



The
Providence
Center

Peace of Mind in Community Care

December 3, 2003

Mental health
and substance
abuse care and
treatment services
for adults, children,
adolescents
and families

Lori Bomes, President
AGI Consulting Group, LLC
70 Mettatuxet Road
Narragansett, RI 02882

Dear Lori:

What a coincidence running into you at the Marriot last week! After meeting there with you several times last year as part of AGI's organizational systems review of the Providence Center, you happened upon a discussion of phase two of this initiative using many of the same tools you had provided us – especially the Profile Evaluation System.

Using the Profile and DISC to assess talents and strengths among our middle and senior management was an immense help as you consulted on restructuring our organization and redeploying many of these staff to new roles where their talents could be better tapped. The results have been impressive, with improvements in morale, financial performance, and overall organizational health. For example, we streamlined our organizational structure by reducing the size of our middle management by nearly 20% -- with very few layoffs. Following the changes, we experienced a turnaround in our revenue problems for the rest of the fiscal year. And we have reduced unwanted turnover to close to 0%.

Based on these successes, we have taken the next step – talent development. Using the Profiles, we are now looking at our employees to see how to best develop their talents. This involves frank discussions of performance, values, and potential. With the Profiles, we have been able to establish talent development plans for our middle and senior managers. Our intention is to implement these plans – a combination of coaching, training, continuing education, and planned new experiences – to continuously develop and improve our workforce.

Running into you again was a reminder of the good work you did for us last year and how we can build upon the experience and the tools you left us to continue this ongoing effort.

Best wishes for continued success.

Sincerely,

James D. Berson
Chief Operating Officer

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