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**From:** Julie Cloud </o=first organization/ou=first administrative group/cn=recipients/cn=jcloud>  
**Sent:** Monday, April 06, 2009 10:45 AM  
**To:** Rachel Byington  
**Subject:** Applicant for RT

Hi Rachel, one of the applicants, Sarah Cerda, that you talked with for RT didn't pass and called and wanted to know why. Apparently she thought you had told her she would pass--she did not do a good job of explaining how she meets the qualifications for #9 and I don't think she meets for #10-recreation. Apparently Crystal didn't either because she failed her. Sarah wasn't happy but I didn't offer her others options as I don't think she qualifies.

Just FYI.

*Julie Cloud*

Human Resource Specialist Sr.  
Dept. of Juvenile Corrections  
954 W. Jefferson Street  
Boise, ID 83720  
208-577-5440  
[julie.cloud@idjc.idaho.gov](mailto:julie.cloud@idjc.idaho.gov)

*"Customers don't expect you to be perfect.  
They do expect you to fix things when they go wrong." ---Donald Porter*