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State of Wisconsin
Department of Workforce Development

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To Whom It May Concern:

I recommend that you give serious consideration to Sally Balson for the position for which she has applied.

I have worked with Sally since she started with the Bureau of Child Support within my Division of Economic Support on November 30, 1992. Sally has proven herself to be an asset to the Bureau and the Division as a whole. Sally is a quick learner with outstanding organizational skills. In addition, she is expert in word processing as well as in database management and has provided help on numerous occasions to the secretarial staff in my office.

Sally's organizational skills have been of particular help to me. Recently, my office has experienced turnover in the secretarial staff. In one month, Sally has caught up the back-log of filing and expense/travel reports while working only half-time. She is still providing support services half-time while I search for a secretary. I will miss her quality work and extensive knowledge. She has also reorganized our supplies and general office space while maintaining the daily tasks of correspondence and secretarial support to the Deputy Administrator.

While continuing her duties in the Bureau of Child Support, her broader knowledge of the Division's program has allowed Sally to provide back-up to the secretarial staff in my office. I also understand from the Director of the Bureau of Child Support that Sally has provided training to the clerical support staff in the Bureau of Child Support and has developed and written desk manuals for the high priority tasks. She has also developed a filing system for the Bureau and databases for tracking client contacts (primarily telephone calls) and correspondence. She is instrumental in the coordination and tracking of the contracts the Bureau of Child Support has with numerous vendors including a multi-million dollar contract with the vendor for the maintenance and modification of our automated child support data system.

Sally would be a tremendous asset to any office and I would highly recommend her as an executive secretary or office manager. If you have any questions or would like further information, please feel free to contact me at the above address. Thank you.

Sincerely,



J. Jean Rogers
Administrator

