

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
Wyvonne 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

A Visinet, Inc. Publication

August 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. will be experiencing many changes in the month of August with certain staff starting or moving toward new positions. Dani will be moving to the HR/CQI Director position. Congratulations to Monica Zinke who has accepted the Therapy Coordinator position in the Omaha office. Deb Duerr will be moving to the foster care program into Monica's position while Robin Chadwell will oversee the CTA program with the addition of a supervisor who we are in the process of hiring. In addition, Andrea Jacobs has accepted a position to work in the Foster Care Program as we search for the best candidate to fill this supervisory role.. Please direct any questions and/or submit your resumes to John Hoffman if you are interested in the CTA supervisor position and to Radiance Klein if you are interested in the State Services position by August 4th, 2006. Finally, we would like to congratulate Jolene Herrell on her acceptance of the Director position in our Grand Island/Hastings offices. Please provide your resume to Shelly Hart-Keller if you are interested in the Outpatient Services Coordinator in the Lincoln office by August 7th. All of these changes will be a challenge to many of us and we appreciate everyone's understanding and support as these individuals transition to their new positions.
- August means the return to school for a lot of our clients. Please make sure that all of you are adjusting your schedules now to ensure an easy transition from the Summer months to the School months. Talk with your supervisors about effective and efficient ways to schedule clients to ensure that requested hours are maintained on cases and that hour requirements for your positions are consistently met.
- Visinet, Inc.'s 3rd Annual Conference "Real Life Heroes" will be September 15, 2006. Please mention this to your contacts in the community as it will be a very beneficial conference for people in the humans services field to attend. If you have any questions about the conference please contact the Director of Operations in your local office.

JOB OPENINGS

Visinet, Inc. is accepting applications for the following:

SALARIED POSITIONS

State Services Supervisor (Omaha)
CTA Supervisor (Omaha)
IFP Bilingual (English/Spanish) Therapist (Omaha)
Therapy/CTA Coordinator (Lincoln)
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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STATE SERVICES SOUND OFF

Contributed by Radiance Klein and Mindy Wall

Where has the summer gone? We hope you all have enjoyed the warm weather and get to take advantage of the last few weeks of the summer season. As all of you know with school beginning at the end of the month things around Visinet get very busy. With the start of school we are expecting to see an increase in state escorts before and after school and many additional escorts added. We also usually see many visitation and family support cases moving to the evenings and weekends to accommodate the children's schedules. Just a reminder that Visinet requires all visitation, family support, and escort staff to be available 3 weekday evenings until 9:00 p.m. and a 6 hour block on either Saturday or Sunday.

Visinet also knows that many of your schedules will be changing too. Please meet with your supervisor at least 2 weeks before your schedule will actually change so if cases or escorts need to be reassigned the supervisor will have time to find replacements for those services. We hope to make the transition in to fall as smooth as possible and we appreciate your help in making this happen.

We are always looking for qualified individuals for the family support, supervised visitation, and escort positions. If you know individuals who are interested please have them fill out an application or go on line and check out our website which will give them detailed information about each program. Remember if the person you refer stays with the agency for 3 months you are eligible for a \$50 referral bonus.

Please remember as of July 1st, 2006 flip flops are no longer to be worn during work hours. Also with state and county fairs around the corner, carnivals are not approved for visits. If you have questions about appropriate places for community visits please check with your supervisor to see if they are approved.

IFP POINTS TO PONDER

Contributed by Sandip Singh and Cinda Konken

Regrettably, Omaha is losing a valued member of the IFP team—Pat Brown. We thank her for her dedication to the agency and specifically the IFP families that she has served over the past few years. She will be missed and we wish her the best in her future endeavors as she returns to Ecuador. Pat's last day will be August 15, 2006. Consequently, the Omaha office is looking to hire a full-time bilingual (English/Spanish) therapist for the IFP program. We are currently advertising this position and would appreciate suggestions from anyone who may know someone.

Just a friendly reminder, please remember to include the entire family (not just the referred client) for consent to treatment/receiving services when completing the intake paperwork. FYI, Crisis Response Services have started both in Lincoln and Omaha offices. Lincoln received their first pilot case on July 14, 2006 and will be ending services on July 28, 2006. Candace Hulton (therapist) and Candace Sturgeon (skill builder) have done a wonderful job with this case. Omaha received its first pilot case on July 20, 2006 and will be ending services soon for the continuity/referral of IFP services. Similarly, Mindy Hinton (therapist) and Stephanie Jacobs (skill builder) have done an outstanding job with this case.

TREATMENT/AGENCY BASED

FOSTER CARE FACTS

Contributed by Robin Chadwell, Nanette Simmons, Rebecca Dacus

Rebecca Dacus from the Lincoln office and Sharon Heckathorn from the Omaha office attended a Treatment Foster Care Conference in Pittsburgh, PA in July. The conference was titled "Withstanding the Test of Time." A variety of individuals across the United States attended this conference such as Clinicians, Supervisors, Researchers, Case Managers, Foster Parents, Social Work Professors and Students, CEOs and Senior Managers. This was the 20th Annual Conference on Treatment Foster Care. Rebecca and Sharon went to a variety of different speakers and learned some great information that they would love to share with the rest of the foster care team. Some of the information included tips for working with foster parents. The overall theme of the conference was the importance of relationships. Once again we are reminded that we must have good relationships with the youth we work with, foster parents and other professionals involved in the case.

Visinet Omaha had their foster parents and youth pizza party on Saturday July 29th. Visinet Lincoln will be having a picnic for their foster parents and youth Friday August 25th at Pioneers Park. This is one way Visinet Inc. shows their appreciation for the hard work and dedication of our foster parents. Without our foster parents, we could not do it. Visinet Inc. is always looking for new foster parents. In Omaha, contact Darin Severson at 898-8881 and in Lincoln, contact Nanette Simmons at 464-8866.

Visinet Lincoln will be attending the Lancaster County Fair on Wednesday August 2- Sunday August 6. We will have a booth in order to recruit foster parents, explain the variety of services that Visinet Inc. has to offer, and employment opportunities.

The beginning of school is approaching us quickly. Omaha Public Schools start on Wednesday August 23, and Lincoln Public Schools start on Monday August 28. It is time to plan ahead on verifying schools the youth will be attending, transportation to and from, and the activities they may be involved in after school. Do not wait because the end of August will be here soon.

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

Sometimes parents are too quick to protect their children from a normal, healthy level of anxiety. These parents are busy anticipating their children's needs and their potential for failure, thinking they are saving their children from the natural consequences which are likely to follow their children's intended actions. In doing so, these parents often deprive their children of an opportunity to learn from their own poor planning and to begin to develop their own foresight.

Sometimes parents are too swift to move in when their children have made mistakes. They try to minimize the damage or "fix" their children's mistakes. These parents often work harder at fixing their children's mistakes than the children themselves do. Thus, these parents often deprive their children of important life lessons on how to undo the damage they have caused or "clean up their own messes."

Other times, parents go to great lengths to rescue their children from their mistakes, over and over, again depriving their children of the opportunity to engage in trial and error behaviors, learn from their mistakes, develop preventative insight, and make better life choices. This rescuing behavior is often referred to as enabling, and gone unchecked, can continue well up to and even throughout these children's adult lives.

A healthy, growth-producing level of anxiety is normal, temporary, and resolvable; it 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. As parents, we can be supportive of our children while still allowing them to experience their own growth-producing circumstances, resulting anxiety, opportunities for learning and change, and the sense of mastery they experience when they successfully navigate and resolve their own problems. Visinet's therapists and CTAs can assist parents with this important challenge.

BEHAVIORAL LEARNING CENTER

During the month of August we will be finishing up summer activities and preparing for the new school year. Outings this month include: Tuesday trips to Anderson Branch library, Wednesday and Thursday outings to reward good behavior, and Friday reward day. Outings scheduled are: the Lincoln Children Museum, Antelope Park, and the Lincoln Children's Zoo. We will also have activities such as a water fun day outside here at Visinet, along with a Friday reward of pizza and a movie.

During outings, BLC staff focuses on teaching the children to be appropriate while in public. Most of our youth do not get the opportunity to be in the community so this is a great teaching time, as our youth need to learn how to interact appropriately in public. A primary goal of extra activities is to teach the children that they will be rewarded for good behaviors. This is to help the children so that negative attention is not sought.

Our waiting list is overflowing with children in need of structure and behavior modification. We receive calls on a daily basis from parents and case workers inquiring to have their children in our care. The BLC will be returning to normal activities when Lincoln Public Schools resume. There will be twelve full-time children attending the center during the day, along with after school care for those who need it.

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

As you know, I have accepted a new position within the Visinet, Inc. organization and would like to take this opportunity to thank all of those who I have worked with as Therapy Coordinator. You have all made my job enjoyable and capable of maintaining due to all of your hard work and dedication to your positions. Without you, the therapy program would not be as successful as it is today. Please take the time to welcome Monica Zinke into her new role as the Therapy Coordinator and ease her into her new position. I look forward to working with you all again in a new capacity as the HR/COA Director.

A few reminders:

All sessions are to be, at minimum, 45 minutes in length.

Collateral documentation must be turned in for all clients each billing period. If you have had no contacts with a particular client, simply state that on your collateral contact.

School is starting just around the corner, so please start consulting with your clients about fall schedules. It is always a big transition when changing from summer to fall hours for both the therapist and client therefore start preparing now so that you don't find yourself in a quandary when school starts.

IN-SERVICE OPPORTUNITIES

Mark your calendars for upcoming CEU's:

Omaha—First Aid/CPR:

August 16th (Wed.)—5pm-10pm
August 17th (Thurs.)—9am-2pm
September 20th (Wed.)—5pm-10pm
September 21st (Thurs.)—9am-2pm

Omaha—MANDT:

August 3rd (Thurs.) AND August 8th (Tues.)—6pm-9pm *Must attend both
August 9th (Wed.)—6pm-9pm *Physical
September 11th (Mon.)—9am-3pm
September 12th (Tues.)—9am-12pm *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:

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|--|
| <p>5 years Nanette Walton</p> <p>2 years Kim Milner Tiffany Redmond Pat Samuel Miranda Stelk Heidi Terrell</p> <p>1 year Rechelle Lewis</p> |
|--|

Lincoln Office:

| | |
|--|--|
| <p>9 years Todd Middiagh</p> <p>7 years Cheryl Turner</p> <p>4 years Megan Wobig</p> <p>3 years Twyla Schaub</p> <p>2 years Karla Grove Deanna Johnson Meghan Koinzan Cassandra Krebs</p> | <p>1 year Kristy Olson Duol Rut Amber O'Shea Jessica Neff</p> |
|--|--|

GI/Hastings Offices:

| |
|---|
| <p>6 years Sharon Norberg Sheryl Edwards</p> <p>5 years Connie Payne</p> <p>1 year Susan Graff</p> |
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COUNCIL ON ACCREDITATION (COA)

Employee satisfaction surveys will be given out August 1st with paychecks to all employees at Visinet, Inc. It is very important that you take the time to fill this survey out. Your input is appreciated and will help Visinet strive for quality improvement within the organization for our employees. The results of the employee satisfaction survey will be in the September newsletter. If you have additional suggestions please feel free to put these suggestions in the suggestion box located in each office location.

The Lincoln Advisory board met on June 26th with the members that were not at the June 6th meeting. Board members that were present adopted Visinet's current policies and procedures and the long term goals set in the Strategic plan. The Board also voted on and adopted Visinet's services fitting with our mission, philosophy and goal statement. The next advisory board meeting will occur in August.

RISK MANAGEMENT

The Risk Management Committee continues to review incident reports to determine if appropriate action was taken in critical situations. It is important when completing incident reports to include all pertinent information. This includes making sure that the child's birth date and family case name are included in the appropriate areas. In addition, please make sure all parties who were notified of the incident are indicated on the back of the form. If your supervisor had contact with Dr. Neise regarding the incident, make sure to include this in the space indicating that Dr. Neise was notified. If there are questions about the appropriate way to complete an incident report, please ask your supervisor. Remember to review the Employee and Program Specific Manuals for the appropriate timeframes for completing and handing in incident reports. It is critical that this documentation arrive in the office in a timely manner so that if needed, the documentation is on hand. Remember, thorough and complete incident reports serve as documentation to protect staff from potential legal ramifications of situations.

HUMAN RESOURCES, RETENTION, AND RECRUITMENT (HRRR)

Visinet is now offering to FT staff a Disability Income Insurance program. Representatives from our insurance carrier met with FT staff for the initial sign-up. This valuable benefit will be in place effective August 1, 2006.

Reminder - Visinet has a pass to Omaha's Henry Doorly Zoo. This pass allows clients free access to the zoo Mon-Fri when accompanied by a Visinet employee with their ID card. Staff will receive half price admission and Visinet will reimburse this charge with a receipt.

Employees are encouraged to complete a Satisfaction Survey being distributed Aug 1. Your input is valuable to Visinet management.

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