



DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
Region III

Suite 216, The Public Ledger Building
150 S. Independence Mall West
Philadelphia, PA 19106-3499

December 11, 2003

Mr. Steve Whiteford
Expressively Speaking
713 Baywood Road
Alameda, California 94502

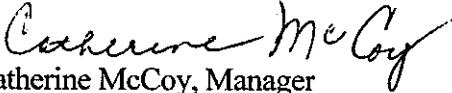
Dear Steve:

Thank you so much for your recent workshop on Moving With the Speed of Change. The ideas you presented the Philadelphia Regional Office's managers with will certainly be very useful and were very timely given President Bush's recent signing of legislation for the most significant overhaul of the Medicare Program since its inception more than 35 years ago!

The job ahead of our regional office in the next few years is immense, but your ideas for responding to change, leading others through a change, and creativity under the pressure of change will help each of our managers as they work to implement the provisions in this historic piece of legislation. All of the managers who attended your session felt that they obtained information that was very applicable to their jobs, and they felt that your professionalism and expertise in this area were outstanding!

Thanks again for your outstanding presentation and for providing us with a copy of the slides you utilized. These have been forwarded to all of the participants. I have forwarded your name to our Central Office training staff as a reference and you may be sure that this office will be in touch in any future training needs.

Sincerely,


Catherine McCoy, Manager
Division of Medicare Financial Management