



Community Services Department

[www.ci.irvine.ca.us](http://www.ci.irvine.ca.us)

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Mr. Eric Lisker

24 Hr. Home Care

18552 Macarthur Blvd., Unit #405

Irvine CA 92612

July 30, 2014

Dear Eric,

Please allow me to express appreciation for the excellent services provided by 24Hr. Home Care staff. Since the initiation of our contract with 24Hr. Home Care in July, 2011, we have had very positive experiences with your staff, with many compliments by our participants as well as our Care Management staff.

The City of Irvine provides care management and in-home services to homebound seniors in Irvine through the Federal Title III Older Americans Act program. In-Home services include personal care, homemaker and chore assistance, and are provided to frail seniors with multiple medical and mobility difficulties.

Your administrative staff consistently provide responsive, reliable and professional services, responding to staffing requests with a "can do" attitude, maintaining excellent communication with our staff and contacting participants promptly. The information requested by your staff initially is very helpful in facilitating a smooth process and making a compatible match between caregiver and client. 24 Hr. Home Care staff have problem solved and resolved challenging care situations and in some cases, provided services on a fairly short time frame.

The caregiving staff at 24 Hr. Home Care have also received exceptional feedback from our participants. To quote one of our families- "My wife is very hard to please and I thought I would never try to utilize a caregiver because my wife is so picky, but she has really clicked with the caregiver provided by 24 Hr. Home Care, the caregiver is very helpful and one of a kind, and my wife has really clicked with her." Another family expressed that "after three surgeries in two months, having a caregiver in our home twice a week, has allowed us to remain in our home and for me to be able to return to part-time work three nights a week."

24Hr. Home Care services exceed our expectations, delivering exceptional quality of services to Irvine seniors. We appreciate the efforts of your staff and look forward to a continued relationship in serving the needs of homebound seniors.

Thank you

Lynne Conger, LCSW

Social Service Supervisor

City of Irvine