



Letter of Recommendation for Angela McKelvey

To whom it may concern,

01/27/2025

My name is Alicia Crowley-Hall and I am the Operations Director at the Family Support Center of South Sound. I oversee staff support, program management, and ensure that all processes are clear and efficient. Additionally, I manage hiring, onboarding and training for all staff. I am honored to provide a letter of recommendation for the Master of Public Administration program at The Evergreen State College on behalf of Angela (Angie) McKelvey. Angie possesses what I believe are essential qualities for any further education pursuit; demonstration of understanding, putting words into action, collaboration, curiosity and growth. Angie has a specific spark that is incredible to witness and has been an asset to our agency since joining as a Housing First Case Manager through our Housing First Program.

As a case manager, Angie has demonstrated a consistent willingness to meet clients where they are at, ensure that they feel heard, validated and supported. Angie is proficient at working with families and single adults helping them navigate through a winding road of the homeless system at large to move toward obtaining and sustainable housing. Angie is extremely proactive; every conversation I have had with her in regards to a family's barrier, she has already thought of a few options that could help resolve that barrier. She is very collaborative, often working with other teams within the organization in order to identify other options and acknowledges that working together is the best way to success. Angie is very kind and compassionate and centers the families that she is working for and in partnership with. She understands the multitude of layers and intersectionalities that someone can experience going through our coordinated entry system and how that looks different for every single case. Angie truly understands, highlights, and regularly demonstrates our mission of 'Working Together to Strengthen Families and Survivors of Domestic Violence.

Angie often seeks out professional growth and opportunities to do more. She has aided in the growth within our current homeless support system, providing data, analytics and valuable feedback. She listens, picks up on specifics and has meaningful conversations with any team member and community agency in order to weigh out what directions things may go. Angie seeks support when needed and makes sure that she understands fully what all of our programs requirements and community resources are in order to best support families in successfully utilizing our services.

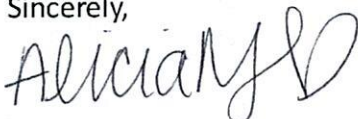
Currently, Angie is working with the Housing First Program Manager to identify ways to contribute toward that growth personally and professionally. There are a few highlights to mention; including volunteering for leadership opportunities in facilitating and attending our staff meeting and

community meetings on behalf of the Housing First Program and overall agency. She participates in our BIPOC caucus, which supports her in refining her skill set in social justice, equity and systems based impact. Lastly, she has been essential to the success of our current internship opportunity through the Housing First Program and The Evergreen State College by providing insights during the creation of the opportunity, creative problem solving and suggestions when solidifying tasks for the intern to do and continuous guidance while the intern is here. This is just to name a few of many things within this area of growth.

Angie's personal growth contributes to the additional tasks she does outside of work to support our community. She is very passionate about how an agency works, what it takes to keep them going and what leadership means from different perspectives. One of the main examples to provide is during our 2024 Fundraising Gala, Angie volunteered to support with setting up, serving and taking down the event. I witnessed her talking with so many different people at each one of those tables; leading with curiosity of what they do, what they are passionate about and providing insights to some of our gaps within the homeless service system overall. I felt incredibly proud and overwhelmingly confident that Angie is a connector, she strives to create connections with all walks of life inside and outside of work.

Overall, Angie is an amazing asset to our organization, the homeless services system and the community at large. I am very confident that she will excel in the Master of Public Administration program at The Evergreen State College and continue to make a positive impact on the field of public service. She is someone I would hope to see on any platform that supports the growth and development of our community and is someone who I will always highly recommend.

Sincerely,

A handwritten signature in black ink, appearing to read 'Alicia Crowley-Hall', with a stylized flourish at the end.

Alicia Crowley-Hall

Alumni of The Evergreen State College (Graduating Class of 2012)

Operations Director

Family Support Center of South Sound