

RehabCare® GroupSM

June 6, 2000

Keith Mathis, Ph. D.
Keith Mathis Group
9 Lakeview Drive
Eureka MO 63025

Dear Keith:

For well over a year you have been assisting RehabCare Group with some of our specialized educational needs and I wanted to thank you for that effort. If I recall correctly you have participated in two of our mid-level management conferences (Leadership Conference), in our Senior Management Meeting held in Tucson and in a specialized aspect of our marketing training. Each presentation that you have provided has been received exceptionally well.

The service you provided has met the needs of our managers in various ways:

- You have taken the time to construct courses to meet the needs of our company; not just a canned presentation.
- Materials have been crafted to meet our needs. The most recent course you provided in Atlanta on "Delivering Tough Messages" was well received by the participants and they gave you high marks.
- Information is practical and can be used by the participants when they return to their work settings.
- The courses that you put together for us in Tucson were a challenge. The audience was composed of senior managers and they have tough standards and high expectations. The course provided by Steve Waterhouse on Advanced Negotiation was exceedingly well received and underscores your ability to obtain in individuals whose skill set matches customer need.
- You and the presenters that we have had are courteous and professional. So even when we are running around trying to pull all the details together, contact with your group is easy and service oriented.

Thanks for your efforts with RehabCare Group. It has been a pleasure.

Sincerely,



Bob Bianchi
Sr. Vice President
Clinical & Information Services and
Compliance Officer