

The VISINET Advisor

Staff Directory

Chief Executive Officer

John Powers

Chief Financial Officer

Michael Wehling

Chief Operating Officer

John Hoffman, MSW

Director of Safety & In-Home Services

Robin Chadwell, LCSW (all service areas)

Director of Behavioral Health Services

Sara Crandall, LMHP (all service areas)

Clinical Director

Michael R. Neise, Ph.D. (all service areas)

Consulting Psychiatrists

Michael Coy, MD Arun Sharma, MD

Director of Finance/Administration/Continuous Quality Improvement (CQI)

Dani Kessler, MS (all service areas)

Safety Services Coordinators

Shane Berry, ESA Cinda Konken, SESA
Jenn Warren, CSA

In-Home Services Coordinators

Angi Allphin, ESA Mindy Wall, SESA
Jennifer Warren, CSA

Team Leaders

| | | |
|-------------------|-------------------|----------------|
| ESA | SESA | CSA |
| Kim Arkfeld | Pat Sneckenberg | Julie Landreth |
| Stephanie Jacobs | Stephanie Bonnema | Lisa Soto |
| Radiance Klein | Sarah Palmer | Kelley Mast |
| Rechelle Lewis | Candace Sturgeon | |
| Melissa Podkovich | | |

Escort/Drug Screening & Testing Coordinators (Adult)

Lisa Fisk, ESA
Karla Grove, SESA

Outpatient Services Coordinators

Mindy Hinton, ESA Jackie Windbolt, SESA
Sara Crandall (Interim), CSA

CTA Supervisor

Tabitha Ross, ESA

Treatment/Agency Based Foster Care Coordinators

Sharon Heckathorn, ESA Kadi Holmberg, SESA

Assistant Foster Care Coordinator

Wyvonne Harper, ESA

TFC Supervisors

Karla Ahl, ESA Jeni Rouse, SESA
Laura Fischer, ESA

ABFC Supervisors

| | |
|---------------------|-----------------------|
| Misti Crow, ESA | Megan Fergie, SESA |
| Duncan Evans, ESA | Stacy Wilkinson, SESA |
| Alexis Hobbs, ESA | Jaimie Schriber, SESA |
| Andrea Jacobs, ESA | |
| Jamie Rankin, ESA | Helen Kaufman, CSA |
| Shawn Riddle, ESA | |
| Ryan Vonderohe, ESA | |

Recruiter, Licensing, Training Coordinator

Paula Gepson (all service areas)

Behavioral Learning Center (SESA Only)

Jennifer Crank (Coord)

Family Learning Center Supervisor (SESA Only)

Angela Wilkason

CCAA Evaluators

Kevin Berryman, ESA

Human Resources Coordinator

Jill Wehling (all service areas)

Billing Coordinator

Natalie Applegate (all service areas)

Administrative Assistant Supervisor

Sara Collins, ESA

A Visinet, Inc. Publication

September 2008

From the Chief Officers

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

This is a time of great change. Everyone continues to work above and beyond our expectations. Visinet, Inc. Administration would like to acknowledge that your dedication, hard work and commitment to the families and youth that we serve is greatly appreciated.

The implementation of the Families F.I.R.S.T. service array coupled with recent office moves in all locations has made for a stressful and sometimes hectic work environment. It is imperative to remember that it is during all of these transitions that it is of utmost importance to maintain a positive attitude, work to support each other and continue to yield strengths-based, Family-Centered services. We must always keep in the forefront of our minds our obligation to maintain the fidelity of our chosen evidenced based and promising practices models. It is important to remember that in addition to the aforementioned, that providing high quality service provision and not losing sight of family needs is imperative. In addition, we must remain mindful of outcomes and how Visinet, Inc. can improve in its efforts to provide DHHS with the *best outcomes* in serving the families while also meeting the needs of the referral sources.

Keeping regular, positive and open communication with case managers and community members will help to ensure that as referral sources and consumers they will continue to be satisfied with the services we provide. As Visinet, Inc. moves into the era of transparency and posting our outcomes on DHHS' website (in upcoming months as well as on our own) the importance of quality services, dedication to families, adherence to chosen models and team work on all levels will be reflected through the outcomes achieved by the children and families we serve. Staff continues to require communication at all levels and this is most effective internally. If we are not interfacing with each other and understanding that we have excellent resources within our own agency it appears that we are not resourceful. Weekly supervision is the most effective process for conveying this as well as reducing attrition by enhancing cohesiveness. Regular supervision (which is a weekly requirement) can be very beneficial with staff feeling connected and supported during this time of change and is the difference of them feeling a part of the agency or not. We all need to take the loss of staff to other agencies very personally and ask ourselves "what could I have done differently..."

Again, we appreciate your continued commitment to the families we serve and to Visinet, Inc.

Current Job Openings

ADMINISTRATIVE POSITIONS

Assistant Foster Care Coordinator (ESA), General Office Assistant (ESA), RLT Specialist (ESA), BLC Specialist (SESA), HR Specialist (SESA), Team Leader (SESA), Family Learning Center Coordinator (SESA), QA Specialist (ESA,SESA), Foster Care Supervisor (ESA,SESA), Utilization Management Specialist (ESA,SESA), Administrative Assistant (All Service Areas)

DIRECT CARE POSITIONS (All Service Areas)

Psychological Assistants, Foster Parents, Therapists, Community Treatment Aides, Mental Health Escort Specialists, Family Facilitators, Family Partners, Family 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

SAFETY & IN-HOME SERVICES SOUND OFF

Contributed by Shane Berry, Angi Allphin, Cinda Konken, Mindy Wall and Jenn Warren

Wow! Where did the summer go? School is back in session and everybody is working diligently to rearrange client's schedules. Please remember to accommodate families' schedules to the best of your ability. Many visits and sessions will now take place in late afternoon, evenings and weekends so please make yourself available for those changes.

The Safety and In-Home Services Contract has now been in effect for two months and overall, things are going well. We realize there have been many changes within the Safety and In-Home Services Program and we appreciate your willingness to stick with us during this exciting time. The ultimate goal is for families to become safe and stable without the assistance of the Department of Health and Human Services for extended periods of time.

Open communication is an important part of working as a team. If you have a concern, issue or question please contact your assigned team leader to resolve the issue. If the issue can not be resolved please feel free to contact the coordinator for this program. The team leaders and coordinators are here to support you when situations arise. Regularly scheduled meetings should also be arranged with your team leader to discuss case specifics, program issues, and other miscellaneous topics.

All staff are required to take the Defensive Driving Course which is now being offered in each service area. Karla Grove will be available in the Lincoln office and Radiance Klein will be available in the Omaha office. The course will be offered over the next couple of months! Again, the Defensive Driving Course is mandatory.

All field staff were given a script for their cell phones on August 1, 2008. All voicemail messages should now reflect this script, as all FT and PT staff are receiving a monthly stipend to provide the number to Visinet Inc., case managers, and families. If you have not done this please do so immediately.

We want to thank all of our wonderful staff who have continued to provide our families with the best service and care possible. Visinet Inc. will continue to succeed because of the hard work that each and every one of you continue to provide each day!

TREATMENT/AGENCY SUPPORTED FOSTER CARE FACTS

Contributed by Sharon Heckathorn and Kadi Holmberg

It is Back to School Time!

With school is beginning, this transition for our foster care youth may cause some anxiety or distress. Foster parents and foster care staff need to be supportive in this time of change. Take time to review requirements for supervision of foster care youth with the foster parents, after-school programs and various community settings. In an effort to create open communication regarding the youth and any problems that may arise during the school year, foster care staff may want to contact the school where their youth attend. Foster care specialists may use this transition time to help the youth establish good study skills or assist the youth in their school routine.

The Omaha office would like to welcome Alexis Hobbs; new Agency Based Supervisor.

The Lincoln office would like to welcome Bob Bohling and Natalie Ulm the new Recruitment, Licensing and Training Specialists.

If you know anyone who would be interested in becoming a foster parent please refer them to:

Pat or Katie in the Omaha office at 402-898-8881;
Bob or Natalie in the Lincoln office at 402-464-8866 or
Sandi in the Grand Island office at 308-398-4662.

Benefits Information

Contributed by Human Resources

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 qualification requirements and any other additional questions you may have.

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.

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.



BEHAVIORAL HEALTH SERVICES

Articles contributed by Sara Crandall, Jenny Crank, Mindy Hinton and Jackie Winbolt

CTA CONNECTION

The Lincoln office would like to Welcome Patrick Meyers!! We are glad to have you on our team.

School has now started and clients and their families may feel an increase in stress due to the change in schedule. Please keep in mind that we need to meet our client's and their families at their location and change our schedules to help support them during this transition.

Visinet Inc. is now reimbursing all CTA's for cell phones as we will not be using the pagers. This will mean your voice-mail should be changed as soon as possible to provide client's with information regarding on-call services in case of an emergency. The appropriate voice mail greeting script can be obtained from your coordinator.

As a reminder: if you are going to miss the monthly meeting with your coordinator this should be approved ahead of time. If you have something come up that day please contact your coordinator as soon as possible. If you miss a monthly meeting and your coordinator is not informed this is cause for disciplinary action.

Paperwork is due every week when you meet for supervision. Please check carefully to make sure you have all the time-sheets and progress notes filled out correctly. This includes all client information and signing and dating all material.

IN-SERVICE TRAINING OPPORTUNITIES

Omaha

September 2-4 Families F.I.R.S.T 8-5
September 8 MANDT 9-5
September 9 CPR/First Aid 9-4
September 9 Verbal MANDT 5-9
September 11 Physical MANDT 5-9
September 12 Safety Training 1-3
September 16 and 17 (must attend both days) Verbal MANDT 9-1
September 17 Defensive Driving 9-12
September 18 & 19 and 22-24 Families F.I.R.S.T 8-5
September 19 Physical MANDT 9-1
September 24 Physical MANDT 9-5
September 29 CPR/First Aid 9-5
September 30 CPR 5-9
September 30 Physical MANDT 9:30-1:30

Lincoln

September 9 CPR/First Aid 9-4

Grand Island

September 13 CPR/First Aid 9-4

IN-HOME THERAPY NEWS

The Lincoln office would like to welcome new staff! Amber Ferguson and Erica Alvarado are our new therapists and we are excited to have them on our team. Welcome to both of you.

The Lincoln office has a new CTA and Therapy Coordinator, Jacquie Winbolt. As this new transition happens in the Lincoln office everyone's patience has been truly appreciated. .

School has now started and we all need to be mindful of changing our schedules and meeting our client's needs. Supporting client's and their families during this time of going back to school is important. School beginning may mean an increase in negative behaviors with adjusting to the new routines and schedules that school brings. Remember to support your families and give encouragement during this time.

Reminders for all the therapists: In your weekly supervision please turn in your paperwork. Also, all Master TX plans, 90 Day Reviews, and Discharges need to be turned into your coordinator by 12:00 p.m. the day before you have supervision with Dr. Neise. Your coordinator needs this time to look over the plans. Please make sure you are filling out all of the necessary paperwork to be turned in on the 1st and 16th of every month. This includes all client information and signing and dating all documentation appropriately.

BEHAVIORAL LEARNING CENTER

We are very excited about getting our new curriculum going with activities for the youth that make the year fly by. We have several youth that will be entering kindergarten as well as returning to LPS into first and second grade. As new preschool age youth enroll, we will be marketing for new youth ages two to four years old. As the new school year brings schedule changes, we are supporting our youth in continuing to offer after school availability and Saturday care.

The BLC started the school year off with a consistent schedule and reinforcements for positive behaviors. Positive reinforcements for behaviors has always been a main priority while working with youth. We are hoping that positive behaviors continue to increase with new improvements that have been made within the building structure.

Youth will begin a school-like setting where they are academically challenged and given opportunities to explore their creative side. Once the schedule for full time youth concludes, after school youth will be expected to follow BLC expectations.

We would like to welcome new staff: Abbie Leischner and Katie Wenz. We would also like to bring recognition to Diane Decker and Miranda Rogers for their thoughtless efforts in assisting the BLC throughout the summer while being short staffed.



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:

8 Years: Michael Niese
 5 Years: Sandy Cotton
 4 Years: Misti Crow
 Sharon Heckathorn
 3 Years: Rita Watson
 2 Years: Laura Fischer
 Christine Pilcher
 Justin Valla
 1 Year: Darci Larson

Lincoln Office:

5 Years: Stacy Wilkinson
 4 Years: Kristi Quattrochi
 3 Years: James Sheridan
 2 Years: Sarah Dietrich
 1 Year : Tiffani Gill
 Emily Hoegh
 Sarah Kemp
 Sandra Siverts

Grand Island Office:

5 Years: Teresa Masek
 1 Year: Jennifer Scarborough
 Tiffany Speer

SUGGESTIONS

No suggestions were submitted this month.

RISK MANAGEMENT

School is back in session. Please allow enough time to get to and from your destinations to prevent any car accidents. If you do get into a car accident, no matter how minor, please follow Visinet's policy and contact a supervisor right away. If you have a concern/issue that you feel the Risk Management Committee should address, please talk with the Risk Management Committee. The Risk Management Committee continues to review all incident reports. Please continue to complete the incident reports in a timely manner.

HUMAN RESOURCES, RETENTION AND RECRUITMENT (HRRR)

Thanks to those of you who helped with the numerous moves that took place in our Omaha, Lincoln and Grand Island offices.

Visinet, Inc. provides all employees with specific payroll information on their paychecks or direct deposit stubs each payday. If an employee makes a personal request for duplicate information, there will be a \$15.00 charge for information which must be retrieved from the accountant. There is a \$5.00 charge for any personal requests regarding pay information which can be retrieved through the Visinet, Inc. Human Resources Department.

Eastern Service Area
 11836 Arbor Street
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 Phone: 402.898.8881
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Southeast Service Area
 3940 Cornhusker Hwy, Suite 600
 Lincoln, NE 68504
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Central Service Area
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