



May 10, 2021

Mr. Victor D'Amato, President, Chief Executive and Operating Officer  
Alternative Homemaking With A Heart, LLC  
21202 A-1 Olean Blvd.  
Port Charlotte, FL 33952

Dear Mr. D'Amato,

As part of our oversight of the Florida Community Care for the Elderly (CCE), Alzheimer's Disease Initiative (ADI), Home Care for the Elderly (HCE), and Older Americans Act (OAA and III E), Charlotte County Human Services participates in the annual on-site visits and/or desk reviews for each vendor agency under contract. Areas reviewed include contractual compliance, fiscal standards, service standards, information, and client feedback. I have attached the most recent monitoring review of your agency's service performance conducted on May 5, 2021 covering Charlotte and Sarasota counties.

My staff and I commend Alternative Homemaking With A Heart for the overall continued excellence, reliability, and professionalism in the service delivery to our clients. We also truly appreciate the dedication and steadfastness of the entire Alternative 'Team' during this global crisis. Please extend our sincerest thanks and appreciation to your staff.

We are pleased to note, there are no corrective actions or adverse issues found. You may direct any questions or comments you have regarding this report or its contents to me at the address noted below.

Thank you again for all you do and for partnering with us to provide quality customer service to older adults in Charlotte and Sarasota counties.

Sincerely,

Deedra Dowling, Manager, Aging and Adult Services  
Charlotte County Human Services

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