December 9, 2009

Susan Camerer  
Vision House  
P.O. Box 2951  
Renton, WA 98056-0951

Dear Susan,

Thank you once more for your hospitality and willingness to work together during the communication on a process. I appreciate that Vision House extended its vision to transform lives to me by embracing our shared learning experience. I desire that this report benefit and prosper us in our respective organizations and life callings. I feel encouraged from those of you who genuinely believe your vision, pursue your mission, and communicate your core values to serve your community.

**Report Format**

The purpose of this letter is to introduce the communication audit to you and to provide key themes to guide you when you read the comprehensive report. I organized this report into five sections as follows: Part I introduces the audit purpose, lists communication targets, explains the inquiry format, and describes Vision House; Part II explains the report’s framework, or theme, ethical principles on word choice, or rhetoric, and key assumptions; Part III describes methodology and findings, Part IV explains finding implications and recommendations; and Part V suggests directions for future research and report presentation before concluding with salient points.

**Report Style**

I present findings as a short-form narrative, and I write in the first person perspective in order to improve clarity and accessibility, to illustrate the personal and reflective nature of our audit process, and to reflect the life-changing nature of Vision House’s work. I keep individual responses and titles anonymous save your verbal permission for me to use Vision House's name in the report. I want this report to encourage and support Vision House with relevant information and beneficial recommendations.
Continued Learning
I recognize Vision House as a learning organization, and view growth as a continued learning journey where no research findings are final. As such, Appendices A-L include forms that I created and utilized (Program and Management Staff Summary Survey Results, Baseline Communication Questionnaire, Follow-Up Communication Questionnaire, Interview Questions, Appendices A-D respectively) and assessed during this process (Vision House Vision and Mission Statement, SOAR Process, Stavros, Hinrichs, & Hammond, 2009; Evaluation Goals and Objectives, December Prayer Request Newsletter, and Bible Study Handouts, Appendices E-I respectively). Appendix J provides a sample Link List of a few organizations who also value transforming communities via formative leading, empowerment, and faith-based core values, and Appendix K includes a Recommended Reading. I share my reflection on this inquiry process in Appendix L to reflect the interactive and personal nature of our work during this process.

Report Assessment
Overall, this report recognizes Vision House's strengths as formatively leading, encouraging vision, and communicating core values intentionally and consistently to staff. Audit findings indicate a common desire for staff to grow in their understanding of teamwork and to communicate more interpersonally with each other, with both desires guided by a sincere willingness to serve Vision House constituents. I view this willingness as an asset for Vision House. As one staff said, "I want to honor the Lord and the mission." As such, I frame the recommendations as strengths and opportunities for growth. I believe this positive approach matches Vision House's desire to build teams through the strengths-based process, and will help Vision House to realize its vision to break the cycle of homelessness by transforming one life and one family at a time.

I am available to discuss this report with you and staff in person should you wish, and I look forward to future opportunities to continue honoring God's work in our respective vocations. Thank you again for sharing your life work at Vision House with me during this communication audit process. I have benefited by your example of leading by service, and will take what I have learned from Vision House as I move forward in my endeavors.

Kind regards,

Dena M. Rosko
Master of Arts Learner
Communication and Leadership
Gonzaga University