

June 20, 2011

Mr. John Bradley
Director of Operations and Sales – WNY Division
The Alcott Group
934 Cleveland Drive
Buffalo, NY 14225

Dear John,

As you know, I recently retired as Executive Director of Read to Succeed Buffalo, Inc. I wanted to take the opportunity to let you know that outsourcing our human resources functions with The Alcott Group was one of the best decisions I made during my eight years with the organization. My association with The Alcott Group allowed me to rely on you for professional handling of our human resources functions so I could focus my time on our mission to help children get the skills they needed for a strong start in Kindergarten.

When Read to Succeed Buffalo became an independent 501(c)3 early in 2009, I faced the choice of either hiring a human resources professional or contracting with a professional employment organization. As a non-profit organization, we were accountable to charitable foundations and donors to support our operating budget. I had to ensure that we were spending our money wisely while also ensuring that we had the full range of human resources services we needed to run our operation effectively. After some investigation, it was clear that the decision to contract with The Alcott Group made the most sense.

Hiring a staff person for our small organization would have been expensive and a single person would likely not have expertise in all the areas we required, including maintaining official personnel records, writing employee handbooks, payroll processing, tax reporting, unemployment claims, benefits negotiation and administration, risk management, and personnel training on everything from sexual harassment to performance reviews. The Alcott Group, with its staff of professionals, had expertise in all of these areas – and was able to provide the service to Read to Succeed at a fraction of the cost of hiring a staff person.

We have been impressed with the professionalism and responsiveness of your staff. While most of our needs were routine, there were times when we had sensitive human resources issues to confront. The Guidance we received from The Alcott Group was invaluable in resolving these issues successfully.

Please relay my thanks to your staff for an excellent job!

Sincerely,



Helene H. Kramer