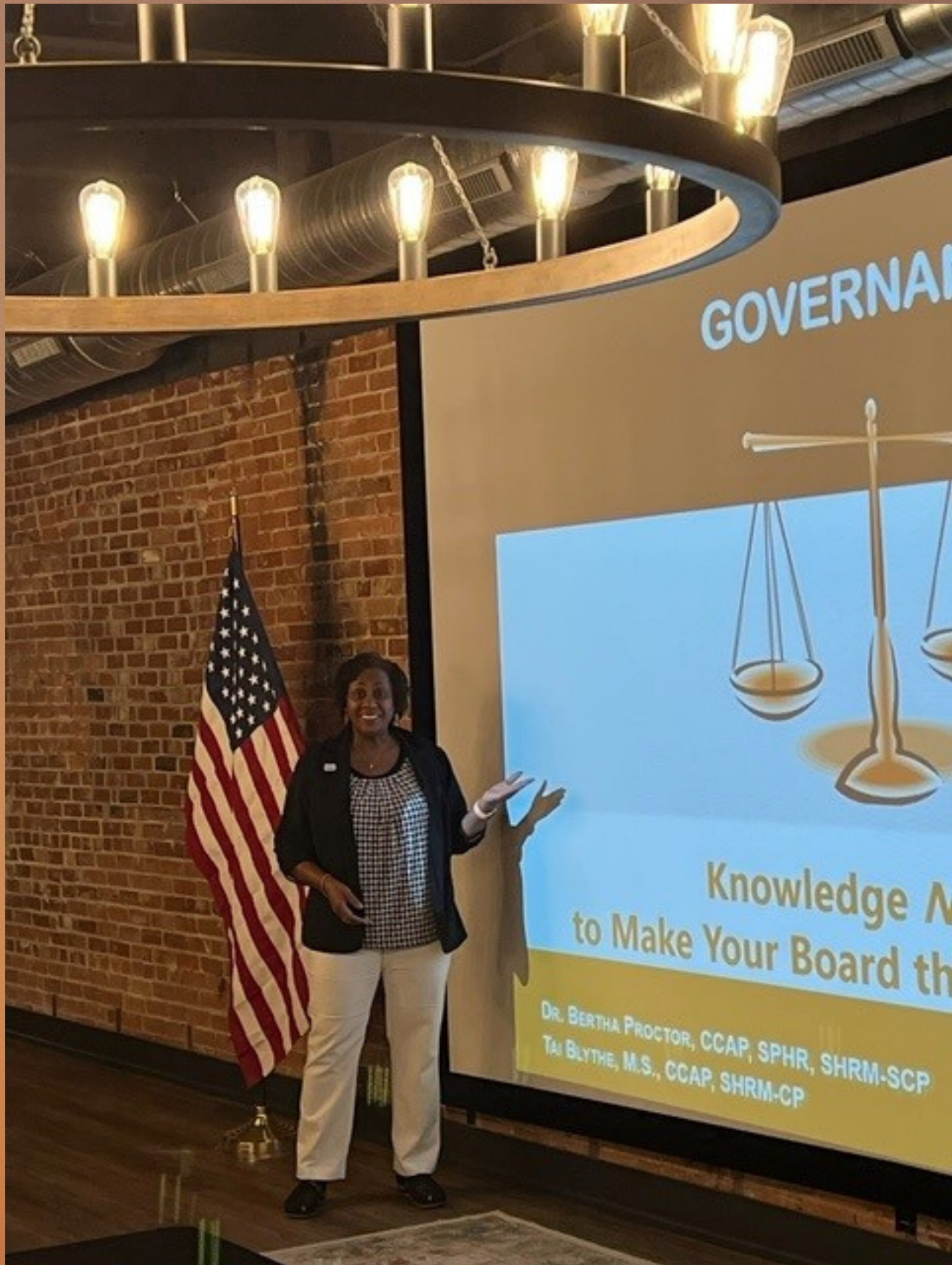




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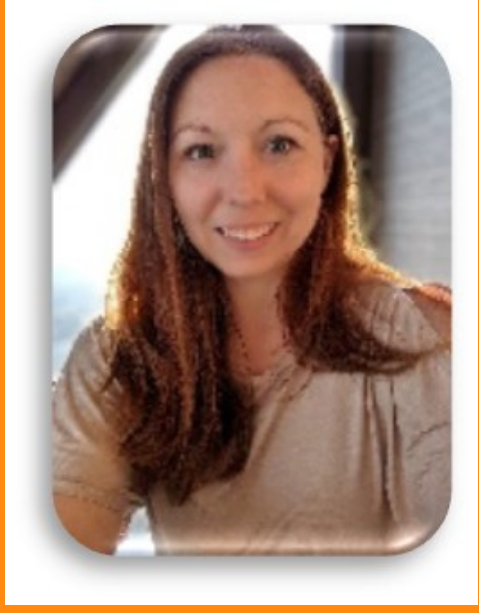


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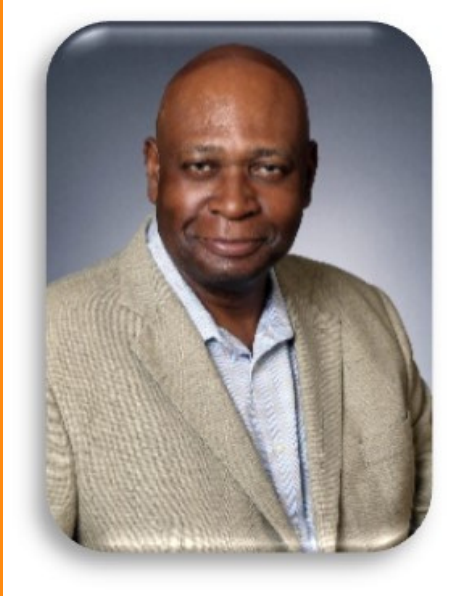


## **WHAT OUR CUSTOMERS HAVE TO SAY...**



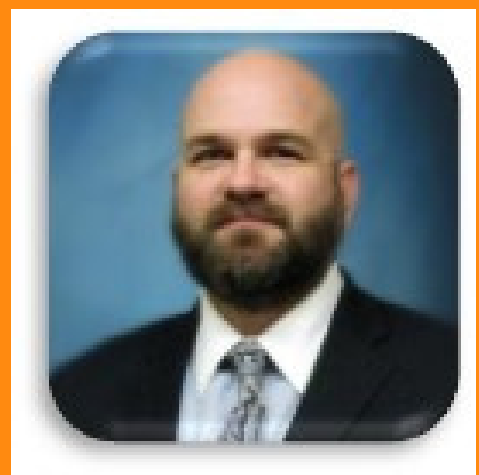
**“AT THE BOARD MEETING FOLLOWING OUR WISECAP TRAINING, WE MADE CHANGES TO IMPROVE PROCESSES. I’M LOOKING FORWARD TO IMPLEMENTING SOME ADDITIONAL PRACTICES WISECAP SUGGESTED. THE BOARD IS AWARE OF THEIR ROLES AND RESPONSIBILITIES, AND WE ARE LOOKING FORWARD TO CONTINUING OUR MISSION WITH RENEWED ENGAGEMENT.”**

**FELICIA NEAHR, EXECUTIVE DIRECTOR, ST. LAWRENCE COUNTY COMMUNITY DEVELOPMENT PROGRAM, CANTON, NY**



**“I WISH TO EXPRESS MY GRATITUDE FOR THE CONSULTATION COMPLETED BY WISECAP. EARLIER THIS YEAR, I MADE A DECISION TO REORGANIZE SEVERAL ADMINISTRATIVE POSITIONS AND REVIEW OUR LIHEAP INTAKE PROCESS. I IMMEDIATELY CONTACTED WISECAP DUE TO EXCELLENT REFERRALS I RECEIVED FROM OTHER COMMUNITY ACTION AGENCIES THEY HAD WORKED WITH AND MY FIRSTHAND EXPERIENCE ATTENDING NUMEROUS WORKSHOPS/SESSIONS THEY HAD CONDUCTED AT NATIONAL CONVENTIONS. I WAS VERY IMPRESSED WITH THEIR PROFESSIONALISM, ATTENTION TO DETAIL, PRE-VISIT ORIENTATION AND OF COURSE THE FINAL PRODUCT. AFTER SHARING THE INFORMATION WITH MY BOARD OF DIRECTORS AND SENIOR STAFF, WE HAVE IMPLEMENTED MANY OF THEIR RECOMMENDATIONS THAT HAVE STRENGTHENED OUR ORGANIZATION AND STREAMLINED OUR LIHEAP INTAKE PROCESS.”**

**CHARLES J HARRIS, CEO, CENTRAL FLORIDA COMMUNITY ACTION AGENCY, GAINESVILLE, FL**



**“DAEOC IS ONE OF MISSOURI'S LARGEST COMMUNITY ACTION AGENCIES AND WE HAVE USED WISECAP ON SEVERAL OCCASIONS FOR TRAINING AND STAFF DEVELOPMENT. THE TEAM DELIVERS CONTENT SKILLFULLY WITH THE LEVEL OF EXPERTISE THAT ONLY A FELLOW COMMUNITY ACTION AGENCY CAN PROVIDE. THE CHEMISTRY OF THE TEAM ENSURED A COMPLETE TRANSFER OF KNOWLEDGE WHILE FAULTLESSLY MAINTAINING ENGAGEMENT. IN PREPARATION FOR OUR MOST RECENT TRAINING EVENT, THE TEAM LISTENED TO OUR NEEDS AND BUILT THE PROGRAM TO ENSURE THAT EACH ELEMENT WAS ACHIEVED. A VERY DIVERSE GROUP OF MANAGEMENT STAFF AND BOARD MEMBERS FROM THREE AGENCIES CAME TOGETHER FOR THIS BOARD TRAINING AND WISECAP SKILLFULLY ENSURED CONTENT DELIVERY, OPPORTUNITIES FOR PARTICIPATION, AND FACILITATED GROUP COMMUNICATION.”**

**JOEL P. EVANS, PRESIDENT & CEO, DELTA AREA ECONOMIC OPPORTUNITY CORPORATION**