

October 16, 2008

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

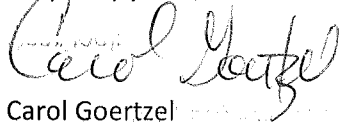
Dear Joel:

I'd like to take a moment to thank you, Annette Cremo and your training team for the training programs that you have provided for our staff at PathWays PA and for The Delaware County Healthcare Employers Consortium.

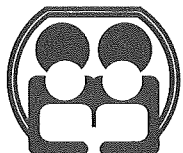
Over the past 2-years Dr. Cremo and your training team have conducted training in a number of important areas. These include Leadership, Communication Skills, Conflict Resolution, Workplace Civility, Diversity, Interpersonal Skills, Listening Skills, Managing Change, Negotiation Skills and others. Our staff and the consortium members have all given high praise to these programs. We have seen very positive results throughout our organizations. Our leaders and employers have improved and our staffs are working more efficiently and communicating better. The feedback we receive has always been extremely positive, from both participants and employers.

I look forward to working with you both again this year on new programs. I would be happy to recommend your company and Annette to other organizations looking for training that works.

Very truly yours,



Carol Goertzel
President/CEO



The Symbol of Quality
COA
ACCREDITED

Administrative Office
310 Amosland Road
Holmes, PA 19043
610/543-5022 Fx 610/543-1549

EARN Center
926 W. Allegheny Ave.
Philadelphia, PA 19133
215/226-2600 Fx 215/226-0465

Center for Families
519 Station Road
Wawa, PA 19063
610/459-9177 Fx 610/459-3765

West Philadelphia SIL
3617 Lancaster Ave.
Philadelphia, PA 19104
215/387-1470 Fx 215/222-3720

Truancy Prevention Programs
6101 Limekiln Pike
Philadelphia, PA 19141
215/549-2686 Fx 215/549-2688

South Philadelphia Office
324 Richmond Street
Philadelphia, PA 19125
215/462-5998 Fx 215/462-0944

Delaware County Teen Mother
Supervised Independent Living
138 Garrett Road
Upper Darby, PA 19082
610/734-2196 Fx 610/734-2198

West Philadelphia SIL II
237 S. 48th Street
Philadelphia, PA 19139
215/474-4696 Fx 215/474-4695