



CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR BEHAVIORAL HEALTH,
DEVELOPMENTAL AND INTELLECTUAL
DISABILITIES

STEVEN L. BESHEAR
GOVERNOR

JANIE MILLER
SECRETARY

100 FAIR OAKS LANE 4E-A
FRANKFORT, KENTUCKY 40621-0001
(502) 564-4860
(502) 564-3844 FAX
[HTTP://CHFS.KY.GOV/](http://CHFS.KY.GOV/)

TO: WHOM IT MAY CONCERN

FROM: Martin F. Anderson
Program Administrator

A handwritten signature in black ink, appearing to read "Martin F. Anderson", written over the printed name.

DATE: February 24, 2010

SUBJECT: Memorandum of Reference, Labor Relations Alternatives, Inc.

It is with great pleasure that I submit this Memorandum of Reference for Labor Relations Alternatives, Inc., from Austin, Texas. The Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities has had a long and successful professional relationship with the company, beginning in 1995, when we entered into a contractual arrangement for a series of facility based, introductory courses on conducting serious incident investigations. We have progressed to include a very fine certification course that has proven to be highly popular with facility and community provider employees since its inception in 2005. We have also added the company's courses on mortality reviews and root cause analyses.

I have been the Department's exclusive point of contact with the company since 1996. The Department's relationship with the company's management and training staff has been very acceptable. We have trained a little over 850 employees since 1997; most of them work in our eleven state facilities, but a significant number work in the community-based "supports for community living" contract programs. Additionally, the company provided outstanding technical assistance during the development of the first statewide "incident management protocol" in 1998, which applies to the state facilities. The company has been very accessible in providing superb technical assistance and advice on a variety of investigatory situations since the very beginning of our contract.

Please feel free to contact me at 502/564-4860 anytime you have questions or need additional information about Labor Relations Alternatives, Inc. I will be pleased to speak with you.