



To the Clifford Beers Clinic:

I am writing on behalf of my family to express our thanks to your employee, Mr. Charles Dawkins.

Mr. Dawkins was a Godsend to my sister, Miriam, and her granddaughter, Nisha. They were his clients, and his diligence and persistent attention to their circumstances was far and above the call of duty.

Miriam and Nisha came to know Mr. Dawkins when Miriam was battling stage 4 lung cancer. With patience and understanding, Mr. Dawkins explained time and again the Clifford Beers Clinic programs available to Nisha, and Mr. Dawkins graciously agreed to schedule his sessions around doctor's appointments, radiation, and chemotherapy. He was prompt and kept his meetings brief in an effort not to tax her already challenged energy level.

My sister passed away last spring, yet Mr. Dawkins continued to work on behalf of Nisha until he was satisfied that her immediate future was secure. He was professional and caring, making a very difficult time much easier for Nisha. He made sure she received every benefit and entitlement afforded her.

In addition to doing everything he could for Nisha, Mr. Dawkins attended my sister's funeral to pay condolences.

Social services today seem to thrive on paperwork and red tape, leaving the client feeling like nothing more than a number. From the moment we met Mr. Dawkins we knew he was different. He humanized the entire process for Miriam and Nisha.

Nisha now lives in Virginia with her aunt. While we try to regain some normalcy as we grieve my sister's passing, we knew we had to let Clifford Beers Clinic know what a valuable and indispensable employee it has in Mr. Dawkins. I know my family will never forget what an asset he was to us. We will forever be grateful for being on the receiving end of his unselfish and genuinely caring heart.

The Family of Miriam and Nisha