



Letter of Recommendation

I am pleased to recommend Carrie Cattalo for the position of mental health counselor. I had the privilege of working with Carrie during her tenure as Medical Coordinator at The Baltimore Center, where she consistently demonstrated professionalism, compassion, and a deep commitment to client care.

Carrie played a vital role in coordinating with healthcare teams, managing insurance billing, and supporting patient education. Her ability to assess client needs, respond to crises, and foster collaborative relationships made her an invaluable part of our organization. She approached each challenge with empathy and strategic thinking, ensuring that both clinical and administrative goals were met with integrity.

In addition to her professional strengths, Carrie consistently demonstrated a high level of ethical integrity in her work. She approached each client interaction with respect, confidentiality, and a genuine desire to understand their lived experience. As someone who got to know Carrie both professionally and personally, I can attest to her kindness, humility, and unwavering compassion. Her ability to hold space for others, whether clients, colleagues, or staff, reflects a deep empathy that goes beyond clinical skill. Carrie's presence brought a sense of calm and trust to our team, and her commitment to doing what is right, even when it was difficult, made her a role model in our workplace.

Carrie's strengths in communication, leadership, and client engagement translate seamlessly into the counseling field. I am confident she will bring the same dedication and insight to any clinical setting. Please feel free to contact me with any questions.

Sincerely,

Dana Lappen
Patient Coordinator
The Baltimore Center
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