

Dear Ms. Hurtado,

It's certainly not new information that the past few years has been an economic and professional roller coaster ride for many Long Island residents like myself. Many companies have substantially downsized or simply no longer exist. Clearly, circumstances have extracted more than the proverbial pint of blood from our workforce.

Hempstead Works has been an anchor and lifeline through this difficult time in more ways than I can count.

Of course, the classes, coaching and re-training programs are a large part of its success. However, more importantly are the people who have generously given their time and advice when needed.

I've seen a frequently overwhelmed reception staff remain calm, professional and always willing to provide advice and direction. The kindness and smiles are an additional bonus during stressful times.

Speaking personally, counselors Patrick Bruno and Gloria Schramm have always returned my calls as soon as possible, listened patiently to my fumbling questions and provided logical, reasonable approaches to various situations. By the way, their "spoonful of sugar" method of dispensing valuable advice makes a difficult lesson easier to learn, if one is willing to listen. (I'm still listening.)

With gratitude and appreciation,

H. B. S.