

May 6, 2008

Youth Change  
Attn: Ruth Herman Wells  
275 North Third Street  
Woodburn, Oregon 97071

Dear Ruth:

I just wanted to send you a long overdue thanks for your participation at the Pennsylvania Council of Children, Youth, and Family Services annual conference. Your keynote address was very inspiring and informative as many of our member agencies are working on improving their work with difficult clients in a climate that is emphasizing restraint reduction. Your approach to understanding and working with client behaviors was a fabulous addition to our conference schedule.

In addition, we have not always had the opportunity to have our keynote speaker also offer instructional sessions during the conference. This was a great opportunity for us and we appreciated your willingness to engage our attendees in this manner. The response from these sessions was extremely positive. We will be sending you a summary of our evaluation feedback once it is finalized.

Again, thank you for your time and effort – please feel free to use us a reference for similar events. Your energy and passion in regard to your work was extremely evident and it was a pleasure to work with you during our event.

Sincerely,



William Shutt  
PCCYFS Conference Planning Workgroup Chairman