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To whom it may concern:

As part of our Federal mandate, advocacy agencies must conduct investigations and performance oversight of organizations providing services to persons with disabilities, including mental illness or mental retardation. An important part of that oversight involves the rights of the individuals receiving services, especially their right to receive services in a safe and caring environment. Our ability to provide oversight is enhanced by our ability to investigate serious incidents of harm to individuals.

For several years, Advocacy, Inc. has sent our staff to Labor Relations Alternatives, Inc.'s (LRA) training to help us achieve our mission. LRA provides extremely necessary investigations training to providers, advocates and other entities. The result is a positive impact on the care and treatment of many vulnerable individuals, not the least of which are individual with disabilities. The training enhances the knowledge and sensitivity of the staff to issues involving the culture of hospitals or group home settings, as well as disability and aging related issues. The work of LRA provides trainees with the knowledge and skill to perform investigations with the integrity necessary to be used in court processes.

In our work with other advocacy agencies and providers across the country, I have frequently recommended that they attend LRA's investigations training and will continue to do so.

Sincerely,

A handwritten signature in black ink that reads "Aaryce Hayes". The signature is fluid and cursive, with a long horizontal stroke at the end.

Aaryce E. Hayes
Policy Specialist - Adult Mental Health Coordinator

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