

# 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

### **In-Home Services Coordinators**

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

### **Supervisors**

Lisa Fisk, Omaha (Escort & Drug/Alcohol Screening)  
Karla Grove, Lincoln (Escort & Drug/Alcohol Screening)  
Sara Gould, Lincoln  
Sarah Palmer, Lincoln  
Sarah Dietrich, 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  
Wynne Harper, Omaha

### **TFC Supervisors**

Karla Ahl, Omaha                      Laura Fischer, Omaha  
Candra Glinsmann, Lincoln                      Tammy Dirks, Lincoln

### **ABFC Supervisors**

Jamie Rankin, Omaha                      Misti Crow, Omaha  
Duncan Evans, Omaha                      Andrea Jacobs, Omaha  
Ryan Vonderohe, Omaha                      Angie Allphin, Omaha  
Shawn Riddle, Omaha                      Jaimie Schriber, Lincoln  
Stacy Wilkinson, Lincoln  
Megan Forgue, 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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July 2008

## From the Chief Officers

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

The much anticipated time has arrived, July 1, 2008 and implementation of the Families F.I.R.S.T. program. Initial information indicated that contracts were awarded to Visinet, Inc. in the Southeastern and Central Service Areas. This left many questions as to what steps would need to be taken to include the Eastern Service Area. Through much hard work, dedication and perseverance a contract was granted to the Eastern Service Area. This was exciting news for all and will offer the opportunity for all Visinet, Inc. offices to stand above and demonstrate the strength, talent, and dedication to children and families that Visinet, Inc. is known for.

The Families F.I.R.S.T. will replace the previously existing Family Support, Supervised Visitation and Intensive Family Preservation Contracts. In addition, new programs such as Electronic Monitoring, Tracking, In-Home Safety, Home Supported Safety and Residential Safety services will be initiated. Services, including Drug Screening and State Escort will potentially undergo some moderate changes as some of these services will be provided within the new contract.

Within the last couple of weeks there has been a whirlwind of activity while Visinet, Inc. Administration and subcontractors work to establish training for employees, subcontracting employees and DHHS staff. Employees have been assigned to teams and will be participating in training the weeks of June 23, 2008 and June 30<sup>th</sup> 2008. Significant recognition goes to Dr. Neise for coordinating the creation of the training and to the staff who assisted him in writing and preparing the training materials. This was a significant project that was completed within a very restrictive time frame.

Over the course of the last couple of months the expertise, experience and effort of numerous staff members has been called upon. Visinet, Inc. Administration would like to thank all the individuals who put in extra time and effort to make this process come together as smoothly as possible. The early stages of successful team work displayed by Visinet, Inc. staff, Owens and Associates staff and other subcontractors in the development, initiation and implementation of the Families F.I.R.S.T. program is an indicator of the strong effectiveness of agency partnership. It is also indicative of the efficient and creative family-centered program created. Visinet's involvement in the exciting changes taking place across the state will further solidify the outstanding service provision, flexibility and reputation that Visinet, Inc. is known for. It is with this in mind that we welcome all team members to the innovative programming of Families F.I.R.S.T. and to the next step forward in providing quality services to and with the children and families across the State of Nebraska.

## JOB OPENINGS

### ADMINISTRATIVE POSITIONS

Outpatient Services Coordinator (Grand Island)  
Foster Care Specialist (Omaha, Lincoln)  
Foster Care Supervisor (Omaha)  
BLC Specialist (Lincoln)

### DIRECT CARE POSITIONS (All Locations)

Foster Parents, Therapists  
Community Treatment Aides  
Mental Health Transportation/Escort Specialists  
CCAA Evaluators  
Safety/In-home Service Workers

Visinet, Inc. is an Equal Opportunity Employer

Family Centered In-Home Services



**VISINET, INC.**  
**Eastern Service Area**  
Corporate Headquarters  
11836 Arbor Street  
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Fax: 402.898.8886  
[www.visinetinc.com](http://www.visinetinc.com)

## **IN-HOME SERVICES SOUND OFF**

Contributed by **Radiance Klein, Mindy Wall and Jennifer Warren**

The 4<sup>th</sup> of July is right around the corner. Employees are not required to work on the 4<sup>th</sup> of July but please notify all parties if you are not planning on conducting your scheduled sessions. This includes bio parents, foster parents, and case managers. Please also remember that fireworks are not allowed during visits due to the danger they may cause to families and employees. This includes snaps, smoke balls, confetti pops, etc. Remind your clients that we have this rule solely for the safety of their children. If you have questions in regards to this, please speak with your immediate supervisor. We hope you all have a safe and happy holiday. The offices will be closed on July 4<sup>th</sup> in observance of Independence Day.

Please remember that car seats must be checked out and returned promptly. If you have questions on the proper installation please see your supervisor. All car seats are labeled with weight and height restrictions, which must be followed.

In-service hours are a requirement for employment. Employees must obtain twelve (12) in-service hours per year. There are several opportunities for the continuing education, ex.: MANDT, CPR, monthly FS meetings, and Lunch-n-Learns. Books, videos, and related college courses are a few examples of additional ideas employees could use to fulfill the twelve (12) hour per year requirement. Prior to completing any training outside of Visinet, Inc., please talk with your supervisor.

Billing day is always exciting! It is greatly appreciated when employees come well prepared for their meetings with their supervisors. Completed AND organized paperwork tend to make these meetings go much smoother and quicker. If your paperwork is incomplete it will be given back to you to finish before it is accepted.

Friendly Reminder: Any overtime must be pre-approved by your supervisor. If you find that you are coming close to meeting 40 hours towards the end of the week, please communicate that information to your supervisor as soon as possible. The supervisor has alternate options to consider to help avoid this from happening. We would hate for anyone to be reprimanded for doing what we want you to do most....Work!!

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**

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.

The Omaha office would like to welcome Katie Kendall, new Foster Care Specialist.

The Lincoln office would like to welcome Jeni Rouse new Treatment Foster Care Supervisor.

If you know anyone who would be interested in becoming a foster parent please refer them to Pat or Katie in Omaha at 898-8881 X1010 or 1067; in Lincoln contact Nanette at 464-8866 X 1022; and Jennifer Warren in Grand Island call 308-398-4662.

## **IFP POINTS TO PONDER**

Contributed by **Cinda Konken and Shane Berry**

The IFP program would like to welcome Theresa Roswell and Ellen Grow as, IFP Therapists and Jessica Weddington's transition to Omaha from Lincoln as a Skillbuilder. In addition the Omaha office welcomes Katie McDonald as an IFP Skillbuilder. The Lincoln office welcomes Tyler Newton, IFP Therapist, and Kelli Anderson and Jill Sears as IFP Skillbuilders. We are excited to have them as part of our IFP team.

Please remember to turn in the McMaster Family Assessment pre and post test assessments to your Coordinator upon completion. This information is being used for clinical analysis. The pre McMaster Family Assessment needs to be done by the 4<sup>th</sup> week and turned in with the Master Treatment Plan. The post McMaster Family Assessment needs to be done by discharge and turned in with the discharge review. A Therapist or Skillbuilder can complete the McMaster Family Assessment Device (FAD). The pre and post McMaster FAD should be done by the same person who administered it in the beginning and at the end of IFP services. This information should offer additional insight into the use of IFP, ensuring that quality services are available and adequate in support of the State's Safety Model. If you have any questions please consult your Coordinator.

At Treatment Team meetings with Dr. Neise it is important to extend an invitation to Case Managers when staffing Master Treatment Plans, 7 and 11 Week and Discharge Reviews. Please fax an invitation to Case Managers that can be obtained from the IFP Coordinator. It is important to work together collaboratively with Case Managers and build a strong partnership. Input is essential from Case Managers and the IFP staff to help better serve our families; working together can help the families achieve their identified goals.

## OUTPATIENT SERVICES

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

### CTA CONNECTION

We need to make sure we are fully utilizing the hours authorized by Magellan. If Magellan agrees to authorize 30 hours of CTA services for a particular client, then we need to make sure 30 hours of CTA services are provided. If these hours are not fully utilized it may give the impression that the client is not in need of services, or much worse that Visinet is not following through with their cases. If, for any reason, you are unable to fully utilize the hours authorized by Magellan, you are required to report this to your supervisor along with a clinical rationale.

Listening is a powerful intervention that is often overlooked. If done correctly it can produce more change than other interventions such as worksheets, role-plays, etc. Effective listening is an active process that requires a lot of practice and work. Listening is much more than just "hearing" the words that are being said. Below are some ideas to help you become a better listener.

**Put your own concerns aside.** You can't focus on somebody else if you are also thinking about your problems, to do list or concerns.

**Listen more than you talk.** We have two ears and one mouth, so utilize communication in the same proportion.

**Use Eye Contact.** It is hard for someone to continue to talk when no one is looking at them.

**Show some non-verbal behavior.** Make use of nods of the heads and uh-huhs, etc. All of these encourage the other person to say more.

**Demonstrate rapport.** When you are truly listening and interested in the other person your body language will be congruent. **Summarize what the person has said.** This will show you have heard them.

**Reflect back feeling.** Do you get a feeling that the person is sad, angry, etc? Let them know. "You sound a bit sad to me?"

**Be patient, and if there is silence don't rush to fill it.** Don't rush your clients to tell their story; it may be too quick for them. If there is silence wait twice as long as it feels comfortable for you. Give the other person time to think.

**Put yourself in their shoes.** Don't criticize and don't rush to fix it. See the issue from their perspective. Avoid "me too" comments at the same time. Avoid discussing how things affect you or past situations you have been in.

### IN-SERVICE TRAINING OPPORTUNITIES

#### Omaha

July 7 MANDT 9-5  
July 8 and 10 MANDT 5-9  
July 9 Safety Training 1-3  
July 28 CPR/First Aid 9-5  
July 29 CPR July 29 5-9  
July 31 First Aid 5-9

#### Lincoln

July 8 and 9 (must attend both days) Verbal MANDT 9-1  
July 15 CPR/First Aid 9-2  
July 19 Verbal MANDT 9-3  
July 23 and 29 Physical MANDT

#### Grand Island

July 31 CPR/First Aid 9:30-3

### IN-HOME THERAPY NEWS

Magellan is now only authorizing CTA services for clients who are seen by fully Licensed Mental Health Practitioners. Magellan will allow current authorizations for those CTA clients that are seen by a PLMHP to be utilized to the expiration date however they will not be renewed. If an authorization had expired and we currently waiting for the reauthorization, Magellan will not reauthorize that client. Once the CTA services have discharged make sure it is addressed in the treatment plan how the CTA's goals will be addressed by the therapist. If you have any questions in regards to the changes please speak to the CTA coordinator in your office.

With summer being here and time off being requested, remember a few things before leaving. When taking vacation, please make sure a safety plan is developed with the family, that you change your pager message, and that the coordinator is aware of the day you will be on vacation for coverage purposes. Also talk to the coordinator about any cases that may need a coverage therapist, such as clients recently out of the hospital or other severity of symptoms or behaviors. Please also be sure to inform case workers or other involved parties of your vacation and the coverage and safety plan so that everyone is aware. Please be planning time for your yearly trainings (CPR/First Aid, MANDT, Safety, etc). Remember to complete an in-service form for any training you attend. This includes outside trainings if you want in-service credit. The forms are how your hours are tracked; without the form you may not receive credit.

### BEHAVIORAL LEARNING CENTER

The month of July will be full of fun activities for the youth at the BLC. We will start the month off by celebrating the Fourth of July. BLC will have their Fourth of July party on Thursday the third of July due to the BLC being closed on the fourth. All of the youth will get to go on a picnic and play water activities at the BLC playground. The youth will also get to make a Fourth of July art activity and will get to take home a Fourth of July trinket as a weekly reward. The youth will also get the privilege to go on Friday outings. The outings will be given as Friday rewards, so the youth who are displaying positive behavior during the week will get to go on a special trip. The staff works hard to teach and be a role-model to the youth on how to have good manners and good behaviors while in the community. All of the youth are reminded by staff several times a day of what they are trying to earn for rewards, as this motivates the youth to have good days. Staff are always encouraged to focus on the positive coached daily to work hard on their goals, and to do their very best so they can have fun and earn rewards while at the BLC.

The theme for July will be camping fun: we will pretend to go on a bear hunt, camp out, melt marshmallows to make Smores and pretend to set up at tent. All daily and weekly rewards will be geared towards camping and outside fun!

## 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](http://www.ne211.org) or dial 2-1-1.

Get Connected. Get Answers.  
[www.ne211.org](http://www.ne211.org)



# 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.

## SERVICE ANNIVERSARIES

### Omaha Office:

14 Years:	Duncan Evans
10 Years:	Andrea Jacobs
8 Years:	DJ Walton
7 Years:	Pam Alston Shane Berry
6 Years:	Sherri Doll Wyvonne Harper
5 Years:	Jill Ayres Mindy Hinton Tommy Wehling
4 Years:	Kevin Berryman Radiance Klein
2 Years:	Roger Barrett Elisabeth McCormack
1 Year:	Chessie Rohrer Michaela Zegers

### Lincoln Office:

4 Years:	Rebecca Dacus Brenda Johnson
3 Years:	Debbie Handy
1 Year:	Leigh Campbell Marie Drury

### Grand Island Office:

1 Year:	Lisa Heusinkvelt Candance Klein Kendra Washington
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## SUGGESTIONS

A lot of suggestions were received last month regarding increasing mileage. Mileage has been increased to 47 cents per mile due to the rising costs. This increase will begin on 7/1/08.

It was also suggested that a Spanish speaking person be on staff to call in case of an emergency, especially while at Project Harmony. Visinet, Inc. seeks potential bilingual staff on a regular basis and will continue to do so. If this situation arises while at Project Harmony, it is suggested you ask the department if there is a bilingual worker or an interpreter on staff to assist with the language barrier issue.

## RISK MANAGEMENT

The Risk Management committee will be meeting to revise the risk management manual. Please read the addendums carefully as there will be a few changes that everyone needs to be aware of. There will be a new policy and procedure for workplace violence that will need to be reviewed and implemented. Also, as 2<sup>nd</sup> quarter has come to a close please make sure that you have turned all of your incident reports so the committee can aggregate them as soon as possible. Thank you for helping keeping our offices safe.

## HUMAN RESOURCES, RETENTION AND RECRUITMENT (HRRR)

Thanks to everyone who participated in the first ever Visinet blood drive as well as the 2<sup>nd</sup> annual employee picnic. Both were big successes.

Many of you may have received EOB statements from United Health Care (UHC) in the mail stating your service was denied for the month of May due to having no coverage. HR was informed that there was a glitch in the UHC system and that it has been taken care of. All unpaid claims will be reprocessed by UHC accordingly. If you have any further questions about any statement you have received please contact UHC.

- 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

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