



November 22, 2019

To Whom it May Concern:

I wanted to take this opportunity and share the tremendous success that the Maun-Lemke team enabled my teams to achieve in multiple organizations. My relationship started 8 years ago in 2011 at Senior Care Centers on a small project focused on a limited number of communities that were specifically struggling with Quality census mix and a somewhat soft total ADC. I was skeptical of the type of results that Clint and his team felt could be achieved but committed anyway to the engagement. Immediately, in those communities we saw a positive impact. First, a defined system developed by Maun-Lemke was introduced to the team members. This plan defined specific roles and processes for each member of the "Super Team". In addition, these processes replaced those of our organization. As the on-boarding continued each community saw a renewed engagement by our critical community leaders and the teams they led. In retrospect, it gave our team members confidence in what they did from a Clinical perspective and allowed them to go sell. Within our first six weeks we were able to see revenue rates increase in all the 7 communities. Over the following weeks we saw the Quality mix increase in each community no less than 10 percent with two communities increasing over 30 percent. These 7 communities saw their reputation increase in the marketplace and enjoyed overall increase in profitability. The results exceeded my expectations which led to widening the scope of work with Maun-Lemke and continued the relationship until I left that organization in July 2016.

The second time I engaged with Maun-Lemke was on a startup organization with 11 underperforming assets. The Maun-Lemke team came in and immediately worked with both community leadership and organizational leadership towards the implementation of a complete Business Development process. This engagement was much more far reaching in scope resulting in an extensive communication, teaching and operational plan of attack. The Maun-Lemke team basically was the Business Development arm for Focused Care Partners for our first 24 months and continued to work with us as we took that process internal. Focused Care Partners saw two critical benefits from our engagement. First, and most obvious was the development of a Business Development process and complimented with extensive training and leadership engagement. Secondly, we saw each community increase in overall census as well as Quality mix that led to increased earnings year over year. As we continue to develop our own processes the Maun-Lemke experience and knowledge will be a part of our culture. At both organizations they exceeded my expectations.

Mark McKenzie

CEO, Focused Post Acute Care Partners