



June 13, 2008

Dear Marc Center Employees:

2008 Board of Directors

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Chairman
- Tom Verploegen
First Vice Chair
- Brian Kotsur
Second Vice Chair
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Secretary
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Randall L. Gray

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Every one of you brings unique talents and skills to Marc Center. Consequently, I encourage you to openly share your ideas, suggestions, questions and concerns with management. I also understand that there may be times when you may not feel comfortable voicing any issues directly for a variety of reasons. To this end, I decided to establish a system to enhance communication within Marc Center and provide you with a means to communicate anonymously with me and the rest of our management team. This communication system, called SilentWhistle, is hosted by a third-party - Allegiance, Inc. It is completely separate from Marc Center. You can reach this site by going to <http://marccenter.silentwhistle.com>. If you prefer to report your comments or ideas to a person, you may call the Silent Whistle hotline number (1-877-874-8416) and an Allegiance employee will record your information.

I encourage employees, as well as anyone else who has an active interest in Marc Center, to anonymously submit information regarding questionable, unethical or illegal activities within the organization. Examples include violations of Marc Center Ethical Conduct Policy or other policies, violations of laws, or other possible fraudulent activities. **Please also share your great ideas to improve quality, grow programs or reduce costs!**

I am confident that SilentWhistle will be an effective means to provide valuable feedback that will assist me in my job. I sincerely respect and value each of your opinions and hope you will feel comfortable using this system to communicate problems, concerns, or suggestions. However, please respect our intentions of establishing an anonymous feedback system by not abusing it. Remember, this site is not meant to be a complaint line or "get back at my boss" line.

Please note that, unless you select otherwise, your comments will remain completely confidential and anonymous.

Here are some of the basic features of the SilentWhistle system:

SilentAlert™ SilentAlert allows employees to anonymously submit information regarding unethical or illegal activities within the organization. With more than a dozen customized alerts, SilentAlert will extract the most information possible from the person submitting the alert. This unique process also helps management quickly distinguish between serious threats and frivolous alerts.

SilentSuggestion™ This unique, on-line suggestion box replaces the wooden box in the break room that no one ever uses. SilentSuggestion allows employees to voice their opinions about ways Marc Center can improve. From ways to improve the corporate culture to an innovative marketing campaign, Silent Whistle allows people to freely voice their ideas.

SilentQuestion™ This feature allows employees to anonymously ask questions through the system. The employee and Marc Center can communicate back and forth through the website until the concern is resolved.

SilentConcern™ This feature provides an online, anonymous tool for employees to voice concerns to management.

You should have already received a card in your last payroll envelope with instructions on accessing the system. This business card size instruction tool is small enough to keep in a wallet, hang on the refrigerator or post on a bulletin board. If you have any questions please feel free to contact Neil or Fran in the Human Resources Department.

Your comments, suggestions and valuable feedback have a direct impact on the success of our agency. Thank you for all that you do to make Marc Center a great place to work!

Randy Gray
President & CEO

cc: Pat Gilbert, CAO
John Moore, CFO

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