



May 31, 2017

Nicole Laviniere
Quality Assurance Coordinator/Interim Case Management Supervisor
Broward County Elderly and Veterans Services Division
2995 N. Dixie Highway
Oakland Park, FL 33334

Dear Ms. Laviniere:

Welcome! The Council on Accreditation (COA) has received your agency's application for Public Agency Accreditation. On behalf of COA's board and staff, I am thrilled of your decision to pursue accreditation and am delighted that you have chosen COA as your accreditor. The staff and I look forward to working with you and to the exciting day when you achieve accreditation. It will be a pleasure to include you in our Community of Excellence, now made up of over 2,200 organizations and programs serving over seven million children, youth, individuals, and families internationally.

We have completed our review of your application for accreditation. As a next step, attached please find an Accreditation Agreement (contract) for your review – among other things, it contains your agency's accreditation fee. **Please sign the Accreditation Agreement and return it with your payment via check to COA within 30 days to the attention of Joseph Seoane, Vice President of Client Relations, COA, 45 Broadway, 29th Floor, New York, NY, 10006.** If you have any questions about the agreement, please contact Joseph either by email or telephone at jseoane@coanet.org and 212.797.3000, extension 263.

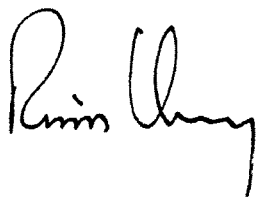
Upon receipt of the Accreditation Agreement and initial payment, we will transfer your file to our Accreditation Programs Department to begin the programmatic parts of the accreditation process.

Because we view COA accreditation as a partnership between our two agencies, I want to assure you that you will receive all the tools and technical assistance you need to become successfully reaccredited. In that regard, assistance with accreditation training and customized training can be

arranged by contacting Danielle Cook, Senior Training and Technical Assistance Coordinator, either by email or telephone at dcook@coanet.org and 212.797.3000, extension 222, respectively. I would also recommend that you review the trainings we currently offer by visiting us at www.COAnet.org, and to consider signing up for supplementary training as it has proven to be very beneficial for organizations undergoing the accreditation process and updating them on the many enhancements to our standards and process since their last accreditation.

Again, thank you for continuing to be a part of our family of agencies that have made a commitment to providing the very best services to all of their stakeholders. COA and the twenty-nine (29) national organizations that endorse our accreditation standards and processes recognize that COA holds a public trust for the children, youth, individuals, and families served by our accredited agencies. We are honored and thank you for your decision to pursue COA accreditation.

Sincerely,

A handwritten signature in black ink, appearing to read "Richard Klarberg". The signature is fluid and cursive, with the first name "Richard" being more prominent than the last name "Klarberg".

Richard Klarberg
President and Chief Executive Officer

Attachment: Accreditation Agreement