

7-28-10

To Whom it may Concern:

I Carmen Hernández certify to the fact during the visit of County Investigator

The 1st visit, she asked if I had support from C.D.R staff and how much. I told her that when and how I needed, they are always there for me. Then she wrote down my main complain, it was the calling system because it didn't make sense that the spanish system was in spanish but last numbers were giving in english. She wrote about page in half regarding the Calling System. She indicated she would send copies of report.

Before she was leaving I asked her if she want it to check the timesheet and then she did so.

On the 2nd visit she came and I was in my way to appt. She asked if everything was okay, I indicated all was well the only thing no change in the Calling System, and The County has to fix it, and she left.

Yours

Carmen Hernández