

*The Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Department of Mental Health  
Northeast – Suburban Area*

DEVAL L. PATRICK  
*Governor*

JOHN W. POLANOWICZ  
*Secretary*

MARCIA FOWLER  
*Commissioner*

SUSAN C. WING  
*Area Director*

**Reply to:**  
Northeast-Suburban Area  
167 Lyman Street  
Westborough, MA 01581  
Phone (508) 616-3500  
Fax (508) 616-3599  
TTY (508) 616-3533  
[www.state.ma.us/dmh](http://www.state.ma.us/dmh)

July 24, 2013

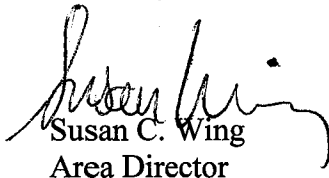
Mary Olson, Ph.D.  
132 Main Street, Box 905  
Haydenville, MA 01039

Dear Dr. Olson,

Many thanks for your thought provoking keynote presentation on “Open Dialogue: Its Principles and Practices” at the Northeast Suburban Area’s Annual Quality Management Symposium on June 21, 2013 in Lowell, MA. The evaluations for your presentation were very positive. Attendees expressed an interest in incorporating the principles of Open Dialogue into their practice and enjoyed the active listening exercise. Also, as noted by several attendees, your presentation, combined with Advocates’ presentation on their experience bringing Open Dialogue to their services, was an excellent example of applying research to practice.

I appreciate your willingness to share your innovative work and expertise with attendees from the Northeast Suburban Area and for your contribution to the success of this year’s QM Symposium. I look forward to having an opportunity to continue the discussion about implementing the principles and practices of Open Dialogue within our services in the future.

Sincerely,

  
Susan C. Wing  
Area Director