



JAMES E. MCGREEVEY
GOVERNOR


STATE OF NEW JERSEY
DEPARTMENT OF HUMAN SERVICES
DIVISION OF DEVELOPMENTAL DISABILITIES
PO BOX 726
TRENTON, NJ 08625-0726

Gwendolyn L. Harris
COMMISSIONER

James W. Smith, Jr.
DIRECTOR

TEL. (609) 292-3742

TO: Whom It May Concern

FROM: James S. Ret 
Administrative Analyst 1
Office of Program Support

DATE: January 21, 2004

SUBJECT: Letter of Reference

During the past year the New Jersey Division of Developmental Disabilities has contracted with Labor Relations Alternatives, Inc. (LRA) to assist our seven developmental centers in developing and implementing a comprehensive incident management system. Training has focused on the development of policy and procedure, conducting investigations, evaluating the quality of the investigative process and providing train-the-trainer programs so that our facilities will be able to provide on-going training to their staff.

We have been very pleased with LRA during this process. LRA to be very accommodating and professional in meeting all of our needs and requests. The LRA staff is excellent and brings a vast wealth of knowledge and real life experiences that has enhanced the training experience for our staff. The outcome of the training conducted at our facilities this past year has been very positive.

If you would like any additional information you may contact me at (609) 984-5353.