



September 21, 2023

Mr. Grant & Team,

I was thrilled to learn that **Erica Pahua** had applied to receive a CON for **Interim Healthcare**. I've professionally been associated with her in the field of Gerontology and am very impressed with her drive towards community engagement both with low-income seniors and the Hispanic community. She is experiencing great success reaching two of the growing demographics in middle Tennessee: older adults and minorities.

As a Gerontologist working with primarily low-income clients, there are many gaps in service due to geography and demographics. My practice focuses on holistic well-being during the lifespan from age 64+ at initial Medicare through the dying and funeral processes. I'm highly motivated towards informed consent during the planning, implementation, and execution of care planning. I believe this is exactly what Erica is doing in her role. As a bilingual, female nurse, she is crossing communication barriers to reach those who may not have had access to or comfort in gaining care.

As you know, some of the well-known, large corporations are accustomed to accepting mainstream clients and may deny or miss other demographic or geographic clients in their peripheral. Many of them have been doing the same things in the same ways with the same methods for years. Given the frightening statistics of the coming census of older adults, we've got to think outside the box to meet people where they are.

Part of the problem is that so many American businesses operate as if the only intervention for aging is healthcare. I firmly believe that the best way to alleviate the CON congestion process is to consider the key differences and what can be brought to the table in ethical variety. I understand this may mean culling some of the existing certificates and I don't envy your job.

If I can ever be of help to you, please reach out to me!

Thanks so much for your time,

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