



February 1, 2018

Re: Recommendation for Gwen Navarrete-Klapperich

To Whom It May Concern:

We are writing in strong commendation of Gwen Navarrete-Klapperich and the services of Klapperich International Training Associates. We contracted with Gwen through her consulting firm in 2017 and 2018 for technical assistance with revamping our organization's mission statement, vision, and strategic plan. With Gwen's guidance, we were able to seamlessly achieve a previously daunting task.

We have worked with other consultants before but none like Gwen. From beginning to end, Gwen exceeded our expectations and was a true joy to work with. She was always prompt, responsive, and carried herself with the utmost professionalism. Gwen demonstrated her talents as she facilitated our strategic planning meetings and was able to help us articulate our vision and goals. Gwen's greatest strength was her client-centered approach to her work. Gwen was respectful as she listened to and addressed our needs as clients. We believe she truly had our best interest in mind when working with us and the quality was reflected in her work.

Hep Free Hawaii (HFH) is a community-based coalition of over 80 local, national, and global partner agencies and over 1200 individual partners dedicated to increasing viral hepatitis awareness and access to viral hepatitis services throughout Hawaii ([www.hepfreehawaii.org](http://www.hepfreehawaii.org)). HFH is a program under the fiscal sponsorship of the Community Health Outreach Work to Prevent AIDS Project (CHOW), a 501c(3) nonprofit organization.

As Co-Directors for the Hep Free Hawaii coalition, we are confident in recommending the services of Klapperich International and would have no reservation in working with Gwen in the future. If you have any questions, we would gladly share more about our very positive experience.

Sincerely,

A handwritten signature in red ink, appearing to read "Heather Lusk", written in a cursive style.

Heather Lusk, Co-Director  
Hep Free Hawaii  
Executive Director,  
CHOW Project

A handwritten signature in blue ink, appearing to read "Thaddeus Pham", written in a cursive style.

Thaddeus Pham, Co-Director  
Hep Free Hawaii  
Viral Hepatitis Prevention Coordinator,  
Hawaii Department of Health