



October 13, 2021

Mr. Clint Maun

Maun Lemke Consulting

Delivered via email at Clint@ClintMaun.com

Dear Mr. Maun:

Thank you for working with our organization in the areas of revenue maximization and staffing best practices. As long-time operators of skilled nursing facilities, we, along with others in our industry, are dealing with new challenges that we have never experienced before. The COVID-19 pandemic has upset our traditional referral patterns, resulting in less referrals, and increased staffing shortages. No one person can wave a magic wand to remedy these challenges, but your firm's approach and instillation of best practices have given our team a clear strategy to meet our challenges head on.

As you know, we originally asked you to work with us over a period of four months. After we worked with you and Cheryl, we recognized the value in your services, and have extended our professional relationship multiple times. The cost of your firm's services has proven to be a good investment that we can draw upon both now and in the future. Thanks again for your guidance and friendship. It is appreciated.

Very Truly Yours,

Kenneth J. Bernsen
President