



**The ICA Group**  
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Lei-Choon Ong  
Columbia Business School of Boston  
CBS Gives Back  
c/o Lei-Choon Ong  
Merrill Lynch Global Wealth Management  
125 High Street, High Street Towers, 19th Floor  
Boston, MA 02110

Dear Ms. Ong,

On behalf of the board and staff of The ICA Group please accept our heartfelt thanks for the outstanding work of CBS Gives Back. The consulting support of the CBS Gives Back team was tremendously valuable in helping us assess our Alternative Staffing Alliance program. The Alternative Staffing Alliance is a central element of ICA's work in the areas of employment opportunity and workforce development. We are grateful for CBS Gives Back's support and the opportunity this relationship provided us to strengthen and expand our impact in a field that is of critical importance in the current economy.

The team provided an enormous amount of information and advice in a very short timeframe. Through a broad interview and survey process, CBS was able to gather invaluable third-party feedback from our program partners that will allow us to improve and expand our services. We were particularly impressed by the team's ability to quickly frame critical issues to explore and address. The team's final presentation included many useful insights and concrete recommendations on how to strengthen our work.

We would like to give recognition to all members of the team: Co-Leaders Alberto Chang and Marcia Guzy; Team Members Suzanne Cherenson, L. Christian Collins, Ayumi Furui and Ann Greenawalt, with special mention to Tony Battaglia of Arizona who provided outstanding on the ground support at our Alternative Staffing annual program conference in Phoenix.

Ms. Ong, as you know, ICA provides business consulting services ourselves and therefore we are in a position to truly appreciate the investment of time and expertise required to deliver a work product of such quality. As one consultant to another, we salute the team and the work of Columbia Gives Back.

Very sincerely,

Newell Lessell, Executive Director

Susan Clare '75, Board Chair