

June 8, 2009

Dear Maxine;

I wanted to take a minute to thank you so much for allowing Michaelina Bendig with Adoptions from the Heart to come and train the Lutheran Family and Children's Services staff last week. The information that she presented was so helpful, in large part because of her professionalism and enthusiasm but also because of the great support she gets from her agency.

While our agency has been in the adoption field for 140 years, open adoption is something that we haven't done routinely. The information that Michaelina presented was progressive and passionate. It was very clear that she works with a very professional and supportive team of people. We truly appreciated the ideas that we could implement immediately that don't cost a huge amount of money, such as outreach and how everyone's job is to recruit birth parents and adoptive parents to name just one.

The information that Michaelina presented reenergized everyone and we have dedicated weekly group time to examine our practice and make improvements, in addition to setting long term and short term goals.

We are so excited that we have found an agency that has similar values and mission about adoption and we really appreciate the new and fresh ideas about outreach and marketing. It is really wonderful that two agencies from different areas can assist each other to improve services to clients. We truly appreciate the beginning of what I know will be a very fulfilling partnership! We look forward to our paths crossing again and if there is ever anything we can do to return the favor, please feel free to let us know.

We are deeply grateful for your generosity!

Sincerely,

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Assistant Child Welfare Director

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