



Pat Quinn, Governor

Michelle R.B. Saddler, Secretary

Bureau of
State Operated Developmental Centers
(SODC) Operations
134 W. Main Street - Dwight, IL 60420

March 4, 2014

Lana Norwood
Labor Relations Alternatives, Inc.
4400 Ramsey Avenue
Austin, TX 78756

Dear Lana:

I cannot thank you and your staff enough for the very detailed, thorough, and informative training offered to our employees at the Shapiro Center on January 16 and 17, and at the Choate Center on January 21 and 22.

The feedback we have received from our staff regarding the trainer, Ms. Yarva Harrison, as well as the content of the training, has been overwhelmingly positive. I gathered input from all of the State Operated Developmental Centers and the comments I received were that the trainer was excellent and the training itself was valuable and understandable. Following is one of the comments that I will never forget: "On Root Cause Analysis, I got more out of that training than I got out of taking a semester of Tap Root". To me, that speaks volumes.

Again, thank you and please convey my appreciation to Ms. Harrison for providing this important training to our employees.

Sincerely,

Gregory Fenton, Deputy Director

DHS - Division of Developmental Disabilities - SODC Operations