Intimate Partner Violence Assistance Clinic
Summer 2016 Syllabus

Professor/Director: Teresa Drake

Office Location: Virgil Hawkins Civil Clinic, 105L

Phone: 352-273-0825

Office Hours: Monday – Friday, 8:30 a.m. – 5 p.m.

Course Objectives: The Intimate Partner Violence Assistance Clinic (IPVAC), which is a part of The Virgil Hawkins Civil Clinic (VHCC), operates simultaneously as a multidisciplinary, trauma-informed law office and as a classroom. We practice law and deliver victim advocacy and mental health services to survivors of IPV, while educating future professionals in the basic skills surrounding trauma and intimate partner violence. Law students will learn and practice interviewing and counseling skills, participate in mediations, draft pleadings and proposed orders, prepare and represent clients in court, and understand the basics of working as part of a multidisciplinary team. Students will work individually and/or in teams of two on cases and projects. Students are fully responsible for all aspects of each case. Students will have regular meetings with faculty and staff to review and discuss strategy. Students are expected to think deeply about the universe of the client’s problems and goals, not just the particular proceeding in front of them. The Clinic aims to teach law students to be skilled, self-reflective lawyers equipped to litigate and counsel in various fields such as civil injunctions and immigration law. Additionally, we provide support and counseling to our clients who are victims in companion criminal cases and/or under investigation by the Department of Children and Families.

Topical Outline of Subjects to be Covered: Because this is a “live” clinic, our class outline remains fluid to accommodate the discussion of current case issues. Each week students will be informed of the topics planned for the following week and any required readings, although these are always subject to change. The following is a list of topics that are planned: civil procedures, civil injunctions, trial/discover skills, legal writing, dependency procedures, investigations by the Department of Children and Families, criminal justice system, depositions, family law, paternity, law enforcement procedures, strangulation, effects of IPV/Adverse Childhood Experiences on children, intergenerational trauma, cross cultural counseling, working with translators, resources for those who abuse, IPV in the LGBTQ communities, IPV in the homeless community, IPV in the immigrant community, affordable housing for indigent clients, state and federal aid to indigent survivors, immigration law, judicial battering, vicarious trauma, and self care. All readings are on the “S” drive. We will also explore venues outside of the law school. Trips will be planned to the local domestic violence shelter, the Child Advocacy Center, Grace Marketplace (local homeless center) and the Alachua county Jail.

Student Responsibilities: The Virgil Hawkins Civil Clinic (VHCC) consists of four separate clinical sections: the Family Advocacy Clinic, a Juvenile law clinic (Gator TeamChild), an Intimate Partner
Violence Assistance Clinic (IPVAC) and a Mediation clinic. This could mean a substantial number of students and cases in a relatively small space. By necessity, we have procedures designed for efficient running of the office. It is important that you familiarize yourself with them.

Office Hours: Professor Drake believes in the open door policy. She is generally available to discuss cases in person or via email (drake@law.ufl.edu) or phone. If she is in the middle of something, she may have to ask you to come back a little later. If her door is closed, she is not available. Because of space constraints, many client meetings take place in her office, so be careful about simply walking in before checking.

Grades: IPVAC is pass/fail, however, successful completion of this clinic requires a great deal of effort in both the classroom work and the representation component. This includes doing your homework, always being prepared, and knowing when to ask for assistance.

Attendance: IPVAC, as an approved course at the Levin College of Law, requires “a record of attendance satisfactory to the professor.” We define satisfactory attendance as presence at 90% or more of all scheduled classes. Discuss the need to miss a class with Professor Drake in advance if possible. The 90% rule does not apply to case work events or team meetings; the 100% rule does. Do not schedule trials, hearings, depositions, negotiations, or client meetings in conflict with classes, unless the judge orders. If a judge schedules a court event during another non-clinic class, Professor Drake will contact the professor and explain the situation if necessary. Most professors have been gracious about an absence assuming the student has not missed a number of classes for other reasons.

Preparation for Class: We will assume you have read, understood, and digested assigned materials before class. Thoughtful discussion is not only welcome; it is required. Some of the classroom education in the clinic comes through role plays. Other students will be counting on your full participation to enhance their learning experience.

High Expectations: Minimum case requirements include attendance at all court events, mediation, client interviews and other client events at which you are primary counsel. If you are partnering as second seat, you can skip routine client meetings such as signing conferences. You must be appropriate and timely in the handling of all case tasks and represent your client professionally throughout the semester, during holidays and semester breaks until the beginning of the next semester. You must be familiar with every piece of paper in the files (electronic and/or paper) that are assigned to you, whether they are from a prior term or not. You must be fully prepared at all times and document client files completely and contemporaneously on our electronic case management system (CLIO).

Penalties for Noncompliance:

1. Course failure
2. Dropped from the class
3. Incomplete grade
4. Contacting the Florida Bar regarding unprofessional conduct
**Team and Firm Meetings:** You (and your clinic partner if you have one) will meet with your supervising attorney on a regular basis. These meetings serve two purposes: keeping the supervising attorney current on all of your cases and guarantee you time to ask questions and/or speak concerns. We will share ideas on strategy, discuss general topics of interest such as proof problems, discovery problems, and consider short-term actions items, with due dates. Keep notes of these meetings; you will be asked to memorialize them on CLIO. Spend some time thinking through the issue on your own first, *researching any appropriate statutes or rules* that may apply and talking with your firmmates before coming to Professor Drake with questions.

Also, each week we will have a multidisciplinary meeting, similar to “grand rounds” in the medical profession. We will discuss individual cases in depth so others can learn from them. You will receive a Case Presentation Form that will be used to prepare a case for firm review at an MD meeting. If you have an item you would like added to the agenda, please email Professor Drake or Veronica Robleto.

**Who’s the Boss:** The most important people in the clinic are the support staff. They know much, much more than you do about practicing law. Heather Flynn is the Virgil Hawkins Civil Clinics’ Office Manager, a paralegal, and works with the Family Advocacy Clinic. Kelly Roberts is the Program Assistant for Gator TeamChild Juvenile Clinic and the Mediation Clinic. The part-time Clinic Receptionist, Ashley Ortiz, sits upfront and will be issuing parking decals for your clients, so be sure to let her know when you are expecting someone. The fastest way to get on everyone’s bad side is to treat any support staff disrespectfully.

**Veronica Robleto:** Veronica is IPVAC’s Program Assistant. She is Board of Immigration Appeals’ certified in immigration law. Veronica is also our resident Spanish speaker/translator. She is the beating heart of the clinic and, among many other things, coordinates our files, communicates with our community partners and manages our immigration caseload. She is also certified to conduct Dangerousness Assessments and will be pairing with Professor Drake to coordinate an IRB study IPVAC will be conducting with the College of Medicine beginning this Fall. Veronica is the first person you reach out to for client conflict checks, notary needs and e-filing. Veronica is here 30 hours per week.

**LaTroya Martin:** LaTroya is our victim advocate/case manager. She works 20 hours per week in the clinic helping clients and students with non-legal resources, advanced safety plans and court accompaniment. She may be involved with the client’s first interview and may also schedule appointments separately with clients. She is available to plan with students around client issues and resources. LaTroya is working on her Master’s of Social Work and, as such, will also be an SWI in IPVAC this Fall.

**Alisa Guthrie, LCSW:** Alisa is a licensed clinical social worker and trauma specialist. She works with students around strategies to deal effectively with survivor/clients. She also helps students recognize vicarious trauma and maximize self-care strategies. Alisa sees a limited number of clients for mental health counseling and may supervise social work interns who also see clients. She also provides much of the trauma education during substantive class. Alisa may participate with client interviews/appointments. Alisa is in the clinic 20 hours per week.
**Professional Dress:** When you come to class, you are a student and can dress as one. However, if there is a chance a client might drop in, dress in the manner prescribed below. If you would like to leave a change of clothes in the clinic just in case, let us know and we can accommodate this. For client meetings and all outreach hours away from the clinic, you should dress as a lawyer, but in a “relaxed fashion.” This means that for men: dress pants or khakis, dress shirt or nice polo shirt; for women: dress pants or a skirt and an appropriate top. We use the word “relaxed” because there is a fine line between looking professional to gain the respect and confidence of the client and looking so over-the-top that you place a barrier between you and the client. We are trying to build trust and rapport with our clients, not walk on a runway. However, during court events, a suit is strongly suggested. Everyone should pay attention to the fit of your clothing and your choice of footwear. Your reputation as a lawyer should be about your honesty, integrity, and intelligence. Dress at the Free Veterinarian Clinic should be weather appropriate.

**Description of Clinic Members/Time Commitments/Credit Hours:**

Certified Legal Interns (CLIs): CLIs are the backbone of the clinical programs here at UF. These students have completed 48 credit hours and received their background clearance from the Florida Bar. CLIs can act as a lawyer under supervision of a barred attorney (Professor Drake). This means CLIs can give legal advice to clients, sign pleadings and speak in court. CLIs are required to take the 6-credit IPVAC class which meets from 9 – 10:50 on Mondays and Wednesdays. They are also required to complete 20 hours per week in the clinic. CLIs are responsible for their cases until the first day of the Spring 2017 Term.

Social Work Interns (SWI): These students are either Master’s or undergraduate students in social work. They are supervised by our Licensed Clinical Social Worker. Their clinic hours vary according to their program.

**Office Communication**

1. Within the firm: Each of you has been assigned a mailbox in the Clinic. It is in the small room across from the library, and your name is above your assigned box. Any court paperwork involving your case will be placed in your mailbox. Messages, missed telephone calls, mail, written work that has been typed, and everything else that needs to be circulated will be done by email. **You should check your mailbox daily and your clinic email incessantly.**

Your Supervising Attorney has a mailbox located next to her office door.

The "In-and-Out Board" is another very important method of inter-firm communication. It is located in the reception area. Please use this board at all times you are in the Clinic suite. It gives the receptionist a quick, visual answer to the question, “Are you in?” Failure to move your magnet in and out could result in your missing important phone calls from clients. You should also sign in on Veronica’s desk so you will get credit for your hours. The sign-in sheet is used to determine whether or not your office hour
requirements have been met. It also lets the clinical staff know you are in so they will make an extra effort to find you if you receive a phone call.

2. Mail: Our outgoing mail system is simple. The Clinic pays postage on all case-related mail ("metered"). Use the outgoing mail shelf in the hall behind the reception area. Sort it into that which is already stamped; that which should be run through the Law School’s postage metering process; and that which can go through Campus mail. The mail is picked up from our office around 11:00 by Law School staff and is then picked up by the postal service THE NEXT MORNING at 9:00am. Otherwise, see Veronica, Heather or Kelly for a stamp, and you can deliver to the main post office before the final pick-up (usually at 5:00pm). These dates and times are crucial when verifying a certificate of service or meeting a procedural deadline. If you have any questions, see Veronica, Heather or Kelly.

The University now has their mail sorted through a private company which allows us to send mail more cheaply and at a faster rate. To get this discount we need to be sure to address letter-size envelopes in a certain way, which our computers are programmed to do. We also need to be sure to fold letters so that any staples are in the upper left hand corner once they are inside the envelope. This prevents damage to the sorter machines.

"Courier" mail can be sent to state agencies and all state universities via a special mail procedure (cost is only 12 cents/ounce, and it will be delivered the next day). The mail first goes overnight to Tallahassee and is then delivered directly. Just let the office staff know you want to send it this way so they can fill out the paperwork and advise the mail room.

Incoming mail is initially processed by Law School (non-clinic) staff. Incoming mail from the previous day is distributed at the time mail is picked up from our office and is then sorted by our staff.

3. Telephone: The Clinic’s phone system is the Cisco IP Phone System. Each telephone within the Clinics has its own dedicated line and phone number. The MAIN number for The Source Program (IPVAC) is (352) 273-0805. The MAIN number for the Clinics is (352) 273-0800. **Any outgoing calls to clients should be made from the IPVAC phone ONLY on Veronica’s desk. This phone has its outgoing number altered so it will not show up on a caller id and compromise client safety.**

TELEPHONE FEATURES: The phones have caller ID, voicemail (but not for interns), speaker phone, mute, redial, call history, and transfer to within and outside the office.

INCOMING CALLS: When a call comes in, the call will be transferred to you. If you're not in, we will take messages for you and email them to you throughout the day. It is important that you indicate on in/out board if you're in or out! And that you check your email throughout the day when you're here.

LOCAL CALLS: Dial 9 and the outside local number. (E.g., the clerk’s office is 9-374-3616); some local calls require 10 digits (e.g., High Springs is 386-454-xxxx). For these cities, do not dial 9-1, only 9 and the 10 digits.

LAW SCHOOL: Just dial the 5 digits: For instance, 30825 for Teresa Drake, 30805 for Veronica, 30806 for Heather, 30803 for Kelly, 30700 for Legal Information Center; 30660 for Faculty Support, etc.
LONG DISTANCE (LD): Make LD calls only when absolutely necessary. Dial 9-1-area code and number. Use LD for clinic calls only.

NOTE: for Toll Free calls, dial 9, then 1-800 (or 888, 877, etc.) + number

FORWARDING AND UNFORWARDING PHONELINE TO THE HOTLINE: When you come in in the morning, the phones will already be forwarded to the hotline. To unforward, press the “CFwdALL” soft key.

At the end of the day, to transfer the phone to the hotline, press the “CFwdALL” soft key, (it will beep twice), then you enter in the hotline number, dialing 9 first. (9-377-8255)

Sometimes, you will be required to forward the phones to a cell phone, most likely Professor Drake’s cell number. This will be the same as forwarding the phones to the hotline, however, entering in the cell phone number instead of the hotline number, dialing 9 first.

STARTING AND JOINING A STANDARD CONFERENCE CALL: A standard conference allows 3 or more participants to talk on a single call.

To create a conference by calling participants (or start with one person calling you) OR

To add new participants to an existing conference

1. From a connected call (either someone has called you or you have called them) look at the bottom of your screen and press MORE to see CONFRN.

2. Press CONFRN.

3. Dial the next participant’s phone number (either 3-XXXX or 9-XXX-XXX or even long distance 9-1-XXX-XXX-XXXX).

4. Wait for the call to connect (confirm that they’re on the line).

5. Press CONFRN again to add the next participant to your call by dialing their number.

6. Repeat to add additional participants.

To create a conference by joining two or more existing calls:

1. Make sure that you have two or more calls on a single line.

2. On your screen highlight a call that you want to add to the conference by using the up and down arrow button in the center of your telephone.

3. Press SELECT at the bottom of your screen. The selected call displays this icon (a checked box).

4. Repeat this process for each call that you want to add.

5. From the selected call, press to see JOIN and press it.
Note: The active call is automatically selected.

To participate in a conference: Answer the phone when it rings.

4. **FAX:** The Clinic fax machine is part of the copy machine. The number is (352) 392-0414. You may receive faxes to this number.

Prior to sending anything by fax, please be sure your Supervising Attorney has approved the document to be faxed. Then complete the necessary cover sheet, available at Veronica’s desk, press facsimile button and dial number by first dialing 9 and then the receiving fax number, and press "FAX/SEND". Long distance faxes are dialed by 9-1-area code-number.

**Other Office Procedures:**

1. **Routing Materials to be typed:** To get your letters put into final form for mailing, you must first email the work to your Supervising Attorney. The supervisor must approve the work before it is to be emailed or printed.

Try to email work for approval two working days before it is needed. This gives your supervisor time to return work to you if changes are needed. Final versions may be forwarded to office staff for printing and/or e-filing. Do not assume that the office staff knows exactly what you need. Checking the file for addresses and other factual data is your responsibility. Also, please check all typed work as soon as possible. It is your responsibility to proofread work products before they’re mailed out.

It can be risky using e-mail to communicate with clients. Discuss this with your Supervising Attorney before doing so; she must approve.

3. **Using Computers to Prepare Drafts:** Confidentiality: Maintain the highest standard of confidentiality when working on client cases. All correspondence, memos, court documents, etc. related to Clinic cases, therefore, are kept in the Clinic’s restricted network (see below)

You may prepare your draft letters on the Clinic computers, or you may use your personal computer via the remote desk top on the S drive ONLY.

In either case, avoid/omit all special fonts/style and outline formatting. Staff standardizes all formatting at final printing according to Clinic policy.

To use the Clinic computers to prepare drafts, follow instructions at computers. You will use your GatorLink login to log into the computer. As an intern you have restricted access to the Clinic’s network and should save your drafts accordingly.

SAVING A DOCUMENT: Save to Computer>Clinics Interns Shared(S:)>IPVAC>Open Cases>Client

You should save all documents in your client’s folder in the S drive. It makes it easier for you and your partner to find your drafts. Moreover, Clinic staff or Supervising Attorneys can then retrieve your drafts.
when necessary. Staff retrieves documents to properly format for style, margins, etc., saves it in the client's computer file, and then prints a final for the interns.

To submit a document on disk/zip drive created on your personal computer:

SAVE a copy as a Word Document (.doc). We have Microsoft Word 2010. Please do not use special default formatting (outline, etc.).

Submit the disk/zip drive AND a printed copy to your supervisor. Or copy your document from the disk/zip drive onto the Clinic's network (see above) and submit hard copy with routing slip noting its location.

In either case, please follow these guidelines for submitting work for approval:

Email your draft to your Supervising Attorney.

When the letter is ready to be finally typed (or if your Supervising Attorney approved your first draft), the letter should be emailed to Clinic staff to be formatted and printed on Clinic letterhead. You will then find the finished product in your physical mailbox along with a properly addressed envelope.

NOTE: Prior to mailing or faxing any document that has been approved and saved to the client’s computer folder PROOF IT, SIGN IT, and make a copy for our file.

NOTE "PRECAUTIONARY PROTOCOLS" - Save your work in at least one other place (e.g., on your own disk) other than on the s drive. AND BE SURE NOT TO OVERWRITE AN EXISTING DOCUMENT (for instance in the case of two interns each having a client with the last name of Jones and similarly naming their documents!).

4. Calendars: We keep track of everyone’s schedule and appointments on a Google Calendar. A “uflawclinics” network email address will be set up for you. This is the only email account that you are permitted to use for client matters. Veronica will send you an e-mail inviting you to sign-up for the calendar. For security reasons only the IPVAC staff have access to enter events on the Google calendars. It is the responsibility of the student to ask one of these people to enter a client appointment, court date or other event on the Google calendar. It is also the responsibility of the student to follow through and see that the event appears on the appropriate calendar.

5. Copy Machine: You are allowed to use the copy machine for Clinic business. Your supervising attorney will tell you the numeric code. Support staff will not make copies for you. If you have problems or questions, please ask any support staff for assistance. If the machine stops working, do not try to fix it; ask staff for assistance. Please make copies only when necessary.

6. Client Parking: Law Clinics Client Only parking spots are designated for our clients in the west (orange) parking lot. You must get a parking decal from Veronica or Ashley for your client when they arrive for their appointment. This must be done immediately upon their arrival. However, if your client does receive a ticket, please have them see the Civil Clinic Office Manager before they leave. (We will
need additional information to take care of the ticket.) ***Do not park your vehicle in the Client-Only parking spots. If a vehicle with a UF parking decal (whether displayed or not) parks in a reserved spot using a Clinic permit, the resulting ticket is $100.00. We will not intervene with Parking and Administration on your behalf.

7. Shredding: Because we recycle clean office paper, the problem of client confidentiality may arise when tossing notes, etc., into the recycling boxes. Copies of pleadings that have been filed are matters of public record. However, scraps of notes relating to your case, whether notes of telephone conversations, interviews, or investigation, are “work product” and confidential. When you are discarding these (after incorporating their contents into a Memo to File, or the like) please shred them. A small shredder is located in the Clinic suite, by the copy machine. If, for some reason, you can't shred them, at least tear them up before recycling the paper.

8. Use of Clinic Suite "After Hours": The Clinic office hours are 8:00 A.M. until 5:00 P.M., although some staff arrive as early as 7:30 and stay until closer to 5:30 or 6:00. During these hours, you are welcome to use the suite to work on your cases. If you need to stay later, please check with Veronica or Professor Drake.

If you need to work at night, or meet with a client after regular hours, you may use the "fishbowl" (room 103) and the small computer room next to it. The door into the main suite will be locked. The "fishbowl" has a phone, and the computer room has phone, two computers and two local printers. In some situations, special allowance may be made for use of the main suite after hours. See your Supervising Attorney.

Statement related to accommodations for students with disabilities

Students requesting classroom accommodation must first register with the Office of Disability Resources. The UF Office of Disability Resources will provide documentation to the student who must then provide this documentation to the Law
School Office of Student Affairs when requesting accommodation.

I confirm that I have read this document in full and understand its contents and will abide by its direction.

Name print

Signature                                      Date: