

# Rivera Associates, Inc.

*Medical Solutions for a Multicultural Multilingual World*

Dear Sir/Madam:

RE: Letter of Reference for Mr. Yang Xiong

November 1, 2017

It is my privilege to write this letter of reference for Mr. Yang Xiong. Mr. Xiong is an outstanding leader with a strong work ethic, commitment and dedication to the betterment of his client and the community that he serves as Executive Director, of the Southeast Asian Assistance Center in Sacramento, CA. This is coupled with strong communication, interpersonal relations, and a keen business acumen of achieving his goals of promoting his clients' needs and Board of Director's policies in a humanistic and yet fiscally responsible manner. He is an outstanding operational leader that will be an asset to any community based organization providing service to the most vulnerable in our society.

Mr. Xiong and I have for the last two years enjoyed a unique public/private partnership to promote the wellness and language access of the Limited English Proficient (LEP) communities in Sacramento. We have embarked on innovative relationship of an executive director of a public non-profit healthcare interpretation agency with me as the CEO and President of a private for-profit medical call center.

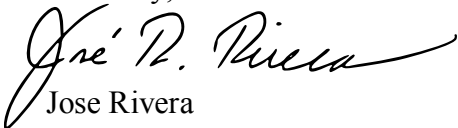
With Mr. Xiong innovative leadership we have partnered to achieve outstanding access and excellence of interpretation/translation service to the LEP communities of school districts and health care provider. Critically with his operational leadership skills we have provided culturally and linguistically competent interpretation and translation services in over 24 languages. Thus, ensuring equal access to competent and culturally sensitive services to students, parents, educators and health care providers.

A partnership between a for-profit company and a non-profit organization is not typical, and it cannot easily be forged without a leader who has the ability to influence his staff and Board members to support. Mr. Xiong is such a leader. With his forward and progressive way of thinking, we have worked well together which has led to successful operational outcomes of revenue and client satisfaction. We now have become the school district's premier interpretation and translation provider. In a short two years period, we have become "the interpretation/translation service of choice".

In summary Mr. Xiong's education and experience makes him an excellent applicant for an executive level position with organization that promote the wellness of the community specially with the most vulnerable populations of our community. I have found Mr. Xiong to be a highly skilled administrator and creative leader that leads his staff and programs with compassion, dedication and respect to those he serves and leads. Without reservation, I would recommend him for a leadership position that your organization may be recruiting for or in need of his leadership qualities. Your organization and team will be better with his leadership skills!

Please feel free to call me at (209) 405-0951 with any inquires that you may have about Mr. Xiong leadership qualities.

Sincerely,



Jose Rivera

CEO & President

JRivera Associates, Inc