

Staff Directory

Chief Executive Officer

John Powers

Chief Financial Officer

Michael Wehling

Director of Operations

Shelly Hart-Keller, Lincoln/Hastings/G.I.
John Hoffman, Omaha

Clinical Director

Michael R. Neise, PhD

Consulting Psychiatrists

Michael Coy, MD
Monica Ghosh, MD

Continuous Quality Improvement (CQI)

Coordinator

Cinda Konken

State Services Coordinators

Tracy Hortman, Omaha Mindy Curtis, Lincoln
Peggy Michalski, Hastings/G.I.

State Services Supervisors (Omaha)

Andrea Jacobs Radiance Klein
Angela Ertzner (Escort)

State Services Supervisors (Lincoln)

Leigh Loskill Brent Fuhr (Escort)
Michelle Hartman Emily Wesseln (Escort)
Sarah Stoddard (Hastings/G.I. Office)

IFP Coordinator

Cinda Konken, Lincoln

CTA Coordinator

Deb Duerr, Omaha

Therapy/CTA Coordinator

Dani Kessler, Omaha Jolene Herrell, Lincoln

CTA Supervisor

Jen Stehlik, Omaha

Foster Care Coordinators

Robin Chadwell, Omaha
Rebecca Dacus, Lincoln (TFC)
Nanette Simmons, Lincoln (ABFC)

TFC Supervisors

Sharon Heckathorn, Omaha
Tiffany Redmond, Omaha
Monica Zinke, Omaha

ABFC Supervisors

Cory Glause, Lincoln Paula Gepson, Omaha
Misty Crow, Omaha Wyonne Harper, Omaha

Behavioral Learning Center Director

(A Lincoln-Based Program)

Jennifer Baum, Lincoln

CCAA Evaluator (An Omaha-Based Program)

Kevin Berryman, Omaha

ICCU Supervisor (Lincoln)

Tonya Beckenhauer

ICCU Coordinators (Lincoln)

Jen Buresh Julie Mason Shawn Trimble
Shawna Keller Shawn Martindale
Lisa Kreifels Ty McGhee
Deb Mabon Kathy Miller

A Visinet, Inc. Publication

March 2006

From the Directors Desks

Contributed by John Powers, CEO

Mike Wehling, CFO

Shelly Hart-Keller, DO Lincoln/Hastings/G.I., John Hoffman, DO Omaha

The phrase being culturally competent is used to express the recognition of other cultures. At Visinet we take the competency level of our staff very seriously. It is the expressed philosophy that all of our staff is exposed to information that increases the knowledge base of the individual. The importance of integrating service plans with culturally competent goals is critical to the success of the client.

As part of the agency's foundation training each employee is provided the opportunity to expand their knowledge in this area before they begin to work with clients and community professionals. Our program is taught by a certified trainer and is designed by the Continuous Quality Improvement team to reflect the make-up of those receiving services.

On-going training in regards to cultural competency is expected throughout the year. All employees are required to seek out information in regards to a client cultures that were not covered in the training. Supervisors and administrative staff are available to assist with finding resources to provide best practice for every client.

Employees are encouraged to bring in updated information to better assist with providing service to families.

JOB OPENINGS

Visinet, Inc. is accepting applications for the following:

SALARIED POSITIONS

Foster Care Specialist

NON-SALARIED POSITIONS

Foster Parents

Therapists

Supervised Visitation Specialists

Community Treatment Aides

Mental Health Transportation Workers/Escorts

Family Support Workers

"Visinet, Inc. employees are responsible for the information contained in this newsletter."

Family Centered In-Home Services



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Eastern Service Area

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STATE SERVICES SOUND OFF

Contributed by Tracy Hortman and Mindy Curtis

When a Protection and Safety Worker (PSW) sends Visinet a supervised visitation referral, they are assuming that the parent/s know how to parent effectively. Visitation Specialists (VS) are responsible for redirecting parents when they violate any visitation rules. VS's are also responsible for terminating the session—if they need to redirect the family twice during any visit. VS's need to ensure that they are following redirection and termination protocol and reflecting this accurately on Service Assessments. If a parent frequently requires redirection, Visinet will recommend that the PSW switch the service to Family Support to properly serve the family and support the goal of reunification. Please follow the redirection protocol to ensure that families are receiving the support that they need.

Similarly, Visinet is ensuring that families are receiving adequate support by changing the Family Support program. FSW's will now assess parents on parenting, community, and individual needs. The Supervisor, with the assistance of the FSW, will then create measurable, realistic goals for the family. The FSW's will use the STEP parenting manual to educate the family and will continue to utilize other resources as needed. This new Structured Family Support format will provide our families, PSW's and FSW's with an outcome-based approach to Family Support services. These changes will take effect for any Family Support cases that were referred after January 1st, 2006 and for any cases that reauthorize after January 1st, 2006. FSW's will receive Structured Family Support training during our monthly, mandatory meetings, and FSW's can also receive training from their individual supervisors.

As of Monday, February 27th the Omaha Visitation Center will be open Monday through Friday 12p-8p and Saturday 10a-3p. Please talk with your families about rescheduling sessions. Sorry for the inconvenience.

IFP POINTS TO PONDER

Contributed by Jim Livingston and Cinda Konken

All Pre Treatment Assessments are due to the Coordinator 2 weeks after the initial intake session. If you need any of the information off of the PTA for the Master Treatment Plan you will need to make a copy of the PTA. This document needs to be in the client file before doing the Master Treatment Plan. All Pre Treatment Assessments need to have goals written in complete sentences with objectives. This is your treatment plan before writing the Master Treatment Plan at the 4th week. If you have any questions ask your supervisor.

All IFP progress notes should follow the progress note example provided to you by your Coordinator. If you do not have an example of the progress note or need any clarification regarding note completion, speak with your coordinator.

The Lincoln IFP program currently has an opening for a Skill Builder and a Therapist. If you or anyone you know is interested, please contact Cinda Konken.

TREATMENT/AGENCY BASED

FOSTER CARE FACTS

Contributed by Robin Chadwell, Nanette Simmons, Rebecca Dacus

All foster parents need to have 24 hours of in-services per year. They must be certified in Mandt, CPR, and First Aid. There will be several other trainings to attend and articles for foster parents to read in order to receive in-service hours. Please remind foster parents to fill out the in-service forms as they complete their in-services. Visinet Inc. will track the hours that the foster parents complete.

Through Visinet Inc.'s accreditation process the foster care program has implemented some new forms and policies. Visinet Inc. will be requesting from the case manager or legal guardian developmental testing when a youth comes into the foster care program that is under the age of 5 within 30 days of placement. Also, there are some new checklists that the foster care team will be utilizing to verify the foster homes are safe and clean. The foster homes will be evaluated on a yearly basis. Through our accreditation process, it will help ensure that Visinet Inc. is providing quality foster care services.

Attention:

Visinet currently has a contest going on for our foster parents. The foster parent who recruits the most foster parents to Visinet Inc. will receive an additional bonus. Word of mouth is the best resource for recruiting new foster parents. If you know quality individuals that are interested in providing foster care, have them contact Darin Severson in Omaha 898-8881 ext 1032 or Nanette Simmons in Lincoln 464-8866 ext 1022.

Visinet, Inc. offers a complete full-time benefits package including medical, dental and life insurances, 401(k) plan with company match, paid time off and more. Contact your service coordinator for more information, see if you qualify and find out the requirements.

OUTPATIENT SERVICES

Articles contributed by Dani Kessler, Jim Livingston and Jolene Herrell

CTA CONNECTION

Allow teens to be different within limits. There is a twofold thrust to this suggestion. First, teens will adopt different language, dress, and behaviors as part of the separation process. This is healthy and must be accepted within reasonable limits. Second, early adolescence is a time when teens are struggling to define personal values and directions, and some freedom to do so is necessary. Frightened parents who prematurely over-react to newfound career possibilities (e.g. not going to college, becoming a rock star) often inadvertently reinforce the commitments to the offending alternative. An accepting openness and patience help immeasurably—especially when they are communicated by secure parents who don't feel that a teen has to be a lesser version of themselves.

Get to know the parents of your teen's friends. There are several very sound reasons for this suggestion. It's nice to know others who are experiencing the same parental hardships with their children that you are with your teen. When you get to know those parents (at least on the telephone), you already have a relationship and it's easier to call when you sense trouble or there's a problem. You also get a sense of how effectively those other parents do their job. This last kind of information helps you better protect your teen if the other parents' responses are found lacking.

BEHAVIORAL LEARNING CENTER

Contributed by Jenny Baum

This month the BLC has 12 full-time all day youth attending the child care center. Please remember that the BLC is not a traditional child care center. We offer specialized services to youth ages 2 to 12 who may require a higher level of supervision and structure than what is provided in a traditional child care center. We offer services to children that have mild to severe behavioral problems and/or who have not been successful in other child care centers. So, this means the BLC staff needs to be organized, creative, prompt, able to think quickly on their feet, and most of all be patient. The BLC staff follows a strict consistent schedule, and this helps our special-needs children get through their day successfully.

Lastly, spring break for the LPS children is coming upon us quickly. The youth will be out of school from Monday, March 20 through Friday, March 24. The BLC will be full of energy during the break. Please note that during the spring break the daily schedule will continue.

All Visinet, Inc. field employees are required to attend a 30-minute weekly meeting with their supervisor. Employees in a dual role will attend weekly meetings with each supervisor. If you cannot attend your scheduled weekly meeting you must call your supervisor in advance to reschedule.

IN-HOME THERAPY NEWS

The Nebraska Medicaid Managed Care Program provides assistance with member transportation to the provider's office for medication management and therapy (individual, family, and group). Transportation arrangements may be requested by calling Magellan Behavioral Health at 1-800-424-0333 at least 48 hours prior to the appointment. **If the provider of choice is more than 30 miles from the client's home, the following rules must apply before transportation can be authorized:**

- There is not a network provider closer to the client's home
OR
- The member has recently relocated and transition from the current provider to a closer provider is occurring (1 month transition time may be authorized).

If the member chooses to utilize a provider outside of their home area and does not meet the above criteria, the member will need to arrange and fund their own transportation to and from therapy.

Members/family members may be eligible for reimbursement for mileage to the provider's office via wrap funding, at a rate of 37.5 cents per mile, by submitting a written request to Magellan Behavioral Health. The rules listed above also apply to mileage reimbursement. The request should include the following information: 1) Client Name, 2) Provider Name, 3) Transportation provider name, address and social security number, 4) Date(s) of service and 5) Signatures of provider and transportation provider. **Reimbursement takes 6-8 weeks to process.**

Families of clients at a sub-acute or acute level of care may request assistance with transportation to the client's current placement for the purpose of participating in family therapy. Transportation for social visits is not a benefit of the managed care plan. A request to arrange transportation (and lodging as necessary) must be made to Magellan 2 weeks prior to the appointment. In addition, Magellan may be able to arrange reimbursement for families who provide their own transportation as described above.

As of Monday, February 27th the Omaha Visitation Center will be open Monday through Friday from 12pm-8pm and Saturday from 10am-3pm. J

Judge Crnkovich will be the guest speaker in Omaha on May 5th from 12pm-1pm during monthly supervisions.

IN-SERVICE OPPORTUNITIES

Mark your calendars for upcoming CEU's:

Omaha:
Annual Safety Training:
Friday, March 10th from 9am-12:30pm in Omaha

First Aid/CPR:
Friday, March 17th from 9am-2pm

MANDT:
Thursday, March 23rd & Tuesday, March 28th from 6pm-9pm
(*Must attend both nights.)

Lunch & Learn:
Friday, March 24th at 12pm
Presenter: Pauline Williams from the Foster Care Review Board



VISINET, INC.

- Treatment Foster Care
- Agency Based Foster Care
- Intensive Family Preservation
- Individual and Family Therapy
- Outpatient Psychological Services
- Outpatient Psychiatric Services
- Comprehensive Assessments
- Behavioral Learning Center
- Community Treatment Aide
- Crisis Intervention
- Family Support
- Supervised Visitation
- Escort/Transportation

PHILOSOPHY

Visinet, Inc. believes that working with the entire family within their natural environment is essential. Service design must be individually tailored to suit each family in order to implement the most effective methods, thereby reducing significant barriers. Visinet stresses the need for culturally competent professionals that have the ability to assess clients within the family's own cultural and social context. We believe that everyone receiving services will develop best within the framework of respect, accountability, and open communication.

MISSION

Visinet's mission is to provide families and individuals with a stable, nurturing and secure environment for the promotion of healthier family functioning. We encourage people to be self-sufficient; utilizing community resources when necessary. Every effort should be made to prevent extended out of home placement and maintain the least restrictive environment possible.

GOAL

Visinet's goal is to provide families and individuals the skills necessary to improve their quality of life.

SERVICE ANNIVERSARIES

Omaha Office:

8 years
Florida Cyrus
Jill Wehling

6 years
Elaine Blickenstaff

5 years
Raechell Eddy-Jimerson

3 years
Cameron Kohles

2 years
Natalie Applegate

1 year
Amy Badding
Jeri Dixon-Weber

Lincoln Office:

4 years
Brent Fuhr
Vicky Settles
Nancy Walters

3 years
Teri Langan Dee

1 year
Shawn Martindale
Megan Mashek
Lynn Oborny
Cheryl VanMeveren

GI/Hastings Offices:

No March Anniversaries

COUNCIL ON ACCREDITATION (COA)

The Lincoln Advisory board met on January 24th and February 14th. The Advisory board reviewed the G3 sections in the COA manual and adopted the mission, philosophy, and goal of the Advisory board. The Advisory board adopted the Code of Conduct and agreed to the 2 year commitment. The Advisory board will be working on the long term goals at the next meeting and this was assigned as homework. Also, the board will be reviewing the policy and procedures for the next meeting as they were introduced and briefly reviewed at the meeting. The Advisory board is helping in the recruitment of foster parents by handing out flyers and setting up presentations. The Lincoln Advisory board will next meet on April 7, 2006. The Omaha Advisory board will next meet March 7, 2006 to review the same information from the Lincoln Advisory board meeting.

RISK MANAGEMENT

The Risk Management Committee is scheduled to meet again on February 23, 2006. We will be conducting quarterly safety walk-throughs in March. One of the primary responsibilities of the Risk Management Committee is reviewing incident reports. It has been an ongoing issue with informing Dr. Neise of any clinical type crisis, including safety concerns, aggressive incidents, suicide or homicidal ideations and/or statements and allegations of child abuse and/or neglect. Please make sure to review the Visinet, Inc. safety protocol and reporting expectations in the Employee Manual and in your Program Specific Manual. These incidents need to be reported to the appropriate supervisor and Dr. Neise on the day of the occurrence. In addition, please make sure the appropriate boxes are marked on the incident report form. There can be more than one box marked. If you have questions about proper completion, please see your Coordinator.

HUMAN RESOURCES, RETENTION, AND RECRUITMENT (HRRR)

The next **Lunch & Learn** in Omaha will be Friday March 24. Pauline Williams from the Foster Care Review Board will be speaking about the Foster Care system. The Lincoln office is scheduling a speaker and we will let you know when that is finalized.

Just a reminder about the **Employee Referral Program**. If you refer a qualified applicant for employment to Visinet, you are eligible to receive a \$50 gift card after the person is hired and completes their 90 day Introductory Period. You must complete the Employee Referral Form and the new employee's application should show you as the referring person. Recent \$50 gift cards have been awarded to Katie Hauptman and Twyla Schaub from Lincoln. Cameron Kohles (Omaha) referred two people and received \$100. Referring a qualified Foster Parent will also earn you a \$100 gift card.

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