

# CRYSTAL ARLENE KUYKENDALL

Doctor of Education  
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March 3, 2023

Mr. Benjamin E. Toney  
Executive Director  
Valley-Bridge Treatment Center  
28 S. Broadway Street  
Baltimore, MD 21231

RE:

Dear Mr. Toney,


I am sending this letter with a very grateful heart. While I have not had a chance to meet you in-person, or visit the Valley-Bridge Treatment Center, your professionalism, courtesy, caring, and kindness have endeared you and the Valley-Bridge "family" to me. You and I first met nearly 2 months ago when I called to inquire about the availability of your facility for treatment for my nephew. Since our very first conversation, you have been exemplary as an executive and service provider.

\_\_\_\_\_ is a 33 year old father of 3 young sons he loves dearly. Despite his recent incarceration, I have never stopped believing that his acumen and ambition to succeed will take him far. The obstacle to the fulfillment of his potential and use of his God-given gifts has always been his addiction. In our conversations, you were quite convincing in providing assurances that Valley-Bridge will be the perfect placement for

Your alacrity in returning phone calls to me and all parties involved has been impressive and deeply appreciated. Moreover, on many occasions, you went beyond the "call of duty." Your diligent efforts to get \_\_\_\_\_ released from incarceration, transferred to Valley-Bridge and treated at Valley-Bridge, have not only been endearing but deeply appreciated.

I can only pray that you will reap all of the good will that you have sown with such welcome aplomb. I will continue to spread the "good news" about all of the assistance I received from you and Ms. Janet Neale, with whom I spoke initially. I can only hope that the rest of your staff has just a fraction of the compassion and competence I have received from you. Thanks again for outstanding efforts as a "Merchant of Hope" for so many who have been paralyzed by their addictions. I am sure all of the families you have served are as appreciative as ours. May God forever BLESS YOU BOUNTIFULLY!

Best Regards

  
Crystal Kuykendall

Magnifying the Power of "Merchants of Hope"®

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