

Staff Directory

Chief Executive Officer

John Powers

Chief Financial Officer

Michael Wehling

Director of Operations

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

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
Sandip Singh, Omaha

CTA Coordinator

Deb Duerr, Omaha

Therapy Coordinator

Dani Kessler, Omaha

Therapy/CTA Coordinator

Jolene Herrell, Lincoln

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
Duncan Evans, Omaha Misty Crow, Omaha
Wyvonne 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)

Julie Mason

ICCU Coordinators (Lincoln)

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

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April 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

According to the latest research, of consumers who experienced problems with a service, only 6% contacted the company, but 31% went on to tell friends and family. Of those, 8% told one person, 8% told two people, and 6% told six or more people. The study further found that out of 100 dissatisfied consumers, the business providing the service(s) stands to lose between 32-36 current or potential customers.

While this is less than the old rule of thumb which said that you typically only hear from 1 of 10 dissatisfied customers-the impact of negative word of mouth can be more devastating as the tools that amplify word of mouth are getting more powerful (such as email and other technological advances).

Through our satisfaction surveys and other methods to assess quality of service provision the aforementioned is a consistent theme that administration is often trying to battle. In order to assist in our efforts to combat negative word of mouth we need assistance from staff at all levels. Communication is often the key to countering issues that lead to negative word of mouth.

Inevitably, there will be certain individuals that attempt to sabotage the reputation and integrity of the agency, however, with everyone's ongoing commitment and dedication in upholding our mission and philosophy along with providing quality service provision to children and families, these comments will be put to rest.

As part of the Visinet, Inc. TEAM, please be sure to do your part in providing quality service provision. If you take a case, don't attempt to give it up because of an inconsequential reason, be consistent with the children and families that you serve, communicate with your supervisor and with the referral sources on a consistent, weekly basis, provide efficient, on-target interventions to assist the clients in the most effective manner, and continue to use family-centered, culturally competent practices. There are many resources available if you need assistance with any of these areas.

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."



VISINET, INC.

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STATE SERVICES SOUND OFF

Contributed by Tracy Hortman and Mindy Curtis

Spring is upon us and hardly seems like we had a winter. The State Services Coordinators and Supervisors would just like to remind field staff of a couple of important things.

Please remember when having to cancel or reschedule a visit that you contact all parties involved with the case. This would include foster parents, biological parents, Visinet office, and case manager. Visinet wants to ensure that children are not being left at schools or daycares without the appropriate parties being informed. If you cancel a visit you will need to make up that time to the family. If the parents cancel you do not have to make up the time to the family unless it has been requested by the case manager.

According to the contract that Visinet has with the Department of Health and Human Services it is required that Family Support Workers are giving the families that we work with an educational resource. Visinet has been working hard to get new resources in our resource library. If you have any that you feel would be beneficial for families please bring them into the office and get them approved by your supervisor. If you feel Visinet needs to have more variety of resources on a particular topic please inform your supervisor. It is very important that the resources that you are giving your families are in some way associated with the goals that the case manager has put into the referral. Please make sure to document what resource you are working on during a session in your progress note. If you work on a resource for more than one session please document that also.

We know there have been many changes to the escort program please ask your supervisor of any questions you may have regarding the changes. Hopefully once we get all of the kinks worked out it will run smoothly. Please remember it is Visinet's policy that after a client no shows twice that transport is put on hold. Please call the escort supervisor if a client does no show you so it can be documented and we can schedule you for a different transport.

IFP POINTS TO PONDER

Contributed by Sandip Singh and Cinda Konken

All IFP progress notes should follow the progress note example provided to you by your Coordinator. Please do not leave bolded sections blank. You should put none assessed or none at this time rather than leaving the bolded section blank. Your Coordinator will be handing you a Documentation Review sheet if you need to make any changes on your notes and for helpful hints on your progress notes. If you have any questions please see your Coordinator.

Thank you for all of your hard work. We have been getting in many referrals and this is a direct reflection of the job you are doing with your families. We appreciate your dedication to provide families with the best services.

The IFP program would like to welcome Sandip Singh, the new Omaha IFP Coordinator. The Omaha office would like to thank the staff for their patience during the transition time and for working with Dr. Neise and John Hoffman.

The Lincoln IFP program currently has an opening for an IFP 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

The foster care team is continuing to recruit, train and license new foster parents. There is currently a contest going on for Visinet Inc. foster parents. The foster parents who recruit the most foster parents, may earn a \$500 bonus. Please call Darin Severson in Omaha or Nanette Simmons in Lincoln. There is a great need for foster homes and both the Lincoln and Omaha Foster Care Programs are growing. We appreciate everyone's effort in recruitment.

With summer time fast approaching, we are looking ahead for what the foster children will be doing. It is not too early to start preparing for when school is out for the summer. Please empower foster parents to make arrangements for where their foster child will be. There are a lot of options but they must sign the youth up early. The youth may be attending day care, summer school, camps or other recreational activities. Please encourage foster parents to plan ahead. Summer will be here before we know it.

The foster care team should review with the foster parents the appropriate supervision of youth in the home and community. The foster parents should follow the team's recommendations. The team is looking out for the best interest of the child, and what is safe and appropriate for the child.

Thank you to Robin for revamping several of the foster care forms. There are several new forms that include a lot of information that will help when reviewing the progress of the children.

Please remind foster parents that they are to have 24 hours per year (48 hrs for two years) for in-service hours. Foster parents need to fill out the in-service forms as they complete their hours. We will be tracking all in-service hours as they are completed.

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, Deb Duerr, Jolene Herrell and Jenny Baum

CTA CONNECTION

Helping Children Succeed in School

Are you working with a client that...

- Has difficulty getting homework done without being asked several times, or
- Loses assignments between home and school, or
- Postpones schoolwork until the last minute, or
- Has any number of other school-related problems

If you answered yes to any one of these questions here are some ideas that can help you when working with your CTA/CCTA client.

Helpful hints...

●Setting up time for homework – establish one central location for completing homework; keep the area as quiet as possible; set a specific amount of time for studying; and with children who have difficulty concentrating divide the study time into smaller periods.

●Helping with homework – be available and watch for opportunities to use praise; set a positive example by reading a book, balancing the checkbook, etc. while they study.

●Help the child organize their time and materials.

Contact teachers – attend open house and conferences, have weekly and even daily contact with the teacher either by phone or email, communication book.

A parent's involvement at school help children be successful. It also builds a child's sense of self-worth.

BEHAVIORAL LEARNING CENTER

All of the hard work and dedication is finally starting to pay off at the BLC. Not only are the numbers up at the BLC, but the behavior interventions that are being used at the center are being generalized at home. We have had several parents comment on how their child's behavior has decreased, so that is a great feeling.

The BLC will start a token system in April. This means that the children will be divided into 2 groups and each group will have certain goals to meet each day. If the groups have met their goals by the end of the week they will be rewarded with some type of positive reinforcement. The positive reinforcement may include: pizza party, movie and popcorn, extra outside time, play of their choice, choice of making home-made pizza, ice-cream sundae, build your own hotdog etc. We are really going to focus on their peer interaction and working as a team.

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

Please remember that if a referral source has requested CTA services or if Dr. Neise's MSE indicates CTA services are needed, a referral must be made within one week of the treatment plan. If you are not able to meet with a client who has a CTA, for the required amount of sessions, this must be documented in your collaterals. You must also inform the CTA Coordinator Also, please don't forget to mark on the time-sheet if the client has CTA services or not.

Please familiarize yourself with the agency's continuum of care. When you are talking with referral services, you should be able to give an overview of all of the programs Visinet, Inc. has to offer in order to provide the client with the best possible treatment. Remember that their will be a \$25 referral bonus to each personally generated referral.

There will be a \$100 referral bonus to anyone who recruits foster families for Visinet, Inc. The money will be distributed after the foster parent goes thru training and accepts their first placement.

Collaterals must be turned in every billing cycle, for every client. If you had no contacts simply document that on your form.

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

IN-SERVICE OPPORTUNITIES

Mark your calendars for upcoming CEU's:

Omaha

First Aid/CPR:

Friday, April 21st —9a-2p.

Mandt:

Thursday, April 27th & Tuesday, May 2nd —6p-9p. (*Must attend both nights)

Therapy Supervision:

Friday, April 7th—12p-1p. An informal panel of case managers will be available for questions and answers.

Calling All Mental Health Advocates...

"Celebration of Transformation in Nebraska:"

Monday, April 10th—11a-3p. Join various guest speakers for brief presentations regarding behavioral health services in Nebraska. Box lunches will be available. Flyers are available in the office or see your supervisor for more information.



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:

10 years Paula Gepson	1 year Valerie DuBoise Trevor Nelson
9 years Dennis Scheffler	Brandi Uher Ryan Vonderohe
6 years Kate O'Donnell	
4 years Chris Flores	
3 years Laura Bosco Michelle Haynes Tracy Hortman Darin Severson	

Lincoln Office:

9 years Nanette Simmons
5 years Pat Sneckenberg
3 years Amanda Lovell
2 years Bret Kohles Diana Meadors
1 year Brian Gude Sarah King

GI/Hastings Offices:

1 year Lisa Cook Sandi Rodeman Lindsay Freisen
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COUNCIL ON ACCREDITATION (COA)

Visinet, Inc. sent the Preliminary Accreditation Report (PAR) to the Council on Accreditation by March 1st with all of the changes that were requested to be made. We are waiting for the Accreditation Commission to review the response to the PAR and will then receive notification if Visinet will be accredited. We appreciate everyone's hard work that went into the PAR.

The Omaha Advisory Board met on March 7, 2006 to discuss the policy and procedures and the Code of Conduct. The Lincoln Advisory Board will next meet on April 7, 2006 to review the suggestions that are made for the policy and procedures, set long and short term goals, and review the Lincoln administrative structure.

RISK MANAGEMENT

Risk Management will be conducting tornado drills on a quarterly basis. Everyone in the building needs to participate in the drills. Please review where to go in case of a tornado. Notify risk management team or your supervisor if there is a safety concern in the Visinet Inc. building or on Visinet Inc. property. Risk Management conducts safety walk-throughs and will address safety concerns. The first quarter of the year will be ending soon and we will be aggregating all incident reports. Please continue filling them out correctly and promptly.

HUMAN RESOURCES, RETENTION, AND RECRUITMENT (HRRR)

The HRRR Committee is planning their next meeting for April 14. Lincoln and Omaha both had successful Lunch and Learns presented by individuals from the Nebraska State Foster Care Review Board. Amy Lauritsen in Lincoln and Pauline Williams in Omaha gave presentations about what they do for children in out-of-home care and how they advocate for children and their families.

Another note about the Employee Referral Program, employees who refer individuals are eligible to receive a \$50.00 gift certificate within two (2) pay periods after the referred employee completes their Introductory Period. Referral bonuses will only be given to current employees of the agency and not those who have separated from the agency throughout anytime during the aforementioned process.

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