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STATE OF MISSOURI
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To Whom It May Concern,

It is my pleasure to recommend Labor Relations Alternatives, Inc. (LRA) to provide training for your agency. The Missouri Department of Mental Health has contracted with LRA for staff training for well over a decade.

In 2006, I was the Assistant Director of the Investigations Unit and was responsible for training the staff. All of the investigators were trained in Conducting Serious Incident Investigations and received certification that year by LRA. The department continues to have LRA train new investigators and other department staff annually; and has also contracted with LRA to provide advanced training for seasoned investigators. LRA is always willing to provide remedial support for staff that don't pass the competency based test to obtain certification at no extra charge.

In May, 2008, I became the Fatality Review Coordinator, which was a new position and a process that needed to be developed. I was pleased to learn of the Mortality Review and Death Investigation Training that LRA began offering in 2009. Since then, the department has contracted with LRA to train department and contracted provider staff in Mortality Review, Death Investigations and Root Cause Analysis. Staff have a better understanding of incident management as it relates to quality improvement after receiving these trainings.

To my knowledge, LRA is the only company to provide these types of evidence informed trainings specifically for human service agencies. Lana Norwood and her consultants have always been great to work with and are extremely knowledgeable and skilled. They use a variety of teaching techniques which make their trainings interesting and fun.

The Department of Mental Health does not deny employment or services because of race, sex, creed, marital status, religion, national origin, disability or age of applicants or employees.

Please feel free to contact me with questions. I can be reached at 417-629-3581 or 573-526-3069.

Sincerely,

Jacquelyn A. Christmas

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Fatality Review Coordinator