

Staff Directory

Chief Executive Officer
John Powers

Chief Financial Officer
Michael Wehling

Chief Operating Officer
John Hoffman

Operations Coordinator/Recruiter, Licensing, Trainer Coordinator
Robin Chadwell, Omaha

Clinical Director
Michael R. Neise, PhD

Consulting Psychiatrists
Michael Coy, MD
Arun Sharma, MD

**Director of Finance and Administration/
Continuous Quality Improvement (CQI)**
Dani Kessler

State Services Coordinators
Radiance Klein, Omaha Mindy Wall, Lincoln
JoAnne Sukovaty, Grand Island

State Services Supervisors (Omaha)
Shelly Doehring Jamie Lnenicka (Escort)
Rita Watson

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

Outpatient Services Coordinator
Jolene Herrell, Grand Island

IFP Coordinators
Cinda Konken, Lincoln
Shane Berry, Omaha

Therapy/CTA Coordinators
Monica Zinke, Omaha
Cheryl Turner, Lincoln

CTA Supervisor
Mindy Hinton, Omaha

Treatment/Agency Supported Foster Care Coordinators
Rebecca Dacus, Lincoln Ellen Shafer, Grand Island
Sharon Heckathorn, Omaha

Assistant Foster Care Coordinator
Wyvonne Harper, Omaha

TFC Supervisors
Laura Gervase, Omaha
Lori-Sue Walker, Omaha

ABFC Supervisors
Megan Fergie, Lincoln Paula Gepson, Omaha
Stacy Wilkinson, Lincoln Duncan Evans, Omaha
Misti Crow, Omaha Rachel Lukehart, Omaha
Andrea Jacobs, Omaha Stacy Machmueller, Omaha
Trevor Nelson, Omaha Ryan Vonderohe, Omaha

**Behavioral Learning Center Coordinator
(Lincoln-Based Program)**
Jennifer Crank, Lincoln

CCAA Evaluator (Omaha-Based Program)
Kevin Berryman, Omaha

Chemical Dependency Therapist
Teresa Hamilton, Omaha
Shelina Williams, Omaha

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October 2007

From the Directors Desks

Contributed by John Powers, CEO, Michael Wehling, CFO
John Hoffman, COO

Visinet, Inc. has finalized its restructuring that will go in effect during the month of October. The **Division of Research and Program Development** consists of the CEO, CFO, COO and the Clinical Director. The **Division of Human Service Operations** is overseen by the COO—John Hoffman who supervises the Operations Coordinator—Robin Chadwell (see below) the Program Coordinators, the Administrative Assistants, the Receptionists and all of the Field staff/Office Therapists/Psychological Assistant(s). Finally, the **Division of Finance and Administration** will be overseen by the CEO—John Powers, the Director of Finance and Administration—Dani Kessler, an HR Coordinator—Jill Wehling, an Office Coordinator—Matt McCoy, Billing Coordinator—Natalie Applegate, as well as HR/CQI specialists and Billing Specialists. Please see the new Visinet, Inc. flow chart for further clarification. This is part of the new EM addendum. We would like to reassure all of our valued employees and community partners that this restructuring was based on the necessity for improved communication and service delivery.

Shelly Hart-Keller will be staying in the Lincoln office and pursuing her LCSW as an in-office/in-home therapist. Jolene Herrell is remaining in the Central Service Area as the Outpatient Services Coordinator and Robin Chadwell will be the Operations Coordinator who will be overseeing program development as well as coverage for program coordinators. Robin will also oversee the Recruiting, Licensing, and Training (RLT) aspects directly related to the foster care program (Foster Parent PRIDE training) and all of the Visinet, Inc. training for employees (Foundation, MANDT, CPR, Safety, Car Seat, etc.).

Communication straight to the COO from the program coordinators will be a useful way of getting answers met effectively and efficiently. Parts of the restructuring have been planned for the past few years. Having the corporate headquarters as the central office to conduct all of the financial practices where the CFO and the accountant are is most viable. I ask that you all give the process some time and patience and just understand that this too will be a learning phase in our ever-expanding knowledge base. Please talk with the CEO or the COO if you should have any questions.

STAKEHOLDER SUGGESTIONS

For the escort/transportation program it was suggested that if the drop off or pick up location is an office/school that the name of the building as well as the address be paged out for easier access.

JOB OPENINGS

Visinet, Inc. is accepting applications for the following:

ADMINISTRATIVE POSITIONS

Administrative Assistant

DIRECT CARE POSITIONS

Foster Parents
Therapists
Supervised Visitation Specialists
Community Treatment Aides
Intensive Preservation Therapist
Mental Health Transportation Workers/Escorts
Family Support Workers

"Visinet, Inc. employees are responsible for the information contained in this newsletter."



VISINET, INC.
Eastern Service Area
Corporate Headquarters
11836 Arbor Street
Omaha, NE 68144
Phone: 402.898.8881
Fax: 402.898.8886
www.visinetinc.com

STATE SERVICES SOUND OFF

Contributed by Radiance Klein, Mindy Wall and JoAnne Sukovaty

Fall is upon us and school is in full swing. As many of you know a majority of the visitations are now in the evenings and the weekends. We would just like to remind all of our staff that our weekly requirements are 3 weekdays for a minimum of 10 hours per week, evenings from 3:00-8:00 and a 6 hour block on Saturday or Sunday. We appreciate all of our staff who have helped us in the last couple months. With the beginning of school we always see an influx of cases and escorts. Once again thank you for all of your hard work.

Just a reminder about how important confidentiality is in our field of work. Please make sure you are not discussing cases or escorts with other people including other employees unless it is a substitution case. When picking up and dropping off children before and after visits, it is important that you remain objective and discuss only information that is necessary for the foster parents to know regarding the visitation. It is not appropriate to share personal information, information about the biological parents and specific details of the visit.

When picking up and returning youth for visitations and escorts, it is imperative that you make contact with an adult. The only time that you are able to leave a child unattended is if your supervisor has approved it by a written letter from the legal guardian of that youth. Visinet will not leave ANY child unattended if they are under the age of 13.

State Services has been hiring many new employees to help with our influx in cases. Due to this, current employees may be utilized for shadowing purposes. It is important that you return the new employee phone calls promptly. They are anxious to start and good communication between parties is essential. It is important to remember that having the trainee present does not distract the session. This can be a good time to answer the trainee's questions, but only if the family is being properly supervised. Let's make this a positive experience for all.

IFP POINTS TO PONDER

Contributed by Cinda Konken and Shane Berry

The Lincoln IFP program would like to welcome IFP Therapist, Candra Glinsmann and IFP Skill Builder, Emily Hoegh as they both have taken recent positions with the program. In addition, the Lincoln and Omaha offices would like to extend a thank you to all of the Therapists and Skill Builders who have adjusted their schedules to accommodate the demands of recent Crisis Response cases.

Please remember that when you are recording Client Phone Calls (CPH) that these calls must directly relate to the family's treatment goals and objectives. This time spent telephonically with the client/family must be indicated on the administrative time logs, noting the start and end time of the call. In regards to client no shows, these should be documented on a no show/cancellation sheet, as well as the salaried staff time log. Salaried IFP staff will receive .25 minutes for client no shows in record of base computations being used to maintain expectations with salaried status.

The Omaha IFP program has started implementation of the McMaster Family Assessment Device (FAD) as of September 19th. This outcome measure will be piloted over the course of the next few months, allowing for any necessary adjustments to be made with the Clinical Director before January 1, 2008. It will be imperative for IFP staff to share their feedback during this process with the respective IFP Coordinator to ensure accuracy with administration and in helping to determine the efficacy of IFP. The Lincoln and Grand Island offices are slated to begin implementing the FAD on October 19th.

TREATMENT/AGENCY SUPPORTED

FOSTER CARE FACTS

Contributed by Sharon Heckathorn, Rebecca Dacus and Ellen Shafer

The foster care programs in Lincoln, Omaha, and Grand Island are looking for foster parents. If you know anyone interested in providing foster care, please call Nannette in Lincoln at 464-8866 Ext. 1032, Pat in Omaha at 898-8881 Ext. 1010 and Jolene in Grand Island at 308-398-4665. Visinet offers a \$100 referral bonus to the employee or foster parent who refers the foster parent to Visinet, Inc. Our foster care team offers an excellent support system to foster parents. Word of mouth is our best resource for recruitment and informing everyone about the quality foster care program at Visinet, Inc. 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 in providing care to children. There is always a need for more foster homes to accommodate the children who are in out of home placements.

It is not too early to start looking ahead for when youth will be out of school for various breaks. Most schools post a calendar on their website or have it posted somewhere so that you can plan a significant time in advance. During these breaks from school, the foster care team needs to ensure that there is appropriate supervision of the youth in the home and community. This supervision level should be based in the team's recommendation. Discuss with the foster parents what level of supervision is required for the youth and where the youth will be going. There are also breaks from school around Thanksgiving and Christmas holidays, The holidays will be here before we know it, so let's plan ahead. It is better to have these arrangements made in advance in order to reduce the stress for both the youth and their foster parents.

Just a reminder, foster parents are required to have 24 hours per year for in-service hours. Please remind foster parents to fill out the in-service forms. All the forms must be filled out prior to re-licensing. All foster parents must be Mandt, CPR, First-Aid certified. In-service hours can be completed by various workshops, videos, books, classes etc... Please check with the foster care staff if you are not sure how you can accommodate your in-service hours. If you know of any workshops that are available and would be beneficial for our foster parents to attend, please inform the foster care staff to spread the word to the other foster parents. The end of 2007 will be here before we know it, so let's get the in-service hours done as soon as possible.

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

We would like to welcome the following new Visinet employees to the CTA team: Jesse Blakesslee and Jamie Rankin (Omaha) and Sarah Kemp and Karla Ludden (Lincoln).

Please make sure that you are completing all areas of your progress notes correctly:

CTA's need to make sure that CTA or CCTA is checked at the top as well as the client's full name, funding source, location of service, start and end time, therapist full name and whether it is external or internal; and any other relevant information regarding that specific session.

Please make sure that the primary goal(s) that you are addressing in the session is clearly marked next to the goal you are addressing. If you are just beginning services with a client, you can check the box labeled other and write "building rapport with client and family," or something similar.

The next section requires the CTA to identify the outcome measures for the particular goal you are working on during the session. For example: Client will comply with rules in all environments and respectfully accept direction from authority figures 7 out of 10 times.

Please make sure to identify the activity/intervention you are using to address the goals.

Description of Session: in this section it is imperative that you describe what is taking place during a session. When the therapist for your client reads the notes, they should be able to comprehend what exactly is taking place during the session (i.e. interventions being used, how well the client was able to practice skills, whether the client was cooperative or not, and so forth).

Make sure to note progress or barriers identified during the session, add any additional information pertinent to the client, plan and date for the next session, any collateral contacts regarding the client that took place, and please don't forget to sign and date your progress note.

BEHAVIORAL LEARNING CENTER

The youth will be participating in all different kinds of activities that teach them about the season of Fall. In the month of September, the BLC theme was learning about apples. During art time, the youth made several different projects involving apples. For example: they made applesauce, apple shakers, apple necklaces and painted apples. The youth seem to really enjoy all of these activities especially being able to paint.

For the month of October the BLC theme is Halloween. During this time, the youth will get the opportunity to go on a scavenger hunt, paint pumpkins, paint ghosts, make scarecrows and have a fall festival at the end of the month. We will also be reading books during story time about Fall and Halloween. Story time is a great teaching tool, as it teaches the youth to sit nicely and focus on the teacher.

The BLC staff continue to focus on positive behavior and rewarding the youth for having good behavior. One of our main objectives is to set our youth up for success. The youth strive to have good days and work really hard to reach their goal at the end of the week. The BLC offers different types of weekly rewards to motivate the youth to have good days to ensure they will receive the weekly reward. This process works very well for all of the youth. However, sometimes it takes some of the youth longer to catch on to the process to see if the staff are really going to follow through. It is crucial for all the staff to remember that we are dealing with special needs youth that require a lot of attention, and it is our job to ensure that they are getting the best care possible.

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

The Therapy Manual Addendum includes a number of revisions and changes to the program. Please be sure to read it and ask your Coordinator any questions that you may have. Complete versions of the manual are available upon request.

Fall has arrived and school is well underway. Please remember to not see clients in school without approval. It also is essential that you change or cancel your escort/transportation authorizations as needed, such as a different pick up time when on days school is not in session.

Many therapists count on clients being transported to the office for sessions, either for a clinical reason or for convenience. Please understand that the in home location should always be an option, as it is part of Visinet's commitment to client centered practice. However, when necessary and appropriate, clients may be seen in the office. If you rely on Magellan transportation, please be sure to confirm your authorizations with the escort program. Many times they do not receive the authorization from MBH and will not know you need the client transported, nor can they look for an auth if they do not know one is pending.

As you know, there are several trainings that are required every year. Please be sure to sign up for the trainings before they expire, as classes are limited and fill quickly. Refer to the Employee Manual and Therapy Manual if you are not sure which ones are required annually. Vehicle inspections also are required annually.

The Omaha office now is offering therapy for dual diagnosis clients and is working in the application to become an approved chemical dependency services facility. Currently, Shelina Williams and Teri Hamilton are the therapists for this program, and also work with outpatient therapy clients and the CCAA program. Welcome, Teri!

As always, if you have any marketing ideas, please tell your Coordinator. We continue to look for new and creative ways to spread the news about all of the services along Visinet's continuum of care and increase referrals. Thank you!

IN-SERVICE OPPORTUNITIES

Mark your calendars for upcoming CEU's:

Lincoln-Verbal Mandt Training

October 29th (Monday) 9:00am-4:00pm

Lincoln-CPR/First Aid Training

October 30th (Tuesday) 9am-2pm



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>4 yrs Sarah Chadwell</p>
<p>2 yrs Kimberly Arkfeld Cortez Rhodes Chris Scholl Kerstin Walpus</p>
<p>1 yr Cheryl Albert Karen Davidson Rachel Ness</p>

Lincoln Office:

<p>7yrs Sara Gould Mindy Wall</p>
<p>6 yrs Eric Pabst</p>
<p>5 yrs Candace Sturgeon Angela Wilkason</p>
<p>3 yr Michelle Hartman</p>
<p>2 yrs Landon Crow</p>
<p>1 yr Micah Cluck Megan Forgue Evan Scott</p>

GI/Hastings Offices:

<p>6 yrs Jolene Herrell</p>
<p>1 yr. Barry Coslor</p>

COUNCIL ON ACCREDITATION (COA)

Over the next several weeks you may be given an employee QA questionnaire, if you haven’t already. Please take the time to fill this out as detailed as possible. In a continuous effort to improve our services, supervision and communication we want the input of our valued employees. The Human Resources department has an open door policy when considering suggestions/improvements for our agency.

Along with the QA questionnaire, we also value all input from the exit interview questionnaire. If you are terminating employment, please take the time to complete the exit questionnaire with detailed feedback. The exit questionnaires are analyzed quarterly and reported in the CQI meetings.

RISK MANAGEMENT

The Risk Management Committee would like to welcome Joanne Sukavoty to the team! Joanne is the State Services Coordinator in the Grand Island Office and will represent that site for the committee.

Please note that the Incident Report has changed. The newest version includes “self injurious behaviors” in the critical incident category and also has been updated to include the newest programs. Please begin using the new version immediately. If it is not in the documentation area, your supervisor may give you a copy.

HUMAN RESOURCES, RETENTION AND RECRUITMENT (HRRR)

Human Resources, Retention and Recruitment (HRRR) committee promotes Continuous Quality Improvement suggestions to upper administration and will communicate policy changes to employees in the Visinet Advisor. HRRR meets to discuss diversity and equal employment opportunities to promote and assure best practices.

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.

Eastern Service Area
11836 Arbor Street
Omaha, NE 68144
Phone: 402.898.8881
Fax: 402.898.8886

Southeast Service Area
3940 Cornhusker Hwy, Suite 600
Lincoln, NE 68504
Phone: 402.464.8866
Fax: 402.464.8879

South Central Service Area
1020 W 2nd St.
Grand Island, NE 68801
Phone: 308.398.4662
Fax: 308.398.4665