

The VISINET Advisor

Staff Directory

A Visinet, Inc. Publication

March 2008

Chief Executive Officer

John Powers

Chief Financial Officer

Michael Wehling

Chief Operating Officer

John Hoffman, MSW

Operations Coordinator/Recruiter, Licensing,

Trainer Coordinator
Robin Chadwell, LCSW

Clinical Director

Michael R. Neise, Ph.D.

Consulting Psychiatrists

Michael Coy, MD Arun Sharma, MD

Director of Finance and Administration/Continuous

Quality Improvement (CQI)
Dani Kessler, MS

State Services Coordinators

Radiance Klein, Omaha Mindy Wall, Lincoln
Jennifer Warren, Grand Island

State Services Supervisors (Omaha)

Rita Watson Kayla Zegers
Lisa Fisk (Drug/Alcohol Screening)

State Services Supervisors (Lincoln)

Leigh Loskill Michelle Hartman
Karla Grove (Drug/Alcohol Screening)

Escort Coordinator

Emily Wesselin, Lincoln

Escort Supervisors

Heidi Ezell, Omaha Brent Fuhr, Lincoln
Jamie Lnenicka, Omaha

CCAA and IFP Coordinators

Shane Berry, Omaha Cinda Konken, Lincoln

Therapy/CTA Coordinators

Monica Zinke, Omaha Sara Crandall, Lincoln

CTA Supervisor

Mindy Hinton, Omaha

Outpatient Services Coordinator

Gina Smith, Grand Island

Treatment/Agency Supported Foster Care

Coordinators
Sharon Heckathorn, Omaha
Wyvonne Harper, Omaha (Assistant FC Coordinator)
Kadi Holmberg, Lincoln

TFC Supervisors

Laura Gervase, Omaha
Candra Glinsmann, Lincoln,

ABFC Supervisors

Paula Gepson, Omaha Misti Crow, Omaha
Duncan Evans, Omaha Andrea Jacobs, Omaha
Ryan Vonderohe, Omaha Shawn Riddle, Omaha
Rachel Lukehart, Omaha Angie Allphin, Omaha
Stacy Wilkinson, Lincoln Megan Fogue, Lincoln
Jaimie Schriber, Lincoln Ellen Shafer, Grand Island

Behavioral Learning Center Coordinator

(Lincoln-Based Program)

Jennifer Crank, Lincoln

CCAA Evaluator (Omaha-Based Program)

Kevin Berryman, Omaha
Rebecca Dacus, Lincoln

Human Resources Coordinator

Jill Wehling

Billing Coordinator

Natalie Applegate

Administrative Assistant Supervisor

Terry Petolick

From the Directors Desks

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

With all of the tasks that supervisors are required to complete throughout the day sometimes it seems that face to face employee supervision can take a back seat. Despite these extenuating circumstances, direct employee supervision is critical to program and employee success. Consistent and direct supervision provides employees with a sense of belonging, assists them in recognizing the importance of their individualized performance with the agency, educates them on community resources to assist their clients further and on specific client strategies and individualized interventions, and provides them with feedback necessary to improve their performance. In fact, supervision is one of the top three factors that motivate people at work. Visinet, Inc. requires all supervisors to maintain weekly supervision of their staff not only to obtain necessary documentation and updated statistical and specific case information, but also to provide each employee with ongoing performance feedback and to allow employees to process challenging clients, and to gain a better understanding of what strategies may work in employees' service provision with clients.

The majority of people employed by Visinet, Inc. want to know how they are doing in their work with children and families. They are sincere in their desire to assist in improving the overall identified problem areas. Visinet, Inc. employees want to know when they're doing well and they want to know when they could be doing better. While many employees do not want to hear the negative aspects of their service provision, most of them realize that receiving that feedback will make them better employees. However, the manner in which the information is presented is significant to the employee learning process; therefore, supervisors have to approach their staff with efficient, effective supervisory skills. When feedback is presented in a positive, problem solving, and supportive manner, an employee's motivation to improve their performance will increase. Employees should also be challenged to determine how this feedback could be utilized to increase job performance. Supervisors need to realize that employees really want to do their job the best way that they can, so it is important to present information in a manner in which employees will want to listen.

All employees, no matter what level, should be receiving thirty (30) minutes of weekly supervision with their direct supervisor. If supervision is canceled within the week it is required to be made-up within that week; therefore, it is not a good idea to schedule supervision on Fridays as it would be difficult to reschedule supervision if canceled on this day. For employees with few cases or just graduated from Foundations and Program Specific Training, weekly supervision is an opportunity for ongoing education regarding their position requirements. Supervisors should be presenting these employees with case scenarios, homework, specific resources to review and to be pursued, and training on community resources in order to educate potential families, etc. If employees believe that they are not getting the supervision they need or require, please speak with the program coordinator or Chief Operating Officer (if applicable).

We would also like to take the opportunity to congratulate John Powers and Brooke Spencer on the birth of their beautiful daughter, Presley Grace Powers. She was born on Friday, February 29, 2008 weighed in at 6lbs, 8.3oz and is 19" in length. CONGRATULATIONS!

JOB OPENINGS

ADMINISTRATIVE POSITIONS

Administrative Assistant (Omaha), Billing Specialist (Omaha)
State Services Supervisor (Grand Island)
Foster Care Specialist (Omaha; Lincoln)
BLC Specialist (Lincoln)
IFP Therapist (Omaha; Lincoln)

DIRECT CARE POSITIONS (All Locations)

Foster Parents, Therapists, Supervised Visitation Specialists
Community Treatment Aides, Family Support Workers
Mental Health Transportation Workers/Escorts, Foster Care Specialist,
Parent Partner, Psychological Assistant, State Services Supervisor

Family Centered In-Home Services



VISINET, INC.

Eastern Service Area

Corporate Headquarters

11836 Arbor Street

Omaha, NE 68144

Phone: 402.898.8881

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www.visinetinc.com

STATE SERVICES SOUND OFF

Contributed by Radiance Klein, Mindy Wall, Emily Wesseln and Jennifer Warren

Spring and summer are just around the corner. With that, we know vacation time is fast approaching. Please remember to request time off with your supervisor. When your supervisor has approved time off or approved for you to have a substitute, please fill out the vacation leave form with the person substituting on each visit. Please remember: "Your Case, Your Responsibility." If you are not able to do your assigned visit, you will either find your own substitute or you can make arrangements with all parties to make up the time to the family. Remember that Visinet should never be put in a position where we owe the family time due to missed visits on our end.

Remember on billing day to turn in all of the necessary documentation. Necessary documentation includes: daily logs, monthly supervised visitation and family support records, time sheets, progress notes, and collateral logs. Please make sure that you are documenting any canceled/no-show visits, contact with the referral source, foster parents, and family members. Remember on visitation and family support cases, it is your responsibility to wait 20 minutes for the client to show for the visit/session and 10 minutes for escort. When a client no-shows, please notify the referral source and your supervisor. Please review the no-show policy for visitation and family support. If a client misses 3 consecutive visits, the visits will be put on hold. Visinet will notify the case manager of the missed dates. The client then must call the case manager and the case manager must notify Visinet before the visits resume. At this time the client will be put on a call-in basis to confirm his/her visit.

If there are any changes on your cases, please remember to inform your supervisor. This would include: any address changes, phone numbers, times of visits, location of visit. Also remember that all locations where he visits are occurring must be approved by the case manager. If the case manager has not approved a location this would not be allowed until we do hear from the case manager. Also, the case manager must approve anyone that is present for a visit.

Thanks again for all of your hard work and dedication in providing our clients with the best services available.

Please speak with HR Director, Dani Kessler, if you may be interested in providing back-up coverage to the Visitation Center front-desk during the hours of 5-8pm Monday through Friday and on Saturdays from 10am-3pm.

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 coordinator for more information, see if you qualify, and find out the requirements.

All Visinet, Inc. 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.

Visinet, Inc. employees are responsible for the information contained herein.

TREATMENT/AGENCY SUPPORTED FOSTER CARE FACTS

Contributed by Sharon Heckathorn and Kadi Holmberg

The Foster Care Program in Omaha, Lincoln, and Grand Island are continuing to recruit and train quality foster parents. If you know anyone who is interested in providing foster care, please have them contact Pat or Katie at 898-8881 X 1010 or 1067 In Omaha, Nanette at 464-8866 X 1022 in Lincoln, or Ellen Shaffer in Grand Island at 308-379-2599.

Foster Care staff needs to be aware that spring break will be coming up this month and you will need to talk to foster parents about any respite that might be needed. Each school district may have a different schedule for spring break, therefore foster parents and staff will need to double check with the school as to when spring break will occur.

If anyone has children's clothing in good or relatively new condition please consider talking with one of the Foster Care Coordinators in your local Visinet, Inc. office about donating this to the foster care program. This clothing could be used with the emergency youth that come in with no belongings. Any sizes would be greatly appreciated. However, given limited space, please talk with the Foster Care Coordinators first before dropping any items off.

IFP POINTS TO PONDER

Contributed by Cinda Konken and Shane Berry

The IFP Coordinators attended the training given by the Department of Health and Human Services regarding the Nebraska Safety Model. All IFP staff should become familiar with the Safety model and be able to inform and remind HHS Case Managers that IFP services can be used as a Safety Service. While IFP has been deemed a change service it may also be utilized as a Safety Service. This Safety Service will entail 7 weeks with the focus being placed on Appraisal and Crisis Stabilization to align with the State's Safety model.

The IFP Coordinators will be attending a meeting with Health and Human Services about Crisis Response Services on March 12, 2008. The Crisis Response services will also be continuing and supporting the new Nebraska Safety Model. If you should have any questions about the new Safety model please consult with your Coordinator.

Please remember that all communication on IFP cases is the responsibility of the IFP Therapist. The IFP Therapist is responsible for calling the HHS Case Manager once a week for a verbal update as well as letting the Case Managers know of any crisis or incidents that occur on IFP cases. The IFP Therapist may delegate phone calls to be done by the IFP Skill Builder. The IFP Skill Builder should not be calling HHS Case Managers unless the IFP Therapist or Coordinator has given instructions for the IFP Skill Builder to assist with communication.

OUTPATIENT SERVICES

Articles contributed by Monica Zinke, Sara Crandall, Gina Smith and Jenny Crank

CTA CONNECTION

We would like to welcome Gina Smith as the new CTA Coordinator in Grand Island! Omaha would like to welcome new CTAs Patra Pakieser and Darnell Buggs, and Lincoln would like to welcome new CTAs Paul Oakland, Kelly Bent and Mark Devareau.

Using Natural and Logical Consequences

Natural consequences are results that occur naturally, following a behavior. The parent doesn't have to come up with the consequence and no one controls or manipulates the situation. It simply occurs as a result of the behavior that is chosen by the child. Examples of natural consequences: If a child stays up late, s/he may be tired for school the next day. If a child leaves his/her toys out in the rain, they may rust and be ruined. Sometimes parents have to protect their children from experiencing a natural consequence if the situation is dangerous and the result would be too severe, such as a small child playing with matches or a lighter. Other times, personal experience can be the best teacher.

Logical consequences are thought out, reasonable, and fair; they are planned and carried out by an authority figure such as a parent. A logical consequence should directly relate to the behavior. For example: if children are having difficulty managing their own environment a parent may implement a logical consequence: "If your toys are not picked up before bedtime, they will be put in a box in the basement." Logical consequences can also be positive: "After you clean up your room, we can go out to play catch." or "Since you were able to eat everything on your plate, you may have dessert." The use of logical consequences also works well when parents give their child a choice: "If you won't change out of your good clothes then you can stay in the house and find something to do inside." In this situation, the child essentially makes a choice regarding the outcome of his/her decision/behavior.

IN-SERVICE TRAINING OPPORTUNITIES

Omaha

Mar 3 MANDT 9-5
Mar 4 Verbal MANDT 5-9
Mar 6 Physical MANDT 5-9
Mar 7 Safety
Mar 10-11-12 Foundations Training 5-10
Mar 10 & 12 Pride 6-9
Mar 13 State Services PS 5-10
Mar 14 State Services PS 5-10
Mar 17 CPR 5-9; Pride 6-9
Mar 18 First Aid 5-9
Mar 19 Verbal MANDT 5-9; Pride 6-9
Mar 20 Physical MANDT 5-9
Mar 24 CPR 9-5; Pride 6-9
Mar 25 CPR 5-9
Mar 26 Pride 6-9
Mar 27 First Aid 5-9
Mar 31 Pride 6-9

Lincoln

Mar 3-4-5 Foundations Training 5-10
Mar 6 State Services PS 5-10
Mar 11-12 Verbal MANDT (must attend both)
Mar 14 CPR/First Aid 9-4
Mar 19 MANDT 9-1

Grand Island

Mar 3-4 Foundations Training 5-10
Mar 18 Verbal MANDT
Mar 20 Physical MANDT

IN-HOME THERAPY NEWS

The Outpatient Therapy program would like to welcome Gina Smith, Outpatient Services Coordinator for the Grand Island service area! Additionally, we would like to welcome Jennifer Winje Diamant, a therapist in the Omaha office.

Starting in 2008, the Therapy All Staff meeting each month includes a training topic. Therapists are to bring a research-based article to discuss regarding the assigned topic. Preferably, the article will discuss best practices including suggested interventions. Articles will be submitted to the program coordinator and therapists who miss the meeting are expected to submit an article during their next weekly program supervision meeting. The Omaha site discussed self-harming behaviors in February. Following is a brief review of the information from the articles.

Types of strategies that often are effective with self harming clients include: cognitive approaches to recognize and address thoughts and/or triggers, dialectical behavior strategies, art therapy or other creative therapeutic techniques to increase expression of feelings, and behavioral approaches to replace the injurious behavior with another. Integrated approaches that utilize more than one of these were deemed most successful. Addiction approaches and group therapy at times may be appropriate. Most of the articles reinforced that therapists should not show strong reactions to the harmful behavior as it may unintentionally reinforce the attention seeking or it may increase feelings of shame. Articles also stated that therapists should not instruct the client stop the behavior immediately, as many clients will be unable to do so and then may stop reporting the behavior. Rather, therapists should work on replacing the harmful coping skills with a more positive one, or on the client adding steps before the actual self harm. Treatment also could address feeling expression and safety planning. Therapists also should be cautious to not confuse self harming behaviors with suicidal ideation or attempts. Many of the articles described reasons for the importance of family therapy. Sexual abuse or other types of trauma were indicated as reasons for the behavior, with clients attempting to replace one type of pain with another, or as a form of control.

Of course, there is more comprehensive information in the articles. The articles will be added to the resources available for therapists. Actual implementation of the interventions suggested should be based on clinical appropriateness and staffed with your supervisor and Dr. Neise.

BEHAVIORAL LEARNING CENTER

The BLC youth enjoyed participating in their Happy Heart Festival. During the Festival the youth got to participate in several different activities such as: art time, valentine games, valentine movie, exchange their valentines and lastly they got to have cookies and juice. It is always a challenge to keep all of the youth on track with their behaviors during these special holiday parties, because they get so excited and sometimes it's hard for them to focus. It is a good learning experience for them though, as it teaches them all about the different holidays that happen throughout the year.

March will be a busy time at the BLC, because all of the youth will be on spring break. This year spring break is from Friday March 21 thru Friday March 28, and the youth will return back to school on Monday March 31. 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. Due to the fact that we are a small daycare, and we can only provide services for 12 youth at any given time makes it difficult to meet everybody's needs during these breaks. The BLC will do their best to accommodate everybody's needs during this time.

During the month of March we will be focusing our activities around the holiday of St. Patrick's Day. We will read several Dr. Seuss books throughout the month of March to recognize this great author. On Monday March 17 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.



VISINET, INC.

- Treatment Foster Care
- Agency Supported Foster Care
- Intensive Family Preservation
- Individual and Family Therapy
- Outpatient Psychological Services
- Outpatient Psychiatric Services
- Comprehensive Assessments
- Behavioral Learning Center
- Community Treatment Aide
- Crisis Response Team
- Family Support
- Supervised Visitation
- Escort/Transportation
- Drug/Alcohol Screening
- Parent Partnering
- Substance Abuse Assessment/Treatment

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:

10 Years: Florida Cyrus
 Jill Wehling
 8 Years: Elaine Blickenstaff
 7 Years: Raechell Eddy-Jimerson
 5 Years: Cameron Kohles
 4 Years: Natalie Applegate
 2 Years: Jerry Vobejda
 1 Year : Pat Samuel
 Ron Smith

Lincoln Office:

6 Years: Brent Fuhr
 2 Years: Mary Eitriem
 Kelly Lopez
 Ali Van Cleef
 Robert Vanderputten
 1 Year : Elizabeth Jensen
 Julie Koch
 Jessica Weddington

Grand Island Office:

1 Year: Julie Landreth
 Kathy Molholm
 Brooke Wright

SUGGESTIONS

No suggestions this month.

RISK MANAGEMENT

Thank you to everyone for changing to the new Incident Report. If you have any questions or concerns regarding the new form please feel free to contact anybody from the Risk Management team or your immediate supervisor. Risk Management Committee Chairs are Jenny Crank (Lincoln) Monica Zinke & Rita Watson (Omaha) and Jennifer Warren (Grand Island) The Risk Management team decided that there should be more specific steps to follow when dealing with a potentially aggressive client on Visinet’s premises. Each site is developing specific steps to follow that pertain to their site and we will soon implement this process with all Visinet, Inc. employees.

HUMAN RESOURCES, RETENTION AND RECRUITMENT (HRRR)

In this day and age there are many employees who have been affected by the on-going war on terrorism around the world. Visinet, Inc. acknowledges that a large number of employees may have a family member or acquaintance who has been, or may be, deployed. Therefore, it is important for all employees to be aware of the newly signed National Defense Authorization Act.

The NDAA includes provisions that expand the reasons for leave and explain who is entitled to leave under the Family and Medical Leave Act (FMLA). Under the new provisions (which are currently in effect) eligible employees who are the spouse, son, daughter, parent, or next of kin of a covered service member are entitled to a total of up to 26 weeks of leave to care for the injured or ill service member.

The law introduced an additional group of employee family members as "next of kin," which includes the nearest blood relative of an individual. This goes beyond the original definition of an immediate family member and allows a broader definition of "family" for which eligible employees may take advantage of the law i.e., sibling.

These provisions became effective on January 28, 2008.

COA—Please remember that all confidential information should be kept locked at all times. Office doors should be shut and locked at night. All “common” doors should be shut throughout the day so that there is limited access.

HRRR—Lisa Walker (Omaha) will be the new head of the HRRR committee. If you are a current committee member or would like to become a committee member please feel free to contact Dani Kessler at 402-898-4924. Current members can expect to be hearing from Lisa soon regarding the next meeting date.

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