

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 Charles Reese
Jamie Lnenicka (Escort) Rita Watson

State Services Supervisors (Lincoln)

Leigh Loskill Brent Fuhr (Escort)
Michelle Hartman Emily Wesseln (Escort)

IFP Coordinator

Cinda Konken, Lincoln
Jutta Fournier, Omaha

Therapy/CTA Coordinator

Monica Zinke, Omaha
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 Misti 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

March 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.

The Central Region has expanded very quickly due to the tremendous efforts of the Director of Operations, Jolene Herrell, and her staff. The most recent expansion includes Treatment Foster Care, Agency Supported Foster Care, Intensive Family Preservation, Community Treatment Aid and Therapy. The addition of these services will drastically add to the current continuum of care for families in this region. The referral sources in this area have provided positive feedback in regards to quick response and the design of the services. Jolene is in the process of hiring qualified individuals to meet the ever growing intake of cases. We look forward to watching this region develop and expand to reach the same number of services offered in the Southeast and Eastern Region areas.

Each year the Directors of Operations prioritize the development of new and innovative programs to meet the complex needs of individuals that make up their service areas. These new programs will be designed and implemented in a specific service area then generalized to the entire agency once the program has stabilized. Utilizing this process enhances our service continuum and expands to multiple services designed to meet the current level of needs for youth and their families.

In 2007 Visinet is researching a school based reporting program to fill a critical gap in the services available to youth between the ages of thirteen (13) to eighteen (18) years old. This population has very little resources to assist them when the mainstream school setting is no longer an option. This program will provide an educational setting that will concentrate on the youth's behavioral health challenges.

Visinet is also working on creating a specialized parenting program to enrich the current family support provided to families at risk. This program will assist parents and/or caregivers by using a certified parenting curriculum to increase the current level of functioning. Additionally, we are researching a transitional foster care program that will assist youth in transitioning home while maintaining a continuity of providers during the transition.

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."*



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STATE SERVICES SOUND OFF

Contributed by Radiance Klein and Mindy Wall

Hopefully the inclement weather is behind us and we will no longer have to allow extra drive time for driving in the snow. It is imperative you are allowing enough time for all escorts and visitations. Please also remember that you should not be arriving more than 10 minutes early to any appointments or visits.

Make sure you are getting an alternate phone number for foster parents if they have one. There have been some recent cases where visits or appointments may end early and the worker has to wait until a foster parent arrives, we don't want to make it common practice that staff have to keep children due to a foster parent not being home.

We want to remind all of the state services staff that you need to be MANDT and First Aid/CPR certified. Visinet will offer both courses throughout the year so please make sure you are signing up for those classes when they are offered. You should be certified in both within 60 days of being employed at Visinet Inc.

For Salaried Family Support Workers, if you have any cancellations you must communicate with your supervisor before turning in your time log for that week. By communicating with your supervisor, they may be able to get you the hours that you need in order to keep your hours within +1-25 hours for your AAB.

Special Congratulations to Michelle Hartman, Lincoln State Services Supervisor, and her husband on the birth of their daughter, Jocelyn Hartman.

We would also like to welcome 2 State Services Supervisors in Omaha. Chip Reese will be the supervisor for the UA program and Jamie Lnenicka will be the escort/transportation supervisor.

WELCOME!

IFP POINTS TO PONDER

Contributed by Cinda Konken and Jutta Fournier

This year is taking off like wildfire. It is already March and hopefully Spring will arrive soon to bring some warmer temperatures. The Central Service area is quickly growing. They currently have 9 active IFP cases and are in the process of hiring another part-time therapist to assist in satisfying the growing demands for this quality service. The Central Service Area spans a total of 21 counties so the referral possibilities are endless.

The Lincoln and Omaha offices have seen an increase in Crisis Response cases and would like to recognize the staff who so willingly accepted the cases on short notice; Therapists Mindy Hinton and Shane Berry and Skill Builders Stephanie Jacobs and Melissa Podkovich in the Eastern Service Area and Therapist Candace Hulthen and Skill builder Stephanie Bonnema in the Southeast Service Area.

Visinet, Inc. is dedicated to providing quality services to children and families across the state. In order to continuously improve the quality of services provided to our clients it is important to gain client input. Visinet, Inc. asks that clients fill out the Customer Satisfaction Surveys during the final IFP session. These surveys should be taken to the family by the Therapist during the final session. At the conclusion of the Crisis Response cases, surveys for clients and case workers need to be completed and returned to HHS. Feedback is a very important part of program enhancement and development. Please be diligent and follow up on the completion of the satisfaction surveys so that any program positives can be identified and concerns can be addressed in a timely manner.

TREATMENT/AGENCY BASED

FOSTER CARE FACTS

Contributed by Sharon Heckathorn and Rebecca Dacus

Spring is Just Around the Corner!

It is a good time to begin brainstorming with foster parents regarding scheduling for spring break. It will also be a good time for foster care specialist to plan for daytime hours with foster care youth and possibly integrate some new interventions for the new season. Hopefully, specialists work together to share ideas and use their imaginations to develop fun interventions that also help our youth to work toward meeting their treatment goals. If you know of new resources or fresh interventions, don't forget to share them with your co-workers.

Visinet foster care continues to grow and change. Sharon, Rebecca and Jolene continue to work to master the challenges of their new positions and appreciate all your support. Upcoming paperwork changes for treatment foster care and a new PTA and tracking outcome measures for the foster care programs. Hopefully, we can continue to work as a team to meet the challenges and growth that these new changes bring.

As we reported last month, a major goal for foster care is the continued recruitment of new foster homes. Nanette and Darin are working to meet these goals and can always use some extra support. We need more quality foster homes for our programs to grow. Jolene is also focusing on training and recruiting foster parents in the South Central Service Area. Jolene currently has one family in training and continues to seek quality foster parents to help her program grow. If you know of anyone who is interested in becoming a foster parent, please have them contact Nanette at Visinet, Lincoln, 464-8866 extension 1022; Darin at Visinet, Omaha, 898-8881 extension 1032; Jolene at 308-398-4662.

Thanks for all your hard work in helping foster care grow!

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 Cheryl Turner, Monica Zinke and Jenny Crank

CTA CONNECTION

Everyone is doing a great job with seeing clients and making up hours if needed. Keep up the good work. When you make up hours you are making sure that your utilization is above 85% on the case. CTA's will be completing quarterly reviews on all their open cases with the clinical director in the near future. CTA's will be responsible for giving an update to the clinical director in regards to their client's progress as well as gathering current diagnosis and medications in reference to their clients from the therapist's on the cases.

There are a few reminders that all CTA's need to remember:

Re-authorizations are due the Friday prior to the week of expiration by 5 pm.

Make sure that the daily logs, progress notes, and timesheets are filled out completely.

When the Case Manager is the legal guardian on the case, the CTA is required to get a release signed by the bio-parent when necessary.

Make sure when you complete an in-service training you fill out an in-service form and turn it in to your supervisor. You are required to complete 12 CEU's a year.

You can receive .5 CEU credit for reading the newsletter each month and turning in an in-service form.

CTA's need to communicate with therapists, case managers, foster care supervisors, foster care specialists weekly (unless they ask for bi-weekly). The communication should be noted on the back of the progress note under Collateral/Miscellaneous Contact.

BEHAVIORAL LEARNING CENTER

The BLC youth enjoyed having their Happy Heart Festival. The youth had the opportunity to exchange Valentines with their friends, play a variety of games and have cookies and juice. The youth also got to make a Valentine's Day wreath that they got to take home to their family.

The month of March will be busy at the BLC, as all of the youth will be on spring break from Monday, March 12 thru Friday March 16. During this time, the staff will do their best to keep all of the youth on schedule to ensure that all of their goals are being met. We will be focusing on the holiday of St. Patrick's Day, and having a lot of activities and rewards related to this holiday. One activity that we will be doing is reading different Doctor Seuss books. On Friday, March 16 we will be celebrating St. Patrick's Day, and the youth will get the opportunity to read the book Green Eggs and Ham. After reading this book, the youth will get to eat green eggs and ham.

The youth continue to strive to have positive behavior, and to have good weeks at the BLC, so that they can earn the weekly reward. Some of the rewards may include: can of pop, movie/popcorn, decorating cookies and small trinkets. The weekly rewards that we offer are highly motivating and tend to keep the youth on track so that they have good days and weeks 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

First of all, a big thank you to all the therapists. Everyone has been very patient and flexible over the past few months as there have been many changes.

To review some of these changes:

Please remember that no sessions can be held between the PTA and the MSE unless you have approval from Dr. Neise. The MSE should be scheduled as soon as possible after the PTA and Dr. Neise has added MSE times as needed. Please remember to turn in a copy of your PTA notes before the scheduled MSE time, so that he has all of the information. The notes do not have to be typed; therapists still have the rest of the billing period after the PTA to type the information and turn in the final document.

Case reviews in staffing: The intra-agency staffing of cases will begin in March. This is when staff from all programs will be invited to attend the clinical staffing to provide an update on a client being reviewed. Therapists and program staff also will be able to request a case be reviewed in staffing.

Omaha has a new facility, the Visitation and Outpatient Therapy Center has moved from its location on Farnam Street to offices next door to the corporate office. Thanks again to all the therapists who have been patient with the move and other logistics.

The Therapy Coordinators are looking at ways to improve training, please give any ideas to your respective Coordinator. The Grand Island office continues to grow, including its therapy program.

We do appreciate your willingness to adapt to all of the changes. All are results of Visinet constantly trying to improve the quality of our services. Thanks again.

IN-SERVICE OPPORTUNITIES

Mark your calendars for upcoming CEU's:

Lincoln-Verbal Mandt Training

March 3rd (Sunday) 8:00am-4:00pm

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

Lincoln-Physical Mandt Training

March 20th (Tuesday) 9am-1:00pm

March 25th (Sunday) 9:00am-1:00pm

Lincoln-CPR/First Aide Training

March 30th (Friday) 9:30am-2:00pm



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:

9 Years
 Florida Cyrus
 Jill Wehling
7 years
 Elaine Blickenstaff
6 years
 Raechell Eddy-Jimmerson

3 years
 Natalie Applegate
 Cameron Kohles

1 year
 Mark Armstrong
 Tammy Stiehl
 Jerome Vobejda

Lincoln Office:

5 years
 Brent Fuhr
 Vicky Settles
 Nancy Walters

4 years
 Teri Langan Dee

2 years
 Lynn Oborny
 Sheri VanMeveren

1 year
 Mary Eitreim Ali VanCleaf
 Kelly Lopez Rob VanderPutten
 Justin Major

GI/Hastings Offices:

No Service Anniversaries

COUNCIL ON ACCREDITATION (COA)

Visinet, Inc. recently held its quarterly CQI meeting to assure that we are keeping in alignment with not only our philosophy, mission and goals, but our short term and long term strategic plan as well.

The CQI team assessed our Final Accreditation Report from the Council on Accreditation, which indicated our company's strengths and our areas of improvement. With our ever evolving commitment to strive for excellence, Visinet, Inc. will be implementing outcome measures for all programs. Dr. Neise will be looking at standardized tools for program evaluation. As well as six month follow-up on all clients after services cease.

We will also be looking at creating a demographic profile of the community and actual consumers in order to modify our long-term planning regarding community needs. Although it seems as though we just completed our accreditation, the re-accreditation process will begin in early 2008.

RISK MANAGEMENT

Thank you to everyone for changing to the new Incident Report. Please remember to contact the other Visinet programs when a client is involved in more than one (i.e. family support and therapy). New facilities in Grand Island and Omaha are identifying and implementing RM issues, such as emergency supply areas and participation in drills. Fire drills were conducted in January. Omaha and Lincoln both completed their drills in less than 10 minutes and had followed protocol. Good job everyone! Please give any input regarding drills or other risk and safety factors to a RM committee member. If you do not know who is on the committee, please contact the chairs: Jolene Herrell (Grand Island) Jenny Crank (Lincoln) or Monica Zinke (Omaha)

HUMAN RESOURCES, RETENTION, AND RECRUITMENT (HRRR)

The Human Resource Recruitment and Retention (HRRR) Committee meets 4 times per year (quarterly) to discuss diversity and equal employment opportunities to promote and assure best practices. The team makes recommendations to the Administration team about policies regarding recruitment and employee issues. The HRRR Committee promotes CQI suggestions to upper administration and will communicate policy changes to employees in the Visinet Advisor (monthly newsletter). The team will have educational meetings (Lunch and Learn) four times per year.

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