



July 1, 2008

It is with great pleasure that I submit this letter of reference for Robin Bleier. I have been acquainted with Robin and known of her professional reputation dating back to 1995. Through her involvement with Florida Health Care Association, as a provider in our nursing home profession, and as a private consultant, Robin has enjoyed a reputation as a skilled professional second to none.

When I found myself in a "back to compliance" situation in the summer of 2007, the first call I made after leaving the exit at the skilled nursing facility was to Robin. We reviewed the outcome of our annual survey during my two hour drive home that evening. The next morning, which was a Saturday, Robin was part of the regional support team and the facility team on-site reviewing the results of the survey, researching our notes from exit, reviewing charts, and interpreting scope and severity of proposed citations. We worked the entire weekend in preparation for a meeting with the area office the first of the week.

The meeting did occur, and the most serious of our citations were removed entirely or reduced greatly in proposed scope and severity. I feel Robin's knowledge of regulations and their appropriate application along with her professional demeanor with agency personnel were instrumental in this accomplishment. For the next 30 days Robin was a vital leader in preparing the 2567 and ensuring that our commitments for correction were realized. She kept the task attainable in her approach to education, implementation of systems and audits to monitor continued compliance.

Though my direct experience with Robin in this situation was a "back to compliance" it is but one skill Robin possesses. She is as well known for the same knowledge, leadership and work ethic in preventing facilities from finding themselves in just such a situation in an ongoing consultant role for continued compliance.

If further information is desired, feel free to contact me at the number below.

Sincerely,

A handwritten signature in black ink that reads "John Mangine".

John Mangine
Chief Operating Officer.