IN-HOUSE PRO BONO IN PRACTICE PROFILE: MAYO CLINIC
September 2019

Mayo Clinic began its pro bono program in 2004, when Southern Minnesota Regional Legal Services Inc. reached out to propose a partnership with the legal department, and its pro bono efforts have been thriving ever since. In 2006, then Chief Legal Officer (CLO) Jonathan Oviatt signed on to the **Corporate Pro Bono Challenge®** initiative and Mayo Clinic expanded the reach of its program. Since then, current CLO Joshua Murphy has continued support for pro bono work.

According to Christopher Wendt, pro bono coordinator and legal counsel for Mayo Clinic, pro bono work has helped to build inter-office relationships and a sense of purpose:

> "Our pro bono activities have provided great opportunities to work closely with colleagues and outside attorneys whom we wouldn't normally collaborate with on a regular basis. Pro bono has absolutely helped build working relationships. Most importantly, we are doing what we pledged to do when we were sworn in as attorneys – helping the less fortunate."

General Program Information	
Offices with Legal Staff	HQ: Rochester, Minnesota; four other offices in the U.S.
Size of Legal Department	27 Attorneys; 31 Non-Attorney Staff
Pro Bono Leadership Structure	Initially, leadership of the Mayo Clinic pro bono program was vested in a three person work group. Currently, primary responsibility rests with the pro bono committee. The committee now consists of three attorneys, one paralegal, and one administrative assistant.
Pro Bono Policy	Mayo Clinic has no formal pro bono policy; however local ethics rules and the Corporate Pro Bono Challenge® statement serve as guidance for its attorneys. Mayo Clinic has written guidelines and a process to request malpractice coverage.
Mandatory Pro Bono	Mayo Clinic runs a "program of attraction." In other words, Mayo Clinic encourages, but does not require, attorneys to provide service. However, Mayo Clinic encourages attorneys to follow Rule 6.1 of the Minnesota Rules of Professional Conduct, which states that lawyers should aspire to render at least 50 hours of pro bono per year.
Recognitions/Awards	Mayo Clinic recognizes its volunteers. Recognition events do not normally single out an individual volunteer but rather acknowledge the efforts of the department.
Tracking Pro Bono	All Mayo Clinic attorneys and legal specialists complete anonymous annual surveys to help the legal department track pro bono

	participation. Such surveys request various details about the projects, such as hours spent, areas of law, organization names, if there was collaboration with other law firms, and if pro bono hours were submitted for CLE credit.
Partnerships	Mayo Clinic is involved in a number of partnerships, most notably with Southern Minnesota Regional Legal Services Inc. (SMRLS), Legal Assistance of Olmsted County (LAOC), and the local legal department of International Business Machines Corp. (IBM).
Non-Lawyer Involvement	Non-lawyers are encouraged to work alongside lawyers on pro bono matters.
Pro Bono Projects	
Housing	• **Eviction Clinic.** Mayo Clinic currently partners with LAOC, SMRLS, and IBM to assist residents of Olmsted County with eviction hearings. Teams of one attorney and one non-attorney staff member partner together and attend one three-hour eviction clinic every other month. A week prior to the clinic, the assigned team(s) will review the complaints for each eviction occurring on their assigned date. On the day of the clinic, the assigned team(s) will assist with performing intake for the client, evaluating financial capabilities of the client, and initiating negotiations with the client's landlord to establish a payment plan.
Miscellaneous	• **Free legal answers online.** Several Mayo Clinic legal department sites hold a regular session where the entire on-site legal staff has an opportunity to participate in a team effort of answering online legal questions through https://abafreelegalanswers.org/. The session is led by an attorney. However, all of the attendees assist with selecting questions to answer, performing research, and assisting with formulating a response.
End of Life Issues	• **Wills for Heroes**. Mayo Clinic attorneys and non-attorneys participate in quarterly National Wills for Heroes clinics to draft wills and advance directives for local first responders and emergency personnel.
Transactional Matters	• **Business Law Clinic.** In partnership with Legal Corps, Mayo Clinic volunteers provide business advice to small business owners and entrepreneurs. • **Landlord-Tenant Hotline**. Members of Mayo Clinic's legal department, attorneys and non-attorneys, return phone calls to assist tenants and landlords with legal questions. There is a central phone line that collects messages; volunteers agree for one week a month to listen to messages and commit to return calls promptly.
Lessons Learned	

Flexible Time Commitments	Offer a variety of time-limited opportunities to make it easier for attorneys to commit to a project.
Consider Partnerships to Increase Impact	Mayo Clinic has partnered with LAOC, SMRLS, and IBM to address the housing issues within the Rochester community. By collaborating together, these organizations have magnified the impact that they can have to address a critical need through pro bono legal services.
Create Clear Expectations	Colleagues are more likely to volunteer for a pro bono matter if they know exactly what is expected of them and what they are committing to do.
Never Give Up	There is no such thing as a perfect program. Expect to come up with new ideas and adapt as you go. Don't let the perfect become the enemy of the good. Keep trying.
Toot the Pro Bono Horn Within the Company	It is important that members of your organization know about the good work the legal department is doing. Toot your own horn. Communicate within the company and to leadership about the accomplishments of pro bono volunteers and their impact on the community.

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