



CITY OF PHILADELPHIA
PHILADELPHIA PRISON SYSTEM
TRAINING ACADEMY

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THOMAS J. COSTELLO
Commissioner

JUDITH L. RUSHALL
Director of Training

March 1, 2000

RE: Conflict Resolution Services, Inc.

The Philadelphia Prison System has been utilizing the services of Conflict Resolution Services, Inc., over the past few years as a training tool for all levels of correctional employees. Training in Conflict Resolution is provided to all newly hired correctional officers as part of their eight-week pre-service training curriculum. In addition, Conflict Resolution and Anger Management workshops have been offered as part of the in-service training curriculum serving the more seasoned correctional employees.

In reviewing the evaluations completed by the participants at the end of the program, the feedback received by the Training Academy regarding John Shuford's Conflict Resolution training is overwhelmingly positive. Conflict Resolution training is often cited as one of the most helpful and engaging training sessions experienced by the participants, with numerous and laudatory comments made regarding bonding and team building, which are important concepts in the successful management and operation of correctional facilities.

The Philadelphia Prison System is committed to ensuring a safe environment for the inmates and staff who live and work within its facilities. Providing employees with the tools necessary to prevent, reduce, and resolve conflict is an important part of the strategy to accomplish this goal.

Sincerely,

A handwritten signature in cursive script that reads "Judith L. Rushall".

Judith L. Rushall
Director of Training

Cc: Press M. Grooms, I., Deputy Commissioner for Policy
Roseanne Duzinski, Director, Research and Development
Robert Eskind, Public Relations