



David Pinnecker
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March 1, 2008

Re: Letter of Recommendation

To Whom It May Concern:

It has been my pleasure to work and be acquainted with *Annette Lindley* from *Paradigm Consulting Service* for the past several years while working with Madera Unified School District as their Director of Human Resources and Risk Management. As a Board Member and Executive Management Team Member of our insurance Joint Powers of Authority (JPA), California Risk Management Authority (CRMA), I have been directly involved with the implementation of a Workers' Compensation loss control program for nineteen school districts in Central California, and have seen first hand the improvements *Annette Lindley* has accomplished in a relatively short period of time in claim cost reductions.

Lindley has established cost reduction and loss control programs for the District. This involves interfacing with the claims adjusters and medical providers to release the injured workers to modified duty, ensuring proper medical care, and value in establishing AOE/COE costs. *Lindley* can also open a line of communication between the school districts, their employees and local medical providers. This resulted in substantially monitoring our Workers' Compensation indemnity and medical claims by reducing the levels of frustration within the Workers' Compensation system. As a result of her work, she has helped to reduce, in Workers' Compensation alone, the number of re-injury claims that were reported to the insurance company by over 85% in the past two years. Our "experience mod" in previous years was 164%, and after working with *Annette Lindley* in developing loss control programs, our "experience mod today is 96.6%, and costs have been reduced by 82%, while our employees have risen by 15%.

In my experience of *Annette Lindley's* abilities, she is very intelligent, proactive, and has the ability to succeed in whatever endeavor is placed before her. *Lindley's* people skills is one of her strong points, and in turn she was able to bring our employees to appreciate the process in returning them within the work environment and to a safe workplace without re-injury.

I can state without trepidation that *Annette Lindley* would be an asset to any employer with which she is associated, and a great loss to any school district or company, which are not proactive, and do not place their employees well being as top priority.

Sincerely,

David Pinnecker
Director of Human Resources/Risk Management