

Writer's Direct Dial:
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February 13, 2017

BY FEDERAL EXPRESS AND E-MAIL

Michael Bolduc, President
National Disabled Veteran Business Council, Inc.
8470 Egret Lakes Lane
West Palm Beach, FL 33412

Dear Mr. Bolduc:

Re: Demand to Cease and Desist Harassment of The Salvation Army

We represent The Salvation Army of Palm Beach County ("TSAPBC") in connection with this matter. Please direct all future correspondence regarding this matter to me. If you are represented by legal counsel, please promptly direct this letter to your attorney and have your attorney notify us of such representation.

Earlier this year, you filed a complaint with The Salvation Army Division Headquarters in Tampa requesting an investigation of TSAPBC's interactions with you and the National Disabled Veteran Business Council, Inc. ("NDVBC"). In your complaint, you assert that one of TSAPBC's employees failed to promptly respond to your e-mails in which you sought to obtain client referrals to NDVBC's programs. You also assert that an unidentified TSAPBC "staff" member made unspecified "defamatory" remarks about NDVBC and "slandered" unidentified "specific NDVBC Board members." Finally, you assert that NDVBC has suffered "damages" purportedly because TSAPBC has not referred its clients to NDVBC for services. Most troubling, you then threaten to take action against TSAPBC with the intention of causing "a negative impact on [TSAPBC] funding." We address each of your assertions in this response and demand that you immediately cease and desist from any further harassment of TSAPBC.

First, we provide the following background information to place your unfounded complaint in context. For 125 years TSAPBC has strived to make a

difference in the lives of others. The Salvation Army's national motto, "Doing The Most Good," embodies its mission to feed, clothe, comfort, and care for those in need. Consistent with its mission, TSAPBC always puts the interests of veterans and the community it serves first. Over its many years of service, TSAPBC has developed a network of "partners" in the community that have a proven track record in providing needed services to veterans. For example, TSAPBC is able to provide training to its veteran clients through the Homeless Veterans' Reintegration Program ("HVRP"). HVRP has a consistent and proven track record in providing services to assist homeless veterans with reintegrating into meaningful employment. HVRP's program is "employment focused" and veterans referred to that program by TSAPBC receive employment and training services they need in order to re-enter the labor force and to secure permanent (not temporary), stable employment which is consistent with TSAPBC's goals for its veteran clients.

TSAPBC first became aware of NDVBC in December of 2014. One of TSAPBC's veteran client's (the "Client") participated in NDVBC's program for training and placing veterans in construction jobs. Unfortunately, the Client's experience with NDVBC's program did not satisfy TSAPBC's goals for successful reintegration into the workforce through steady, reliable employment. The Client was employed for only three days, and, at the conclusion of the construction job, as we understand it, NDVBC paid the Client only \$100.00 which was the equivalent of approximately \$4.16 per hour (assuming the Client worked 8 hours per day for 3 days), well below the minimum wage. Despite multiple attempts by the Client's TSAPBC case manager to obtain full payment, NDVBC never fully compensated the Client for his work. Accordingly, TSAPBC believes that NDVBC's program is not a good fit for TSAPBC's veteran clients or with TSAPBC's goals for veterans' reintegration into stable employment.

Since December 2014, TSAPBC has had only one veteran client who inquired about NDVBC's program. TSAPBC discussed that opportunity with its client and the client independently made the decision not to participate in NDVBC's program. Clearly, TSAPBC is not obligated to refer its veteran clients to NDVBC's program in lieu of other well qualified training and employment programs which have a proven track record.

Now, returning to the assertions in your complaint, you contend that an employee of TSAPBC has failed to timely respond to your unsolicited e-mail correspondence. You first corresponded with TSAPBC by e-mail in October 2015

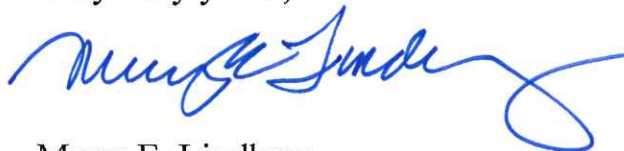
regarding whether TSAPBC had any veterans seeking affordable housing and explaining that NDVBC offered a paid skilled assessment program. TSAPBC responded by requesting additional information on your program which you provided. Thereafter, TSAPBC made inquiry as to whether any of its veteran clients were interested in NDVBC's services. TSAPBC then responded to you by letting you know that no veteran clients expressed an interest in NDVBC's programs. Accordingly, TSAPBC did not act in an "obstructionist" manner toward NDVBC's offer to provide assistance to any veterans. TSAPBC denies that anyone in a position of authority at TSAPBC made any false or defamatory regarding NDVBC or any of its Board members. Without additional details such as the name of the person who allegedly made a false statement and the substance of what was allegedly said to whom, TSAPBC is unable to even investigate this assertion.

While TSAPBC believes that veterans' service providers should work cooperatively and in the best interests of the veterans, we are not aware of any federal or state regulations that require TSAPBC to refer its veteran clients to NDVBC for any services. As discussed above, TSAPBC has established valuable "partnerships" with other veterans' service providers in the community to ensure that its veteran clients have access to training, employment and housing opportunities.

Finally, we caution you regarding your not-so-veiled threat to take action with the intention of damaging TSAPBC's reputation in the community. It appears that your true motivation here is to obtain more business for NDVBC by threatening to cause damage to TSAPBC if TSAPBC does not send referrals to NDVBC. This is decidedly not the way that businesses serving the needs of veterans should act toward each other and TSAPBC will not tolerate it. Accordingly, we demand that you cease and desist your harassing conduct toward TSAPBC.

We trust that this letter clarifies TSAPBC's position with regard to NDVBC. TSAPBC's goal is to put the focus back on the veterans and the community that both of our organizations strive to serve.

Very truly yours,



Merry E. Lindberg