



January 20, 2005

To Whom It May Concern:

Chris Lepine has been a regular volunteer with the American Cancer Society since November 2003 and continues to be active. He conceived, managed and implemented a staff training model for our Patient Navigation Resource Center.

Because of the assessment work done by Chris early in his project, we were able to identify several business process and system issues that needed to be addressed during an intra divisional merger. He created an instructional design which addressed instructional gaps, would provide for ongoing training updates and serve as a platform for orienting new hires. Chris quickly understood the culture in which we worked and the importance of us achieving a state of the art delivery system.

He has shown himself to be knowledgeable in his field, responsive to our needs, timeline and limitations, and always positive in his attitude. A mature professional, Chris worked effectively with staff at multiple levels of the organization and across several disciplines. The quality of his work has been excellent and we will be using his products for years into the future.

I have always found Chris to be a strong communicator, who ensured that all gatekeepers had the information they needed in a timely and consistent manner.

Having known Chris Lepine for over ten years and having supervised this overall project, I have no hesitation in recommending him for any position that he applies for.

Sincerely,

A handwritten signature in cursive script that reads "Patricia P. Hoge".

Patricia P. Hoge, RN, PhD
Chief Mission Officer