



COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE

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KEVIN T. CASEY
Deputy Secretary
Office of Developmental Programs

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March 22, 2010

Dear Colleague:

Enclosed is the final bulletin entitled *Quality Management Strategy of the Office of Developmental Programs*.

This bulletin distributes the Office of Developmental Programs' (ODP) Quality Management (QM) Strategy. The QM Strategy is founded on the mission, vision, and values of ODP and establishes standardized structure and process for implementing and maintaining the QM Strategy in all ODP's programs.

Please share this bulletin with your staff, providers, colleagues, and other stakeholders. Questions regarding this bulletin should be directed to the appropriate Regional Program Manager.

Sincerely,

A handwritten signature in cursive script that reads "Kevin T. Casey".

Kevin T. Casey

Enclosures