

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

Radiance Klein, Omaha Mindy Wall, Lincoln
Peggy Michalski, Hastings/G.I.

State Services Supervisors (Omaha)

Andrea Jacobs Tracy Hortman
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
Kellie Wadlund, Omaha
Monica Zinke, Omaha

ABFC Supervisors

Cory Glause, Lincoln Paula Gepson, Omaha
Duncan Evans, Omaha Misty Crow, Omaha
Wynonne Harper, Omaha Lynna McPhatter, 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

A Visinet, Inc. Publication

July 2006

From the Directors Desks

Contributed by John Powers, CEO

Mike Wehling, CFO

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

Visinet, Inc. would like to congratulate Dani Kessler on her promotion of Continuous Quality Improvement (CQI)/Human Resources (HR) Director. The agency has grown to the size that it is due to a collective effort from all of the departments to effectively manage staff. However, we have decided to add an HR position to the agency and in combination with CQI believe it will keep Dani very busy. As we define how we want each of the roles to develop we will keep staff posted on the communication process. CQI and HR are two very vital functions of the agency and will require everyone's effort. Dani will be consulting in all of our offices across the State in these capacities. Dani's position as Therapy Coordinator has been posted on the website (www.visinetinc.com) and placed in the Omaha World Herald. If you are interested in the position please submit interest to John Hoffman no later than 7/10/06.

Administration would also like to take this opportunity to remind everyone of the importance of appropriate behaviors while working for or representing Visinet, Inc. We have spent many years establishing the positive reputation that we have and require that all employees are responsible for upholding this reputation while employed with the agency. Additionally, we would like to remind staff that professional attire and presentation are imperative to carrying out these high standards. Although it is summer, it is essential to maintain our professional dress code.

Finally, a reminder to all staff that sexual, racial or any other discriminatory comments will not be tolerated in the work place or while working in the community representing Visinet, Inc. It is the responsibility of all staff to ensure that they are following the employee manual guidelines in relation to these areas. If any member of the Visinet, Inc. team is accused of any of the aforementioned violations, a thorough investigation will take place that could result in disciplinary action up to and including termination.

JOB OPENINGS

Visinet, Inc. is accepting applications for the following:

SALARIED POSITIONS

Family Support Workers

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

Corporate Headquarters

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STATE SERVICES SOUND OFF

Contributed by Radiance Klein and Mindy Wall

The office staff enjoyed seeing all of you who had a chance to stop by the office and enjoy our first quarterly Employee Appreciation Day. It was a great success! You can plan to attend the next one scheduled for September 1st. A special thanks goes out to Dani Kessler from the Omaha area for all of her hard work and preparation. Thanks Dani, You Rock!

There are many fun summer activities going on in the area. Remember, no swimming is allowed at any time. Slip-n-slides and sprinklers are permitted as long as safety comes first. Visinet does have a zoo pass for Visinet employees to check out when attending the zoo with a client. The pass provides free admission for the client and his/her family, as well as a discounted admission fee for the employee. Check with your supervisor for further reimbursement details.

Fourth of July celebrations are approaching. Please remember that at no time are you or your clients allowed to take part in firework activities during visitation hours. This includes snaps, smoke balls, confetti pops, etc. Remind your clients that we have this rule solely for the safety of their children. The office will be closed on July 4th, in observance of Independence Day.

On July 6th, Melanie Pflug will be coming to the Visinet office in Omaha to speak to staff regarding the Emergency Escort program and how it relates to the Triage Center. She will be informing us of what is happening, what their expectations are and then asking for feedback about how things are going. This will be an excellent opportunity to answer any unanswered questions you may have regarding the Emergency Escort program as well as the Child Abuse and Neglect Hotline. Please plan to attend.

IFP POINTS TO PONDER

Contributed by Sandip Singh and Cinda Konken

The Lincoln office is looking to hire a part time therapist in the IFP program and gradually will move to a full time position as the caseload increases. The Omaha office will possibly be hiring for a part time skill builder as well, and slowly moving to a full time status as the caseload increases.

Just a friendly reminder, please remember to refer to **Employee Manual Quaterly Update** under XVI. *Other Workplace Policies, G. Dress Code and Personal Appearance, Page 84* for policy change on dress code standards. **Hats of any type and flip flops are not allowed for any level of professional while working or representing Visinet Inc. All hats and flip flops are prohibited during business hours or during scheduled sessions.**

Remember, you are also responsible for 12 hours of on-going education per year. Check your Visinet monthly newsletter for dates on those trainings and/or with the front desk secretary in your office. Please be advised that all aftercare plan needs to be turned in with the Pre-Treatment Assessment and also at the time of discharge from IFP services. Summer is finally here, so enjoy yourself and continue to provide the best IFP services for your clients for goal attainment and positive outcomes to maintain stability.

TREATMENT/AGENCY BASED

FOSTER CARE FACTS

Contributed by Robin Chadwell, Nanette Simmons, Rebecca Dacus

As the long, hot days of summer continue, once again, we remind the Foster Care teams that transition times are tough for many of our kids. Continue to provide support and assist with problem solving to help our families through this fun, but sometimes trying period.

To celebrate summer, Omaha Foster Care will have a foster care picnic on July 29th, and Lincoln Foster Care is planning their summer picnic for August. We all look forward to enjoying this special time with our foster families.

The Foster Care Team in Lincoln would like to welcome our new foster care specialist Lauri McKathnie to our team. We are glad to have you with us Lauri!

As we all know, foster parents are now required to have 24 hours per year for in-service hours. The Nebraska Foster Care Review Board is having a *Back to the Basics* training on Tuesday July 25th at the Women's Club at 14th and K Street. The cost is \$20.00 (lunch included). Nancy Thompson, M.S.W., LMHP, will be presenting on Bonding and Attachment. The deadline for registration is July 17th, 2006. This would be an excellent opportunity for all our foster parents! If foster parents are interested, they may call the Foster Care Review Board at 1 (800) 577-3272.

Again, we are really focusing on recruiting new foster parents. As our programs continue to grow, it is important that we recruit qualified foster parents to grow with us. Let's all work together to continue to spread the word about becoming a Visinet Inc. Foster Parent.

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

There are different levels of anxiety we all experience, from mild to extreme. We all experience a mild form of anxiety each day, as we are called upon to problem-solve the various challenges and obstacles we face as we move through the world. This level of anxiety tends to be brief, often goes unnoticed, and may even be energizing, such as when we are called upon to prioritize our day to manage and complete the many tasks which we face.

There are moments in some of our lives of a great, overwhelming level of anxiety, such as when we live through a sudden-onset catastrophic event or illness, or are the helpless victim of a crime. While this intense anxiety is not at a healthy level and may temporarily incapacitate those who suffer from it, it commonly—and thankfully—tends to be short-lived as we begin to cope with, adjust to, and overcome even the worst of life circumstances. This level of anxiety is frequently treated with crisis intervention.

There is a chronic level of anxiety that is medically/physiologically-based, psychiatrically diagnosable, and is often amenable to treatment. Again, this level of anxiety is unhealthy, and the sufferers of it often require medical/psychiatric treatment as a means for relief. This level of anxiety is frequently treated with cognitive/behavioral therapy and medication.

There is another level of anxiety which we may experience, which is neither too mild so as to go practically unnoticed, and which is not so overwhelming so as to incapacitate us. This level of anxiety can be a useful tool to assess our readiness for change and to motivate us toward change. Although this level of anxiety may send us temporarily into a proverbial tail-spin, one might refer to this level of anxiety as growth-producing “healthy anxiety.” A normal, temporary, and resolvable level of anxiety can be useful to people because it stops them in their tracks, motivates them to examine their options, challenges them to problem-solve, and results in growth and positive change.

BEHAVIORAL LEARNING CENTER

With summer outings and planned events the BLC children are gaining experience out in the community. Recent events included a water day where the children participated in a water balloon toss and squirt gun tag. The youth have also gotten to participate in going to different parks in the community. We are finding that the end of the week rewards is looked forward to by the children during the week, and is a huge motivator to display good behavior. Each child is encouraged to work on their own personal goals and do their very best. As staff, we aim to help each child to earn the outings as an award.

Upcoming events such as tours to: Valentino's, Davinci's, and horse stable will be fun and enjoyable experiences. On our tours the children will get a behind the scenes view of locations that they may have visited and or seen. Our next museum trip scheduled during July is to visit the roller-skating museum. At the museum we will have a chance to see how roller-skating has evolved and how it came to be.

The BLC will be closed on the fourth of July. However, on Monday the third of July we will have our "fourth of July" party for the youth. The party will include outside activities and food. It is very important to the BLC staff to enhance the children's lives with experiences that they might not otherwise gain.

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

Dr. Neise will be out of the office on June 30th through July 3rd. He will be back in the office on July 5th. Dr. Neise will also be out of the office from July 31st through August 8th. He will be back in the office on August 9th. During this time all emergencies will need to go through the coordinator. The Coordinator will contact Dr. Neise if needed. Therapists need to follow the emergency protocol (outline listed below). For a more detailed description of the emergency protocol, see the Therapy Program Specific Manual to review.

- Contact Visinet, Inc. On-call Supervisor, Clinical Director, and/or Upper Administration regarding the incident if the individual is not in imminent danger; if the client is in imminent danger, contact 911 immediately.
- Follow the recommendations of the Visinet, Inc. staff that was contacted.
- Contact the APS/CPS Hotline at (800) 652-1999 (if applicable—this step must be done in response to all known or suspected incidents of neglect or abuse).
- Call 911 (if recommended) or if the situation requires immediate law enforcement intervention.
- Contact the Client's APS/CPS Case manager/ICCU Worker (if applicable—does not require a release of information).
- Contact appropriate members of the individual's treatment team (Psychiatrist, therapist, Professional Partner, etc.) only if a release of information is signed and it identifies the pertinent individual to disclose information to and the document is in the file.
- Complete an Incident Report (see Appendix F for this document) within twenty-four (24) hours of the situation/allegation/disclosure, etc. occurring.

IN-SERVICE OPPORTUNITIES

Mark your calendars for upcoming CEU's:

Omaha—First Aid/CPR:

July 19th (Wed.)—5pm-10pm

July 20th (Thurs.)—9am-2pm

August 16th (Wed.)—5pm-10pm

August 17th (Thurs.)—9am-2pm

(First Aid/CPR will now be the 3rd Thursday of every month. First Aid is good for 3 years. Adult, Infant, and Child CPR must be renewed every year.)

Omaha—MANDT:

July 10th (Mon.)—9am-3pm

July 11th (Tues.)—9am-12pm *Physical

August 3rd (Thurs.) AND August 8th (Tues.)—6pm-9pm *Must attend both

August 9th (Wed.)—6pm-9pm *Physical



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:	Lincoln Office:	GI/Hastings Offices:
<p><u>12 years</u> Duncan Evans</p> <p><u>2 years</u> Kevin Berryman Radiance Klein</p> <p><u>8 years</u> Andrea Jacobs</p> <p><u>1 year</u> Gordon Fleer</p> <p><u>6 years</u> D.J. Walton</p> <p><u>5 years</u> Pam Alston Shane Berry</p> <p><u>3 years</u> Jill Ayres Mindy Hinton Ron VanDyne</p>	<p><u>3 years</u> Crystal Damewood Shauna Thorfinson</p> <p><u>2 years</u> Deb Beans Rebecca Dacus Brenda Johnson Anita Lovell Jamie Sharer</p> <p><u>1 year</u> Ashley Buck Debbie Handy Leslie Jacobson Elizabeth Nelson Rachel Peterson</p>	<p><u>8 years</u> Mona Christensen</p> <p><u>1 year</u> Resha Moore</p>

COUNCIL ON ACCREDITATION (COA)

The Advisory Board met on June 6th. Board members discussed and voted to adopt Visinet's current policy and procedures and the long term goals set out in the Strategic plan. The Advisory Board also voted and adopted on whether Visinet's services fit the mission, philosophy and goal statement. The Advisory Board's long term goals are obtaining and maintaining COA accreditation, improving Visinet's reputation, enhancing relationships between workers and state clients, and increasing communication and prompt service delivery. The Advisory Board had several recommendations for the July policy and procedures that Visinet has taken into consideration and most of their recommendations have been adopted. The next Advisory Board meeting will be June 26, 2006 to further discuss the policy and procedure manual due to some of the members being absent on the June 6th meeting.

RISK MANAGEMENT

Risk Management met on Thursday June 22 to discuss incident reports. Risk Management will be updating the Risk Management Manual. Risk Management has redefined what a runaway is. It has been redefined as if Visinet Inc. does not know where the youth is, the youth will be reported as a runaway; If Visinet Inc. does know where the youth is and that is an unapproved location, Visinet Inc. will contact the case manager. The updated manual will also discuss a person who is suicidal but not a client with Visinet Inc. At this time the Risk Management Committee is recommending that Dr. Neise be contacted and that when needed, a call be made to the police to conduct a wellness check on the individual.

HUMAN RESOURCES, RETENTION, AND RECRUITMENT (HRRR)

Lincoln had Sarah from the Friendship Home as their Lunch & Learn guest speaker on June 28th. She talked about services they have available, who they serve and what is expected of residents during their stay there. Melanie Pflug from Project Harmony will be the guest speaker at the Omaha Lunch & Learn on Thursday July 6th. She will discuss the Emergency Escort program and how it relates to the Triage Center at Project Harmony. Please sign up and plan on lunch at 12:30p with the presentation going from 1-2p.

Reminder - Visinet has a pass to the Henry Doorly Zoo. This allows clients free access and the worker 1/2 price admission Mon-Fri. You must show your ID badge. Visinet will reimburse the employee's admission charge when you turn in your receipt. The zoo pass can be checked out from the receptionist in Omaha.

In response to a suggestion, some of the more commonly used FS/VS documentation sheets are now available at the Visitation Center in Omaha.

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