

October 12, 2021

To Whom It May Concern:

This year, as Senior Living Properties faced the daunting task of rebounding occupancy and revenue in a world still facing the challenges of the pandemic (vaccination compliance, workforce availability, etc.) we leaned on strategic partners to help us face the hard work of recovery. Maun Lemke was ready and able to assist our center teams to get back out into their towns and reinvest in community partnership and relationships. Clint and Cheryl were assigned a group of centers in markets significantly impacted by COVID-19 and needed to rebuild confidence in their ability to serve those in need.

Over the course of 16 weeks the Maun Lemke team led the center IDT- Super Teams with very specific tactical projects and behaviors to increase contacts, referrals and admissions while also focusing on discharge management, especially over the weekend. As a result of the weekly coaching, guidance, feedback and celebrations this group of centers were able to improve 5 ADC/center which was 40% greater ADC growth/center than the centers who did not participate in the program. The attention to detail and follow-through over the 16-weeks for these select centers made a significant impact. The program was effective and worth the investment.

With gratitude,  
Cassie Mistretta  
CEO- Senior Living Properties, LLC

**CASSIE MISTRETTA**  
**Chief Executive Officer**  
*Senior Living Properties | SLP Operations*  
*Skilled Nursing & Rehabilitative Care*

*(817) 410-7300 O | (251) 533-1331 M*  
[cassie.mistretta@slpops.com](mailto:cassie.mistretta@slpops.com)  
[seniorlivingproperties.com](http://seniorlivingproperties.com) | [slpoperations.com](http://slpoperations.com)  
*221 Bedford Road, Suite 200, Bedford, TX 76022*