



September 4, 2019
The Honorable Gretchen Whitmer
Governor
P.O. Box 30013
Lansing, MI 48909

Dear Governor Whitmer,

On behalf of Grand Pines Assisted Living Center, I would like to express our appreciation for the workforce development services provided by West Michigan Works! Grand Pines Assisted Center is one of the nine assisted living owned and operated by Heritage Property Management Inc. which is a family-owned business that manages Heritage Senior Communities around Michigan. Heritage Property Management was founded by Arthur Reenders Construction in 1946. The company is currently run by the second, third and fourth generations. Heritage Property Management currently has nine assisted living properties and seven independent living properties throughout Michigan.

I connected with West Michigan Works! because I needed assistance with finding, retaining, and training compassionate staff to care for our senior residents. With today's labor shortage in Michigan it can be very hard to stay competitive with staffing and retain employees. Increased labor costs have resulted in increasing expenses for our family business in the past couple of years. Michigan Works! helped me reach my goal of training new staff at a lower cost.

My company has benefited by working with West Michigan Works!, by saving money on training we were able to improve the lives of our residents and invest in new technology at our Assisted Livings to stay competitive in the market.

What I find most valuable about partnering with West Michigan Works! is with the help of the wonderful staff at West Michigan Works! I could easily navigate the grant and felt that everyone supported the same mission. West Michigan Works! provides support services to both employees and employers, and Grand Pines Assisted Living Center is thankful for the funding.

Sincerely,

A handwritten signature in cursive script that reads "Lauren Gowman".

Lauren Gowman

Director of Operations

616.846.4700

