



HGA SUPPORT SERVICES

“We assist individuals with disabilities in reaching their full potential by providing quality professional care and services in safe, supportive environments”

HGA NEWS

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Update from the CEO

Greetings HGA Family and Friends,

In the fall newsletter we explored what it means to be gentle. This winter has helped us practice another important skill for caregivers – being flexible. We all have expectations, and we have all been disappointed when our expectations are not met. I was expecting lots of sparkling snow this winter, but there wasn’t much of that!

Learning to be flexible and to accept whatever comes our way leads to more peace and satisfaction. As we make our way through the rest of this unusual and unexpected winter, find beauty in each moment. Be open to whatever life brings. Spring will be here before we know it! Here at HGA we’re excited to start gardening and getting together to celebrate.

Don’t miss the 1st annual Masquerade Social Ball on Valentine’s Day. It’s bound to be the event of the season! Look for upcoming events on the back of the Newsletter and plan to attend. I’m looking forward to seeing everyone! Until then, be gentle with yourselves and with each other.

Warm regards,
Myra

HGA BOARD MEMBERS

Jim Verboncouer, President

Ashley Siegel, Vice President

John Mahoney, Treasurer

Kay Seng, Secretary

Peter Bialik

Julie Cutler

Dr. Debra Schultz

Mary Purtee



HGA CORE VALUES



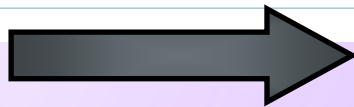
- ◆ We are dedicated to serving our families, supporting our fellow team members, and collaborating with organizations that work with our families.
- ◆ We respect the diversity of all people.
- ◆ We foster meaningful community participation and relationships.
- ◆ We honor the need for choice and control.
- ◆ We seek opportunities to build and develop skills.
- ◆ We mentor professionalism in the delivery of services.
- ◆ We are dedicated to providing services with integrity and compassion

In October 2023, HGA welcomed **Dave Schmitz** to the team as the Chief Operations Officer and **Mike Dukes** took on the big job of leading the Human Resources department. If you haven't had the chance to introduce yourself yet, make sure to say hello!

Kudos to the Finance Team, **Carly Wentzlof** and **Tina Campbell**, for getting the online accounting system up and running and getting us through another Successful audit!



HGA's Vision: We will offer a wider spectrum of supports and services to Individuals with different levels of abilities across their lifespan.



According to [Gentle Teaching International](#), "Our central purpose is to nurture; teach; and sustain a sense of companionship, connectedness, and community for those who have repeatedly experienced an existence of disconnectedness, isolation, and loneliness.

Gentle Teaching is based on the premise that all individuals have a right to feel safe and valued in their homes; with their families and caregivers; and at their job, school, or other forms of meaningful day activities."

Gentle teaching is about creating a safe and loving environment where people can grow and learn.

Congratulations to our fall Gentle Teachers

September-

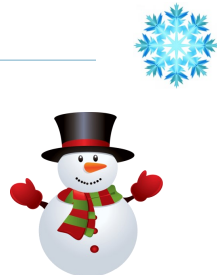
Courtney Weathers, Virginia's House
Dave Owens, Morgan Street Home

October-

Susan Smith, Virginia's House
Tim Luce, Lilac Home

November-

Getorra Johnson, Virginia's House
Tricia Tate, Morningside Home



Thank you all for creating safe and loving environments for the persons who are growing and learning in HGA's homes and programs (and for each other)!

Welcome HGA Residential Program Managers!

Tamea Williams began as the home manager at HGA’s Virginia’s House in 2022. Tamea is community driven and has had much involvement in helping others with her vast experience in community resources. In her free time, she likes to spend moments with family and friends making each moment valuable. Tamea, recently began a new journey as the Residential Program Manager for our Muskegon Homes and is excited to support HGA even further as we continue to grow our organization.



Melanie Billings grew up having involvement with persons with disabilities which led her to a career providing care and advocating for person’s with disabilities. She started work with HGA Support Services in 2010 as a direct support staff. Melanie took a promotion to Home Manager at our White Cloud Woods North home in October 2021. She very much enjoys helping those around her whether it be staff or our friends in the homes. She recently took another promotion in January 2024 as the Residential Program Manager for our Newaygo and Oceana county homes adding another level of support for the Home Managers.



STAFF HIGHLIGHTS

Each season there will be two staff highlighted in HGA’s newsletter to recognize staff from our homes and programs. These staff are on the front lines of our company and deserve to be recognized for their dedication, commitment, and hard work. We want them to know HGA values and is proud to have them on our team.

DISCLAIMER: ALL PHOTOS HAVE BEEN APPROVED AND HGA HAS RECEIVED PERMISSION FROM THE APPROPRIATE PARTIES TO DISPLAY

Thank you, Tamea and Melanie!



UPCOMING EVENTS

2024 FEBRUARY

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	3
4	5	6	7	8	9	10
11	12	13	14 	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29		

On February 14th HGA is hosting a Valentine’s masquerade Ball! Dress to impress! This event will be held at the Fellowship church, 4200 Apple Ave, Muskegon, MI 49442 from 1130am until 1:30pm. All are welcome!

MARCH 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	1	2
31						
3	4	5	6	7	8	9
10	11	12	13	14	15 	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Come for the food, fellowship, and Irish fun at HGA’s St. Patrick’s day party on March 15th from 11am until 1:30pm at the Fremont Rec Center. Come have fun and don’t forget to wear your green!



HGA SUPPORT

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