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FEI Recognizes Employees for Outstanding Customer Service FEI Behavioral Health Announces 2011 Amy Kallas Customer Advocate Award Winners

MILWAUKEE- Jan. 30, 2012 - FEI Behavioral Health, a leading Milwaukee-based crisis management, EAP, and wellness services company, is pleased to announce Diane Barbieri and Dan Potterton as the winners of the *2011 Amy Kallas Customer Advocate Award for the 4th Quarter* and *2011 Amy Kallas Customer Advocate of the Year Award*, respectively.

Diane Barbieri is the winner of the *2011 Amy Kallas Customer Advocate of the 4th Quarter Award*. She has dedicated 21 years of service to FEI, working in numerous areas of the organization. Diane currently is a business development specialist and manages the critical function of sales support and contract management for the business development department. Throughout the years, her work has shaped many clients' experiences with FEI and has set a high standard for the level of customer service clients have come to expect when doing business with FEI.

Dan Potterton, *2011 Amy Kallas Customer Advocate of the Year Award* winner, is a 25 year veteran in the healthcare and EAP/managed care industry. As FEI Chief Operating Officer, Dan oversees all customer facing functions of the organization. He directly manages many of FEI's largest accounts and is also responsible for the strategic direction of FEI's Crisis Management Services.

The Amy Kallas Customer Advocate Awards program was created in loving memory of one of FEI's most dedicated customer advocates, Amy Kallas. These awards are given quarterly as a way to recognize and honor FEI staff who have consistently exceeded customer expectations and made a profound difference in the business of our customers. Additionally, a customer advocate of the year award is given to the employee who most fully embodies FEI and its mission to provide unparalleled customer service and devotion to the business of our customers.

FEI receives nominations for these respected awards based upon recommendations from current customers as well as internal staff. "Both Dan and Diane represent the commitment and dedication that FEI has shown our customers for over 30 years," said Ted Ucen, President of FEI. "On behalf of our customers and all of FEI, I want to thank them both for making a difference each and every day for our customers and their employees."

For more than 30 years, FEI Behavioral Health has been a trusted partner in protecting and enhancing workforce effectiveness and organizational resiliency. FEI offers flexible solutions for the full spectrum of workforce resilience goals, from crisis preparedness and management to EAP and wellness services. The company is part of Families International Inc., and integrates its mental health expertise and critical incident experience to provide emotional support and assistance in times of crisis both onsite and by phone. More information about FEI Behavioral Health is available at www.feinet.com.

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