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May 19, 2026

To Whom It May Concern:

I am writing to offer my strong recommendation for Chris Riley. I had the privilege of serving as Chris's direct supervisor during his time as a Supports Coordinator at Community Living Services from 2024 to 2025, where he provided case management services to individuals with intellectual and developmental disabilities within Michigan's Community Mental Health system.

In his role, Chris was responsible for coordinating individualized plans of service, facilitating Person-Centered Planning meetings, ensuring compliance with MDHHS and HCBS requirements, and advocating on behalf of consumers across multiple service systems. He performed these duties with a level of professionalism, thoroughness, and genuine care that consistently exceeded expectations.

What distinguished Chris was his ability to see beyond the individual case and identify systemic patterns. On numerous occasions, he raised concerns about process-level gaps, proposed improvements to documentation workflows, and took initiative on projects that fell outside the scope of his position. He approached every challenge with a solutions-oriented mindset and demonstrated a natural capacity for policy-level thinking that is uncommon at the direct-service level.

Chris also proved to be an exceptional communicator and collaborator. He earned the trust of consumers, families, and interdisciplinary team members alike, and he consistently demonstrated leadership qualities- whether helping newer staff or representing our agency in cross-agency coordination efforts. I understand that Chris is pursuing a Master of Public Administration and transitioning into policy analysis. Based on what I observed during our time working together, I believe this trajectory is a natural extension of the strengths he demonstrated at Community Living Services. His combination of frontline experience, analytical instinct, and commitment to improving systems positions him to make meaningful contributions in any policy-oriented role.

I recommend Chris without reservation. Please do not hesitate to contact me if you would like to discuss his qualifications further.

Sincerely,

A handwritten signature in black ink that reads "C. Kowalski". The signature is fluid and cursive, with a large initial "C" and a period following it.

Carolyn Kowalski, LMSW, QIDP
Supports Coordination Manager
Community Living Services, Inc.
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