



# 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

### State Services Supervisors (Omaha)

Shelly Doehring      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  
Shane Berry, Omaha

### Therapy/CTA Coordinators

Monica Zinke, Omaha  
Cheryl Turner, Lincoln

### Treatment/Agency Supported Foster Care Coordinators

Rebecca Dacus, Lincoln  
Sharon Heckathorn, Omaha

### CTA Supervisor

Mindy Hinton, Omaha

### TFC Supervisors

Stacey Doan, Lincoln  
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  
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

July 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.

As the agency continues to grow and implement new services, we must always keep close watch on the quality of the service provision. Expanding the continuum of services that makes Visinet unique, is ultimately a balance between assisting as many clients as possible and continuing the quality that allows the agency to stand out as a preferred provider. Instead of focusing on the number of cases we take in a day, we must think about this performance goal in terms of how efficiently we completed the intake, on-going service provision and discharge of clients.

We need to ask ourselves "Did we use the time we had with effectiveness and efficiency? Did the outcome of the interaction with the client meet their needs and that of the referral source? Just one negative perception from a referral source or client can have a negative impact on the entire agency.

Each of these questions is answered by utilizing the continuous quality improvement tools such as the consumer satisfaction survey, referral satisfaction survey, employee satisfaction surveys and program outcomes. Other methods include team meetings, case consultation, individual consultation, training and an open door policy with the administrators of the agency. Consistent monitoring of quality versus quantity needs to occur and is imperative to the overall functionality and status of the agency.

Training is an essential piece to ensuring the client is matched with the best individual to assist with their needs. Visinet requires all staff to complete twelve (12) continuing education hours. Along with these requirements, Visinet mandates that all individuals go through MANDT and CPR certification. Check with your supervisor for the current list of upcoming training opportunities. Ideas for in-services are always welcome.

Maintaining a quality service means being prepared for sessions and tailoring those sessions to the clients' individual needs. Case plans and treatment plans in conjunction along with a thorough knowledge of community resources is vital to using session time effectively. We look forward to continued program and agency growth and recognize that this is a result of the hard work and dedication that is witnessed everyday.

## 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."*

Phone: 402.898.8881

Fax: 402.898.8886

[www.visinetinc.com](http://www.visinetinc.com)

## STATE SERVICES SOUND OFF

Contributed by Radiance Klein and Mindy Wall

Summer is finally here. We would like to congratulate all of our field staff who have graduated from college this past month. Please talk with your supervisor if you are interested in additional hours or applying for other services offered at Visinet. Visinet offers several opportunities to grow within the agency.

The 4<sup>th</sup> of July is right around the corner and we would like to remind all of you that fireworks are not allowed during visits due to the danger they may cause to our families and employees. If you have questions in regards to this, please speak with your immediate supervisor. We hope you all have a safe holiday.

We are already half way through the year; please remember to continually look for in service opportunities. If you began in the year of 2007 you are required to have 1 hour of in service for every month of work. If you are not clear if something will count towards your in service hours, please check with your supervisor. And always try to take part in the Lunch and Learns that are offered quarterly at Visinet.

Please remember to always check your authorization dates on your client referrals. This goes for all state services programs. Visinet is not allowed to bill for services provided outside of the authorization dates. If you have questions 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.

All Visinet Inc. employees have access to an on-call supervisor for each program. Defining an emergency situation and understanding when to utilize the on-call supervisor is clarified in the following information. An emergency is defined as a potentially life threatening situation. This includes: involvement in a car accident, threats of physical violence, any situation which requires contact with the Child Abuse Hotline, allegations of abuse, or a situation which an immediate response is required. If you have questions in regards to when to contact an on-call supervisor, please discuss this with your supervisor in your weekly meeting.

**CAR SEATS:** Please remember if you have any questions on proper installation of any car seats to see your supervisor. All youth under the age of 6 need to be securely fastened in a safety seat. We have certified car seat trainers available for consultation if needed.

## IFP POINTS TO PONDER

Contributed by Cinda Konken and Shane Berry

The Omaha office would like to welcome Shane Berry as the new IFP Coordinator. Shane had been working in the IFP program as a Skill builder and as a Therapist before being promoted to the IFP Coordinator position. Shane started as the IFP Coordinator on June 11<sup>th</sup>. Shane comes to the IFP program with a wealth of knowledge in providing home based services and is yet another example of Visinet, Inc. promoting from within the company.

The IFP Coordinators and Dr. Neise attended the Homebuilders training that was given by the Institute for Family Development and Health and Human Services. Health and Human Services is looking at implementing the Homebuilders philosophy to the IFP program starting in January of 2008.

Please make sure to sign the IFP/CRT Program Specific Manual addendum for July 2007. If you have any questions in regards to the changes, please feel free to talk to your Supervisor.

The Lincoln and Omaha office would like to thank all of the Therapists and Skill Builders for their hard work on the Crisis Response cases. Visinet has seen an increase in the Crisis Response referrals. The Lincoln office would like to thank James Tucci and Jacquie Winbolt, Therapists and Rob Vander Putten, Jessica Weddington and Pat Sneckenberg, Skill Builders. The Omaha office would like to thank Raecell Eddy-Jimmerson, Therapist and Melissa Podkovich, Skill Builder.

## TREATMENT/AGENCY SUPPORTED

### FOSTER CARE FACTS

Contributed by Sharon Heckathorn and Rebecca Dacus

Many of our foster care youth continue to need consistency and regular schedules. Please work with all foster parents to provide a balance of structure and fun during the summer months.

Summer is an excellent time for foster care specialists to focus on fun activities with the youth they serve. Foster care specialists can also play an important role in helping foster parents locate acceptable summer activities and programs. Summer is also a great time to get in those daytime hours!

Summer is also a time for family vacations. Remind foster parents to plan ahead for these vacations. If foster children are accompanying foster parents on vacation, ensure that plans for managing any behavioral issues are in place prior to leaving for vacation. If foster children are not accompanying foster parents on vacation, remind all foster parents to put in their requests for respite as soon as possible.

When spending time outside or at the pool, remember to use plenty of sun screen. Also, remind foster parents that children and youth should always be fully supervised at the swimming pool or when participating in any outdoor activity.

It will soon be time for foster care to celebrate summer with a foster care get-together. Lincoln plans on having a summer get-together in July.

The Nebraska Foster and Adoptive Parent Association in Lincoln was held on June 16<sup>th</sup> and 17<sup>th</sup>. It was good to meet many of the Omaha foster parents at this conference. The conference offered an opportunity to talk to foster parents from all areas of Nebraska. As always, Visinet continues its search for quality foster parents. If you would like to refer a potential foster parent, please contact Darin in Omaha at 402-898-8881; Nanette in Lincoln at 402-464-8866 or Jolene in Grand Island at 308-398-4662.

Enjoy your summer and thanks for all the hard work you do!

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 Mindy Hinton as the new CTA supervisor in the Omaha office.

As a CTA, it is very important to be proactive in helping clients research and utilize community resources. This time of year has proved to be difficult for many of our clients to find community resources to utilize for summer programs. Please utilize the community resource books available to you (Lincoln and Omaha) as well as the community pages for your area. Let's be proactive and help these families help themselves.

Please ensure that all documentation you are using is the most recent and updated. If you have documentation that you utilize on a disk or flash drive, please ensure you have downloaded the most recent versions. Just a reminder that all intake paperwork must be completed yearly and kept up to date. Please utilize the case update forms available from your supervisor to keep your cases up to date.

All CTA's are required to meet with your supervisors on a consistent basis. All full time employees must meet on a weekly basis in addition to monthly supervision. All part time employees must meet monthly in addition to monthly supervision. Please ensure supervisions are scheduled consistently, this is your responsibility.

As quarterly reviews wrap up at the end of June, just a few reminders: Please ensure you complete the CTA quarterly review form in its entirety **PRIOR** to meeting with Dr. Neise.

Please ensure you are on time for your scheduled meeting, there are many cases that must be reviewed and your timeliness helps us to ensure everyone has the appropriate amount of time per case.

When completing the form prior to your meeting, you must get an update on the diagnosis and the medications from the appropriate providers. If you are having problems obtaining this information, please contact your supervisor. Within the sections concerning the progress on goals, please ensure you include "as evidenced by..." and support your measurable progress you have noted. If you are unsure of the appropriate way to do this, please speak to your supervisor.

Overall, it is important that you complete the measurable outcomes in an effective manner and utilize charting to back up your progress ratings.

Thank you for all your hard work and dedication, it is truly appreciated.

## BEHAVIORAL LEARNING CENTER

Summer is off to a busy start at the BLC. The BLC youth are gaining positive experiences on how to display good behavior in the community. Staff work hard to teach and role-model to the youth on how to have good manners and good behaviors while in the community. Recent outings included: The Zoo, Ager Inside Playground and Park with a picnic. All of the youth are reminded by staff several times a day of what they are trying to earn for their daily and weekly rewards. Staff are always encouraged to focus on the positive and not the negative when dealing with the youth. Each child is encouraged to work on their own personal goals and do their very best each day. As staff, we aim to help each child to earn their daily and weekly rewards.

The month of July will be full of fun activities for the youth at the BLC. The youth who are displaying positive behavior will get the opportunity to go on several different outings in the community. Some of the upcoming outings may include: Children's Museum, Pioneers Park and the Zoo.

Just a reminder that the BLC will be closed on the fourth of July. However, on Tuesday the third of July, we will have our "Fourth of July" party for the youth. The party will include outside activities, food and drinks. It is very important to the BLC staff to enhance the youth's lives with experiences that they might not otherwise gain.

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 Lincoln, Omaha, and Grand Island offices would like to welcome a few new therapists: Jacqueline Beck-Jacobsen (Lincoln), Camielle McIalwain (Omaha), Holly Schmidt (Grand Island), Tracy Hortman (transferred from Omaha to Grand Island), and Jennifer Warren (Grand Island). We look forward to having them as part of our therapy team!

Just a few brief reminders:

Please ensure that all documentation you are using is the most recent and updated. If you have documentation that you utilize on a disk or flash drive please ensure you have downloaded the most recent versions.

All provisionally licensed therapists are required to meet with Dr. Neise monthly to review your cases. Please come to these supervisions prepared and ensure that your information is organized and complete. Please review the Treatment Case Review form prior to your supervision.

A reminder that as of July 1, 2007, all progress notes, treatment plans and discharges are required to have evidence based outcome measures utilized. Please ensure you are utilizing the appropriate format for discharge criteria within your treatment plans as well.

All therapists need to utilize a system to keep track of their evidence for progress. This system/form must be presented to your supervisor during supervisions.

Upcoming CEU's:

Nebraska Disaster Behavioral Health Conference and Advanced Cognitive Behavioral Therapy (CBT) Clinical Workshop. Embassy Suites Hotel Omaha, NE, July 12 and July 13, 2007. To register contact Cynthia Woollam: (402) 472-5678, or [cwoollam@nebraska.edu](mailto:cwoollam@nebraska.edu).

"Emergency Mental Health: Assessment and Treatment" Omaha, NE, July 25, 2007. To register or for more information contact (800) 397-0180 or [express.crosscountryeducation.com](http://express.crosscountryeducation.com).

Omaha has two free CEU opportunities coming up (See Monica for details): 11:30-1:00 Tuesday July 10, 2007 "Infant Mental Health" presented at CSI in Omaha

5:30-7:30 Tuesday July 10, 2007 "The facts about Self Mutilation" presented at CSI in Omaha.

Thank you for all your hard work and dedication, it is truly appreciated.

## IN-SERVICE OPPORTUNITIES

Mark your calendars for upcoming CEU's:

### Lincoln-CPR/First Aid Training

July 6th (Friday) 9:30am-1:30pm

### Lincoln-Safety Training

July 9th (Monday) 10:30am-12:30pm

### Omaha-CPR-First Aid Training

July 16th (Monday) 8:00am-5:00pm

July 19th (Thursday) 8:00am-5:00pm

July 30th (Monday) 8:00am-5:00pm



**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:**

13 yrs  
Duncan Evans  
9yrs  
Andrea Jacobs  
7yrs  
DJ Walton  
6 years  
Pam Alston    Shane Berry  
4 Years  
Mindy Hinton    Ron VanDyne  
Tommy Wehling  
3 Years  
Jill Ayers    Kevin Berryman  
                  Radiance Klein  
1 Year  
Roger Barrett    Angelique Burns  
Kristin Hilding    Jameie Lnenicka  
Elisabeth McCormack    Erika Wood

**Lincoln Office:**

4 years  
Crystal Damewood  
  
3 years  
Rebecca Dacus  
Brenda Johnson  
Anita Lovell  
  
2 Years  
Deb Handy  
Rachel Peterson

**GI/Hastings Offices:**

10 years  
Moni Christensen  
  
2 years  
Resha Moore

**COUNCIL ON ACCREDITATION (COA)**

Effective June 1, 2007 new dependant life insurance rates:

Employee Only	\$3.75-\$1.88 (.94)
Employee+ Spouse	\$6.10-3.05 (1.53)
Employee + Child(ren)	\$6.10-3.05 (1.53)
Family	\$6.10-3.05 (1.53)

The rate in parentheses is the amount that will be deducted from your paycheck each pay period. If you were enrolled in dependent life with MetLife you were automatically enrolled in dependent life through United Healthcare.

Spouses will have coverage amounts of \$7500. Children will have coverage amounts of \$3750. These coverage amounts are an increase from the old coverage amounts.  
Please feel free to contact the HR Director if you have any questions.

**RISK MANAGEMENT**

The Risk Management committee continues to review all incident reports. All programs have been doing an excellent job in filling these out accurately and in a timely manner. If you have any questions/concerns that you feel should be addressed, please contact your direct supervisor or a RM Committee team member.

**HUMAN RESOURCES, RETENTION AND RECRUITMENT (HRRR)**

HRRR meets to discuss diversity and equal employment opportunities to promote and assure best practices. Please utilize the suggestion boxes to give us your ideas on issues you'd like addressed. Several changes have occurred based on suggestions.

Eastern Service Area  
11836 Arbor Street  
Omaha, NE 68144  
Phone: 402.898.8881  
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Southeast Service Area  
3940 Cornhusker Hwy, Suite 600  
Lincoln, NE 68504  
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Fax: 402.464.8879

South Central Service Area  
1020 W 2nd St.  
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