



July 1, 2008

Mr. Steven D. Szubinski, Managing Partner  
The PCA Group, Inc.  
455 Cayuga Road, Suite 200  
Buffalo, NY 14225-1309

Dear Steve,

The PCA Group began to provide technology support for Meals on Wheels for Western New York, Inc. in 1991. Over the years Meals on Wheels has worked closely with you enhancing the agency's technology component. Through our partnership and the guidance of your consultants the agency has become more efficient and productive serving the elderly and disadvantaged of our community.

I would like to take this opportunity to acknowledge all your hard work and commitment to Meals on Wheels. Your staff is always courteous, helpful and friendly. You have assisted the agency in every aspect of our technological growth. We began with only one computer for each office that was shared by several employees to each employee having a workstation. With your expertise the agency went from a very small and simple DOS client database to a custom client database, written by one of your software engineers, that now holds more than 30,000 records. As Meals on Wheels continued its growth spurt the PCA Group continued to help us increase our efficiencies by recommending technologies that would increase our productivity. The procedure of getting meal counts to the commissary literally went from approximately 3½ hours each day to 15 minutes. That is remarkable! In addition, your consultants and technicians understand the vital service we provide and are always available whenever we need help.

Aside from all your technology expertise I must also knowledge the PCA Group's commitment to Meals on Wheels in ways that are more valuable to the agency. The PCA Group has consistently contributed through donations to our funding campaigns, as well as, volunteering. For the past eight years two employees have delivered meals out of our East Buffalo Site on a weekly basis. This is outstanding!

The PCA Group is truly a partner with the agency as well as the community. On behalf of everyone at Meals on Wheels we extend our sincere appreciation for all you do and we look forward to continuing our partnership by "Touching lives with food and friendship".

Sincerely yours,

A handwritten signature in black ink that reads "Benjamin A. Gair, III". The signature is written in a cursive style.

Benjamin A. Gair, III  
Chief Executive Officer