

**The Mooring House  
Men's Facility**

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**The  
Mooring Programs, Inc.**  
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**Casa Clare  
Women's Facility**

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February 10, 2017

To whom it may concern:

I have known Jeff Ryan for over 20 years. Most recently, I have had the pleasure of working closely with Jeff as our Clinical Director at The Mooring Programs in 2016. Jeff's knowledge and experience working with Substance Use Disorders clients, especially those individuals who have been exposed to and suffered from emotional and physical trauma, has been very helpful to our agency.

Additionally, as an agency, we had decided to become proficient in the use of Motivational Interviewing counseling skills. Jeff was charged with introducing us all, clinicians, support staff, and management to those concepts as well as map out a training strategy for the entire organization. This continues to be an ongoing process for us, but Jeff was very effective in laying the initial ground work, finding an expert instructor in the field of Motivational Interviewing and facilitating intensive two days of training for our entire staff. As important, Jeff set in place an ongoing training model to help us implement, review our progress, and hone those skills we learned during those two day training days. This ongoing training model continues today, six months later. The results are that we have an organizational culture that respects and utilizes a Motivational Interviewing approach in working with our clients.

Another way that Jeff was helpful was in the area of overall quality improvement with our intake process all the way through our discharge process. Jeff's client centered awareness helped us identify areas where we could focus more on strength based approaches as we staffed and discussed each client's progress in the treatment process and made discharge recommendations.

Jeff has a keen awareness of how the brain functions, especially in those suffering from mental health and substance use disorders and he is quite adept at imparting his wisdom with other professionals. Jeff is an outstanding trainer with a wonderful ability to engage his "students" and help people grasp concepts easily.

It has been educational working with Jeff and as a result, The Mooring Programs is more effective in working with our clients.

Sincerely,

Jamie Loehnis  
Executive Director