

December 6, 2011

Joel F. Smith
J.F. Smith & Associates
500 Office Ctr. Dr., Suite 400
Fort Washington, PA 19034

Dear Joel,

It's hard to believe it's almost the end of another year! It's also difficult to conceive that it was less than a year ago that I met you at the Nonprofit Finance Fund's grant information meeting. Since that time your assistance has been crucial to the success of WRC not only receiving their grant, but carrying out its directives.

As you are aware, this grant involved government "stimulus" funds, for capacity building. Our project, which needed to be completed in six months, was to evaluate our Career Services Program and come up with a tool and a process that could be used in the evaluation of our other programs. Mark Wille, our primary consultant from J.F. Smith & Associates, was thoughtful, knowledgeable, and thorough in his assessment of our over-all organization as well as the career program. It was particularly important to me that he had personal experience in working at and for other non-profits of various sizes. Mark's workshop on fund raising that he presented at our annual Board Retreat was very well received.

Another very important part of this project was to evaluate our IT needs particularly around tracking clients and outcomes. Dr. Karl Bortnick (your IT consultant) was helpful, knowledgeable and understanding of the needs of a small non-profit. As a result of his assistance WRC has purchased new affordable software that is enabling us to better track clients, their outcomes, volunteers, and donors.

I also appreciated that you, Joel, reached out to me on several occasions to make sure that I was satisfied and felt that we were on the right track. It goes without saying that I would recommend J.F. Smith & Associates to my colleagues as well as look to you in the future with any further consulting needs.

I thank you again for your help and look forward to our future collaborations. Have a wonderful holiday season!

Sincerely,



Michele Daly
Executive Director