

The VISINET Advisor

Staff Directory

Chief Executive Officer

John Powers

Chief Financial Officer

Michael Wehling

Chief Operating Officer

John Hoffman, MSW

Director of Operations

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

Kayla Zegers, Omaha

Christina Stogdill, Omaha

Lisa Fisk (Drug/Alcohol Screening), Omaha

Leigh Loskill, Lincoln

Michelle Hartman, Lincoln

Karla Grove (Drug/Alcohol Screening), Lincoln

Cindy Adams, Grand Island

Escort/Transportation

Lisa Fisk (Supervisor), Omaha

Brent Fuhr (Supervisor), Lincoln

IFP & Assessment Coordinators (CCAA)

Shane Berry, Omaha

Cinda Konken, Lincoln

Therapy/CTA Coordinators

Mindy Hinton, Omaha

Sara Crandall, Lincoln

CTA Supervisor

Tabitha Ross, Omaha

Outpatient Services Coordinators (Grand Island)

Robin Chadwell (Interim)

Jennifer Warren (Interim)

Treatment/Agency Supported Foster Care Coordinators

Sharon Heckathorn, Omaha

Kadi Holmberg, Lincoln

Wynonne Harper, Omaha

TFC Supervisors

Karla Ahl, Omaha

Laura Fischer, Omaha

Candra Glinnsman, Lincoln

Tammy Dirks, Lincoln

ABFC Supervisors

Jamie Rankin, Omaha

Duncan Evans, Omaha

Ryan Vonderohe, Omaha

Rachel Lukehart, Omaha

Stacy Wilkinson, Lincoln

Jaimie Schriber, Lincoln

Misti Crow, Omaha

Andrea Jacobs, Omaha

Shawn Riddle, Omaha

Angie Allphin, Omaha

Megan Fergie, Lincoln

Recruiter, Licensing, Training Coordinator

Paula Gepson

Behavioral Learning Center (Lincoln-Based Program)

Jennifer Crank (Coordinator)

Angela Wilkason (Supervisor)

CCAA Evaluators

Kevin Berryman, Omaha

Rebecca Dacus, Lincoln

Human Resources Coordinator

Jill Wehling

Billing Coordinator

Natalie Applegate

Administrative Assistant Supervisor

Sara Collins, Omaha

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June 2008

From the Chief Officers

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

We would like to take this opportunity to fill you all in on the latest information regarding the RFB awards and where Visinet, Inc. is in the process, as I know many rumors are being perpetuated amongst staff, case managers, foster parents, and other community agencies. Please feel free to talk with upper administration if you have any questions that may lead you to believe that Visinet, Inc. or any of its programs are at risk. Although business will be changing in many positive ways due to awards being given to our Lincoln and Grand Island offices, the Omaha office will experience both positive effects of the awards and subcontractor agreements, thereby allowing for programs to operate in a "business as normal capacity".

However, we do not have all the answers with regards to how the contracts will be written; therefore, it is somewhat challenging to answer all of the questions or illustrate for you all exactly how business will change or remain the same as of or after July 1st (the intended start date of the new contracts). John Hoffman, COO, has been intimately involved with meetings at all levels with DHHS and community providers to ensure that Visinet, Inc. receives the utmost communication regarding DHHS' intents.

We would like to update you all on a few of the meetings that our COO has had with regards to the possible inequities in scoring of the Eastern Service Area (which is our Omaha office) proposal. As some of you may be aware, Visinet, Inc.'s proposal that was submitted for the RFB was ranked very high. In fact, of the reviewers who scored in the Eastern Service Area, our proposal was ranked the 2nd highest overall and awards were given to the top three agencies. Consequently, there are many questions that still remain to be answered. Our COO has met with the Director of Children and Family Services who states that he will be looking into our questions and researching any possible erroneous scores.

We will keep you as up-to-date as possible, but please know that we are at the mercy of DHHS with obtaining the information as they release it. As soon as we get any news regarding the outcome we will pass it onto you. Thanks for your patience and please let us know if you have any questions.

Finally, a few administrative changes that you all need to be aware/remembered of: John Hoffman, COO will be overseeing all of the Safety and In-Home Services implementation as well as CQI/QA of other programs; Robin Chadwell, Director of Operations will be overseeing all of the current programs and reporting directly to our CEO on day to day operations with regards to existing programs. All Coordinators report directly to Robin. Lastly, Sara Collins, Executive Assistant to COO has been promoted to the Administrative Assistant Supervisor in the Omaha office.

JOB OPENINGS

ADMINISTRATIVE POSITIONS

Outpatient Services Coordinator (Grand Island)

Foster Care Specialist (Omaha)

Foster Care Supervisor (Lincoln)

State Services Supervisor (Omaha)

BLC Specialist (Lincoln)

IFP Therapist (Omaha, Lincoln)

IFP Skill Builder (Lincoln, Grand Island)

Chart Auditor (Omaha)

DIRECT CARE POSITIONS (All Locations)

Foster Parents, Therapists, Supervised Visitation Specialists

Community Treatment Aides, Family Support Workers

Mental Health Transportation/Escort Specialists

Parent Partners, Psychological Assistants

Visinet, Inc. is an Equal Opportunity Employer

Family Centered In-Home Services



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 Jennifer Warren

The State Services Program would like to welcome Cindy Adams, State Services Supervisor, to the Grand Island Office. Cindy is also assisting the Grand Island office as Foster Care Supervisor. We are very excited to have her in these programs. We would also like to congratulate all of our employees who have graduated from college this past month. Please talk with your supervisor if you are interested in increasing your work hours or providing services in the other programs that Visinet has to offer.

The staff would like to extend a huge thank you to those individuals that spent numerous hours on preparing the proposal for the states most recent request for bid. Many hours, days, and efforts were spent on preparing this. THANK YOU!

With summer approaching, Visinet receives various requests to do visits in the community. Please remember that Visinet does not allow any visits to occur in a swimming pool. Remember to advise the foster parents and clients when outdoor activities have been planned so they can prepare for the session. Sunscreen should be used during outdoor activities at all times to prevent sunburns. Remind the parents to bring plenty of water to prevent dehydration if the visits will be outside along with any other necessary items. Please contact your supervisor if you have questions in regards to where you are authorized to do visits and if Visinet allows it to occur there along with any other requests made by the caseworker. Remember if there is a special request for community outings we must have written permission from the caseworker prior to these visits or any arrangements being made. If parents are requesting special visits it is their responsibility to make this request with the caseworkers. You are not obligated to conduct any visits that require an admission fee. Please make sure your families are aware of this.

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.

Thanks for all of your hard work and dedication to the families we serve.

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. These weekly meetings should discuss case issues/concerns, appropriate interventions, Visinet, Inc. mission, goals, and philosophy and on-going training on PSMs/EM and Family/Person Centered Practice. Additionally, CFSR and DHHS trends should also be discussed to keep staff abreast of community state changes.

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

TREATMENT/AGENCY SUPPORTED FOSTER CARE FACTS

Contributed by Sharon Heckathorn and Kadi Holmberg

It is a good time for Foster Care Specialists to plan for daytime hours with foster care youth and possibly integrate some new interventions for the new season. As a reminder for specialists and foster parents regarding summer sessions, we need to continue meeting contract guidelines so half of the sessions should occur in the foster home. Also, specialists should not be taking their kids swimming during sessions, as this is not an approved activity. However, there are a lot of other fun activities to do with the foster children. Foster parents please remember that your foster children should not be mowing the lawn unless there is prior approval from the legal guardian/case manager. If you are planning a vacation and will be leaving town please be sure to get written consent from the legal guardian/case manager.

Visinet Foster Care continues to grow and change. Programs in all three offices continue to expand and with that expansion comes new staff. The Lincoln office would like to welcome Kristin Poppens as a Foster Care Specialist and Tammy Dirks as a new Treatment Foster Care Supervisor.

As always, Visinet is looking for new foster homes to meet the growing needs of the program. We are especially focusing our recruitment efforts in the Lincoln and Grand Island areas where there is a very large need for new homes. If you know of a quality family that is looking to become foster parents please have them contact Visinet for more information. In the Omaha office please contact Pat or Katie at 898-8881 X1010 or 1067; in Lincoln contact Nanette at 464-8866 X 1022; and in Grand Island call 308-398-4662.

IFP POINTS TO PONDER

Contributed by Cinda Konken and Shane Berry

Stress is the combination of psychological and behavioral reactions that people have in response to events that threaten or challenge them. In everyday usage, stress is synonymous with negative stress. But positive stress (eustress) also exists, and is the excitement you feel after the successful outcomes from a client session, the thrill of meeting billing deadlines, and the desire to perform at your best. The bad type of stress (distress) is usually what people are referring to when they use the word stress. This type of stress also has the potential to create negative implications and can even be harmful when not managed effectively. Stress can be best managed by regular exercise, meditation or other relaxation techniques, structured time outs, and learning new coping strategies to create predictability. The management of stress depends mainly on the willingness to make the changes necessary to create a healthy lifestyle. However, it is imperative that we apply those same principles that are being taught to our clients, ensuring that we ourselves are able to maintain the basic management of stress through appropriate coping strategies.

Distress and eustress can be equally taxing on the body and are cumulative in nature depending on a person's way of adapting to a change that has caused it. While there have been a number of conversations regarding IFP in relation to expected modifications in the program, more information continues to be gathered in discussion with the appropriate officials and authorities. As Visinet Inc. examines the existing options, problem-solves the best possible outcome, and makes plans for positive changes the fact remains that IFP will continue to be provided as a service here at Visinet Inc.

OUTPATIENT SERVICES

Articles contributed by Mindy Hinton, Sara Crandall, Robin Chadwell/Jennifer Warren (Interim), and Jenny Crank

CTA CONNECTION

As summer is fast approaching please remember to integrate clinical interventions into outside play. This will encourage clients to stay engaged in services over the summer months. As many of you know, often times the number of no-shows increases during this time of year. Often times this is due to the stress of school being out and families not having to follow the structure and expectations of the school year or behavioral expectations of the school setting. It is important to speak to parents with regard to behaviors and situations getting easier in the summer months and be sure to remind them this is an excellent time to build and maintain very useful and important life skills to remain healthy, stable and active. This is also a time you may need to remind families of Visinet's no-show policy and indicate to parents that if they are not consistent in their service utilization that their case will be closed after four no-showed sessions.

Collateral contacts are an important part of providing comprehensive and quality services. It is imperative when collateral contacts are made that they be documented on a collateral log. This aids in tracking case progress and building client skills. These collateral logs should be completed for all phone calls and face to face contact with anyone other than the client. These collateral logs should be signed, dated, and turned in weekly during supervisions.

Thank you for all of your hard work and dedication to the clients that you serve.

IN-SERVICE TRAINING OPPORTUNITIES

Omaha

June 2 MANDT 9-5; Pride Training 6-9
June 3 and 18 Verbal MANDT 5-9
June 4 Pride Training 6-9
June 5 and 19 Physical MANDT 5-9
June 9, 10, and 11 Foundations Training 5-10
June 9 Car Seat Training 5-10
June 11 Step Parenting Training 5-10
June 12 and 13 State Svcs Program Specific Training 5-10
June 14 CPR/First Aid 9-3
June 16 and 17 CPR/First Aid 5-9
June 23 CPR/First Aid 9-5
June 24 CPR 5-9

Lincoln

June 2, 3, and 4 Foundations Training 5-10
June 5 and 6 State Svcs Program Specific Training 5-10
June 10 and 25 CPR/First Aid 9-4
June 11 and 13 Verbal MANDT 9-1
June 17 and 24 Physical MANDT 9-1

Grand Island

June 2, 4, 9, 11, 16, 18, 23 and 25 Pride Training 6-9
June 30 Car Seat Training 6-9

IN-HOME THERAPY NEWS

The Therapy programs would like to welcome Mindy Hinton as the new Outpatient Services Coordinator in Omaha. Mindy was previously a CTA supervisor so please welcome her to the Therapy program.

Please remember to complete collateral contacts for all phone calls. All Therapists should have a collateral contact log for each billing period. If the client is not a state ward all parental and school contacts should be documented. If the client is an adult and there are no other contacts in their life you should be filling out a collateral log each billing period indicating why there is not necessity for collateral contacts on the case. All phone contacts with regard to clients and any other collaborating team members need to be documented on a collateral log. Please make sure to date each entry and detail the information that was gathered. At the end of each entry please make sure to sign your name with your credentials.

Thank you all for all of your hard work and dedication to your clients.

BEHAVIORAL LEARNING CENTER

The BLC will be at full capacity with preschool youth enrolled for the summer program. With school out for the summer, our goal is to provide a consistent daily schedule to set the youth up for success while attending the BLC for the summer months. We will continue to work on stabilizing all behaviors and working towards daily and weekly rewards. The children will still have daily lessons, and learning activities will be an ongoing objective.

Having rewards is extremely motivating for the youth that attend the BLC. The theme for June is Dinosaurs! All of our activities and rewards will be focused around the dinosaur theme. We will teach the children about the unknown wonders of the dinosaur world. While incorporating weekly rewards into the theme some of the rewards will include: Moral Hall Museum, dinosaur trinkets, and making fun dinosaur snacks.

The BLC staff will continue to run the program the same as they do during the regular school year. They will offer the same consistent schedule and have the same expectations for all youth. The only thing that will be different is we will incorporate weekly outings into the community. The outings will benefit our youth, as some of them do not have the opportunity to get out much in the community. This also gives the BLC staff the opportunity to teach what good behavior is and how to act in other social settings. Some of the outings may include: Moral Hall Museum, Zoo, Children's Museum, and Pioneers Park.

Not sure where to find the right human services in your area?

Now "getting the 2-1-1" is easier than ever—with access to statewide information on services such as mental health, housing, and legal assistance.



Search the comprehensive human services database at www.ne211.org or dial 2-1-1.

Get Connected. Get Answers.
www.ne211.org



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:

7 Years:	Leslie Epstein
6 Years:	Sherri Doll Wyvonne Harper
4 Years:	Melissa Podkovich
2 Years:	Frances Washington
1 Year:	Darra Boetel Candice Johnson Rachel Lukehart Ellen Olson Christina Stogdill

Lincoln Office:

4 Years:	Candee Hulten
2 Years:	Stephanie Bonnema Andrew Gray
1 Year:	Tonia O'Hare

Grand Island Office:

1 Year:	Holly Schmidt Jennifer Warren
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SUGGESTIONS

It was suggested that mileage be increased. Every summer Visinet researches gas prices and assesses whether an adjustment should be made to the mileage reimbursement. This increase generally takes place in July, so we will continue to monitor the trends and determine if there will be an increase soon. For escort employees "No Shows" were increased from \$6/hr to \$10/hr.

Another suggestion consisted of providing flu shots to all employees. Although this was a great suggestion, Visinet, Inc will not be implementing that request at this time. Flu shots can be sought through your Primary Care Physician or other facilities such as drug stores and grocery store pharmacies.

RISK MANAGEMENT

The Risk Management Committee values your input and suggestions; Visinet strives for excellence in safety and making this the best working environment for both employees and clients. Remember it is tornado season. The Risk Management Committee will conduct a tornado drill sometime in the 2nd quarter so be prepared. With the summer months ahead please refresh your knowledge of basic agency policy with regards to any injury and/or accident that may occur as a result of increased play outdoors. Have a safe and fun summer!

HUMAN RESOURCES, RETENTION AND RECRUITMENT (HRRR)

On June 20 from 11-2, The Omaha office will be holding its 2nd annual Employee Appreciation Cookout. Please RSVP to Dani by June 17 at 898-4924 if you are planning to attend. A mobile Red Cross bus will also be parked in the back parking lot so that anyone who would like to donate blood can do so between 10:45 - 4:00.

Please be respectful of the copy and fax machine areas. These machines are located near administrative offices; therefore, please do not hold lengthy conversations at the machines as to not disrupt those in their offices. Also, if you jam the copy machine please do not just walk away; either attempt to correct the problem or ask for assistance. Please be sure to put any paperwork that is on the machine in the correct mailbox or documentation bin, be sure to retrieve your own copies and recycle any mistakes. Information that comes over the fax machine is confidential and should not be scattered throughout, so please keep these areas clean.

If for some reason you are unable to pick up your paycheck/stub, please sign a release or a written letter ahead of time stating who will be picking up your check and on what date. Paychecks will not be given to anyone other than the name on the check unless Human Resources has received something in writing.

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