

The VISINET Advisor

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
Jennifer Warren, Grand Island Emily Wesseln, Lincoln

State Services Supervisors (Omaha)
Rita Watson Jamie Lnenicka (Escort)
Heidi Ezell Michaela Zegers
Lisa Fisk (Drug/Alcohol Screening)

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

Outpatient Services Coordinator
Gina Smith, Grand Island

IFP Coordinators
Cinda Konken, Lincoln
Shane Berry, Omaha

Therapy/CTA Coordinators
Monica Zinke, Omaha
Sara Crandall, Lincoln

CTA Supervisor
Mindy Hinton, Omaha

Treatment/Agency Supported Foster Care Coordinators
Kadi Holmberg, Lincoln
Sharon Heckathorn, Omaha
Wyonne Harper, Omaha (Asst FC Coord)

TFC Supervisors
Laura Gervase, Omaha Lori-Sue Walker, Omaha
Candra Glinnsmann, Lincoln, Ellen Shafer, Grand Island

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

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

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February 2008

From the Directors Desks

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

For the past few months, the Department of Health and Human Services (DHHS) has been training new Protection and Safety Worker (PSW)/Case Managers and current ones on a new Safety Model that will directly impact the way youth are assessed for removal from homes in the event of abuse/neglect. We want to provide staff with a brief overview of the new Safety Model to assist you in understanding the new Model, but first and foremost we want you all to understand that it in no way should impact the way you report abuse/neglect with how you have been trained by Visinet, Inc. staff. Strict adherence to Visinet, Inc.'s emergency protocol is mandatory with regards a disclosure/report of abuse/neglect, witness of abuse/neglect, duty to warn procedures, etc. (Refer to Nebraska Statutes or Visinet, Inc.'s Employee Manual for more specifics on these definitions and steps to follow if you require more information).

At the time the Hotline receives a report, a screening decision is made based on a series of questions, if no report is necessary then no services to the family are provided; however, if it is determined that a report is necessary, the PSW will assess for present danger which will then lead to determining an appropriate response time. The biggest difference that staff needs to be aware of from understanding the current model versus the new Safety model is that there is a major move away from reports of incident based removals of children from the home. Assessments of safety become primary along with danger of the youth based on the report. If there is no present danger the case will most likely be terminated with community resource suggestions being provided to the family. If there is present danger, a short-term protective action plan is expedited through the Protection and Safety Intake Unit; certain safety services can be placed into the household to assist with the safety issues that may have brought them to the attention of the authorities in the first place. Some of these services could include but are not limited to: IFP (certain components of IFP) crisis response services, family support, crisis intervention, etc.

In addition, impending danger will also be assessed which will encompass gathering additional information and completing a complete safety assessment and a conclusion of the initial assessment (fourteen (14) safety factors are assessed along with five (5) safety threshold criteria "SOOVI's)—Severity, Out-of-Control, Observable [and Specific], Vulnerable, Imminent). All five (5) of these threshold criteria have to be met in order for there to be a safety concern for the youth. If at this time it is clear that there continue to be safety factors influencing the youth's environment (the child is deemed UNSAFE), a safety plan will be developed and a safety intervention analysis will be completed along with determining an appropriate level of intrusiveness (and possible youth's removal from the home/current environment). Additionally, the case will be opened as an ongoing Protection and Safety Case. From here, the PSW will determine a course of action to provide the family an expeditious plan and provide them with change services to move them through the system as effectively and efficiently as possible.

Visinet, Inc. is not the expert on this topic and would like to disclaim that the information contained in this article is pieced together from various articles presented at meetings, trainings, etc. If further information is required please talk with your supervisor/COO about how to gain additional knowledge regarding the new Safety Model. Visinet, Inc. will attempt to conduct various in-services throughout the year to assist employees in understanding the changes that Visinet, Inc. and the community will be experiencing as a result of the new Safety Model and all of DHHS' changes given their new Divisions of Children and Family Services and Behavioral Health.

JOB OPENINGS

ADMINISTRATIVE POSITIONS

Foster Care Supervisor (Omaha), Foster Care Specialist (Lincoln)

DIRECT CARE POSITIONS (All Locations)

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

Family Centered In-Home Services



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STATE SERVICES SOUND OFF

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

Now that the busy holiday season has passed, visits should be back on schedule and resuming as normal. Any missed or rescheduled visits should have been made up to the families. There are a few important reminders regarding billing procedures that continuously need to be addressed. Billing mileage tends to be confusing since it differs from Program to Program. Mileage for Family Support and Supervised Visitation sessions are billed from when you pick up the first child until you drop off the last child. Mileage is not billed door to door for these sessions. The same rule applies to Escort and Transportation. One-on-one Family Support sessions do not allow billable mileage unless the client is in your vehicle with you and you are transporting the client as a result of working on the individual goals set forth by the Case Manager. The Drug Screening Program is the only State Services program that allows you to bill door to door mileage. If you are ever in question on these policies, please ask your Supervisor for clarification and they will be able to help you.

Please be sure to ask your Supervisor (on billing days) for updated authorization dates for each of your cases to ensure you are not working outside the authorized time frame. These dates change month to month, so don't assume that they will remain consistent from the prior month. If, by chance, you do conduct any sessions outside of the current authorization period, you will be paid at minimum wage for the hours you worked.

Meeting documentation deadlines is important. Billing is the first (1st) and the sixteenth (16th) of every month, or the following business day if one of those days falls on a weekend or holiday. All documentation for the previous two weeks is due to your Supervisor on that day or by 10a.m. the following day. There should be no exceptions. If you have extenuating circumstances that prevent you from meeting this deadline, please make prior arrangements with your direct Supervisor. Please be considerate; your Supervisor also has a deadline they must meet. If they do not have your documentation, they are unable to submit the required information to the Billing Department which prevents them from meeting the deadlines set for them. You need to contact your Supervisor prior to billing day and set a time to meet with them to submit your documentation or you will be asked to wait until a time slot is available.

If a session is cancelled, rescheduled, or a no-show, you must still submit a report which documents that. The scheduled session should also be included on the client's timesheet. This will allow Visinet to track scheduled visits and refer to the documentation for clarification if needed. If you do not include these with your billing, you will be asked to create them at that time. Again, if you ever need clarification on billing day expectations, please refer to your Program Specific Manuals or contact your Supervisor.

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 here-in"

TREATMENT/AGENCY SUPPORTED FOSTER CARE FACTS

Contributed by Sharon Heckathorn and Rebecca Dacus

The Foster Care Programs in Omaha, Lincoln, and Grand Island/Hastings are again embarking on a mission of training and recruiting quality foster parents. Recruitment is of increasing importance as all programs continue to expand. The Grand Island/Hastings's office officially has licensed their first home and has placed their first child. Congratulations and best wishes to them as they continue to train and to recruit new foster parents in that area. 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, and Ellen Shaffer in Grand Island/Hastings at 308-379-2599.

Additional training for foster parents is being put in place during the upcoming year. Foster Care staff will continue to use Step-parenting as a training model. This training is available February 11th from 6-9 p.m. in the Omaha office. The Omaha office is also providing training on February 13th from 6-9 pm for foster parents on what it means for them to be on "hold". For a complete list of all trainings please contact the Omaha, Lincoln, or Grand Island/Hastings office. Please remember that foster parents need 24 in-service hours in order to be eligible for re-licensure.

Foster care staff needs to pay special attention to the changes made to the incident report. It is critical that incidents are reported in a timely manner and that incident reports are turned in within 24 hours. If the incident is considered to be critical (anything in the boxed area) it needs to be staffed within 24 hours. The person completing the incident report should pay special attention to follow-up instructions or instructions given to them regarding a safety plan. If there are any questions regarding this matter they should be directed to a supervisor, or to the Foster Care Coordinator. It may also be helpful to review the emergency protocols in the employee manual for any clarification that may be needed.

IFP POINTS TO PONDER

Contributed by Cinda Konken and Shane Berry

2008 is upon us with directed goals of prospering well beyond what was accomplished in 2007. The IFP contract has been extended until June 1, 2008, and this extension will help to provide additional time to prepare for upcoming changes. Some of these preparations have already begun: the implementation of the McMaster Family Assessment Device, adjustments made to the Incident Reporting form, additions to the Year End Reporting sheet, and considerations being made with the use of the North Carolina Family Assessment Scale. These outcome-based assessments will be critical, not only for the upholding of Visinet Inc's accreditation with COA, but also in providing evidence for the efficacy of IFP to include the progress that clients are making, and the efforts being put forth in facilitating this growth.

Please remember to turn the McMaster pre and post assessments in to your Coordinator upon completion, as this information is being computed for clinical analysis. A training meeting with the Department of Health and Human Services is being held January 25, 2008 regarding the Nebraska Safety Model. This information should offer additional insights into the use of IFP and CRT, ensuring that quality services are available and adequate in support of the State's Safety Model.

OUTPATIENT SERVICES

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

CTA CONNECTION

We would like to welcome Sarah Crandall as the new CTA Coordinator in Lincoln and Gina Smith as the new CTA Coordinator in Grand Island! Omaha would also like to welcome new CTAs: Christine Collins, Katherine Houston, Machela Tibbetts, Sylvia Bonner and Amy Welte to our team!

2007 brought some changes within the CTA program as Visinet increased its focus on outcome measures. Please remember to complete the Ohio Scale with your families within the first month of treatment. As we strive to continue providing quality services to families in Nebraska, we would like to take this opportunity to thank you for your hard work and dedication. We are excited about the challenges this year brings and we anticipate growth within the CTA programs across all Visinet locations.

Helping Children and Parents Develop Synergy with One Another:

Often children and parents disagree. This is no secret. Here are some tips for assisting children and parents in creating an environment where discussion rather than arguing takes place:

1. Define the problem or opportunity – this helps everyone get on the same page.
2. Their way – seek first to understand the ideas of others. Encourage family members to ask one another questions to help define feelings or expectations.
3. My Way – seek to be understood by sharing ideas with others.
4. Brainstorm – parents and children can create new options and ideas for a conclusion that works for everyone.
5. High Way – find the best solution to the problem.

(Taken from *The 6 Most Important Decisions You'll Ever Make*, Sean Covey.)

IN-SERVICE -TRAINING OPPORTUNITIES

Omaha

Feb 4 MANDT 9-5
Feb 6 Safety training 1-3
Feb 6 Step Parenting 6-9
Feb 11-13 Foundations 5-10
Feb 25th CPR/FA 9-4
Feb 26 CPR 5-9
Feb 27 Lunch & Learn 12-1
Feb 28 FA 5-7

Lincoln

Feb 1 MANDT Verbal 9-1, Feb 13: 9-1 & Feb 15: 9-1
Feb 4-6 Foundations 5-10
Feb 5 Step Parenting 6-9
Feb 19 MANDT Physical 9-1
Feb 9 CPR/First Aid 9-3
Feb 12& 27 CPR/First Aid 9-4
Feb 22 Safety training 1-3
Feb 28 Lunch & Learn

Grand Island

Pride Feb 4 & 6 6-9 and Feb 11 & 13 6-9 and Feb 18 & 20 6-9pm
Feb 5 MANDT 9:30-1:30
Feb 25 Car Seat 6-9
Feb 27 Step Parenting 6-9
Feb 29 Lunch & Learn 12-1
Feb 29-Mar 2 Foundations 5-10

IN-HOME THERAPY NEWS

As mentioned in the last newsletter, therapists are to review their treatment plans and ensure all of the required information and sections are included. Treatment plans without the appropriate information and without client signatures will be returned. To clarify, the information that is required in the treatment plan includes goals that match the diagnosis (and are added or revised as the diagnosis changes), measurable objectives that include a quantifiable measurement (i.e. a percentage or rating) as well as information regarding where it will occur, who will measure the objectives and the duration it needs to be, response to plan section, for master treatment plans this needs to be included in order to have the client signature line, for treatment plan reviews on clients who receive both individual and family therapy there should be a response to plan listed in the client section regarding the individual goals and in the "significant other" section regarding family goals.

Response to plan sections should include information about: current symptoms to verify diagnosis, current barriers, progress (with examples), placement information (esp. if there is a change), progress towards discharge criteria with a summary of current progress stated in d/c criteria terms (i.e. d/c criteria is to meet 80% of the objectives and the client currently has met them at 60%).

Prognosis section: please remember to revise this section as needed (i.e. if it lists poor or fair and it is a discharge, the prognosis should have improved along the way and been updated in the plan).

Discharge plan section should include a statement which gives an overview of what the client needs to accomplish in order to be eligible for successful discharge from the program, and it is revised as needed.

The IT department is working on the conversion to the newest version of Therascribe. This means that as therapists log in, you will be directed to the Therascribe program immediately vs. a desktop screen that has the Therascribe icon. If you have difficulties accessing Therascribe or need to export items from your home version, please contact the IT department (ext. 1034) or your Coordinator. All therapists must be using the online version of Therascribe.

BEHAVIORAL LEARNING CENTER

The youth at the BLC continue to work on their goals and objectives and try very hard each week to succeed in getting the daily and weekly reward. Some of the weekly rewards for this month will be Valentine heart headbands, Valentine flashlights, and strawberry malts.

This month the BLC youth will make a variety of arts and crafts that relate to Valentine's day such as: Valentine mailbox, Valentine charm bracelet and necklace, Valentine sun catcher and Valentine heart ornament. The youth will also read a variety of books about Valentine's day and learn what it is all about. The preschool youth will get to participate in our annual Happy Heart Festival which will be on Thursday February 14 starting at 10:00 am. The youth will get to exchange Valentines with their friends, play games, watch a Valentine video, and have a special snack. Parents/Guardians are welcome to come and join in the fun.

We would also like to welcome Sadie Jensen to Visinet. Sadie is a third year Psych student at UNL and enjoys working with young children with behavioral disorders. We're very happy to have her as a member of our BLC team and look forward to working with her.



VISINET, INC.

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.

- 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

SERVICE ANNIVERSARIES

Omaha Office:

7 Years
Robin Chadwell, Jim Poehlman
4 Years
Candace Newland, Monica Zinke
3 Years
Shaila Leuschen
2 Years
David Cote, Deb Duerr
Nichol Hammrich-Haga
1 Year

Lincoln Office:

2 Years
Felicia Mendoza
Mary Ogle
1 Year
Van Nguyen
Jimmi-Anne Pratt

GI/Hastings Offices:

8 Years
Nancy Gray

SUGGESTIONS

It was suggested that Visinet, Inc. have gifts for the workers and client and call it "Holiday Mall." Unfortunately, due to boundary and ethical issues, Visinet, Inc. cannot give gifts to their clients. We do, however, adopt a family through the Salvation Army each year in Omaha, Lincoln, and Grand Island. Visinet, Inc. tries to reward employees throughout the year through positive recognitions, quarterly employee appreciation, increased mileage, and an excellent benefits package.

RISK MANAGEMENT

Recently, a revised incident report was distributed to all staff. If you did not receive one, please talk to your immediate supervisor. Please take the time to review the newest version of the form; much of the content is the same, but it is in a different format. There also are some additional sections for employees to include more information about safety measures and a few extra lines to describe the incident. Please use the new form, effective immediately. Also, please remember that the incident reports do not go in the client file, and a collateral log should be completed for the file (or information put in the note if the employee was meeting with the client/family at the time of the incident.).

HUMAN RESOURCES, RETENTION AND RECRUITMENT (HRRR)

Visinet, Inc. has teamed up with Sears Auto Centers to offer any Visinet, Inc. employee or foster parent discount pricing. The plan includes discounts on all retail merchandise, or parts and labor, at a minimum of 7% up to 25% depending on the service or product. Oil changes are offered at a discount price of \$19.99. All one has to do to receive this discount is show their Visinet, Inc. identification badge.

Sears locations:
 Grand Island: 3404 W 13th 175 Conesto 308-389-6875, Lincoln: Gateway Circle - 6400 O Street 402-465-3394
 Omaha: 3420 Oakview Drive 402-334-3728 and 7424 Dodge St. 402-399-3083
 Bellevue: 1101 N. Fort Crook Road 402-734-8228, Council Bluffs: 1110 Woodberry 712-323-9500

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

Central Service Area
 1020 W. 2nd Street
 Grand Island, NE 68801
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