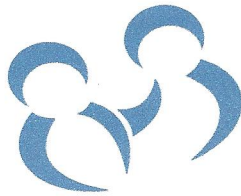


Genesee, Lapeer
and Shiawassee
Counties

Kathryn C. Boles
President, CEO



Valley Area Agency On Aging

Answers, Action and Advocacy

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Suite 200
Flint MI 48502

(810) 239-7671
FAX (810) 239-8869
www.valleyareaaging.org

April 4, 2016

To Whom It May Concern:

My name is Kathy Boles and I am the CEO of Valley Area Agency on Aging, a non-profit organization. It is with pleasure that I present this letter of recommendation regarding Vanessa G. Nelson and Expert Human Resources. I began working with Vanessa over a year ago and have been extremely pleased with the results.

The services we received are invaluable, including:

- Executive compensation assistance;
- HR Audit, i.e., reviewing our HR processes and practices and providing a report with a plan;
- Updating policies and processes to help organize and protect our organization;
- Providing a greater HR presence with extensive HR knowledge which is conveyed via consulting in an unbiased manner to assist staff;
- Recommending team building exercises to bring us together as a team; and
- Transferring skills to staff, which improved our organization's efficiency.

Also, Vanessa has been instrumental in delivering the training needs of staff. The training has helped tremendously. My staff is so pleased with the level, and quality of training, which included: *Anti-Harassment and Discrimination Prevention; How to Write Documentation that can Stand Up in Court; How to Conduct an Effective Investigation; and The Legal Side of Supervision.*

We have been well pleased with the relationship with Vanessa and Expert Human Resources. We are going to find a way to work with them again, as soon as possible. I am very satisfied with the results of the services and highly recommend them to other organizations. Please feel free to call me at (810) 249-6520 for more information.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kathy Boles". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Kathy Boles, CEO