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Re: Reference for Katie Delgado

To Whom It May Concern:

I was initially impressed with Katie Delgado's enthusiasm, communication skills and project management skills when I hired her in May 2011 as a Readiness Manager for the ProviderOne -Phase 2 project within the Health Care Authority. During the past year Katie reported to me, she consistently demonstrated all of these qualities and more. I heartily endorse her for any position in an organization that requires strong people and technical skills.

Katie is reliable, dedicated and eternally upbeat. In the past several months, the project has been through a legislative process that resulted in uncertainty of funding and less staff to do the work. Her ability to stay heads down and focused on our goal of preparing over 2500 staff and 40,000 providers to use a new payment system never wavered. Her team player mind-set, enthusiastic embrace of change, ability to work with minimal supervision and unwavering commitment to exceeding customer expectations is remarkable. I regularly received unsolicited praise from customers commending Katie's outstanding level of service, professionalism and follow-through.

Organized and diligent, Katie excelled in the following areas:

- Analyzing and implementing strategic staff readiness activities for cross-division and cross-organization teams
- Identifying all needed operational and business changes required to successfully transition business area staff to the new payment system
- Working with the Business Process Integration Manager to analyze and document current business processes
- Determining and documenting known and potential impacts to the affected organizations resulting from transition to the new system
- Facilitating recommendations and/or resolution of project issues made up of various stakeholders with varying needs
- Developing and presenting PowerPoint presentations to affected business groups ranging from executive to front-line staff

This project has been identified as the most complicated and comprehensive IT project in Washington State history. Katie has my highest recommendation, and I am happy to furnish more details if you would like additional information.

Sincerely,



Tonia Sugarman
Organizational Change Manager
Health Care Authority