

**I just wanted to let you know that Pat Cline is doing a great job for us. On Monday she orchestrated a difficult caregiver switch with your staff, unhappy existing caregiver and armed boyfriend, security hired by me, client's son, Evanston police etc. Took most of the day. All went very well. New caregivers are now in place, client's son can't say enough about Pat and LCI and I am very pleased.**

**All the best,**

**J.B.**