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Community Health  
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United Medical Centers  
P.O. Box 1470  
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Vida Y Salud Health Systems  
308 Cesar Chavez  
Crystal City, TX 78839  
(830)374-2301

# Southwest Texas Network

Subject: Letter of Recommendation

To whom It May Concern:

Barbara Gerber and the associates of Devon Hill Associates contracted with the five community health centers of Southwest Texas Network for approximately four months preceding June 2001. Contractual responsibilities included conducting two site visits and three telephone appointment schedules at each of the five centers. Further responsibilities included conducting research regarding individual center access and accessibility standards, reviewing internal center policies and treatment protocols, fact checking, providing bi-lingual and bi-cultural shoppers, and writing a comprehensive overview and summary of observations.

During the course of the contract, Ms. Gerber was timely in response to network needs, thorough in the review process, and flexible in navigating changes and barriers to produce a sound, usable, and comprehensive assessment. The Network was quite impressed by Ms. Gerber's ability to complete the contract on time and in complete compliance with individual center needs. Her research was thorough and comprehensive, her fact checking accurate. The report writing was equally thorough and comprehensive.

Overall, the collective Network opinion of Devon Hill Associates is quite favorable. We are pleased with the results and find her recommendations to be valid, insightful, and most importantly, usable. We would definitely use this service again and strongly recommend it without reservation.

Sincerely,

A handwritten signature in black ink, appearing to read "Debra A. Williams".

Debra A. Williams  
Chief Executive Officer  
Southwest Texas Network