



THE CITY OF ALEXANDRIA
DEPARTMENT OF COMMUNITY AND HUMAN SERVICES



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JobLink is operated by The City of Alexandria Department of Community and Human Services with:

The Alexandria Chamber of Commerce

Alexandria Works! Coalition

Alexandria Commission on Employment

Alexandria/Arlington Workforce Investment Board

Alexandria Economic Development Partnership

Northern Virginia Community College

Perrin Scanlon
Northern Virginia Mediation Services
4041 University Drive
Suite 101
Fairfax, Virginia 22030

Dear Perrin:

Thank you. These two words carry a lot of weight. You would think that a vocabulary as rich as English would have words that better express the feelings of appreciation that my colleagues and I have for the assistance that NVMS provided to us.

The City of Alexandria workforce is made up of professionals from practically every trade and discipline. In addition to being among the best in their field, they are committed to making Alexandria the best place to live and work. In an employee engagement survey, the nearly 650 staff members of the City's Department of Community and Human Services were asked to share their views on the effectiveness of their workplace. Additionally, they were asked to share thoughts on how the workplace could be improved. They provided reams of responses, then, a dozen staff members volunteered to digest the information and present recommendations to the Department's Leadership Team.

This seemingly simple task grew to enormous proportions and threatened to overwhelm us. We reached out to NVMS, and soon, order, clarity and fulfilment replaced doubt and uncertainty.

We were impressed with virtually every aspect of our inter-action from the first telephone conversation. NVMS's willingness to assist us through our process gave great value to our effort. The quality of NVMS staff and their capacity to engage us in a way that allowed us to create our destination as opposed to leading us to a predetermined end, the flexibility demonstrated as we wound our way through efforts to bring people and schedules together, made it clear that NVMS was the best organization to facilitate this process for us.

The professionalism demonstrated by the facilitators and the NVMS associates was beyond compare. In my forty-two years of public, private and higher education experience, NVMS sets the standard in facilitation and mediation services.

Sincerely,

Joseph Stevens, Assistant Director
Center for Economic Support
Department of Community and Human Services