

June 11, 2010

To Whom It May Concern:

As a recent recipient of Labor Relations Alternatives, Inc., (LRA) training, the New Mexico Department of Health, Division of Health Improvement (DOH/DHI) offers its support of LRA.

In September 2009, LRA provided *Conducting Serious Incident Investigations* training for certification to thirty (30) DOH staff. Participants included DHI incident investigators and managers, other DHI managers, and staff from the DOH, Developmental Supports Division responsible for the health and safety of home and community-based services waiver recipients.

LRA provided comprehensive, professional, effective training for our staff. LRA clearly explained what would be offered and provided what was expected. Lana Norwood, LRA President, worked closely and extensively with me to ensure that the Department's needs were met. She was friendly, flexible and helpful. The trainer was knowledgeable and experienced in the subject matter and the presentation was thorough, interesting and well paced. The certification testing reflected what was taught during the training. All staff who attended the training were certified.

Most of the DOH/DHI investigators were very experienced and had been certified through another national certification program. Also, many investigators had attended the same LRA training in the past, as well as LRA's advanced investigation training. Most other staff in attendance had no training in or experience with conducting an incident investigation. LRA's training met the needs of all participants and all staff reported that it was helpful and interesting.

DOH/DHI is pleased to write in support of LRA. The services offered were excellent and benefited the Department. New Mexico DOH/DHI would definitely consider contracting with LRA to provide training to our staff in the future.

If you would like additional information about our experiences with LRA, please feel free to contact me at 505-476-9098 or at the email address [Judith.Parks@state.nm.us](mailto:Judith.Parks@state.nm.us).

Sincerely,



Judy Parks  
DHI Deputy Director