



To Whom It May Concern,

I'm writing this letter of reference for Arthur Marshall (AMI) and their Strategic Partnership Program. Alcona Citizens for Health is a Federally Qualified Health Center with 40 locations. We are the primary access point to healthcare for the majority of rural Northeastern Michigan. Recruiting and retaining physicians, advanced practitioners, and dentists to our rural locations has always been challenging at best.

I worked with Arthur Marshall's consultant when he was at another national recruitment firm. I'd been recruiting providers for several years at this point but grew to count on his consultation regarding current trends throughout the market. This led to our first recruiting engagement. His PRIOR firm sent a young recruiter that made it clear that this was his first search and that he was nervous. Needless to say, I was less than impressed with their recruiting team. With such an inexperienced recruiter working the account I eventually ended up having to do most of the work and filled the search on my own.

When I was contacted by Arthur Marshall, the thought process behind the move was explained and their new Strategic Partnership Program was discussed. The message about AMI investing significantly in tenured recruitment professionals all while lowering their fee structure was appealing. My role had also changed in the interim, and I was now tasked with staffing all 40 locations, so I gave Arthur Marshall a chance to show me how they could be successful on such a grand scale.

Our AMI recruiter has over 15 years' experience and helped us build stronger opportunities which put us in a better position to compete for quality candidates. He's a true consultant, not just a recruiter. The success we've experienced with Arthur Marshall has helped me introduce a system wide recruitment partnership with our executive team that's gone exactly as Arthur Marshall promised. I recommend Arthur Marshall to any large organization that's looking for a professional and cost-effective recruitment partner.

Sincerely,

Susan Kaderle

Director of Provider Recruitment & Engagement

Alcona Health Center