



COMMONWEALTH OF PENNSYLVANIA  
DEPARTMENT OF PUBLIC WELFARE  
OFFICE OF MENTAL RETARDATION

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To Whom It May Concern:

This serves as a letter of recommendation for Labor Relations Alternatives Inc (LRA). By way of background, in 2001 the Pennsylvania Office of Mental Retardation (OMR) was preparing to issue a new Incident Management policy applicable to both the private and public sectors of its program which required "certified" investigators for certain, specific incidents. OMR contracted with LRA to address this monumental task. In response, LRA developed an expanded five-day training program which all investigators in both public and private ICF/MRs must take and pass to become certified investigators. This project consisted of very tight timeframes for all aspects of the project which corresponded directly with implementation of the new Bulletin. During the first nine months, LRA conducted 63 courses, certifying approximately 1,700 investigators statewide.

In addition to developing and delivering the training portions of the program, LRA assumed large parts of the administrative responsibilities for registering and scheduling students, keeping examination records and notifying students of examination results. LRA capably and responsibly handled all these tasks from its Austin, Texas offices. In fact, they managed the entire registration process while it was still being developed.

There continues to be a smooth, efficient administration of this training program and the quality of the training as well as ongoing support to certified investigators is excellent. LRA continues to be extremely responsive to any requests from this agency and goes to great extents to accommodate all requests for ongoing technical assistance and support of OMR's programs for people with mental retardation.

This Office has continued to maintain a close working relationship with LRA and is always amazed by their accessibility, quick response time and impeccable quality of services provided.

If additional information is required, please feel free to contact me directly at 215-560-2245.

Sincerely,

*Vicki Stillman-Toomey*  
Vicki Stillman-Toomey  
MR Program Manager