



# Internal Revenue Service

## United States Department of the Treasury

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July 18, 2008

Dear Judy,

I'm so glad we had you early in the conference because it "flavored" the entire conference. The buzz was very positive. We referred to your messages over and over again for the rest of the meeting. I can't count the number of "Woo Hoo" moments we had!

I will share with you that during the conference my staff had created three videos to celebrate the achievements/accomplishments of W&I during this especially trying year -- about 30 of the meeting participants were interviewed in these videos. The videos were all very well received. What I didn't tell anyone about, though, was a "bloopers" video we prepared and surprised the crowd with on the last day right before the conference closed. We interrupted Rick Byrd, the commissioner, as he was about to end the conference and said, "Rick and Pam, we have one more thing we want to show everyone before we get out of here today. If you recall, Judy Carter told us not to take ourselves too seriously . . . well, here's our chance to practice that!" With that, the video started with a screen saying "Scenes from the Cutting Room Floor" -- the audience loved it. About fifteen or so "bloopers," including Rick running into a tree (no kidding) during taping, were the perfect way to end the conference. As you can see, your messages and lessons played a major role in our conference -- you set a tone that we kept for the rest of the meeting. Thanks so much for all you did, Judy. You were a hit!

Thanks so much!

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