



COLORADO

Office of Adult, Aging &
Disability Services

Division of Aging & Adult Services

May 5, 2020

To Whom It May Concern:

I am writing this letter of recommendation on behalf of Labor Relations Alternatives (LRA) related to their Conducting Investigations training. LRA has been providing the Conducting Investigations training for our Colorado Adult Protective Services (APS) Program since 2018. Throughout the process of development and delivery, LRA has consistently demonstrated the high level of quality and professionalism that we value in our program.

We contracted with LRA to provide their Conducting Investigations training to all of our caseworkers and supervisors as a means of providing thorough, standardized training and certification for all county APS staff. Due to the regulations specific to our state and program, we requested that revisions be made to the training material to align with our current practices. LRA was very receptive and responsive to our requests and feedback. The development process was streamlined and efficient, allowing us to reach a quality final product within a tight timeline.

The content of the training is structured in a way that is very user friendly and easy to understand. It teaches users in-depth investigative skills, starting with the basic theories of investigation and building to the application of the theories in practice. The training itself is very interactive and allows for attendees to get real-time experience in building their investigative skills, which has been a very welcomed and positive experience for our county workers.

The delivery of the training exceeded our expectations. Initially, we had to offer multiple sessions of this training in quick succession all over the state to accommodate the need to certify almost 300 workers statewide in a matter of months. LRA was very accepting of the heavy travel that was required for our schedule. We have since included the Conducting Investigations training in our New Worker Training Academy, held quarterly. We consistently receive positive feedback from our attendees regarding the informative, thorough, and highly engaging training that LRA provides.

Additionally, we began utilizing LRA for their Advanced Investigations training in 2018 after the success of the Conducting Investigations training. This training is very hands-on and expands on the concepts learned in Conducting Investigations. We have received much praise from the attendees of this training, as well, stating that it allows them to continue to hone and refine their skills in a productive and interactive way.

We highly recommend LRA for their Conducting Investigations training and other investigative training. We have seen demonstrated success in the improvement of our APS investigations as a result of this training and are thankful to continue working with them on an ongoing basis.

Sincerely,

Peggy Rogers

Manager, Adult Mistreatment Prevention and Response Section

