my development as a lawyer. These skills are invaluable in practice and life. It is always great to remember that the best way to help yourself and others is to have the willingness to do so and the knowledge of how to seek those answers. If you can accomplish those two things there is nothing in life or practice that you cannot figure out."

-La'Nise Harrington, Intern 2017

"Working in the Investor Advocacy Clinic has been one of the best ways to practice and develop my identity as a lawyer. As student interns, the progress that we make in one semester can lead us from a client introduction phone call to an arbitration hearing, and everything in between. It has been professionally rewarding to be in charge of my own matters from the start and to generate work product that becomes the cornerstone of these cases. Nothing is more fulfilling, however, than to realize how much of a difference each of the Clinic students makes in our clients' lives. I'm proud to be a part of the Clinic and the work it does in the community."

- Mary Ann Hanke, Intern 2016/2017

Health Law Partnership Legal Services Clinic

The Health Law Partnership (HeLP) Legal Services Clinic is part of the Health Law Partnership, a medical-legal collaboration among Georgia State Law, Children's Healthcare of Atlanta and the Atlanta Legal Aid Society. As a model project, HeLP faculty frequently consult with other health systems, legal services offices, and law schools interested in replicating the project within the state of Georgia, nationally, and internationally. Through partnerships with Emory University School of Medicine and Morehouse School of Medicine, clinic law students experience collaborative practice with medical students and residents, as well as graduate students of public health, social work, and bioethics.

Working with students from other professions, this past year, HeLP Clinic students engaged in client interviewing, counseling, negotiation, research and drafting, and case management. Several students wrote appeal briefs and successfully represented clients at appeal hearings before Administrative Law Judges.

Students worked on cases involving childhood disability, housing conditions, education, access to healthcare, and the drafting of wills and advanced directives. As part of the HeLP Clinic seminar, law students attend classes at Morehouse School of Medicine with third year medical students, and learn alongside fourth year medical students who take the clinic course as part of their elective rotations. Social work students are assigned to work in the HeLP Clinic for one year. Law students also have the opportunity to visit the hospital to shadow the Attending Physician and residents on rounds, and to attend case acceptance meetings, where new cases are evaluated for representation by HeLP.

41

Number of matters handled by our student interns. Matters encompass all phases of a case, including client intake, hearings, discovery, and investigation.*

**The HeLP Clinic receives pre-screened referrals of cases from the Health Law Partnership*

3,000+

Hours of legal services provided by students for the 2016-2017 academic year

\$371,500+

Dollar value of legal services provided.

\$144,000+

Benefits recovered for Clients

6

Consultations with Law and Medical Schools to establish Medical-Legal Partnerships

17

Presentations to referring provider communities

13

Interdisciplinary students - 11 fourth-year medical students from Morehouse School of Medicine and Emory University School of Medicine enrolled in the "Law and Medicine" Elective that places them in the HeLP Clinic, one pediatric resident student from Emory and one social work student placed for one year with the HeLP Legal Services Clinic and Health Law Partnership to provide case management social work services for clients.



Contact Information

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In Their Words: Interns and Partners Describe Their HeLP Experience

"The HeLP Clinic provided me with practical experience and the ability to help those who could not otherwise afford an attorney. I learned skills that will help me in my future career, including how to conduct interviews, counsel clients, read medical records, and prepare wills. I learned these skills through working for real clients with real problems. Meeting the parents and children I was advocating for made the work so much more rewarding than course work in other law school classes. Beyond working with clients, we also worked with doctors and medical students. The opportunity to learn from and collaborate with another person-focused profession was invaluable."

- Elizabeth Wedegis, Intern 2016/2017

"Working in the HeLP Clinic this semester was invaluable. It's one thing to read about and discuss client relations in class, but I really did not understand how to work as an effective advocate for clients until I got to practice interviewing, counseling, and managing cases in the Clinic. After a full semester working on these cases, I feel much more prepared to start my law career after graduation, and I am excited to use the skills I learned in Clinic with clients in the future."

- Michelle Wilco, Intern 2017

"My time in the HeLP Clinic has been very rewarding. Although we dealt with some difficult cases, with help from my partner, supervising attorney, professors, medical students, and other students in the clinic, I never felt alone in the process. I have not only been able to help others, but HeLP has also fostered professional growth. I am now more confident that I can actually go out there and advocate on behalf of my future clients. I've always thought of the law as a way to address social injustice, and through working with our clients who are members of the most

underserved and vulnerable populations of our city, HeLP has reinforced my views that the law can be used in a positive way to help those who need help the most. After a wonderful semester with HeLP, I am even more committed to a career in public interest law."

- Chelsea Mitchell, Intern 2017

The HeLP Clinic is an invaluable learning experience. I have gained or vastly improved on many lawyering skills such as client communication, memo drafting, and legal research. I have learned what it takes to build a case from scratch and how to effectively move cases along. Additionally, and most importantly, I have learned not to make assumptions and to keep an open mind when working on difficult cases. The HeLP Clinic allows you to take an active role in addressing social injustice, and forces you to evaluate your role in the legal system. I highly recommend this course to all law students, whether you have a particular interest in health law or not.

- Roma Amin, Intern 2017

The knowledge gained by the professionals working together is cumulative – each assisting the other to better understand our complex medical system. My experience with HeLP has been eye opening on many levels, starting with the realization that professions that may not have traditionally worked together as colleagues can do so very effectively. I also can see how we have a positive impact on individual cases and some of the issues these patients and their families face on a more systemic basis through systemic advocacy.

- Dr. Robert Pettignano, Children's Healthcare of Atlanta

Philip C. Cook Low-Income Taxpayer Clinic

The Georgia State University College of Law's Low-Income Taxpayer Clinic has been operating for 24 years as a nationally recognized component of the college's lawyer skills training program. It provides federal tax controversy resolution services to low-income taxpayers residing throughout the State of Georgia.

Educating Students

The clinic's mission is to help law students bridge the gap between the substantive knowledge gained in traditional doctrinal law school courses and the practical knowledge needed to effectively perform as legal professionals. The clinic helps students develop their professional judgment so as "to promote justice and public good." It accomplishes this mission by giving students practical experience in resolving taxpayer disputes with the Internal Revenue Service and exposure to professional and ethical issues.

Under the supervision of licensed attorneys and clinical faculty, students handle all aspects of controversies with the IRS, including interviewing clients, drafting briefs, preparing cases for appeals conferences, appearing at the conferences, preparing offers-in-compromise, filing petitions with the United States Tax Court, negotiating settlements with the IRS and occasionally appearing before the Tax Court.

Apart from the controversy-specific skills, clinic students also gain considerable experience in client interviewing, factual development, case management, time-keeping and billing, legal research and writing, and oral advocacy. These skills are highly transferable to a wide range of legal practice environments including large and small firms, in-house corporate legal

departments, government, and non-profit agencies.

Serving the Community

The clinic provides a service to the community by representing taxpayers who are unable to afford legal representation. Client eligibility depends on the individual's financial situation and the elements of the controversy. Those seeking representation must provide information relating to their financial status.



600+

Number of matters handled by our student attorneys. Matters encompass all phases of a controversy, from the initial contact with the client through final resolution with the IRS or the U.S. Tax Court.



1000+

Calls from clients seeking assistance with tax matters during the 2016-2017 academic year



8,000+

Hours of legal services provided by students for the 2016-2017 academic year



\$1,027,000+

Dollar value of all services provided for the 2016-2017 academic year



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In Their Words: Interns and Clients Describe Their Tax Experience

- "Working in the tax clinic was the best and most invaluable experience I've had in law school. I gained the skills to manage my own cases from start to finish, while helping clients settle their disputes with the IRS. It was rewarding to see my clients have a "fresh start" because they no longer worried about thousands of dollars owed in tax liabilities that they did not have the means to pay."
~ Samantha Marie Jose, Class of 2017
- "Of all the activities in which I participated during law school, my experience in the GSU Low-Income Taxpayer Clinic was by far the most rewarding and instructive. Not only did I gain valuable experience with interviewing, negotiating, and managing cases, I was able to help many struggling, low-income individuals who desperately needed legal assistance and had nowhere to turn. These clients were grateful for the support of the clinic and, in many cases, we were able to resolve their issue favorably and help them move forward with their lives. The professors in the clinic were extremely knowledgeable and always willing to provide guidance and support, while also encouraging students to find answers and explore creative solutions. The feedback I received on my briefs and memos while working in the clinic has helped me to improve my legal writing. The clinic fosters an environment of collaboration, teamwork, and professionalism, and provides new attorneys with tools for long-term success. I was very fortunate to have had such a fulfilling clinical experience while at GSU."
~ Chandra F. Burns, Class of 2017
- "I am very pleased with the service I have received from Georgia State. I have recommended the Clinic to a number of people, and I am thankful for what you all are doing for me."
~Tax Clinic Client

Publications

- Lisa Bliss and Sylvia Caley, *Interprofessional Medical-Legal Education of Students: Assessing the Benefits for Addressing Social Determinants of Health*, *ACADEMIC MEDICINE* 2017
- Lisa Bliss, Sylva B. Caley, & Leslie E. Wolf, *Measuring the Impact of Social Justice Teaching: Research Design and Oversight*, 24 *INT'L J. OF CLINICAL LEG. ED.* 6 (2017)
- Nicole G. Iannarone and Benjamin P. Edwards, *Crafting Comment Letters: Teach Policy, Develop Skills, and Shape Pending Regulation*, 18 *TENN. J. OF BUS. LAW* 381 (2016)
- Nicole G. Iannarone, *Keeping our Houses in Order: Lawyers' Obligations Concerning our own or our Colleagues' Inability to Competently Represent Clients*, 23 *PIABA BAR J.* 277 (2016)
- Elissa Germaine, Nicole G. Iannarone, and Teresa Verges, *A 360 Degree Review of Roles and Responsibilities Concerning Diminished Capacity: Financial Advisers' Obligations to Clients, Lawyers Representing Clients, and Lawyers Preparing Their Practices*, 23 *PIABA BAR J.* 225 (2016)
- Tameka E. Lester, *Do You Owe the IRS Money? Here's What to Do*, *The Conversation* (Apr. 15, 2016)

Presentations

- Thinking Differently About Surgical Law & Ethics: End of Life Decision-Making in Georgia, *ASLME Health Law Professors Conference – Sylvia Caley (with Samantha Johnson)* (June 9, 2017, Atlanta, GA)
- Ultimate Tax Collection – Can't Pay? Compare an Offer-in-Compromise to Discharge in Bankruptcy, *ABA Tax Section 2017 May Meeting, Panelist – Ted Afield* (May 2017)
- Litigating the Merits of a Tax Liability in Collection Due Process Cases Under IRC §§ 6320 and 6330: What are the Merits of a Tax Liability When You Can Raise Them in a CDP Case?, *Moderator – Tameka Lester (with Mary Gillum, Janet Kidd, Frank Agostino, and A. Lavar Taylor)*, *ABA Section of Taxation 2017 May Meeting* (May 13, 2017)
- Using Technology in Teaching and Practice to Enrich the Student Experience: Restructuring the Clinical Seminar Course to Provide Students with the Legal and Skill-Based Foundation to Enter Live Client Representation and Serve the Greater Community, *AALS Clinical Conference – Tameka E. Lester (with Dionne Gonder-Stanley)* (May 8, 2017)
- The Night Owl Clinician, *AALS Clinical Conference – Nicole Iannarone (with Geneva Brown, Stacy Caplow, Daria Fisher Page, and Lindsay Harris)* (May 8, 2017)
- Giving Voice to Values: Helping Students Identify and Clarify Their Values and Fulfill Current and Future Responsibilities to Clients, Society and Themselves, *AALS Clinical Conference – Lisa R. Bliss (with Paula Galowitz, Kendall Kerew, Catherine F. Klein, and Leah Wortham)* (May 7, 2017)
- Interprofessional Care Teams Expand the Ability to Address the Social Determinants of Health, *National Center for Medical-Legal Partnership Annual Summit – Sylvia Caley (with Robert Mettgnano, MD, and Terri McFaden, MD)* (April 6, 2017, National Harbor, MD)
- Current Tax Reform Proposals from the National Taxpayer Advocate, *Joint Meeting of the Atlanta Bar Association Tax Section and Georgia Society of CPAs– Ted Afield* (Apr. 2017)
- Applying Offer-in-Compromise Principles to Student Loan Repayment, *Mini-Symposium on Tax Enforcement and Administration – Ted Afield* (Jan. 27, 2017)
- Tax Tips for Grandparents, *Georgia State University's Project Healthy Grandparent– Tameka Lester* (Jan. 10, 2017)
- The Future of Tax Administration and Enforcement, *AALS Annual Meeting, Discussion Group Participant – Ted Afield (with Samuel D. Brunson, Steven A. Dean, Bobby L. Dexter, Kristen Eichensehr, Kristin H. Hickman, Stephanie Hoffer, Clint Locke, Roberta F. Mann, Lloyd Hitoshi Mayer, Shu-Yi Oei, Stephen G. Utz, Leandra Lederman)* (Jan. 7, 2017)

- Representing a Taxpayer in an Earned Income Tax Credit Exam, Low Income Taxpayer Clinic Grantee Conference, Panel Lead – Tameka Lester (with Ata Papis) (Dec. 13, 2016)
- Training Students and Volunteers: Best Practices and Potential Issues, Annual Grantee Conference, co-presenter – Ted Afield (with Nancy Rossner) (Dec. 2016)
- Federal Tax Law Basics, United Way of Greater Atlanta Volunteer Income Tax Assistance (VITA) Program – Tameka Lester (Dec. 6 and 7, 2016, Oct. 11 and 12, 2016, Sept. 14, 2016)
- Impact of Low Income Taxpayer Clinics on the State of Georgia, Georgia Legislative Branch CLE, presenters – Ted Afield and Tameka Lester (Nov. 30, 2016)
- Social Determinants and Health Outcomes in Pediatric and Congenital Heart Disease: The Impact of Life Outside the Office, American Heart Association Scientific Sessions Annual Meeting – Sylvia Caley (November 15, 2016, New Orleans, LA)
- End-of-Life Decision-Making in Georgia, Quinlan at 40: Exploring the Right to Die in the U.S., Georgia State University Law Review Symposium – Sylvia Caley (with Samantha Johnson) (November 11, 2016, Atlanta, GA)
- Examining the Relationship Between Health and Housing, 2016 United Way of Greater Atlanta Innovative Forum (November 3, 2016, Atlanta, GA)
- National Law University, Visiting Faculty – Lisa Bliss (Nov. 1-5, 2016)
- Investment Fraud and What To Do If You Are A Victim, National Investor Town Hall Meeting, sponsored by Alliance for Investor Education and the PIABA Foundation – Nicole Iannarone (with Jason Doss, moderator, Richard Frankowski, Craig Goettsch, and Carol Lally) (Oct. 29, 2016)
- Ethics Countdown: A Top Ten List, Public Investors Arbitration Bar Association (“PIABA”) Securities Law Institute – Nicole Iannarone (Oct. 25, 2016)
- Vulnerable Patients and End-of-Life Decision-Making, Justice in Delivering Health Care to Aging Society: Legal and Ethical Issues Conference, Ewha Institute for Biomedical Law & Ethics, Ewha Women’s University – Sylvia Caley and Leslie Wolf (October 15, 2016, Seoul, South Korea)
- Innovating Tradition: Injecting Flipped Curriculum and Metacognition Into The Clinical Seminar, Southern Clinical Conference – Nicole Iannarone and Tameka Lester (Oct. 14, 2016)
- Community Collaboration: Interdisciplinary Collaboration to Address the Socio-Economic Determinants of Health, Satcher Leadership Institute; National Center for Primary Care; Morehouse School of Medicine – Sylvia Caley (October 5, 2016, Atlanta, GA)
- Collaborative Diagnosis: Addressing the Social Determinants of Health to Improve Outcomes, Closing Plenary, Centers for Disease Control and Prevention Annual STD Conference – Sylvia Caley (September 23, 2016, Atlanta, GA)
- 23rd Annual Convocation on Professionalism: The New Normal for Delivery of Legal Services: Program Co-Chair, Georgia Chief Justice’s Commission on Professionalism – Nicole Iannarone (Aug. 30, 2016) and Moderator, Lawyering Today and In the Future, (with panelists Professor Lauren Sudeall Lucas, Paula Frederick, and Hon. Katherine Salinas) (Aug. 30, 2016)
- The Federal Tax Code as a Tool of Public Policy, SEALS, Panelist – Ted Afield (Aug. 2016)
- Measuring the Impact of Social Justice Teaching: Research Design and Oversight, International Journal of Clinical Legal Education Conference & Association for Canadian Clinical Legal Education, Risks & Rewards of Clinical Legal Education Programs, University of Toronto School of Law – Sylvia Caley and Leslie Wolf (July 12, 2016, Toronto, Canada)

Leadership Roles

- Treasurer, AALS Section on Teaching Methods – Ted Afield

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- Chair, Executive Committee, AALS Section of Clinical Legal Education – Lisa Bliss
 - Steering Committee and Board of Directors, Global Alliance for Justice Education – Lisa Bliss
 - Advisory Committee on Organ Transplantation, Health Resources and Services Administration, U.S. Department of Health and Human Services – Sylvia Caley
 - Vice President-President Elect, Atlanta Bar Association – Nicole Iannarone
 - Chair, Professionalism Committee, State Bar of Georgia- Nicole Iannarone
 - Executive Committee and Newsletter Editor, AALS Professional Responsibility Section
 - Chair, Reputation and Public Trust Committee, Atlanta Bar Association – Nicole Iannarone
 - Co-Chair, Clinicians of Color Committee, AALS Section of Clinical Education – Tameka Lester