



February 9, 2007

To whom it may concern,

I am pleased to offer this letter of support for Beth Bordeaux. I was fortunate to work with Beth for approximately two years during her tenure as Director of Quality Management for The Durham Center Local Management Entity (LME). During this time the agency was experiencing a tremendous organizational change, transitioning from a provider of public mental health services to a public manager of those services. The agency experienced monumental personnel changes, the establishment of totally new management structures, and the task of engaging our community in constructive dialogue about how those changes should occur.

Through this tumultuous time, Beth Bordeaux provided clear and dynamic leadership. She was responsible for developing the strategic planning process for the agency which included the development of processes for receiving input from a wide range of community stakeholder groups. This required exquisite facilitation skills to weave the diverse concerns and needs various interest groups into a cohesive plan that had integrity. Beth was well respected by all participants in this process.

Beth also was responsible for developing our Quality Management department. She helped the agency define what we meant by "quality" and developed processes for gathering, analyzing, and communicating information in a manner that helped inform decisions for leadership and assist community members to understand the status of transformation in our community.

Communicating information in a clear, concise, and meaningful manner was one of Beth's greatest strengths. She was responsible for all information presented to the board of directors and was a valued resource to them.

In short, Beth Bordeaux had an immeasurable impact on the positive formation of our agency which is now recognized as one of the premier public local management agencies in the state. We benefited greatly from Beth's expertise, innovative thinking, team building, and leadership. I highly recommend her.

Sincerely,

Beth Melcher, Ph.D.
Clinical Director, The Durham Center