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*A letter from our CEO, Cindy HerdmanIvins:*

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August 1, 2016

On behalf of our highly trained and dedicated staff at Family Service Association, South Jersey, I would like to take this opportunity to THANK YOU for choosing Family Service Association, South Jersey, for your behavioral health needs. FSA remains fully committed to all members of our community to provide quality, competent, behavioral health and supportive services of relevance to you and in keeping with our mission:

*“Improving the quality of life for individuals and families in our community”*

The last few years have brought many changes within the medical and behavioral health service systems. At FSA, we view change as opportunity and as such, have worked to implement changes within our service delivery to offer families easier access to appointments, services, and linkage:

- Easy access to our services by way of our centralized toll free number: 1-877- 272-2331
- Increased staffing to offer additional appointment time with varying appointment hours
- Additional medical provider hours per week to include weekly medication groups to address urgent medication issues
- “Whole person” treatment to include working with your pediatrician and/or primary care physician
- A safe, calming environment for you and your family
- Quick access to a Navigator Case manager to immediately identify and address basic need issues such as financial, insurance, housing, food, and clothing
- Increased weekly hours of an onsite LPN to address medication, pharmacy, medical, insurance authorizations, and testing needs
- Increased use of screening tools to assist individuals and families in the identification of physical and emotional areas of concern
- Paperless documentation to decrease the amount of opening paperwork
- Quality behavioral healthcare provided by advanced licensed, highly trained professional and support staff
- A spectrum of support and clinical services for individuals and families

These are just a few of the changes we have made at FSA hoping you and your family receive the support, hope, and healing you have come to expect from us.

Thank you again for choosing Family Service Association, South Jersey to serve and assist you.

Sincerely,

Cindy HerdmanIvins  
President/CEO



*Improving the quality of life for individuals and families in our community*