

**From:** "Roy Serpa"  
**To:** "Kimberly A. Sylvia"  
**Cc:** "David Sylvia"  
**Sent:** Tuesday, February 25, 2014 10:14:00 AM  
**Subject:** Re: My Son Brenden Sylvia

Kimberly,

Wow!

What a journey and inspiring story about Brenden! I am so glad to hear how he is doing and that in some way we were a launching pad for him and your family.

Frankly though, it is your son who has done the hard work and changed his life obviously with the support of his family (you & David) and Jim Kerr!!!

I will pass on to our team if it is OK with you this letter to me. Let's stay in touch and I am so happy to hear about how he is progressing in his life goals and know much positive things are ahead!!!

Most Regards,

Roy M. Serpa  
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On Feb 25, 2014, at 7:35 AM, "Kimberly A. Sylvia" wrote:

Dear Mr. Serpa,

I am writing on behalf of our experience with Lakeview. Unfortunately and fortunately our son Brenden entered your treatment facility in January 2013 and then once again in July 2013. As you know and have heard from many family members, watching our son become an addict was the most horrific experience of our lives.

Brenden struggles with both addiction and bipolar disorder. During both his treatment periods I understand he was not the most enthusiastic and cooperative patient. During his second visit in July both the staff at Lakeview and my husband and I believed he would do better. Your treatment center saved his life and our sanity.

Brenden has over 220 days sober. Although your treatment was the main life saver I have to tell you that his real success and recovery came from being introduced to Jim Kerr and Brenden going to stay at his half way house. I can't express or emphasize more to you how that one single man saved my son and gave him a new beginning.

Jim was not only Brenden's landlord at the halfway house but he also became Brenden's sponsor. Jim went above and beyond to help Brenden succeed. His calmness, wisdom and support helped Brenden get through many tough situations.

My son is a totally new person. He has a job, a savings account, self pride, respect, happiness and a sense of duty to help serve others. I had the great fortune of meeting Jim last month and it is impossible to say the right words to thank a person for saving your child's life. Jim saw in Brenden what we as his parents always new, that he was kind, ambitious, loving and totally worth saving. Jim became the mentor that I prayed Brenden would find.

Although Lakeview was the key to the beginning of his success, your connection and partnership with Jim Kerr and his halfway house has made Brenden a true success story. I realize he is still vulnerable and he still has obstacles to overcome but he called me last week to say he was having a good day and he was happy. When I asked what in particular happened he said "I'm just happy for my new life." Brenden is only 22, he never went away to college and he's never left home. Yet, he is happy, working and working the program daily while being half way across the country with no family. Jim has become his family.

Last January Brenden left treatment and spent one night in a halfway house in Boston. Those were the worst conditions I had ever seen in my life. The place was so unsanitary and had zero support that Brenden came home the next day and you know the story because he was back at Lakeview in July.

Going to Jim's house, which is very clean, organized and has true support was a major factor in helping Brenden feel safe. The halfway house does morning meditation together and Big Book studies weekly. They hold each other accountable for chores, behavior and actions. It's really exactly what Brenden needed.

I can't thank you and your team enough for helping my son, who by the way goes to Lakeview on Saturdays now to help with a Big Book study. I also want to thank you for ensuring that you have partnered with reliable halfway houses and have a relationship with Jim, who has saved my son. Although Brenden has moved out of the halfway house and is renting a room Jim continues to mentor him on a DAILY basis and provides Brenden with the support and wisdom that we as his parents just do not have. Jim has also worked directly with us to ensure Brenden's success.

Brenden came home for Christmas and Jim spoke to us several times guiding us and giving us realistic rules and expectations for the visit. He was truly concerned about Brenden's visit and called him everyday while he was home (4 day visit). Jim was so concerned that I had to promise Jim that we would get our son back to HIM safely. True story!

Thank you, thank you, thank you, for your team and the wisdom to help your patients with next phase of their recovery after leaving the treatment center.

With much gratitude.

Kim & Dave Sylvia