

# The VISINET Advisor

## Staff Directory

### Chief Executive Officer

John Powers

### Chief Financial Officer

Michael Wehling

### Chief Operating Officer

John Hoffman, MSW

### Clinical Director

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

### Director of Safety & In-Home Services

Robin Chadwell, LCSW (all service areas)

### Director of Behavioral Health Services

Sara Crandall, LCSW (all service areas)

### Director of Out of Home Care Services

Kyle Clemens (all service areas)

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

Dani Kessler, MS (all service areas)

### Consulting Psychiatrists

Michael Coy, MD

Arun Sharma, MD

### Safety Services Coordinators

Michelle Moline, ESA

Cinda Konken, SESA

Jennifer Warren, CSA

### In-Home Services Coordinators

Angi Allphin, ESA

Mindy Wall, SESA

Jennifer Warren, CSA

### Escort/Drug Screening & Testing Coordinators

(Adult)

Lisa Fisk, ESA

Karla Grove, SESA

### Outpatient Services Coordinators

Mindy Hinton, ESA

Jacque Winbolt, SESA

Brooke Wright, CSA

### Treatment/Agency Based Foster Care Coordinators

Sharon Heckathorn, ESA

Kadi Holmberg, SESA

### Assistant Foster Care Coordinator

Lisa Pierce, ESA

### Recruiter, Licensing, Training Coordinator

Paula Gepson (all service areas)

### Training and Quality Assurance Coordinator

Jessyca Vandercoy (all service areas)

### Behavioral Learning Center Coordinator (SESA Only)

Jennifer Crank

### CCAA Evaluator

Kevin Berryman, ESA

### CFA Evaluator

Shane Berry, ESA

### Human Resources Coordinator

Jill Wehling (all service areas)

### Billing Coordinator

Natalie Applegate (all service areas)

A Visinet, Inc. Publication

December 2008

## From the Chief Officers

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

Visinet, Inc. administration is very excited to announce the addition of new administrative staff. The addition of these individuals will serve to enhance service provision and add further definition to departments and programs. These individuals come with extensive experience in human services thus bringing new, creative ideas to the Visinet, Inc. table. We would like to welcome Kyle Clemens as the Director of Out of Home Care, Michelle Moline as the Safety Services Coordinator, and Jessyca Vandercoy as the new Training and Quality Assurance Coordinator. In addition, the Foster Care Program has two new Foster Care Supervisors, Erin Williams and Lynette Jones. Please take the time to introduce yourselves and to get acquainted with these new faces.

With the addition of new Visinet, Inc. team members at all levels it is important to remember the importance of communication. Good, thorough and consistent communication is a key to effective practice and to organization growth and development. All Program Coordinators should be interfacing regularly with their counterparts in other service areas. This is a critical component to ensuring that information is being conveyed from one location to the other and to establishing routine and consistent practices across locations. In addition to enhancing service provision, consistent communication among counterparts solidifies professional relationships and helps all to work together as one to ensure the quality of service provided to children and families. All Program Coordinators are required to maintain regular and ongoing contact with each other and are required to document this contact on the Interagency Coordinator Communication document. Documentation of this contact is critical in identifying the feedback loop both internally and externally for organizations such as the Council on Accreditation. As Visinet, Inc. grows and matures as an agency it becomes increasingly important to include others in this communication protocol. Quality Assurance staff, Training Staff, Utilization Management Staff, Supervisors and Team Leaders should all be making efforts to reach out to their counterparts and communicate regularly regarding service provision.

In addition to good communication practices it is also important to remain strengths based and solution focused during discussions. We expect all Visinet, Inc. employees to emphasize these things with the families and outside professionals we work with, thus we need to set this example for ourselves by doing this within our own organization. Working together, recognizing each other's strengths and building upon those will assist us in continuing to grow and to make Visinet, Inc. a positive and desirable organization to be a part of. Remember that Visinet, Inc. focuses on teamwork as together we make a difference.

## Current Job Openings

### ADMINISTRATIVE POSITIONS

BLC Specialist (SESA), Behavioral Specialist (SESA),  
Family Learning Center Coordinator (SESA),  
Foster Care Specialist (SESA), Foster Care Supervisor (SESA),  
Team Leader (SESA), Outpatient Services Coordinator (CSA),  
Safety Services Coordinator (CSA)

### DIRECT CARE POSITIONS (All Service Areas)

Psychological Assistants, Foster Care Parents, Therapists,  
Community Treatment Aides, Mental Health Escort Specialists,  
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 Angi Allphin, Cinda Konken, Mindy Wall and Jen Warren

The Safety and In-Home Services program would like to congratulate and send out a big welcome to the new Team Leaders Korina Cave and Adam Stouffer, ESA and Anna Cidlik, SESA. We also want to welcome our new Safety Services Coordinator Michelle Moline, ESA.

The Safety and In-Home Services Coordinators would like to thank you for all of your hard work on the monthly summaries and give feedback and helpful hints for you to continue with providing quality reports.

### Monthly Musts:

- We need to re-read documents for grammar and formatting errors.
- Always identify who each person is when they are first mentioned (there is no need beyond that point) i.e. Mary Smith (mother), Jane Dawson (Family Assistant), Joe Smith (CFS Specialist).
- Always complete every section. Consistently the DHHS/CFS/ICCU supervisor space was left blank and the completion date was left blank (if there is no completion date needs to say N/A).
- Use complete sentences. This is not like note taking it is like story writing. Also, have complete thoughts when formulating a paragraph.
- The monthly form should be consistent. There is no changing the format of the report.
- In the Family Outcomes section please make sure to write evidence as to why you chose the progress underneath the box checked.
- There should be an attempt in the Family Team Meeting section. We are supposed to be participating, initiating, and/or facilitating these. We want everyone around the table to discuss progress, barriers and plans. We need to go back to the Wraparound model and become consistent with this expectation.
- The Consultation section should not be left blank. Include all staffing with Dr. Neise, Safety and In-Home Services Director and Coordinators, Team Leaders, and CFS Specialist. All contact or attempted contact with CFS Specialist should go in this section.
- All reports are generated by Visinet, Inc. through the Families F.I.R.S.T. program. Reference beyond that should only be to the type of employee (Family Assistant, Family Partner, Family Mentor, Family Facilitator, Team Leader, etc.)
- All monthly summaries should have skill acquisition and teaching involved with IFP and FS cases. How was the skill taught and what evidence do you have that the family has been utilizing this skill.
- In the contact section make sure to identify which parent the services were being provided to by name and location of service.
- Summary section should be detailed providing evidence to support statements. Please do not write your opinion.

We want to thank all of you who have been dedicated to provide our families with quality services. The job you do in the field and efforts are recognized. We are a team and we need to work together to help support one another with the challenges we face in working within the Safety and In-home services program.

## TREATMENT/AGENCY SUPPORTED FOSTER CARE FACTS

Contributed by Sharon Heckathorn and Kadi Holmberg

The Holidays are fast approaching. Please remind foster parents that we like to have the youth spend the Holidays with them if at all possible. If they are needing respite during Christmas, please have requests in early as it is sometimes difficult to find respite during the Holiday. Holiday breaks are a great time to meet with the youth during the day and plan special activities.

Holiday time can also be difficult for youth in foster care as they may be missing their families or remembering past abuse. Certain times of the year youth may escalate more. Help foster parents identify any changes in behavior before they become more severe, specialists can create new interventions to use with the family and youth during this time.

The Omaha office would like to welcome Erin Williams Agency Based Supervisor and Lynette Jones Agency Based Supervisor.

The Lincoln office would like to welcome Melissa Chen Foster Care Specialist and Alisa Edgerton 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 the Omaha office at 402-898-8881, Bob or Natalie in the Lincoln office at 402-464-8866 or Brooke in the Grand Island office at 308-398-4662.

### 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

The Holiday season and end of the year are right around the corner. Please remember that everyone needs 12 hours of ongoing education/in-service hours per year. Talk with your supervisor or coordinator to ensure you have the required amount of hours. Also, please talk with your supervisors/coordinators about taking time off during the holiday season and requirements surrounding being on-call for you clients and families.

Please remember to document all collateral contacts. Collateral contacts include communications with family members, therapists, caseworkers, psychologists, psychiatrists, teachers, daycare workers, and others who may assist you in ensuring that your client is successful. Collateral contacts with therapists and case managers should take place a minimum of one time per week. If a therapist or case manager is unavailable when you call please leave a message giving a brief update on progress or barriers and goals worked on during sessions. Please leave your name and phone number whenever leaving a message. Also make sure you are documenting all cancellations and no-shows. If the client was not seen for the required amount of hours during the billing week please write a brief description of the circumstances on the back of your client's billing sheet.

Lets all keep in mind Family Centered Practice when working with clients. All family members should be included in services as much as possible. If you are having a hard time connecting with a parent or a child's caregiver, talk with your coordinator to problem-solve on solutions to ensure clients and families are getting the most out of your services.

## BEHAVIORAL LEARNING CENTER

The BLC has been under construction for the past several months and is finally ready to show off the renovations. The BLC/FLC are having their Open House on: Thursday December 4, 2008 from 6:00p.m.-9:00p.m. All Visinet employees are invited to attend. Refreshments will be served and introductions of the services provided within both programs will be represented. The BLC will close at 5:00pm on the day of the Open House, to prepare for guests.

The BLC youth will follow the December curriculum and make a variety of arts and crafts such as: Christmas trees, Christmas wreaths, picture frames, snowflakes, holiday charm bracelets, snowmen and many other fun activities. One of the activities the youth will do: is write a letter to Santa Clause telling him what they are wishing for Christmas. The youth will then take their letters and give them to Santa when they go visit him at the mall. Each youth will get a chance to sit on Santa's lap and tell him what they want for Christmas.

The youth continue to work on their goals and objectives and try very hard each week to succeed in getting the weekly reward. Some of the weekly rewards for this month include: decorating Christmas cookies and making a ginger bread house.

On Friday December 19 the BLC will have their annual Holiday Festival from 10:00am-11:30am. During this time the youth will get to exchange a present with each other, participate in some fun activities and watch a holiday movie. Cookies and juice will be provided and all parents are welcome to come and join in on the fun.

Please remember the BLC will be closed on Wednesday December 24 and Thursday December 25, but will be back open on Friday December 26. The BLC will be closed on Thursday January 1 due to New Years day, but will be back open on Friday January 2nd. Also, please remember that Christmas break for LPS youth begins on 12-19-08 and they will resume back into session on 1-5-09. The BLC staff will continue to follow the regular schedule during this time.

Lastly, we would like to welcome new BLC staff: Katie Reiss and Desiree Culver.

## IN-HOME THERAPY NEWS

Please remember that everyone needs 12 hours of ongoing education/in-service hours per year. Talk with your supervisor or coordinator to ensure you have the required amount of hours. Also, please talk with your supervisors/coordinators about taking time off during the holiday season and requirements surrounding being on-call for you clients and families.

As the Holiday Season approaches please keep in mind the added stress that our clients and their families may feel during this time. Finances can often be tight during the holidays so keep an eye out for community resources that may benefit your clients. Also, keep in mind that during the times that children and youth are not in school parents or caregivers may be feeling overwhelmed. Talk with them about appropriate structures and routine during the holiday season.

Make sure your clients are signing their time sheets this is important for billing purposes. Please note that you cannot use white-out on time-sheets if you make a mistake. If you do make a mistake please start over with a new time-sheet, disposing of the old one appropriately, and have the client sign for the dates of service. If you have any questions about billing or timesheets please contact your coordinator.

All of us need to be aware of our client's personal goals. Talk with your clients and see what they would like to accomplish. Lets all keep in mind the Family Centered Practice philosophies when we are setting goals for each of our families.

Remember everyone it is that time of year when the weather can change quickly so please drive carefully and plan accordingly. Have a great Holiday Season and thank-you for all your hard work!!

## IN-SERVICE TRAINING OPPORTUNITIES

### Omaha

December 1 MANDT 9-5  
December 2 & 4 MANDT 5-9  
December 6 MANDT 9-3 (Saturday)  
December 11 MANDT 9-3  
December 12 Safety 1-5  
December 13 CPR/First Aid 9-3 (Saturday)  
December 19 CPR/First Aid 9-3  
December 20 CPR/First Aid 9-3 (Saturday)  
December 22 CPR/First Aid 9-5

### Lincoln

December 16 MANDT 8:30-5

### Grand Island

December 1 MANDT 9:30-4:30



**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

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  
 Phone: 308.398.4662  
 Fax: 308.398.4665

**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:	Lincoln Office:	Grand Island Office:
4 Years: Andrea Joyce 2 Years: Carrie Bell Catherine Rollerson 1 Year: Virgen Aranda Sam Crampton Vicki Garst Su Rowan Sandy Sipple Machela Tibbetts	1 Year: Renee Murdock	No Service Anniversaries

**SUGGESTIONS**

No suggestions were submitted this month.

**RISK MANAGEMENT**

The Risk Management Committee would like to remind all Visinet, Inc. employees to be safe over the winter. The snow and ice combined with less daylight make conditions more hazardous. It is recommended that you have a winter safety kit in your vehicle, which could include items such as blankets, extra gloves, clothes, and ice scraper. Safety of employees and clients is of high priority, so please talk to our supervisor if you have any concerns. If you do have an accident or are injured while working, you must report it to your Supervisor immediately.

Please note that there has been a few changes when filling out Incident Reports. When the program Coordinator is required to fill out a critical incident report, these steps should be followed: Program Coordinator must get signatures from the Clinical Director and Director of that program within 24 hours, and fax the report to the case manager. If you have questions in regards to this new process or anything else in regards to Risk Management please contact any Risk Management Committee member.

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

Annual employee satisfaction surveys have been aggregated. Some results were:  
 92% of employees feel that they receive regular supervision.  
 94% of employees surveyed feel that they received the training necessary to successfully accomplish their jobs.  
 95% of employees surveyed feel that they are informed about Visinet's policies and procedures.

Areas that our employees feel need to be addressed:  
 24% of employees feel that they do not have access to their employee files and cannot correct inaccurate information.  
 25% of employees feel that they are not notified of positions they may qualify for.  
 35% of employees feel that they do not have input regarding matters that concern the overall success of the organization.

In case you missed last month's Newsletter, Visinet has responded to your feedback and lowered the monthly premiums for health insurance coverage. The following premiums began on 11/1/08.  
 Employee Only = \$100 per month/ \$50 per pay period  
 Employee + Spouse or Child (ren)= \$200 per month/ \$100 per pay period  
 Family = \$250 per month/ \$125 per pay period

All 2008 PTO allocations/rules/regulations will not change until January 2009. In the July addendum changes to PTO were given. However, those changes won't take place until January 2009.

