



Randolph County Senior Adults Association, Inc.

Post Office Box 1852

Asheboro, North Carolina 27204

(336) 625-3389

Established 1975

Mr. David Moff, SPHR
The HR Group, Inc.
216 – 4 Swing Road
Greensboro, NC 27409

Dear Mr. Moff:

It is a pleasure to write a letter in support of The HR Group and I thank you for this opportunity.

For the past fifteen years I have served as the Executive Director of the Randolph County Senior Adults Association, Inc. (RCSAA). RCSAA is a private non-profit agency that includes four Senior Centers, an Adult Day Care Center, Outreach services, a Consignment Shop and Thrift Store, Information & Assistance and a two-county Regional Coordinated Area Transportation Service (RCATS) that serves Randolph and Montgomery counties. RCSAA operates on an annual budget of over 2 million dollars and employs over 55 individuals. Our clients consist primarily of residents over age 60, but we also serve those with disabilities as well as the general public.

Because RCSAA is a non-profit that provides mostly human services, our budget is always very tight. There are no funds available to hire a full-time Human Resources Director. Several years ago I attended a workshop held at the Asheboro/Randolph Chamber of Commerce regarding a human services issue where Mr. Fred Starling was the speaker. He was so enthusiastic and knowledgeable, and he made me feel like he was speaking directly to me. I asked for his business card and was thus introduced to The HR Group.

When I was in the market for a “part-time” human resources consultant I was put in touch with Mr. Roger Anderson, also of the HR Group. After discussing my agency’s needs as well as our budget, Roger was able to develop a contract for a retainer that provided me with the services that I needed yet stayed within my budget. We have just signed a contract for our third year of services. A few of the services that Roger has provided for RCSAA include, but are not limited to: a professional review, revision, and staff training regarding the RCSAA Personnel Policies; the development of a Sexual Harassment Policy; the development of a Medical Leave Policy; restructuring of the RCSAA sick and vacation leave policies; and, assistance with the development of a new employee evaluation tool and grading scale. However, even more important than these is the one-on-one counseling that Roger has provided to me when dealing with staff issues and problems. I have his personal cell phone number and almost every time I call him he answers. No matter what time of day or day of the week. If he cannot answer right away, he always calls me back within a very short time period. He takes the time to listen to the problem, and then, rather than telling me what to do he helps me work it through to the solution. He is always professional and treats me as a professional. He is always considerate of my busy work schedule and he has become my teacher and mentor.

In addition, when the need arises, Roger has referred me to other staff of The HR Group. I cannot even begin to tell you how much I value the expertise and advice from Roger Anderson and other HR Group staff. Mr. Fred Starling has provided training to RCSAA staff on at least two occasions. During our most recent staff retreat, completed in May of 2008, 78% of staff rated Mr. Starling's workshop on "Time Management" as excellent with another 22% rating him as good or satisfactory. I have also had the pleasure of working with Ms. Nicki Dodd at another staff retreat where she did a workshop on "Customer Service & Communication Skills" that was very well received by staff members. Ms. Mary Marsh worked along with Roger Anderson and me to develop a performance based evaluation tool and a new pay scale. This entire process took over 6 months to complete. In addition to the evaluation tool, Mary also wrote detailed instructions regarding the use of the tool as well as the weighted pay increase formulas. This project was a major issue for RCSAA and Mary's assistance was enormous. I could never have developed such a comprehensive tool nor been able to train other staff on how to use the tool without her guidance.

All in all, every one of my experiences with The HR Group staff has been very positive. With their help, I have not only learned new skills, I have also developed confidence in my ability to implement those skills. All of the staff have been quick to respond to my needs, are very professional, have helped me to be a better problem solver and generally improved my skills as a leader. Even on a very tight budget, The HR Group has been able to provide assistance for every one of my requests for a very reasonable fee. They have exceeded my expectations.

I highly recommend The HR Group to any individual or agency that requires assistance in any area of human services. I thank you again for this opportunity.

Sincerely,

Candie Rudzinski

Executive Director



Member Agency of United Way of Randolph County & United Way of Greater High Point