

To Whom It May Concern,

I am writing this letter of reference in support of Nichole Cessnun, who has been employed with Options Counseling and Family Services since December 28, 2023. During her employment, Nichole has worked under my supervision providing services in Marion and Polk Counties, Oregon, supporting families involved with Child Welfare through contracts administered by the Oregon Department of Human Services (ODHS).

Nichole serves as a provider on both the In-Home Safety and Reunification (ISRS) and the Hands-on Parenting (HOP) contracts. In this role, she works directly with families navigating complex and high-risk circumstances. Supporting families with managing continued safety in the home, addressing any barriers to parenting or overall well-being of the families, and navigating requirements of their ODHS cases. Including but not limited to supporting clients with parentings skills, connecting to community resources to support with basic needs, housing navigation, recognizing and responding to the developmental needs of each youth and more.

She consistently demonstrates a strong understanding of child welfare standards, safety planning, and family-centered practice. Nichole approaches families with professionalism, empathy, and cultural responsiveness, while maintaining appropriate boundaries and accountability.

She is dependable, organized, and responsive to the requirements of ODHS-contracted services. Nichole completes documentation accurately and in a timely manner, communicates effectively with supervisors and community partners, and follows through on service goals. She demonstrates sound judgment when addressing safety concerns and is thoughtful in her support of reunification efforts and the strengthening of protective factors within families.

Nichole is also committed to ongoing professional development. She is currently completing her master's degree and she consistently integrates trauma-informed and evidence-based practices into her work.

Nichole has proven herself to be a compassionate, capable, and reliable provider who understands the responsibility inherent in working with vulnerable children and families. I recommend her without reservation for continued work in behavioral health, child welfare, or related human services fields.

Please feel free to contact me should you require any additional information.

Thank You,

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