



April 25, 2024

To Whom it May Concern:

I am recommending Shana Montrose as the selection for your organizational management project. I am pleased to provide you with a description of my current experience with her as a skilled consultant in operations and management.

I recently engaged Ms. Montrose in a consulting contract after RMHS was experiencing an acute need for improvement. The organization has many strengths but was challenged during a chaotic and abrupt change imposed by a funder. The new realities of these changes exposed areas of opportunity to strengthen our program operations.

In just a few months, I have observed Ms. Montrose's work and have been extremely satisfied. I would summarize her strengths to include, but are not limited to:

- Technical knowledge of operational excellence skills and ability to teach skills to improve organizational communication and accountability;
- Teaching in a way that is appropriate to adult learners with full time jobs, integrating the learning into reality, assignments are based on work projects with immediate impact;
- Interpersonal skills, supportive, encouraging, insightfulness, asking questions to help leaders structure their thinking and reach their own conclusions;
- Ability to tailor and pivot based on needs of organization and individuals, sensitivity to personnel issues, working quietly behind the scenes;
- Communication, responsiveness, timeliness and completeness of updates, proactive, attention to detail;
- Modeling skills such meeting facilitation through observation notes; and,
- Appreciation for the environment, culture, history of the specific organization and desire to tailor solutions to organizational context

RMHS has grown in its understanding of operations and is improving every day. I believe Ms. Montrose is the perfect consultant for us as we work toward our goal of improving operational excellence. I believe you will experience the same in your engagement with her.

Thank you for your consideration.

Sincerely,

A handwritten signature in black ink that reads "Shari Repinski". The signature is written in a cursive, flowing style.

Shari Repinski
CEO & Executive Director