

The VISINET Advisor

Staff Directory

Chief Executive Officer

John Powers

Chief Financial Officer

Michael Wehling

Chief Operating Officer

John Hoffman

Director of Operations

Robin Chadwell, 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
Charles Reese

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/CTA Coordinator

Monica Zinke

Therapy/CTA Coordinator

Cheryl Turner, Lincoln

Foster Care Coordinator

Sharon Heckathorn, Omaha

Foster Care Coordinators

Rebecca Dacus, Lincoln (TFC)

CTA Supervisor

Shelina Williams, Omaha

TFC Supervisors

Deb Duerr, Omaha
Tiffany Redmond, Omaha

ABFC Supervisors

Cory Glause, Lincoln Paula Gepson, Omaha
Duncan Evans, Omaha Misty Crow, Omaha
Wyvonne Harper, Omaha Andrea Jacobs, Omaha
Lisa Auberry-Adams, Omaha
Trevor Nelson, 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

February 2007

From the Directors Desks

Contributed by John Powers, CEO, Michael Wehling, CFO

John Hoffman, COO

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

Visinet, Inc. will be experiencing many changes in the month of February with certain staff starting or moving toward new positions. John Hoffman has accepted a new position as the Chief Operating Officer. With this position, John will oversee the entire corporation's functions from a multifaceted perspective. Although John will remain in his current office, he will be traveling to the other locations more frequently and attending many community meetings. Robin Chadwell has been promoted to the Director of Operations position in the Omaha office and will replace John in that position. Robin has done an exceptional job growing the foster care programs for the past six years and has decided to move up in the corporate structure within the agency. Given the vacancy with her position in foster care, we were fortunate enough to have Sharon Heckathorn accept the Foster Care Coordinator position. Sharon has been with the agency over two years and has excelled at strengthening her families and supervising her staff. She is fully licensed and will be an excellent candidate to coordinate the foster care programs. Monica Zinke will take over as the CTA Coordinator with Robin being promoted to the Director of Operations. Monica was recently promoted to the Therapy Coordinator position in September and will continue to do an excellent job with both programs. The foster care program has recently acquired a new ABFC supervisor, Lisa Auberry-Adams. There will be a few office changes so please check with the receptionist when coming to the office (these changes will occur sometime in the month of February). Please take a moment to congratulate these individuals when you see them in the office and please be patient with all of us during this transition.

Additionally, the Omaha Farnam Street Outpatient Therapy & Visitation Center location will be relocating to the Arbor Street location with an anticipation date of February 16th or sooner. The office hours will remain 12pm to 8pm. Please watch for future correspondence as this date may fluctuate depending on the construction process. This will be a great opportunity for all of the services to be at one location which will make for better use of the resources, Dr. Neise and the Coordinator's time will fully utilize a corporate headquarter structure that will centralize all of our services out of one location.

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 newsletter."*

Family Centered In-Home Services



VISINET, INC.

Eastern Service Area

Corporate Headquarters

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STATE SERVICES SOUND OFF

Contributed by Radiance Klein and Mindy Wall

Now that we are one month into the new year, its time to review some of the requirements Visinet, Inc. expects its' employees to follow.

All employees must be available a minimum of 3 week nights and 6 hours on the weekend between the hours of 8 am and 9pm. In-services are a mandatory requirement of your job. All employees must complete one hour of in-service for every month of employment each year. Visinet, Inc. offers many in-service opportunities throughout the year. Please check your newsletter and pager for information. You may also receive credit for classes, books and educational videos. Please check with your program coordinator to see what is applicable.

All Visinet, Inc. employees are responsible for responding to urgent and non urgent pages in a timely manner. This means you must have your pager with you and in working order. Urgent or 911 pages must be responded to within 1 hour. Exceptions would include any class, or previous commitment noted on your time management sheet. Please do not answer your cell phone or pager while you are driving.

Employees should NEVER talk about another case or client in front of anyone but Visinet, Inc. supervisors or Case Managers. This includes using a client's name in the non confidential areas of the office i.e. hallways, waiting areas or the Visitation Center. As a reminder, when checking in with the Visitation Center, use your name or the therapist they are to see, never use the client's name.

IFP POINTS TO PONDER

Contributed by Jutta Fournier and Cinda Konken

The letter of agreement for the Crisis Response program has been extended for another six months. The Lincoln office has one current crisis response case going on and we would like to thank James Tucci and Rob Vander Putten for all of their hard work on this case. Also, we would like to thank Brandi, Jacquie, and Candace S. for all of their hard work on the other crisis response cases. The Omaha office would like to thank Mindy, Shane and Stephanie for all of their work they have done on the Omaha crisis response cases. All of the IFP staff will be trained in the Safety and Risk model to assist with any new crisis response referrals that come in.

Remember to invite Case Managers to the treatment team meetings with Dr. Neise to staff any IFP cases that we are reviewing. Also, please invite Case Managers to all meetings with the families to review the treatment plans, reviews and discharges. When discharging a case remember to have the families and Case Managers fill out a customer and referral source satisfaction survey and turn it in to the IFP Coordinator.

At intake, the IFP Therapist will need to obtain HIPPA, Consent to Treat, Client Rights and Releases for everyone in the family. Please make sure to have a copy for the family so they will be able to review all of the forms that they sign. These forms will need to be turned in to the IFP Coordinator after they are completed. If you have any questions please feel free to ask your Supervisor.

TREATMENT/AGENCY BASED

FOSTER CARE FACTS

Contributed by Sharon Heckathorn and Rebecca Dacus

The foster care programs in both Omaha and Lincoln are again embarking on a mission of training and recruiting quality foster parents. This is of increasing importance as both programs continue to expand. The Omaha office will be participating in a pilot project with other area foster care agencies and NHHS to provide foster homes and supportive services to youth who are identified as Traditional Placements. It is anticipated that with this the foster parents will be assuming an increased roll in assisting with supervised visits and working directly with the biological families as they strive to stabilize their lives. Visinet, Inc. Foster Care is excited about the prospects this brings to the agency and is excited to be a part of the ongoing move toward Family Centered Practice.

New goals are being set to increase the number of homes that we actually recruit, train and license. Obtaining and maintaining quality foster parents is crucial to the success of the foster care programs. If you know of anyone who is interested in providing foster care, please contact Darin in Omaha at 898-8881 ext. 1032 or Nanette in Lincoln at 464-8866 ext. 1022. Visinet Inc. offers significant training and support systems to foster parents, so encourage interested parties to explore the possibilities and discuss reservations they may have about fostering with Darin, Nanette or any team member.

There are many changes happening in the foster care programs. In Lincoln Rebecca is now the Coordinator of all foster care programs. Nanette is now the Foster Care Recruiter/Trainer for the Lincoln Office. Jolene Herrell is beginning to recruit and train foster homes in the Hastings/Grand Island Office. Sharon Heckathorn has accepted the position of Foster Care Coordinator in the Omaha office. While change is good and assists the programs with growth it can often bring some challenges of its own. Please be supportive of each other as team members and remember to work together and take time to support each other. It is the Visinet, Inc. staff and foster parents that make the programs successful.

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 Sharon Heckathorn, Cheryl Turner, Monica Zinke and Jenny Crank

CTA CONNECTION

The CTA program is growing by leaps and bounds... the Central Region office currently has 5 CTA and 2 CCTA clients. The Lincoln office currently has 15 CTA and 27 CCTA clients. Omaha office has 50 CTA and 37 CCTA clients.

Welcome on board in the Omaha office Desmond Wilford, Monika Langner, Corey Sykes, Candi Scott, Elizabeth Startzer, Yamika O'Neal, in the Lincoln office new additions are Paul Christiansen and April Faubion. Grand Island's newest CTA Brenda Daigger, will be providing CTA/CCTA services in the Hastings/Grand Island area.

Reminders...

With the new year you will need at least 1-hour of in-service training a month so that by the end of the year you have your required 12 hours.

Come prepared to your supervision with the necessary paperwork.
1) any intake paperwork 2) progress notes 3) reauthorizations.

Reauthorizations are due the Friday prior to the week of expiration. Make sure you are completing the reauthorization form.

Do not forget to get the client's signature on your timesheet.

BEHAVIORAL LEARNING CENTER

The BLC staff continues to work in small groups with the youth to focus on stabilizing their behavior. Providing small groups for the youth helps alleviate negative attention and focuses on positive attention. The youth continue to work on their goals and strive to earn their daily and weekly rewards. Some of the rewards may include: stickers, stamps, crackers, cookies, root beer floats, snow cones, and small trinkets.

Valentine's day is right around the corner. The BLC preschool youth will get to participate in the Happy Heart Festival on Wednesday February 14 at 2:00 pm. The youth will get to exchange valentines with their friends, play games and have punch and cookies. Parent/Guardians are welcome to come and join in the fun.

Lastly, we would like to welcome Kathleen Arends 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

February is upon us and throughout the month of January there were several changes and reminders that have been handed out.

There is a Magellan Rights and Responsibilities Form that is being added to the intake packet. Please be sure this is reviewed and signed by your Magellan clients.

Therapists can no longer bill an individual or family session for completion on a New Client Intake. These are to be billed as PTA-Addendums.

All MSE's will need to be scheduled within the same week that intake is completed, please be sure to schedule these once your intake session is scheduled.

All PTA's and monthly updates must be typed. Please ensure you are using the revised forms for both of these items.

All Treatment Plans must be signed by the client prior to them being turned in to your supervisor.

If you have not completed your National Provider Number (NPI) yet, this needs to be completed and given to your supervisor as soon as possible.

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

Thank you for all your hard work and dedication, it is truly appreciated.

IN-SERVICE OPPORTUNITIES

Mark your calendars for upcoming CEU's:

Lincoln-Verbal Mandt Training

February 3rd (Saturday-8:00am-4:00pm)

February 6th and 7th (Tuesday and Wednesday) 9:30am-1:30pm

February 13th and 14th (Tuesday and Wednesday) 9:30am-1:30pm

February 25th (Sunday) 8am-4:00pm



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:

<p><u>6 years</u> Robin Chadwell Jim Poehlman</p> <p><u>3 years</u> Candace Newland James Novak</p> <p><u>2 years</u> Philip Baldwin Shaile Leuschen Monica Zinnke</p> <p><u>1 year</u> David Cote Deb Duerr Nichol Haga Kim Herek LaGina Jones</p>

Lincoln Office:

<p><u>3 years</u> Sharon Davanport</p> <p><u>1 year</u> Felicia Mendoza Cathy Moss</p>
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GI/Hastings Offices:

<p><u>10 years</u> Rinda Ueckert</p> <p><u>7 Years</u> Nancy Gray</p> <p><u>3 Years</u> Dannell Simmons</p>
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COUNCIL ON ACCREDITATION (COA)

January was a very busy month regarding personnel issues. Among aggregating 2006 4th quarter information the Human Resource department also conducts employee chart audits for continuous quality improvement. This is to assure all necessary documentation is in the employee's file per Council on Accreditation, state contracts and Visinet, Inc. Policy and Procedure Manual. The receptionist will often inform you of missing items during pay periods in an attempt to retrieve them, i.e., copy of current driver's license, car insurance. Please retrieve these items at the time of their request. Employees often state they will bring them in the "next time" they come to the office, but forget to do so.

If you are unsure of when certain trainings require re-certification, please look at the employee manual for further information. It is the employee's responsibility to attend all required trainings/re-certifications within the required timeline.

RISK MANAGEMENT

The Risk Management Committee met on Friday January 26, 2007. We discussed fire drills and Incident Reports. If you have any other concern/issues that you feel should be addressed, please contact a Risk Management Committee team member. The Risk Management Committee continues to review all incident reports. Please continue to keep up the good work when filling these out accurately and in a timely manner.

HUMAN RESOURCES, RETENTION, AND RECRUITMENT (HRRR)

The HRRR Committee promotes CQI suggestions to upper administration and will communicate policy changes to employees in the Visinet Advisor (monthly newsletter).

Please utilize the Suggestion Box to give us your suggestions on different issues you would like addressed, etc. We have had a lot of suggestions and several changes have occurred due to the suggestions that were submitted.

The Omaha and Lincoln Offices will be having a Lunch and Learn in February. Watch for details to follow. January "Buy a Casual Day" in all offices to raise money for charities was again a very big success. As a reward, those employees participating were allowed a casual day and the company provided a free lunch. A big Thank you to all that participated.

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