



Roanoke Area Ministries

824 Campbell Avenue, SW
Roanoke, Virginia 24016
Phone (540) 343-3753 – Fax (540) 344-0308

DEBBIE DENISON
EXECUTIVE DIRECTOR

June 29, 2009

Laurie Mrva
Achieve Success
P.O. Box 44
Daleville, VA 24083

Dear Laurie:

On behalf of the Board of Directors for Roanoke Area Ministries, I want to thank you for your exceptional service to our non-profit organization as our consultant and leader of our Board and staff retreat.

We were impressed with your degree of preparation prior to our goal-setting retreat. Your pre-event meeting with the Board began our process of reflection and helped to build a sense of anticipation for the day we were to spend together.

You were well-prepared with handouts and other materials on the day of the retreat. The content and flow of your design showed that you had listened well to our hopes and expectations. The execution of combining carefully mixed small groups with large-group summaries, along with step-by-step exercise and guide sheets, made maximum use of our time and yielded both annual goals and implementation plans with time lines and assigned responsibilities. To supplement our individual team summaries, you also provided us with an over-all "Retreat Recap."

Another factor in the success of this event was your follow-up visit with our Board three months later to build in additional accountability for the commitment we made to our goal plans. Our knowing you were coming back to us for follow up helped us to ensure we would honor the deadlines we had set for ourselves.

In past years, we have had similar goal-setting retreats where follow-through responsibilities were not broadly shared by Board members. This pattern left the work in the hands of a few and the Board as a whole lost ownership of any accomplishments that grew out of the retreat. Your design of spreading out the assignments among teams that were most invested to carry out their ideas helped to overcome this problem, at least as far as we can see four months down the road since the retreat.

We applaud you for your professionalism, your leadership skills, and your sincerity in caring that we grow and succeed in the services we provide to those who are needy and marginalized in the Roanoke Valley.

Sincerely,

Kenneth P. Lane, Jr.
President, Roanoke Area Ministries