



**CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MENTAL HEALTH
AND MENTAL RETARDATION SERVICES**

100 FAIR OAKS LANE 4E-B
FRANKFORT, KENTUCKY 40621-0001
(502) 564-4527
(502) 564-5478 FAX
[HTTP://CHFS.KY.GOV/](http://CHFS.KY.GOV/)

MARK D. BIRDWHISTELL
SECRETARY

ERNIE FLETCHER
GOVERNOR

TO: WHOM IT MAY CONCERN

FROM: Martin F. Anderson
Incident Investigation Administrator

A handwritten signature in black ink, appearing to read "Martin F. Anderson".

DATE: May 11, 2006

SUBJECT: Memorandum of Reference, Labor Relations Alternatives, Inc.

It is with great pleasure that I submit this Memorandum of Reference for Labor Relations Alternatives, Inc., from Austin, Texas. The Kentucky Department for Mental Health and Mental Retardation Services has had a long and successful professional relationship with the company since late 1995, when we entered into a contractual arrangement for a series of facility based, introductory courses on conducting incident investigations. At that point in time, the company was headquartered in Albany, New York.

I have personally been the Department's exclusive point of contact with the company since 1997. The Department's relationship with the company's management and training staff has been very acceptable. We have had about 550 staff trained from the facilities and community based "supports for community living" providers during this nine-year period; a variety of employee classifications normally attend the training sessions. Additionally, the company provided outstanding technical assistance during the development of the first statewide "incident management protocol" which applies to all eleven state facilities. The "protocol" was the first of its kind for the Department and remains currently in effect with very few changes since it was signed by the Commissioner in May 1998.

The Department began a "certified" investigators program in September 2005 for a limited number of investigators; the new program has been well received by the facilities. The company has been instrumental in assisting in the development of the program and providing the training. Certified investigators conduct investigations on the most serious incidents while providing mentoring services to other investigators who investigate the lesser incidents. We intend to expand the certified investigators program during Fiscal Year 2007, and beyond.

Memorandum of Reference

May 11, 2006

Page Two

Finally, the quality of facility-based investigations has steadily improved as a result of the self-assessment process recommended by the company and adopted about six years ago. The Department made a commitment in 2000 to maintain the incident investigation standards at the highest possible level. With the guidance of Labor Relations Alternatives, a process was developed to critique a sample of investigation final reports and provide feedback to the selected facility about how it implements the statewide incident management protocol, and how the investigator follows the training curriculum.

The professional relationship with Labor Relations Alternatives, Inc. since 1995 has been extremely conducive in strengthening the care and treatment of the patients, residents, and consumers we serve in our facilities and community based settings. The company has always provided the highest quality training possible on time, and properly billed for services rendered. The feedback from training participants has been the most enthusiastic and complimentary that I have read in my 30 year state government career.

Please feel free to contact me anytime by dialing 502/564-4860 if you have further questions. Thank you very much.