

HGA SUPPORT SERVICES



HGA NEWS

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

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Update from the CEO

Greetings HGA friends, family, and supporters, There have been so many exciting things happening at HGA! We have continued to work to create safe, supportive environments in our homes and ABA training centers by strengthening our culture of gentleness, renewing our commitment to the CARF standards of excellence, and improving the physical spaces where our people live and learn. We now own all of our Muskegon homes so we can invest in these spaces. The leadership team at HGA continues to grow and learn, to evaluate what is working and what could be better, to look for ways to be more efficient and more effective in providing excellent service, and to build leadership and professionalism at every level.

We are celebrating 45 years of service! HGA Support Services was founded in 1980 to create living spaces in the community for people who were leaving an institutional setting. Like our founders, we believe everyone has a right to live a full, rich life with dignity and respect, engaged with and connected to others. That’s why we continue to work to make our homes and programs more welcoming and why getting people out into the community is so important. It’s also why we have voluntarily undergone rigorous review as a CARF accredited organization since 1999. In November 2024, we underwent intense scrutiny by a team of CARF surveyors and were again awarded a three-year CARF certification. HGA is dedicated to continuous improvement. Learn more about CARF on page 2.

HGA was also awarded a grant from the Federal Home Loan Bank of Indianapolis (FHLBI) to help build a new home! We will be breaking ground in May 2025. Watch for more details soon. If you’d like to support this project, go to <https://bit.ly/HGACommunityFund/> We’re excited for another year of growth and improvement here at HGA!

Warm regards,
Myra Dutton, JD

HGA BOARD MEMBERS

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Ashley Siegel, Vice President

John Mahoney, Treasurer

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Peter Bialik

Julie Cutler

Dr. Debra Schultz

Mary Purtee

Craig Howell



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

Welcome!

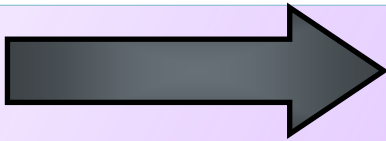
In December 2024, HGA welcomed two new additions to our team. **DelDeayne (Del) Merrill** as our new **Muskegon Regional Program Manager** and **Rebecca Rettig** as the **Home Manager** for Virginia's House in Muskegon. Del and Rebecca will help in continuing to fulfill our mission of providing exceptional care to our residents.

In January 2025, we had several new staff join our team. **Kaitlyn Walwood** and **Steven TerMolen** are HGA's new **Recruiting Specialists/HR Generalists**. We are excited about their expertise in helping to ensure we continue promoting a positive and effective work environment. **Sofia Dekker** joined as the new **Assistant Manager** at one of our Muskegon homes. Her leadership and commitment will provide a valuable contribution to the home and it's residents.

HGA is thrilled to welcome our new **Direct Support Professionals**:

- **Egypt Hooker**
- **Anaria Sandifer**
- **Jasmine Cooper**
- **Miki Cain**
- **Lillian Mickevich**

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."

HGA Support Services is proud to be CARF Accredited

Since 1966, CARF®, or the Commission on Accreditation of Rehabilitation Facilities, has been a primary independent, nonprofit accreditor of human service providers and networks. Through a consultative accreditation process, CARF® promotes the quality, value and optimal outcomes of services for rehabilitation facilities and persons served by those facilities as well as the communities they are responsible for.

By obtaining CARF® Accreditation, service providers are able to demonstrate to their stakeholders, persons served and their families that a stringent approval process has been completed to obtain accreditation. CARF® Accreditation is evidence that HGA Support Services has met internationally recognized standards and has demonstrated a commitment to quality assurance and improvement as an organization.

To become accredited by CARF®, organizations must demonstrate a high degree of internal quality, investment in the involvement of services provided to persons served, cohesion among staff members among all levels found in the organization and an enhanced status on services which they are certified for. HGA has been fully accredited by CARF continuously since 1999. We were recertified for the next three years in November 2024.

Leon R., Rex Support Professional

Leon has worked for HGA for six years. When he's not working, Leon enjoys fixing cars, playing video games, and spending time with his family. He is currently attending college courses to pursue a career in healthcare.

Leon's compassion shines through his individual connection he has with each resident. The guys see him enter the door of Rex Street and they each have their own special way of greeting him from a belly bump hello to a high five.

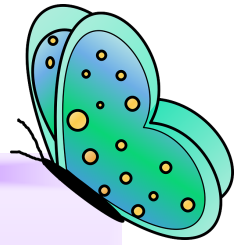
He is always finding little things most of us overlook to clean, fix and take care of, like cleaning the air ducts or adding windshield washer fluid to the van. Leon also will come in to save many of us even when he is not on the clock. He has helped staff start their cars when they have dead batteries so they can get home. His heart shines through his actions.



Anna B., The Woods Support Professional

Anna has been a direct support professional at The Woods North Home for roughly one year. She has shown so much growth and improvement over the past three to four months.

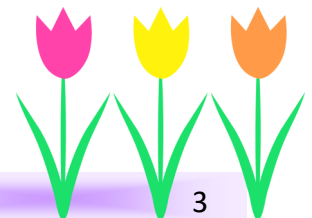
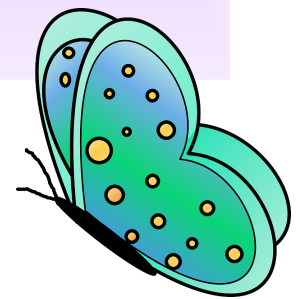
Anna is always on time for her shift and always puts the needs of the people we support and serve first in everything she does. She is fully committed and dedicated to those we serve at the Woods home. Anna enjoys singing, reading, Legos and pretty much anything creative. She also enjoys playing games like Sims or Animal Crossing.

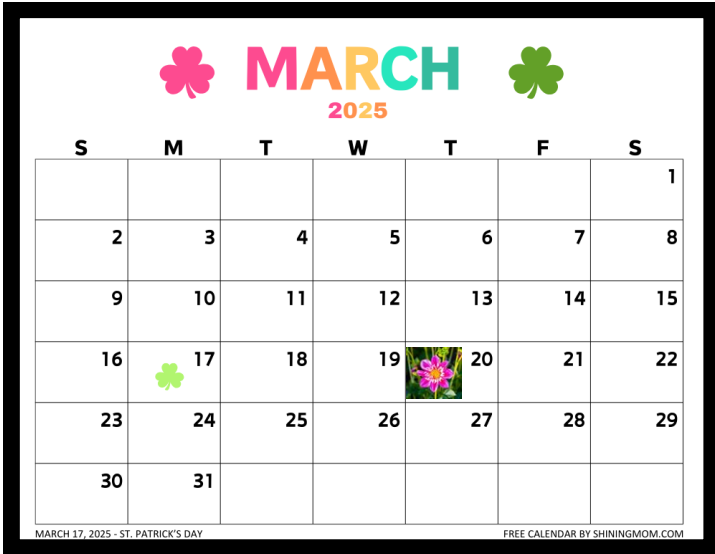


STAFF HIGHLIGHTS

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 each and every one of them 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





UPCOMING EVENTS

**Spring Fling hosted by Rex House—March 20, 2025,
Time: 11am-1pm
Rex Community Center, 201 E. Maple St., Fremont**

**HGA Bowling Fundraiser—April 17, 2025
Time: 5:45pm (check-in) - 6pm (start time)
Northway Bowling, 1751 Evanston Ave., Muskegon**



Join us for:

**Inclusivity in Focus: Community Screening of Crip Camp
Tuesday, April 15, 2025 from 6-9 pm at the
Frauenthal Theater, 425 W. Western Avenue, Muskegon, MI
49440**

PLEASE
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HGA SUPPORT SERVICES

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