

October 18, 2018

Ryan Kibby, Program Analyst
Department of Human Services
Community Services and Supports Unit
500 Summer Street, NE, E-12
Salem, OR 97301

RE: Response to PY 2018 SCSEP Monitoring of Experience Works

Dear Mr. Kibby,

Thank you for your support and technical assistance. We appreciate your feedback from the monitoring completed in September, which will be closely scrutinized going forward. Experience Works (EW) would like to take this opportunity to respond to the monitoring report dated September 19, 2018.


As we discussed previously, EW began implementation of a new salesforce-based client data system this past program year, that we are continuing to tweak. Your monitoring pointed out an area, that was not correctly transferring host agency updated data for SPARQ input.

Immediately upon receipt of your monitoring report on September 20, 2018, EW discovered the data input error. Effective immediately, EW staff will update current host agency agreements and monitoring visits in our client data system and input the current documentation into SPARQ.

Again, thank you! Your monitoring informed us of a glitch in our software that is now corrected.

Ryan, you and the entire OR DHS CSSU are a pleasure to work with and EW values our partnership greatly. We look forward to another outstanding year providing service to you and all of the SCSEP participants, host agencies, and community partners.

Thank you,



Andrea S. Bridgewater
National Director of Operations