This workshop was held at the 2017 Equal Justice Conference in Pittsburgh, Pennsylvania

Title:
Medical-Legal Partnership Practice: The Role of Pro Bono and Law Schools

Presenters:
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Robert Perry, Calgary Urban Project Society (CUPS), Calgary, AB

This session will operate as a workshop focused on how medical-legal partnerships (MLPs) bridge staffed legal aid offices, pro bono resources and law schools. Session focus will describe the journey from planning to implementation with health and legal partners, highlight training and case handling practices, including the student perspective, and provide insights from health leadership regarding the role and potential for legal resources in advancing health care mission and activities.
THE AUDIENCE

✓ Legal
✓ Health Care
✓ Government
✓ School
✓ MLPs
  ✓ Existing
  ✓ New
  ✓ Exploring
  ✓ Law School clinic
  ✓ Pro Bono
WELCOME TO ADVOCACY
FOR A HEALTHY
COMMUNITY
MLP Practice: The Role of Pro Bono

KATE ESHGHI
UMASS MEMORIAL HEALTH CARE, WORCESTER, MA

WEAYONNOH NELSON-DAVIES
COMMUNITY LEGAL AID, WORCESTER, MA

FRIDAY, MAY 5, 2017
THE BEGINNING OF A MEDICAL-LEGAL PARTNERSHIP

According to the National Center for Medical-Legal Partnership, there are currently 50,000,000 Americans who face health-harming legal needs which disproportionately affect low-income families, children, the elderly and people of color. Community Legal Aid and UMass Memorial Health Care have joined together to improve the health of low-income families in Central Massachusetts by tackling these unmet health-harming legal needs faced by the system’s most vulnerable patients.
HEALTH CARE SYSTEM

- Downward pressure on reimbursement from both government and commercial payors
- Historically lose money on Medicaid services
- Unsustainable
- Accountable Care and Financial Risk Models

How stem financial losses while continuing to meet the health needs of the community?
A COMMUNITY HEALTH FRAMEWORK?

Integrates care coordination and behavioral health into a new innovative primary care model.

Create a Medical-Legal Partnership:

• To tackle legal needs that negatively impact the health of low-income and communities of color.
• Build legal capacity by recruiting pro bono attorneys.
• Make the case through data collection and storytelling
THE IDENTIFIED LEGAL CARE NEEDS OF PATIENTS

Top needs across all sites

- Housing: 19.13%
- Childcare: 10.43%
- Benefits: 13.04%
- Bills: 31.58%
- Food: 27.83%
- Day to Day Support: 8.77%
- Immigration: 3.54%
- Education: 10.91%
- Health Insurance: 20.72%
- ADLS: 17.48%
- Disabled Child: 28.87%
FOCUS AREAS

Income Supports
- Public Benefits
- MassHealth
- Employment
- Disability Benefits

Financial security obtained through increased income

Education
- Special Education Services
- Discipline

Child in school learning with appropriate services to succeed

Guardianship
- Incapacitated Adult
- Rogers Guardianship
- Alternatives to Guardianship

Decision-making authority addresses patient needs

Housing
- Bad conditions
- Evictions
- Homelessness

Family has stable and healthy housing
THE PARTNERSHIP AT WORK

- MLP Steering Committee
- Patient Client
- Clinical Partners
- Pro Bono Attorneys
- Legal Aid
GOT PRO BONO?

- Recruit
- Support
- Engage
- Train
RECRUIT

- **Role of UMass Memorial In-House Counsel**
  - Professional and Business Relationships
  - Many have experiences as firm lawyers
  - Advocate
  - Liaison clinical to legal professionals

- **Launch Breakfast**
  - Hosted by UMass Memorial
  - Recruitment video sponsored and coordinated by UMass Memorial
  - CLA and UMass Memorial Leadership
RECRUIT

- **Presentations at Firms**
  - 3 major law firms
  - Used video as a recruitment tool
  - Legal Invention for a healthy community
  - Innovative idea

- **Free Training Opportunities**
  - 4 trainings
  - Training Manuals and PowerPoint Presentations

- **#plus1forhealth challenge**
TRAIN

- **Trainings on Substantive Legal Areas**
  - Special Education, Housing, Guardianship, MassHealth
  - Four Training Manuals
  - Lunchtime Workshops (Language Access and Special Education)
  - Vouchers to Massachusetts Continuing Legal Education

- **Online training resources**
  - Video taped trainings
  - Community Legal Aid MLP page on massprobono.org
# SPECIAL EDUCATION TRAINING MANUAL: TABLE OF CONTENTS

## TABLE OF CONTENTS

I. Common Acronyms in Special Education Law ................................................................. 7
II. Anatomy of a Case: Steps to Analyzing a Case .............................................................. 9
III. Federal and State Laws and Regulations, DESE Advisories, Important Case Law/BSEA Decisions ................................................................. 19
   A. Citations and webpage information: Federal and State Laws and Regulations, OSEP Memos, Dear Colleague Letters and Policy Letters, OSEP FAQ’s, DESE Advisories, and BSEA Decisions ................................................................. 20
   B. The Basic Special Education Process Under IDEA ......................................................... 24
   C. Special Education, Section 504 and the Americans with Disabilities Act ......................... 27
   D. Protecting Students With Disabilities ............................................................................. 29
   E. FERPA ............................................................................................................................. 43
   F. Massachusetts Special Education Statute, CHAPTER 71B CHILDREN WITH SPECIAL NEEDS ................................................................. 45
   G. Massachusetts Special Education and Discipline Regulations ......................................... 47
      1. 603 CMR 28:00: Special Education ............................................................................ 47
      2. 603 CMR 23:00: Student Records ............................................................................ 47
      3. 110 CMR 50.00: TEAM EVALUATION SERVICES ..................................................... 47
      4. 603 CMR 46:00: Prevention of Physical Restraint and Requirements If Used ................ 48
      5. 603 CMR 18:00: Program and Safety Standards for Approved Public or Private Day and Residential Special Education School Programs ............................................................................. 48
      6. 603 CMR 53:00: Student Discipline ............................................................................ 48
   H. IMPORTANT CASES IN SPECIAL EDUCATION LAW .................................................. 49
   I. Kotin, Crabtree & Strong: BSEA Commentaries .............................................................. 51

IV. The IEP Process .............................................................................................................. 83
   A. The IEP Process: An Overview ..................................................................................... 84
   B. The IEP Process: Referral ............................................................................................ 85
      1. Sample Letter Requesting Student Records (from a parent) ............................................. 86
      2. Sample Letter Requesting Student Records (from an attorney) ....................................... 89
      3. Sample Letter Requesting Special Education Testing ...................................................... 89
      4. Client Intake Form ....................................................................................................... 90
      5. Initial Client Interview - Ten Important Questions ......................................................... 91
      6. Sample Release Form (parent allowing school to share information with attorney) ........ 93
   C. The IEP Process - Evaluations ..................................................................................... 95
      1. Evaluation Consent Form ............................................................................................ 96
      2. MASSACHUSETTS School Evaluation Report Requirements ......................................... 98
      3. Information on Common Evaluations ......................................................................... 99
      4. How to Analyze Test Scores ....................................................................................... 102
      5. SAMPLE letter requesting an IEE for a child who is eligible for a free lunch ................ 106
      6. Sample letter requesting a child’s academic records .................................................. 107
ENGAGE

- General Counsel and UMass Memorial Leadership on Steering Committee
- UMass Memorial Communications Department
- Recognition Event
  - 1st Pro Bono Volunteer
  - 1st Major Law Firm Partner
  - Clinical Partner with the most referrals
- Newsletter
- Listserv
- Additional Workshops and Networking Lunch
Community Legal Aid and UMass Memorial cordially invite you to attend

“Celebrating a Year of Advocating for a Healthy Community”

December 2, 2016, 8 am - 9 am

Please join us for breakfast to recognize a year of accomplishments, meet pro bono attorneys, clinical providers, and the Medical-Legal Partnership team

The Cube, Albert Sherman Center, UMass Memorial - University Campus, 55 Lake Avenue North, Worcester, MA

Kindly RSVP by Nov. 18th to jenagutierrez@cla-ma.org

#plus1forhealth
PRO BONO NEWSLETTER

Medical-Legal Partnership: Advocacy for a Healthy Community
Pro bono e-newsletter // March/April 2017

Looking Forward: Calendar of Events

Welcome!
Dear Subscriber:

Welcome to the first bi-monthly e-newsletter of the Medical-Legal Partnership Pro Bono Project. Each bi-monthly issue will include:

- Medical-Legal Partnership (MLP) updates
- Pro Bono Spotlights
- Upcoming trainings and events
- Links to relevant articles, materials and pro bono resources

In this first issue, we are pleased to share two clients' stories and highlight the great advocacy of two of your fellow pro bono volunteers. We are also launching our new Lunchtime Workshop Series.

We look forward to providing you with highlights and updates throughout the year. Thank you for your ongoing commitment to serving low-income communities through the MLP Pro Bono Project.

Yours in Service,
Weyanoh Nelson-Davies
Staff Attorney
On behalf of the Medical-Legal Partnership Team

Contents:

- The Medical Legal Partnership Steering Committee
- Pro Bono Spotlight: MassHealth
- Pro Bono Spotlight: Special Education Services
- Shared articles
Pro Bono Spotlight

MassHealth Reverses Denial of Transportation Services

Attorney Brian Casaceli, an associate of Mirick O’Connell, helped a UMass Memorial patient secure medical transportation to ensure mobility issues did not prevent her access to healthcare.

A patient with multiple chronic health conditions was referred to the Medical-Legal Partnership after the MassHealth Transportation Authorization Unit denied coverage for a prescription for medical transportation to her healthcare providers. The patient’s UMass Memorial providers assisted her in filing an appeal to MassHealth and submitted a letter in support of her appeal. They then referred her to the MLP and the case was placed with Attorney Casaceli. Attorney Casaceli represented her at the MassHealth hearing. MassHealth reversed its initial denial and this patient has now been approved for medical transportation to all of her providers.

Thank you to Attorney Casaceli and the UMass Memorial providers for working collaboratively to ensure that this client can now receive the proper healthcare.
SUPPORT

- **Case Management and Pro Bono Protocols**
  - Case Management Protocol for internal legal aid team
  - Pro Bono Protocol for volunteer attorneys

- **Mentorship**
  - Assign a substantive area mentor
  - Troubleshooting by MLP Staff attorney
  - Coordinate contact with providers

- **Online resources**
  - MassProbono.org
  - Library
  - Calendar of events
  - Other training resources

- **Additional Support**
  - Liability Insurance
  - Access to Interpreter and Translation Services
  - Use of office space
CASE MANAGEMENT PROCESS

REFERRAL
- In person, faxed or emailed
- Mutual releases

CLIENT INTERVIEW
- Intake in-person or over phone
- Initial evaluation survey

TRIAGE
- Meeting with pro bono coordinators
- Case placements and other supports

MENTORSHIP
- Pair up each volunteer attorney with a mentor
- Additional troubleshooting support by MLP attorney
SUPPORT AND ENGAGEMENT OF PRO BONO ATTORNEYS
ONLINE RESOURCES FOR PRO BONO ATTORNEYS
SUSTAINABILITY

Who is the audience?
- Community Benefits
- Population Health
- Chief Financial Officer

Pro Bono Engagement
- Private bar culture change
- Expanding the pool

Why MLP?
- Charitable mission
- Impact on outcomes
- Impact on Total Medical Expense (ROI)

How to make the case?
- Tell the story (repeatedly)
- Data driven evaluation
EVALUATION: MAKING THE CASE

To sustain medical-legal partnerships, need to show that MLP

- Impacts population health
- Enhances quality of care
- Saves money

Feedback about program design allows for quality improvement

Gain deeper understanding of the impact legal care has on patient outcomes

Build support of intervention with powerful qualitative and quantitative data
“I am deeply happy for Dr. Hussain and the village he created starting with Patty. Then Weayonnoh came in and I saw the light. I actually had lights again. It is my purpose to help others so I am happy for those who are helping me and others like me. Thank you Chris for standing by me.”

- Benedict Family Medicine patient
“...it was almost as if I had a megaphone, and the lawyer was my megaphone...and they [school administration] were able to hear. I didn’t feel like a whisper screaming out to people. It really helped me a lot. It did...”

- Mother of six year old Benedict Pediatrics patient
PRO BONO SPEAKS
QUESTIONS

Thank you for coming.