



STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION
DIVISION OF MENTAL RETARDATION SERVICES
ANDREW JACKSON BUILDING
500 DEADERICK STREET, 15TH FLOOR
NASHVILLE, TENNESSEE 37243

To Whom It May Concern:

Labor Relations Alternatives, Inc. (LRA) has contracted with the Tennessee Division of Mental Retardation Services (DMRS) for a decade, and has been an integral part in development of the DMRS Protection from Harm System. This company has been particularly instrumental in the development and enhancement of incident management and investigations. Throughout the years they have provided a variety of services including consultation and training in these areas.

LRA has presented numerous competency based training programs relating to basic investigation techniques for serious incidents, as well as train-the-trainers programs for their course, *Conducting Serious Incident Investigations*. LRA in collaboration with DMRS developed a process for evaluating the quality of DMRS investigations. This process has been used by DMRS as a self-assessment, and, also, in order to obtain an outside objective opinion, DMRS has requested LRA to evaluate investigations with the same process. LRA has always provided positive feedback and practical recommendations from these types of evaluations which assisted DMRS in further strengthening the investigation process.

Throughout the years it has been a pleasure to work with LRA management as well as field staff. Management has always been more than accommodating when working through the logistics of contracts and scheduling. The LRA staff who have consulted and presented trainings for DMRS have been professional and very knowledgeable in the subject matter and are extremely capable in training adult learners. LRA trainers have requested that participants fill-out evaluation forms at the end of training sessions. The feedback from these evaluations has been positive, with many of the participants expressing, "This is the best training I have ever attended."

I would recommend the training programs and consulting services provided by LRA for anyone who has a concerted interest in protection from harm efforts.

If you would like further information regarding the experience between LRA and DMRS please feel free to contact me.

Sincerely,

Carole R. Cope
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