

McGuireWoods CONSULTING

North Carolina Council on
Developmental Disabilities ATTN:
NCCDD Advocacy and Leadership
Awards 2010 Mail Service Center
Raleigh, NC 27699-2010

Members of the Awards Selection Committee:

I write this letter in support Pam Shipman's nomination for the Helen C." Holly" Riddle Distinguished Service Award.

I have known Pam since 1990 when I moved to NC as the executive director on The Arc of NC. My first introduction was from our affiliate in Stanley County who indicated that the DD director for the then Area Program was an innovative young professional who I needed to know.

From that time till today I've worked with Pam in various roles. What has always been clear is that Pam is innovative but most importantly she knows and cares for people with disabilities and their families. Regardless of the position she has held she has always put the needs of people with disabilities first.

While at The Arc my interactions with Pam were both from the advocacy and provider perspective. The Arc was and is an organization that provides services and supports people with disabilities and their families. While Pam was at what was ultimately called Cardinal LME/MCO as a key leader and CEO she was always at the forefront of innovation for our system. She ran the organization as a skilled leader but most importantly as someone who desired to improve the lives of the people needing the services she managed.

As a skilled leader for her organization, she also became an expert that the state DHHS and the legislature counted on for advice and direction. I believe that it was Pam's skillful advocacy and advice that allowed the General Assembly to create the public LME/MCO system that today are fully integrated Managed Care organizations. This transformation not only was an innovative model for support but also avoided a catastrophic budget reduction for our state system. While I served as the director of the Division of MHDDSAS I benefited from her advice and steady leadership.

When Pam decided to leave the LME/MCO system we lost an incredible leader, but she was not lost to our system. She moved to work with Monarch bringing her expertise to a major provider in NC. Her work with Monarch allowed her to continue her advocacy work for providers and families and it continues to show dividends for people today.

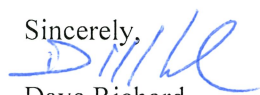
Pam's professional roles make her a terrific candidate for this award, but I believe it is the behind the scenes work that is most impressive.

While serving as Medicaid director I was sked to meet with a small group of families to discuss how our system was meeting the needs of people with disabilities. At the first meeting I was please that Pam along with Pat Porter were supporting the families as volunteers.

What was clear from the first meeting was that Pam once again was supporting families to drive

innovation that was critical to improving the lives of people with disabilities. I believe this group of folks were the original driving force behind the increases of pay for DSPs. She didn't have to do this work, but she did because that is who Pam is, and advocate who cares!

Sincerely,



Dave Richard

SVP

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