

## 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  
Jennifer Warren, CSA

**In-Home Services Coordinators**  
Angi Allphin, ESA                      Mindy Wall, SESA  
Jennifer Warren, CSA

**Team Leaders**

<b>ESA</b>	<b>SESA</b>	<b>CSA</b>
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                      Jacquie Winbolt, 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**  
Lisa Pierce, 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	Kristen Poppens, SESA
Jamie Rankin, ESA	Autumn Zgambo, SESA
Shawn Riddle, ESA	Helen Kaufman, CSA
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

October 2008

## From the Chief Officers

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

**“Desire is the key to motivation, but it’s determination and commitment to an unrelenting pursuit of your goal—a commitment to excellence—that will enable you to attain the success you see.”**

**Mario Andretti**

As we exit the first quarter of services within the new Safety and In-Home Service Array we begin discussion about out of home care reform and re-engagement in the bidding process. In some fashion all Visinet, Inc. personnel have and will continue to be a part of the initiation, growth and maturity of these programs. Sometimes it is difficult to see past the fast and furious manner in which these changes are occurring, the long and tedious hours it has taken and will take to define and implement such intricate programs, and the seemingly never ending daily tasks which need completion. However when one pauses for a moment to breathe and remembers the real reason that all these changes are taking place it makes it all worthwhile. It is with this in mind that we need to remember that we have been given an opportunity to be part of an exciting endeavor on behalf of the children and families of Nebraska.

As professionals at some point we made a commitment to these children and families by choosing the career paths that we have. The dedication that the Visinet, Inc. staff has shown is amazing. The unrelenting drive it has taken to start this ball rolling and to keep pushing it down the path shows the significant level of commitment put forth into providing our children and families with the opportunity to be successful and to have a voice in their care and services. All too often we remind the children, parents, foster parents, and others that we work with that success is measured in tiny steps but we forget that this sometimes applies to us. We need to look at all that has been accomplished over the last three months and realize that Visinet, as a team, has taken large steps forward in our goal of helping to make the lives of others better and helping to improve services in the State of Nebraska.

The success of all Visinet programs is a result of the employees who operate within those programs. We need to remember to take care of and support each other, to take time to praise each other when we see good things happening, and to work together when things are not quite right. We need to focus on achieving outcomes, within contracts and within individual families. We need to set personal and professional goals aimed at making all programs at Visinet the best that they can be and remember to take ownership in our accomplishments. As we take a strength based approach with children and families, let’s take a strength based approach to program delivery and team work. Keep up the good work and know that your efforts are recognized.

## Current Job Openings

### ADMINISTRATIVE POSITIONS

BLC Specialist (SESA), HR Specialist (SESA), Family Learning Center Coordinator (SESA), Foster Care Specialist (SESA) Foster Care Supervisor (SESA), Administrative Assistant (ESA), Training Specialist (ESA)

### DIRECT CARE POSITIONS (All Service Areas)

Psychological Assistants, Foster Parents, Team Leaders, 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](http://www.visinetinc.com)

## SAFETY & IN-HOME SERVICES SOUND OFF

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

The Safety and In-Home Services Coordinators would like to take this moment to thank everyone involved in our recent transitions during this period of development. We recognize how change can result in periods of readjustment and appreciate everyone's support during these times to remain focused on the core aspect of providing quality services to families. The importance of maintaining a "Strengths Based" approach is integral to the provision of Safety and In-Home Services and a continual process for everyone to remain cognizant of. Maintaining strength based approaches with families and in the working environment is reflected in our language, behavior, and attitude. Promoting this approach at Visinet, Inc. will not only ensure support to fellow employees and workers but will also ensure the fidelity of services that in return impact our families.

Training continues to occur monthly and in many cases has been mandated to ensure everyone becomes acquainted with the necessary processes being required within the Safety and In-Home Service array. Please reference all training dates posted on Visinet, Inc.'s website under the locations calendar. This access for viewing offered trainings will further support the coordination of our busy schedules. Please remember to sign up at the front desk once you have located a training that works in your schedule. You will find the Defensive Driving course being offered is the most recent requirement necessary for completion.

As a reminder for Family Facilitators, Family Partners, and Family Assistants, please ensure that you are continuing to meet on a weekly basis with your respective Team Leader. It is necessary that you make time in your schedule to participate in this meeting to receive support with the provision of services and so any new information can be communicated with consistency. If at any time you are unable to make your scheduled meeting, please contact your assigned Team Leader. Words should be used as tools of communication and not as a substitute for action.

Once again we would like to give a huge Thank You to everyone that has helped make this transition a smooth one! Great job everyone!

## TREATMENT/AGENCY SUPPORTED FOSTER CARE FACTS

Contributed by Sharon Heckathorn and Kadi Holmberg

The foster care programs in all service areas are looking for foster parents. If you know anyone interested in providing foster care, please call Bob in Lincoln at 464-8866, Pat in Omaha at 898-8881 X 1010 and Jen in Grand Island at 308-398-4665. Visinet offers a \$100 referral bonus to the employee or foster parent who refers the foster parent to Visinet Inc. Our foster care team offers an excellent support system to foster parents. Word of mouth is our best resource for recruitment and informing everyone about the quality foster care program at Visinet Inc. We would like to spread the word to foster parents who may be providing care to children but may not be satisfied with their current agencies and to those who have never fostered but are interested in providing care to children. There is always a need for more foster homes to accommodate the children who are in out of home placements.

It is not too early to start looking ahead for when youth will be out of school for various breaks. Most schools post a calendar on their website or have it posted somewhere so that you can plan a significant time in advance. During these breaks from school, the foster care team needs to ensure that there is appropriate supervision of the youth in the home and community. This supervision level should be based in the team's recommendation. Discuss with the foster parents what level of supervision is required for the youth and where the youth will be going. There are also breaks from school around the holidays, Thanksgiving and Christmas. The holidays will be here before we know it, so let's plan ahead. It is better to have these arrangements made in advance in order to reduce the stress for both the youth and their foster parents.

Just a reminder, foster parents are required to have 24 hours per year for in-service hours. Please remind foster parents to fill out the in-service forms. All the forms must be filled out prior to re-licensing. All foster parents must be Mandt, CPR, First-Aid certified. In-service hours can be completed by various workshops, videos, books, classes etc... Please check with the foster care staff if you are not sure what can accommodate your in-service hours. If you know of any workshops that are available and would be beneficial for our foster parents to attend, please inform the foster care staff to spread the word to the other foster parents. The end of 2007 will be here before we know it, so let's get the in-service hours done as soon as possible.

### Benefits Information

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



# BEHAVIORAL HEALTH SERVICES

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

## CTA CONNECTION

It is at times a struggle to transfer from summer to the school year as CTA schedules are not nearly as flexible as they were during the summer months. It is important to keep in mind that we are serving clients and families; we are there to meet their needs and to be flexible with families' schedules and obligations-this may entail many evening and weekend hours. It is very important to make sure that you are meeting with families and clients for the amount of time that the case is authorized on a weekly basis. Your hard work with families is very much appreciated and acknowledged.

It is important when working evening and weekend that you are aware of your own self care and giving yourself time off during the week in order to keep yourself healthy and happy and to avoid becoming burnt out. If you are struggling to find this balance make sure to express your concerns to your supervisor so they can help you to problem solve a productive and healthy schedule to meet your client and your personal needs.

## BEHAVIORAL LEARNING CENTER

The new BLC curriculum has been up and running for a month, and the youth are responding to it quite well. The curriculum provides a wide range of hands-on, interactive activities that allow children to use their unique learning styles to experiment and explore their surroundings. Each month the youth learn about different themes such as: safety, seasons, apples, and dinosaurs, just to name a few. The youth are also learning words in Spanish daily.

The BLC staff continue to focus on positive behavior and reward the youth for having positive behavior. Through positive behavior the youth are developing their self-esteem and confidence which gives them recognition for making good choices. The staff are rewarding the youth every hour on the hour for having good behavior which helps the youth stay on task and focus on making good choices. In general this process works well for all of the youth that attend BLC. However, sometimes it takes some of the youth longer to catch on to the expectations to earn hourly reward. The key is consistency and that is what we provide at the BLC. It is crucial for all the staff to remember that we are dealing with special needs youth that require a lot of attention, and it is our job to ensure that they are getting the best care possible.

Halloween is right around the corner and the BLC will have their annual Halloween party. The party will be held on Friday October 31 starting 10:00am - 11:30am. The youth will be encouraged to bring their Halloween costume for the parade throughout Visinet. There will also be fun games, a Halloween video, and a fun snack provided that morning.

Lastly, we would like to welcome new BLC staff members Faith Tyler and Molly Holstein.

## IN-HOME THERAPY NEWS

Often times children and families begin to struggle with school behaviors and frequent contact from the public school systems during this time of year. It is important to encourage parents to continue to communicate with the school on a regular basis and to stick to home routines, as these drastically affect the child's school functioning. If the parent is concerned with school interactions or communication encourage them to contact the school to set up a meeting and a regular communication schedule in order to make the child, parent and school feel supported in providing the best nurturing and learning environment possible for the youth. As a therapist communication with the school, attending meetings with the family in the school setting and including educational goals within your treatment planning is crucial in having the child, family and school make progress in treatment.

At times when a child is struggling with school attendance and or behaviors that may be disruptive or harmful to their learning or others in their learning environment, the parent or school may want to have the child suspended or expelled from this learning environment. This is often a reactive response to negative behavior and is not the answer due to this reinforcing the child's negative behaviors, and or school avoidance. It is imperative that the therapist, child, family and school meet to work towards a behavior plan that promotes learning and school attendance rather than avoidance. Therapists must be well versed in special education laws and best practices within the school setting, in order to ensure that the child's IEP, treatment goals and laws are being adhered to. If you have questions or are unsure with regard to a specific situation please seek guidance from your program coordinator.

## IN-SERVICE TRAINING OPPORTUNITIES

### Omaha

October 1 Defensive Driving 9-12  
October 2 & 30 First Aid 5-9  
October 2 & 3, 6-8 Families F.I.R.S.T 8-5  
October 6 Verbal & Physical MANDT 9-5  
October 7 Verbal MANDT 5-9  
October 9 Physical MANDT 5-9  
October 14 & 29 CPR/First Aid 9-4  
October 15 & 17 Verbal MANDT 9-1  
October 21 Physical MANDT 9-1  
October 27 CPR/First Aid 9-5  
October 28 CPR 5-9

### Lincoln

October 14th CPR/First Aid 9:00-4:00

### Grand Island

October 4 CPR/First Aid 9-4:30



# 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:

11 Years: Remar Walker  
 3 Years: Kim Arkfeld  
           Cortez Rhodes  
           Chris Scholl  
 1 Year: Annette Harper  
           Jessica Klinetobe  
           Cindy Lee  
           Jamie Rankin  
           Michael Scanlon  
           Lisa-Ann Walker

### Lincoln Office:

8 Years: Sara Gould  
           Mindy Wall  
 7 Years: Eric Pabst  
 6 Years: Candace Sturgeon  
           Angela Wilkason  
 1 Year: Sara Bartek  
           Jennica Braly  
           Debbie Fitzgerald  
           Sylvester Johnson

### Grand Island Office:

1 Year: Lindsey Heiden  
           Jackie Kuskie  
           Suzanne Swanson

## SUGGESTIONS

No suggestions were submitted this month.

## RISK MANAGEMENT

Please note the Incident Report form has been changed again. All Supervisors and Coordinators please make sure that your employees have access to the new form. The newest version is very specific in regards to where you mark critical and non-critical incidents, and then also on the back it is very specific to who you need to contact. For example if it is an In-Home Safety incident you should contact Robin Chadwell; if it is a Behavioral Health incident you should contact Sara Crandall. If you have questions or concerns regarding the changes to the form please contact your direct Supervisor or any Risk Management Committee member.

## HUMAN RESOURCES, RETENTION AND RECRUITMENT (HRRR)

It has been brought to HR's attention that there are numerous concerns regarding UHC being in negotiations with Bryan LGH, and that if they don't sign with UHC there will be no hospital in Lincoln to go to since St. Elizabeth's did not contract with UHC this year.

Please rest assure St. Elizabeth's DID sign a new contract and they are part of the UHC network. Bryan LGH is STILL a part of the network and should be for at a minimum of one year.

Sending letters to employers is part of the negotiation tactic the hospitals do in order to help increase the prices the hospitals get paid for services rendered. This is a normal part of negotiations. There is no reason to believe UHC will not work something out with Bryan LGH WHEN their contract is up for renewal. Please continue seeking services from these two facilities as normal.

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 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  
 Phone: 308.398.4662  
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