

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 Reece
Jamie Lnenicka (Escort) Rita Watson

State Services Supervisors (Lincoln)

Leigh Loskill Brent Fuhr (Escort)
Michelle Hartman Emily Wesseln (Escort)
Karla Grove (Drug/Alcohol Screening)

IFP Coordinators

Cinda Konken, Lincoln
Jutta Fournier, Omaha

Therapy/CTA Coordinators

Monica Zinke, Omaha
Cheryl Turner, Lincoln

Treatment/Agency Supported Foster Care Coordinators

Rebecca Dacus, Lincoln
Sharon Heckathorn, Omaha

CTA Supervisor

Shelina Williams, Omaha

TFC Supervisors

Stacey Doan
Deb Duerr, Omaha
Laura Gervase, 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

April 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.

There has been recent discussion with regard to mileage and how this should be calculated and recorded for reimbursement purposes. Mileage reimbursement is based not only on Visinet policy but on the standards that are allowable within individual programs. In general, for those programs that can count door to door mileage (IFP, CTA and Foster Care) according to Visinet, Inc. policy, mileage will be reimbursed for the distance to and from the client home, from the employee home to the client OR from the office to the client, whichever is least in miles. Odometer readings from the home of the employee or from the office to the client need to be recorded on mileage logs or time logs, whichever is utilized by your program. The exact mileage between one client and the next is reimbursable as long as the cases are scheduled back-to-back. Any mileage which exceeds the direct route from office to client or employee's home to client needs to be explained by the employee on the back of the client's time sheet/log. Direct route mileage should be calculated based on mileage obtained from Map Quest. It is also noted that any mileage accrued outside of the above referenced guidelines should be pre-approved by your supervisor on a case by case basis. Program Coordinators and Supervisors are responsible for auditing the mileage logs submitted by their employees to ensure that all mileage is being recorded correctly and that it falls within acceptable limits. For more information pertaining to your specific program, please refer to your Program Specific Manual.

In keeping with the theme of driving, mileage and moving from one service location to another, please remember that there must always be a copy of the employee's current automobile insurance and driver's license in the personnel file. While an administrative assistant is assigned to review and retrieve all updated information for the employee personal files, it is ultimately the individual employee's responsibility to ensure that their information stays current. It is also imperative that you retain a copy of your proof of insurance in your vehicle at all times, as this is a state law. When you are paying your automobile insurance or getting a new drivers license, please take a minute to photo copy them and provide them to your direct supervisor. This little act could save time and potential issues in the future. There have been some recent updates to the accountability for not having valid insurance so please make sure to familiarize yourself with these in the April 2007 Employee Manual Update.

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."*



VISINET, INC.

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Omaha, NE 68144

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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 time for driving in the snow. It is imperative you are allowing only the needed time for transportation to your sessions. You should not be arriving more than 5-10 minutes early to your visits. If you only have 5-10 miles to drive to a visit, you should not be billing 30 minutes each way unless you have more than one foster home to pick up from. If it takes you 20 minutes to transport each way, you should bill for 15 minutes one way and 30 minutes the other way. If you have a foster parent who never has the children ready, please let your supervisor know.

Make sure you are getting an alternate phone number for foster parents. Always make sure you know where the child is supposed to go in the event there is a no show or early termination of the session. It should not be a common practice for the FSW to keep the children due to unavailability of the foster parents even when the visit ends early.

Please remember to always check your authorization dates on your client referrals. This goes for all programs. Visinet is not allowed to bill for services provided outside of the authorization dates. If you have a question on whether the authorization dates you have are correct or if a new authorization has been received, please check with your supervisor before conducting the session.

In order for you to receive credit for attending any in-service hours, you must fill out an in-service summary sheet. You are responsible for completing this form within 1 week of attending the in-service. These are placed in your file and are used to determine your raise at the end of each year. Each employee needs to attend 12 hours of ongoing education each calendar year. This could include interagency in-services such as MANDT, CPR/First Aid, Lunch and Learns and mandatory staff meetings. There are also opportunities within the community to reach the 12 hour requirement. Certain college courses, books, videos, speakers etc. If you are questioning whether you will receive credit for such, ask your supervisor.

IFP POINTS TO PONDER

Contributed by Cinda Konken and Jutta Fournier

When sessions are cancelled due to inclement weather such as the recent blizzard, you are still responsible to meet your contact hours and are expected to make them up as soon as possible following the missed appointment. We have to follow all contractual obligations, which include face to face contact. We also have a responsibility to our clients.

The PSM updates are ready for second quarter. Make sure you thoroughly read them and apply changes as indicated. These updates are provided to continuously strive for improvement and maintain the high quality service our agency provides to our clients.

At discharge, please remember to turn in your Assessment Checklists (both pre- and post assessment). The therapist is responsible for completing the Parenting Skills and Individual Needs checklists. The skill builder will complete the Community and Domestic Resources checklist for either families or teenagers depending on the family circumstances. Also make sure to complete the Customer Satisfaction Survey at your last family meeting and hand those in at discharge as well. The Customer Satisfaction Surveys help us in making future programmatic decisions. They are also required by COA as part of our continuous quality improvement plan.

TREATMENT/AGENCY SUPPORTED

FOSTER CARE FACTS

Contributed by Sharon Heckathorn and Rebecca Dacus

The foster care team is continuing to recruit, train and license new foster parents. During the upcoming months, all foster parents will need to attend a safety training that will be provided at Visinet. This will count towards your in-service training hours and is required for all foster parents. Please be watching for details about this in the near future. There continues to be a great need for foster homes in all of the Visinet offices. Please contact Darin Severson in Omaha, Nanette Simmons in Lincoln, or Jolene Herrell in Grand Island/Hastings offices if you have someone to refer as a potential foster parent.

With summer time fast approaching, we are looking ahead for what the foster children will be doing. It is not too early to start preparing for when school is out for the summer. Please empower foster parents to make arrangements for where their foster child will be. There are a lot of options but they must sign the youth up early. The youth may be attending daycare, summer school, camps or other recreational activities. Please encourage foster parents to plan ahead. Summer will be here before we know it.

The foster care team should review with the foster parents the appropriate supervision of youth in the home and community. The foster parent should follow the team's recommendations. The team is looking out for the best interest of the child, and what is safe and appropriate for that child's specific needs.

The Omaha office would like to welcome Pat Samuel back. She has returned to the Omaha office and will be working as a trainer/recruiter for new foster parents with Darin Severson and will be assisting in covering Specialist cases as needed.

Please remind foster parents that they are to have 24 hours per year (48 hours for two years) for in-service hours. Foster parents need to fill out the in-service forms as they complete their hours. We will be tracking all in-service hours as they are completed.

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

Spring is here and with that often come changes in families' schedules. School sports schedules may change availability. Spring break may be a time to make up hours or see clients during the day but also may involve family vacations. Please be sure to plan ahead. The nicer weather also may mean more outside activities are possible.

Billing- Please be as complete as possible when doing your billing paperwork. Often there are blanks or things not checked, like utilization explanation or funding source. If a client has Medicaid and private insurance, you need to indicate both of them. Daily logs also have been missing part of the client's name or the level. Please double check your documentation before you give it to your supervisor. Also, please remember to complete the CTA Update Form when there are changes in regards to a case, such as change of placement,, address, therapist, etc.

Meetings and Trainings- Group supervision continues on a monthly basis. You may only miss two of these per year, so if you have to miss please inform your supervisor. Otherwise, RSVP to your supervisor for planning purposes. If you have suggestions for topics for supervision, or for other trainings, please give them to your supervisor. CTAs are the ones in the field, and we welcome ideas from you for trainings or names of possible speakers. Be scheduling your annual trainings also (CPR/First Aid, MANDT, Safety training). If you attend an outside training, please complete a training in service form so that you will receive in service credit for those hours.

Utilization- Remember it is expected that available hours be utilized at 100% each pay period. Make every effort to reschedule or make up hours within the same pay period. If hours cannot be made up during the same pay period, make sure to complete all hours before the end of the authorization period.

In Omaha, if you have difficulty making your hours, please talk to Shelina about the possibility of moonlighting with another program, such as escort and family support. For Lincoln and Grand Island, check with your supervisor (Cheryl or Jolene) about this possibility.

BEHAVIORAL LEARNING CENTER

The BLC youth enjoyed celebrating the holiday of St. Patrick's Day. The youth had the opportunity to read several Dr. Seuss books and had got to eat green eggs and ham. Some of the youth were not sure about eating the green eggs, but they all tried at least one bite.

Happy Spring from the BLC! The BLC youth and staff are excited for spring, as it gives them a chance to do more outside activities. Some of the activities may include: planting and watering flowers, riding bikes, blowing bubbles, going to the park and these are just to name a few. We will also be doing different learning activities to teach the youth about spring time.

We are always focusing on positive behavior and rewarding for positive behavior. In the month of April our weekly rewards will be focused around "spring time". Some of the weekly rewards may include: extra outside time, bubbles with cool bubble wands, bug catchers and butterfly nets.

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

Happy Spring, everyone! With the arrival of spring comes fewer weather related difficulties and usually fewer clients with colds and flu's. However, it also comes with other challenges. School age clients may be getting more restless and need more activities to keep them invested in therapy. In the spring, and with our emphasis on using community resources and after care planning, it is the time to look for summer programs. Many of the school age clients may benefit from summer programs both for a structured environment and for the activities and social involvement they offer. Some of the older adolescents may be able to mentor or fulfill some other leadership or validating role. Some programs have deadlines for enrollment in March and early April. Please encourage the parents to look for summer programs now to avoid any difficulties towards the end of the school year.

Please give any feedback or suggestions regarding the new PTA process or the interagency staffing to the Therapy Coordinator at your location. The new form is structured differently, so plan extra time to type your PTAs as it may take a little longer at first. Also, please remember to make a copy of the PTA or your PTA notes for Dr. Neise to use for the MSE. Mark the copy as a copy so that there is no confusion.

CAP sessions- The need for CAP sessions for a client should first be discussed with Dr. Neise. If determined appropriate, talk with the Therapy Coordinator in your site office regarding use of the sessions. CAP sessions can be used either because there is little clinical necessity for ongoing treatment, or because there is acuity for services but a delay for the MSE.

Please be planning time for your yearly trainings (CPR/First Aid, MANDT, Safety, etc). Remember to complete an in service form for any training you attend. This includes outside trainings, if you want in service credit. The forms are how your hours are tracked; without the form you may not receive credit.

IN-SERVICE OPPORTUNITIES

Mark your calendars for upcoming CEU's:

Lincoln-Verbal Mandt Training

April 4th and 5th (Wednesday and Thursday) 5:00pm-9:00pm

April 15th (Sunday) 9:00am-4:00pm

Lincoln-Physical Mandt Training

April 10th (Tuesday) 9:00am-1:00pm

April 11th (Wednesday) 9:00am-1:00pm

Lincoln-CPR/First Aid Training

April 28th (Saturday) 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:

12 Years
John Hoffman

11 Years **10 Years**
Paula Gepson Dennis Scheffler

7 years
Kate O'Donnell

6 years
Rita Watson

4 Years
Laura Bosco Amanda Carpick
Tracy Hortman Darin Severson

2 Years
Valerie Duboise Trevor Nelson
Brandi Uher Ran Vonderhoe

1 Year
Heather Francisco Leanette Norviel
Margaret McKenzie Amy Safford

Lincoln Office:

10 years
Nanette Simmons

6 years
Pat Sneckenberg

3 years
Bret Kohles

1 year
Vat Chanhara
Kelli Czarnick
Jody Joel
Andy Marquart
Christopher Nearhood
Ronni Prentice
Jamie Schriber

GI/Hastings Offices:

2 Years
Lisa Cook
Sandi Rodeman

COUNCIL ON ACCREDITATION (COA)

When becoming a full-time employee please be sure to contact the HR Director/Specialist in your area to sign up for benefits. A new full-time employee has thirty days from the start of full-time employment to sign up for benefits. Therefore, it is extremely important to schedule your benefit appointment in a timely manner to assure your benefits start on time.

When terminating employment with Visinet, Inc. it is the employee's responsibility to schedule an exit interview with your local HR Director/Specialist prior to departure. If possible, try to schedule this appointment on your last day, as pagers, American Express cards, cell phones, and keys are to be turned in at this time. If you are unable to schedule your exit interview on the last day of your employment you will need to schedule a time on your last day to turn these items in as well.

It will soon be time, once again, to get client feedback regarding the services they receive from Visinet, Inc. In the next few weeks, every employee will be asked to retrieve customer satisfaction surveys for their clients to complete and return. See your supervisor if you have any questions

RISK MANAGEMENT

Spring is here and that means tornado season will be arriving soon. Risk Management will be conducting tornado drills this quarter. Everyone that is in the building needs to participate in the drills. These drills will be timed and need to be completed in a orderly and efficient manner. Please review your Risk Management Manual or talk with a supervisor if you are uncertain of the emergency procedures for tornados or other emergency situations.

Recently, all employees completed forms regarding Worker's Compensation. Visinet, Inc. encourages all employees to be as safe as possible when working. However, if an accident or injury occurs during work, please notify your supervisor immediately and follow any protocol outlined in the manuals. Also, please notify a Risk Management committee member or your supervisor if there is a safety concern in the Visinet Inc. building or on Visinet Inc. property. Jutta Fournier is now the Risk Management chair at the Omaha office.

HUMAN RESOURCES, RETENTION AND RECRUITMENT (HRRR)

March "Buy a Casual Day" was held in the Omaha office 3/29/07 to raise money for Juvenile Diabetes. In Lincoln, "Buy a Casual Day" was held 3/26/07 to raise money for Fresh Start. In Omaha, February's casual day raised \$180 for American Cancer Society. In Lincoln February's casual day raised \$ 110. A Big Thank You to all who participated.

Visinet, Inc. has a pass for workers to take their clients to the Henry Doorly Zoo Monday - Friday. The clients receive free admission and the worker gets in at half price (\$6.75), which is reimbursable to the employee. The pass can be checked out from the receptionist.

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