

Skystar Residential Services, Inc.
406 E. Douglas
DeSoto, IL 62924

Shawnee Health Services
109 California St.
Carterville, IL 62918

1/16/17

Dear Ms. Riley:

I am writing to personally thank and praise the staff and doctors of Shawnee Health and Dental Services at the Carbondale offices and the Shawnee Health Services in Murphysboro, as well as the Lab Staff located at the Carbondale offices. All of which have gone above and beyond to accommodate the needs for the individuals my agency serves.

For the past 20 years I have owned and operated a CILA Program that provides housing and care for developmentally disabled adults. The task of finding doctors and dentist willing to work with this population has been a difficult challenge. The individuals I serve are profoundly mentally retarded, many of which have extreme behavioral issues at times, and do not handle new environments well. Attending doctor's visits can be a very trying situation for these individuals.

One of the most challenging aspects for medical care for these individuals is blood draws for labs. Most of the time labs cannot be completed because of the behavioral issues of these individuals, but somehow the staff at the lab in the Carbondale office makes the accommodations to get the job done. The staff is truly unbelievable!!

At the Carbondale Health Services some of my residents see Dr. Little and Dr. Lutchka for their medical needs. Dr. Little is extremely compassionate and patient with regards to these visits. She has literally done an exam while walking in the hallway with the individual because the individual would not stay in the examining room. Dr. Lutchka is also very compassionate and goes out of the way to accommodate the needs of these individuals. Dr. Higgins at the Murphysboro office is the same way as well as their PAs at the walk-in clinic. I truly cannot give enough praise to these doctors and staff enough.

Over the years trying to find dental care for these individuals has been the most challenging. I have driven individuals as far as Chicago. Now all of the individuals I serve are seen by Dr. Kimbrough and Dr. Powers at the Carbondale Dental office. These two dedicated doctors and their staff are truly angels from heaven. Somehow through their compassion and patience cleanings are being done and major dental work completed. It is absolutely amazing how this team works and deals with this population. My praises just cannot be heard enough!

Sincerely,



Randall Duncan, MS, QIDP
Executive Director