

Strategic Network Partnership Empowers Family Service League for Success

Overview

Family Service League (FSL), established in 1926, is a Long Island, NY non-profit human service organization that touches the lives of 50,000 people annually, delivering tangible help and crisis intervention across a spectrum of service areas, including mental health counseling, addiction prevention & treatment, housing, job training, trauma counseling, early education, family, and senior support services, and a 24-hour hotline and crisis care facility. In all, FSL offers 60+ programs at over 20 locations throughout Nassau and Suffolk Counties.

The Challenge

In human services, seamless, reliable connectivity and communications are not just a necessity but a mandatory lifeline. That's why FSL looks for a provider who understands the unique connectivity needs of each, often-dissimilar, FSL program. Solutions must be innovative and be able to grow and evolve along with FSL's needs. Fast Internet, reliable Voice products, increased reliable bandwidth, collaboration tools for staff across multiple locations, and adherence to stringent HIPAA requirements are paramount.

In February 2019, FSL opened Dash, a 24-hour crisis care center for children and adults struggling with severe mental health and addiction issues. Dash is an innovative alternative to hospital emergency rooms and traditional physicians' offices with a suicide prevention hotline. Operating 24/7, the hotline demands uninterrupted service and a seamless ability to route calls to multiple organizations, including 911, adding intricacies to the communication network. FSL needed an effective and reliable call management solution.

The Solution

For over a decade, FSL has relied on Lightpath to reach their mission-critical goals to care for those in need. "We have depended on Lightpath as a technology partner and resource for innovative connectivity solutions, and we value our relationship with our Account Executive Lauren Castellano, Sales Engineer Andy Sciacca, and their whole engineering team. They have helped support our expansions to become Long Island's leading non-profit provider of human service programs and crisis care," states Karen Boorshtein, FSL's President & CEO.

In February 2019, FSL opened Dash, a 24-hour crisis care center for children and adults struggling with severe mental health and addiction issues. Dash is an innovative alternative to hospital emergency rooms and traditional physicians' offices with a suicide prevention hotline that relies on Voice connectivity and Contact Center products for effective call management. Operating 24/7, the



Location:
Long Island, NY

Industry:
Non-profit Human
Services

Solutions Used:
Voice
Contact Center

hotline demands uninterrupted service and a seamless ability to route calls to multiple organizations, including 911, adding intricacies to the communication network.

Lightpath collaborated closely with FSL to understand their unique needs for Dash and designed comprehensive Voice connectivity and Contact Center solutions that would provide the effective and reliable call management FSL needed. Acting as a strategic network partner, Lightpath was able to deliver state-of-the-art Internet, Voice, and Contact Center solutions tailored for FSL's mission success.

The Outcome

The solutions deployed by Lightpath helped DASH turn a crisis into a plan for recovery for those Long Islanders seeking immediate assessments and treatment. To date, DASH has seen 19,915 people since its inception. The mobile crisis team has engaged 5,469 individuals, and the call center addressed 73,763 calls. Whether it's fast, secure, and reliable Internet, increased bandwidth, secure Voice and Unified Communications across facilities, Cloud migration, or helping to ensure HIPAA compliance, Lightpath continually and strategically aligns its solutions to support FSL's needs and reduce complexities.

And as FSL evolves, so do the innovative solutions provided by Lightpath. "It's a sign of our great relationship with Lightpath that we keep evolving and improving our network infrastructure, data connectivity strategy, and operations," adds Robert Moerland, FSL's CIO. Fast Internet, reliable Voice products, increased reliable bandwidth, collaboration tools for staff across multiple locations, and adherence to stringent HIPAA requirements are paramount.

Lightpath's role as a strategic network partner has pioneered the way forward for FSL. Lightpath is an innovative technology partner committed to supporting the growth and change that empowers improved and expanded services so that FSL continues to succeed in their mission-critical goals to care for those in need.

To learn more about how Lightpath's strategic collaboration and innovative technology solutions can elevate and empower your organization, call 877-544-4872 or visit lightpathfiber.com.