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June 8, 2010

To Whom It May Concern,

It is my pleasure to recommend Labor Relations Alternatives, Inc. (LRA) to provide training for your agency. The Missouri Department of Mental Health has contracted with LRA for staff training for several years.

In 2006, I was the Assistant Director of the Investigations Unit and was responsible for training the staff. All of the investigators were trained in Conducting Serious Incident Investigations and received certification that year by LRA. As the Assistant Director, I also traveled from MO to Austin, TX to attend Weighing Evidence and Writing Final Investigative Reports training. The department continues to have LRA train new investigators and other department staff annually; and has also contracted with LRA to provide advanced training for seasoned investigators. LRA was also willing to provide remedial support for any staff that didn't pass the competency based test to obtain certification at no extra charge. Fortunately, everyone passed the test!

In May, 2008, I became the Fatality Review Coordinator, which was a new position and a process that needed to be developed. I was pleased to learn of the Mortality Review and Death Investigation Training that LRA began offering in 2009. This past March, we trained 25 staff in Mortality Review and Death Investigations. Many staff told me that they left the training with a better understanding of the difference between abuse/neglect investigations and death investigations. Additionally the incident management model helped staff understand that mortality review is a function of incident management as it relates to quality improvement.

To my knowledge, LRA is the only company to provide this type of investigative training specifically for human service agencies. Lana Norwood and her consultants have always been great to work with and are extremely knowledgeable and skilled. They use a variety of teaching techniques which make their trainings interesting and fun.

Please feel free to contact me with questions. I can be reached at 417-629-3581 or 573-526-3069.

Sincerely,

s//Jacquelyn A. Christmas
Fatality Review Coordinator