

Staff Directory

Chief Executive Officer

John Powers

Chief Financial Officer

Michael Wehling

Director of Operations

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

Clinical Director

Michael R. Neise, PhD

Consulting Psychiatrists

Michael Coy, MD
Monica Ghosh, MD

Human Resources/ Continuous Quality Improvement (CQI)

Director
Dani Kessler

State Services Coordinators

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

State Services Supervisors (Omaha)

Tracy Hortman Rita Watson
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
Jutta Fournier, Omaha

Therapy Coordinator

Monica Zinke

Therapy/CTA Coordinator

Cheryl Turner, Lincoln

Foster Care/CTA Coordinator

Robin Chadwell, Omaha

Foster Care Coordinators

Rebecca Dacus, Lincoln (TFC)
Nanette Simmons, Lincoln (ABFC)

CTA Supervisor

Shelina Williams, Omaha

TFC Supervisors

Sharon Heckathorn, Omaha
Kellie Wadlund, Omaha
Deb Duerr, Omaha
Lynna McPhatter, Omaha

ABFC Supervisors

Cory Glause, Lincoln Paula Gepson, Omaha
Duncan Evans, Omaha Misty Crow, Omaha
Wyanne Harper, Omaha Andrea Jacobs, Omaha

Behavioral Learning Center Coordinator (A Lincoln-Based Program)

Jennifer Crank, Lincoln

CCAA Evaluator (An Omaha-Based Program)

Kevin Berryman, Omaha

A Visinet, Inc. Publication

November 2006

From the Directors Desks

Contributed by John Powers, CEO

Mike Wehling, CFO

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

Great News! Visinet is now a nationally accredited agency through the Council of Accreditation (COA). This means that Visinet passed a strict set of guidelines for custom satisfaction, stakeholders participation, excellent internal processes and procedures and adhering to the mission, philosophy and goals Visinet has set out to accomplish through service provision. This accomplishment is a testament to the hard work and dedication of all staff to provide quality work to the families we serve.

The value and credibility of being a COA approved agency is recognized throughout the United States, District of Columbia and Canada. The Council on Accreditation is used as a gatekeeper to oversee human service agencies and maintain best practices. Becoming an accredited organization places the agency in a category above most other human service agencies.

As stakeholders we are all responsible for communicating your needs and wishes to the CQI team to ensure that the agency continues to meet the needs of the employees as well as the children and families involved with our programs. Continuing to be an active part of a committee is essential to the communication loop that is established to hear everyone's voice. You can contact Dani Kessler, CQI Director, for information about the established committees at Visinet. She can be reached at 402-898-8881/ext. 1024.

Visinet management would like to thank everyone for the part they played in obtaining this agency goal. Over the course of the last year several individuals have stood out as being leaders in the COA accreditation process. As the first CQI coordinator, Denis Leuenburger started the agency down a long path but had to leave us mid way to pursue another opportunity out of state. Cinda Konken guided us through the site visit and brought us to the end of the process. Cinda worked very hard ensuring that all of the integral details and guidelines were implemented. Thank you Cinda for all of dedication you have shown to the agency over the last 11 years.

Visinet will continue to use utilize best practice and the framework of COA to respond to the needs of the communities we serve.

JOB OPENINGS

Visinet, Inc. is accepting applications for the following:

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



VISINET, INC.

Eastern Service Area

Corporate Headquarters

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STATE SERVICES SOUND OFF

Contributed by Radiance Klein and Mindy Wall

Winter is an exciting time for kids. It brings great outdoor activities, but it also brings cold weather, ice and snow, which can present a danger to children. But that doesn't mean they can't enjoy the winter. Here are some winter safety tips for both parents and children

- Never allow children to play outside alone.
- Check from time to time to make sure children are warm and dry.
- Have younger children take frequent breaks to come inside for a warm drink.
- Never send children outside in extreme weather conditions such as snowstorms.
- Keep children indoors if the temperature falls below -25°C , or if the wind chill is -28°C or greater.

Tell children not to put their tongues on cold metal. It may sound silly, but some kids still do it.

Clothing:

- Dress children in several layers of clothing. If they get too warm, they can remove one layer at a time.
- Always remove children's wet clothing and boots immediately.
- Make sure children wear a hat because most body heat is lost through the head.
- Have children keep their ears covered at all times to prevent frostbite.
- Have children wear mittens instead of gloves.

Children should NOT:

- Build snow forts or make tunnels. They may collapse and suffocate a child.

Children should NOT throw snowballs. Snowball fights can lead to injuries, especially to the eyes. Snowballs are more dangerous if the snow is hard-packed or contains a rock or some other hard object.

With the winter months approaching, please use your best judgment when transporting children. Be sure to allow extra time getting to and from your destinations. If for any reason, you are going to be late, you must contact all parties that will be affected by your late arrival.

IFP POINTS TO PONDER

Contributed by Jutta Fournier and Cinda Konken

The Omaha IFP program would like to welcome Jutta Fournier as the new 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 office would like to welcome two new IFP Therapy Interns, Jacquie Winbolt and Lori Skalberg-Hurt. Jacquie was a skill builder for the IFP program and Lori was a CTA with Visinet. Jacquie and Lori are both prime examples of career enhancing opportunities at Visinet, Inc.

Remember that there is a \$25 referral bonus to each personally generated referral from referral sources in the IFP program. When talking with referral sources it is appropriate to let them know we have IFP openings and that they can request you on the case.

If you are planning on taking any time off during the holidays please remember all requests need to be in writing to the IFP Coordinator. It is important to let your families and referral sources know if you are taking any time off as well as having coverage for your cases.

As always, if you have suggestions for quality improvement with the IFP program please talk with your program coordinator.

TREATMENT/AGENCY BASED

FOSTER CARE FACTS

Contributed by Robin Chadwell, Nanette Simmons, Rebecca Dacus

The Foster Care team in Omaha would like to welcome Trevor Nelson as our new Foster Care Supervisor and Adrienne Villareal our new Foster Care Specialist. Both the Lincoln and Omaha TFC programs continue to grow and expand making for exciting, ever challenging programs. With expansion comes the need for an increased number of foster parents. We are looking for qualified individuals who want to provide care to children. Word of mouth is our best resource for recruiting and spreading the word about the quality program at Visinet. In addition, we are always looking to spread out into the smaller communities. We would like to spread the word to foster parents who may be providing care to children but may not be satisfied with their current agencies and to those who have never fostered but are interested. If you know of these individuals please encourage them to contact Darin Severson in Omaha at 898-8881 X1032 or Nanette Simmons in Lincoln at 464-8866 x 1022 for additional information.

With the holiday season fast approaching we are looking for various places for our children to attend during the break. Continued structure and an active environment will help the foster parents and the TFC team to keep the children motivated and moving forward during the holiday break. If you are aware of any new or existing programs that our children could become involved with, please let a TFC staff member know. Also, during the break all TFC Supervisors and Specialists need to review with foster family's appropriate supervision of youth in the home and community. This supervision level should be based on the treatment team's discussion and recommendation based on the youths presenting mental health issues, maturity, responsibility demonstrated, and current behaviors. Please review these protocols with the coordinator, clinical director, and implement with the foster families. Supervisors and Specialists should also be reviewing the foster parent goals and responsibilities with each review of the treatment plan. Also, Specialists and Supervisors should work hard to maintain placements over the holiday season as this can be a very stressful time for our children. Be creative in your work with the children and seek out assistance or guidance if you need it.

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 Robin Chadwell, Cheryl Turner, Monica Zinke and Jenny Crank

CTA CONNECTION

Have you ever found yourself struggling to communicate with your child, at times coming down to a child-like—perhaps even childish—level of communication? Eric Byrne developed a theory which can assist parents in communicating better with their children. Berne's Transactional Analysis Theory points out that each of us has an "Adult," a "Parent" and a "Child" part to his or her personality. The Parent part of one's personality can be nurturing or critical. The Adult part is a bit of a little professor, staying in the here-and-now to solve problems in an intellectual, emotionless, realistic manner. The Child part of our personality can be the naughty child or the fun-loving, playful child. Now, let's mix "all of our personalities" with "all of the personalities" of another. You can imagine how complicated communication can get!

Lets' say you are in your Adult personality: you have a sincere, serious look on your face, and you are ready to solve a problem. However, your spouse is in his or her fun-loving Child personality. If neither of you is willing to change communication modes, someone is likely to get frustrated. Suddenly, the Adult becomes the naughty Child, or the fun-loving Child becomes the critical Parent. Look out!

Think of how this concept relates to you and your child. You find that your child has failed a math test. You turn on your critical Parent personality. Your child may try his fun-loving Child personality to try to cajole you out of your bad mood, but when that doesn't work, what next? Perhaps your child will try on the Adult, problem-solving mode and seriously consider the option of studying harder to please you. But let's say you get stuck in your critical Parent personality. Eventually, your child may lash out at you, turn on his or her critical Parent personality, and then turn it right back on you.

Let's take the same scenario and choose a different personality to deal with the problem: you use your Adult personality. You stay in your Adult, problem-solving mode. You refuse to get into your critical Parent personality, lashing out ruthlessly at your child's self-esteem; and you do not get into the naughty Child mode, giving (and unfortunately role-modeling) the all-time best grown-up tantrum ever seen! No—you stay in your adult personality. Your child may get into his or her naughty Child personality to blow off steam or distract you. He or she may get into the critical Parent personality, and blame you for his or her failure. But if you stick with your calm, here-and-now focus, your Adult problem-solving personality, your child is likely to come around, clam down, listen, and perhaps even join you in problem-solving.

BEHAVIORAL LEARNING CENTER

In November we will continue to break the youth into small groups giving the youth an opportunity to have more individualized attention throughout their day. The after school youth is working hard at maintaining positive and appropriate behaviors. The after school youth respond really well to the weekly reward system and work super hard to receive the reward at the end of each week. Some of the weekly rewards for the month of October include: making pizza, movie and popcorn, craving pumpkins and free choice day.

The Thanksgiving holiday is right around the corner, and that means we will be doing a lot of activities expressing what we are thankful for, and teaching the youth what it means to be thankful. We will be creating special thanksgiving projects and the day before Thanksgiving we will have our own Thanksgiving feast.

Lastly, we would like to welcome Megan Forgue to our team at the BLC.

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

A big thank you to the Lincoln Therapists for being patient through this transition period the last few weeks!

Just a reminder that the Holidays are fast approaching and there are many things to be thinking about as they arrive:

If you are planning to utilize PTO please submit requests to your supervisor as soon as possible.

As school holidays approach remember to change transportation requests in a timely manner.

Any yearly or initial MSE's that fall around the holidays need to be scheduled early to ensure they can be completed within the expected time period.

Each year all employees are required to complete 12 in-service hours. Fully licensed therapist may turn in CEU's they have completed to fulfill this requirement. Provisionally licensed therapist need to ensure that these 12 hours are completed through the completion of CEU's or in-service's they complete throughout the year.

Lastly, a reminder that as winter approaches so does bad weather and poor road conditions. If the CEO of CFO of Visinet, Inc. determines that severe weather conditions are present and declares a snow day then field employees are exempt from their regularly scheduled sessions. These sessions should be rescheduled in an effort to continue to meet the family's needs. If you have any questions or concerns regarding the severe and inclement weather policies please refer to your employee manual or contact your supervisor. As always please drive carefully and stay safe!

IN-SERVICE OPPORTUNITIES

Mark your calendars for upcoming CEU's:

Lincoln-First Aid/CPR:

November 11th (Sat)-9:30am-3:30pm



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
Stephanie Jacobs

4 years
Mitchell Schmidt
Dennis Siefkerl

2 years
Howard Heckenlivey
Deborah Newsome

1 year
Angie Champion
Sharon Friend
Lori Melocarro

Lincoln Office:

4 years
Hannah Mohr

3 years
Darlene Nickell
Laura Swanson

2 years
Shelly Clark
Laurie Consbruck
Katie Hauptman
Andrea Kerr
Lori Skalberg-Hurt

1 year
Jenny Crank
Crissy Moran
Brandi Settje
Perise Sio-Hiles

GI/Hastings Offices:

No Services Anniversaries

COUNCIL ON ACCREDITATION (COA)

Referral, customer and foster parent satisfaction surveys are back and aggregated with overall great results. Most of the survey questions were answered with either a 4 (agree) or 5 (strongly agree) result. Some of the things we are exceptionally proud of are that over all the referral sources felt Visinet, Inc. provided culturally sensitive services, does not discriminate in the provision of services, that we are known for our integrity and ethical practices, and that we work with other community organizations to advocate on behalf of the people we serve. We also scored very high with our confidentiality practices.

One of the areas identified as needing improvement from the referral sources was increased use of conferences and educational projects to make our presence known. Visinet, Inc. currently holds an annual conference with a prominently known speaker each year at Mahoney State Park. This is offered to referral sources, providers and foster parents. We will continue to look into other ways to make our presence known.

Customer satisfaction surveys rated very high in several areas as well. Some of these areas included: being treated with dignity and respect, confidentiality of services, meeting the needs of the client, and being consistent with appointments. The majority of our customers stated they would recommend our services to others and utilize our services again in the future if need be.

RISK MANAGEMENT

The next Risk Management committee meeting is Friday November 3, 2006 at 2PM. Please talk with a committee member if you have any topics or concerns to be addressed. Committee Chairs are Jenny Crank (Lincoln) and Monica Zinke (Omaha). The Risk Management committee assesses and monitors potential risk and safety factors as well as reviews incidents that occur. With winter approaching, please take precautions to ensure the safety of you and your clients. This could include winterizing your vehicle, checking weather conditions and forecasts and having the cell phone charged. Please also take a few moments to review policies regarding inclement weather and accidents. Talk with your supervisor if you have any questions about these policies.

HUMAN RESOURCES, RETENTION, AND RECRUITMENT (HRRR)

The HRRR Committee met in October and one of the topics they presented to upper management was carrying over 8 days and or getting paid out for 8 days at the end of the year, if you have PTO days left. This is in conjunction with the short term/long term disability benefit if you elected that coverage effective September 1st. Short term insurance does not begin until after the eighth day you are off work. The committee is currently working on other issues and have presented them for approval. The next Lunch and Learn is being planned for December and will be about Holiday Stress.

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