Spirits were high on November 13th when staff from the law firm of Leonard, Street and Deinard and CUHCC celebrated the 10-year collaboration that has resulted in greater access to pro bono legal services for CUHCC patients. The partnership evolved through conversations between former managing partner George Reilly and Dr. Amos Deinard, former executive director of CUHCC and son of one of the firm’s founders. The 1993 opening of the Legal Clinic coincided with the firm’s acceptance of the Law Firm Pro Bono Challenge from the American Bar Association.

As noted by current firm president Lowell Noteboom, “this partnership is truly unique, but it is not really so unusual, given the long-standing commitment to the community by this law firm.”

The goal of the Legal Clinic is to contribute high-quality legal services primarily to vulnerable and economically disadvantaged persons living in the Phillips community. Even though the clinic is located less than two miles away from the firm’s office in downtown Minneapolis, Attorney Keith Moheban, Co-Chair of the Pro Bono Committee at Leonard, Street and Deinard, as well as its Legal Clinic Subcommittee, says that the struggles faced by CUHCC clients living in the Phillips Neighborhood are far removed from the firm’s typical corporate clients. “The [Legal] Clinic serves a great role as a ‘reality check’ for attorneys.” says attorney Keith Moheban. “It reminds us that practicing law is a privilege that requires responsibility to ensure that everyone has equal access to the law.”

One challenge that attorneys face is establishing the attorney-client relationship with clients who have limited English proficiency. While Leonard, Street and Deinard has provided training on cultural sensitivity and refugee issues, attorneys rely on bilingual staff at CUHCC to develop trust-Continued on page 2

A few years ago, a Hmong family settled into an apartment in the Phillips Neighborhood after recently immigrating to the United States. During their first Minnesota winter, a major adjustment for any newcomer to the state, the family didn’t have any heat in their building. Unaware of their entitlement to heat under the lease agreement, they suffered in the cold. CUHCC staff referred the family to the pro bono Legal Clinic run by the law firm of Leonard, Street and Deinard to resolve the matter. The attorney contacted city inspectors, who later identified multiple housing code violations in the family’s unit. The Legal Clinic then urged the City to enforce the housing code and the matter was resolved without filing claims against the landlord.
Letter from the Executive Director

As we move into 2004, I would like to introduce new leadership staff at CUHCC and wish one of our long-time employees a fond farewell.

CUHCC’s Director of Mental Health Services and Center Operations Coordinator, Bonnie Brysky, is retiring this month after 32 years of service to CUHCC. Throughout her time at the clinic, we have benefited from her leadership, integrity and quiet determination to forwarding CUHCC’s mission. We are saddened to see her leave but wish her well as she begins a well-deserved retirement.

We would like to introduce Howard Schur, our new Operations Director, and Willie Garrett, new Director of Mental Health Services.

Howard comes to us with 25 years of administrative experience. He has been involved in operations for medical, dental and mental health organizations and has extensive experience in supervision, program development, program growth, performance measurement, and data integration.

Willie, a licensed psychologist, comes to us with a rich background in all aspects of mental health care, including supervision, program development, management, and program growth. He has strong clinical skills, excellent communication skills, and has been praised for his leadership ability.

We are very excited to have both Howard and Willie join our leadership team!

Contact Information

Karl Self . . . . . . . . . . . . 612-638-0700 x208
Executive Director

Kim Manske . . . . . . . . . . . . 612-638-0660
HR Manager, Volunteer Coordinator

Colleen McDonald . . . . 612-638-0700 x265
Director of Development and Public Relations

Anne Austin . . . . . . . . . . . . 612-638-0700 x201
Executive Administrative Specialist
Board Liaison

If you would like to find out how you can support the clinic by making a donation, please call Colleen McDonald at 612-638-0700 x 265.

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don’t understand why they should have to share. I have to work really hard to make our legal system clear to the client.” Sy Vang, victim advocate, appreciates the excellent services provided by the firm’s attorneys. “I feel very fortunate that they give some time to us...to advocate for victims. All the lawyers are so nice, patient and willing to take time with clients.”

The appreciation is on both sides—the hallmark of a true partnership.

Theresa Murray Hughes, Pro Bono Director at Leonard, Street and Deinard, emphasizes how interactions between firm associates and CUHCC staff are critical, “We work so closely with the advocates and staff here [at CUHCC]. They know the clients and can establish trust. Their relationships with the clients and clinic personnel helps our lawyers provide effective legal representation.”

Recognized for their outstanding pro bono programs by President Clinton in 1999, Leonard, Street and Deinard received the Minneapolis Chamber of Commerce Lifetime Achievement Award in 1998 and the Millennium

Lawyers from the firm of Leonard, Street & Deinard celebrate the 10-year anniversary of partnership with CUHCC.

Corporation Award from WCCO and Bell Mortgage in 2001.

In honor of its ten year anniversary, Leonard, Street & Deinard made a $10,000 donation to the clinic’s Reach Out and Read Program. “This is another example of the firm’s commitment to CUHCC and the people it serves; it is truly a model for other law firms to follow,” stated Karl Self, Executive Director. “By providing integrated pro bono legal services at our site, the firm supports the health and well-being of CUHCC patients and residents of Phillips neighborhood. It is truly a model for other law firms to follow.”
CUHCC Open House
Warm and Wonderful

Balmy, summer-like weather set the tone for CUHCC’s first open house sponsored by the Governing Board in October 2003. Four hundred people gathered from the neighborhood, the clinic, and the larger community to listen to music, enjoy samples of local food, and to participate in a silent auction.

Nicknamed the “Friendraiser” by board members, the event fulfilled its purpose to build friends. “The Board, of which 51% are patients of this community clinic, decided that it was time to not only create a greater sense of community within the clinic between board, staff and patients but to extend to the greater community as well,” said Susan Gust, board member.

Patients participated in all aspects of the event by providing entertainment, serving people as they went through the line, and by making donations of food and other items. Notably, patients donated one-third of all silent auction items.

“We hope to hold this event on an annual basis, it is a great way to invite people to the clinic, and spend some time together as community members,” said Susan Gust. “By bringing people together and embracing their assets as well as their needs, we hope to move towards a model of community health in the broader sense so that we are not only delivering health care within the walls of CUHCC but acting as a good neighbor, a healthy organization and an community engaged entity.”

Reach Out and Read Program
Encourages Reading for Child Patients

Many children eagerly anticipate their visits to CUHCC, looking forward to the prospect of bringing home a new book.

The Reach Out and Read Program encourages reading in several ways. Volunteer readers in the waiting room encourage children’s interaction with books by discussing illustrations and stories with them. Parents, in turn, observe and experience the enjoyment of sharing books with their children. Frequently, the family’s first exposure to children’s books occurs at the clinic. During appointments, providers also talk with parents about the value of reading books to their young children. After the appointment, children receive a culturally appropriate, high quality book to take home with them. Babies, preschoolers, and school age children who are patients of CUHCC received over 4,500 books in 2003.

“Children’s meaningful and consistent involvement with books is the goal that schools and literacy programs work to achieve,” says Kathie Krieger Cerra, Ph.D. “Our program makes achieving this goal possible for children who come to the clinic.”

Special thanks to UCARE, Reach Out and Read, Reading Is Fundamental, University Medical Auxiliary, Star Tribune Foundation, and the law firm of Leonard, Street & Deinard for their support of the Reach Out and Read Program.
We extend a generous thanks to patients and volunteers for their contributions to the Open House!

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Alley Communications
Karen Clark and Jacqueline Zita
Amador Hill Orchard
American Indian Neighborhood Development Corporation
American Indian Community Development Corporation
Association for the Advancement of Hmong Women in Minnesota
Aveda Institute
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