

# 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)

### Director of QA/Training and Ongoing Edu Div.

Lynn Castrianno, Ph.D (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  
Jacquie Winbolt, SESA  
Brooke Wright, CSA

### Treatment/Agency Based Foster Care Coordinators

Sharon Heckathorn, ESA  
Lisa Pierce (Assistant Coord), ESA  
Kadi Holmberg, SESA

### 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

January 2009

## From the Chief Officers

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

Visinet, Inc. is very excited to welcome Lynn Castrianno, Ph.D. as the Director of the new Quality Assurance (QA), Training and Ongoing Education Division. Jessyca Vandercoy will be the State-Wide Training and Ongoing Education Coordinator. Dr. Castrianno comes to us with over a decade of experience in data collection, outcomes research and continuous quality improvement practices and we look forward to having her on-board to enhance all of Visinet, Inc.'s programs and overall functions. We want to increase Stakeholder participation and reporting, decrease attrition, and enhance all of our trainings and education to applicants/employees. This Division has developed (or enhanced existing) curriculum for Pre-service Training, Guiding Principles Training, all Program Specific Training and will facilitate Ongoing Education opportunities. The emphases for all of the trainings will be based on the evidence based/promising practices within the specific program trainings; however, all employees/foster parents/subcontractors, etc. will be provided our Wraparound Model which will comprehensively focus on Family-Centered Practice as a way of preparing anyone Visinet, Inc. related our way of effectively working/collaborating with children and families.

Visinet, Inc. could be experiencing a lot of exciting growth in 2009. Although with growth comes change which can often be stressful and difficult, an openness and flexibility must be within us for the experience to be positive within our Visinet culture. The Nebraska Department of Health and Human Services (NDHHS), Children and Family Services (CFS) has released a Request for Qualification (RFQ) in an attempt to expand and improve the In-Home and Safety Services contract concept by combining all Safety & In-Home, Out-of-Home—Non-Treatment services into a continuum of services, including Service Coordination.

The RFQ is due by January 15, 2009. The RFQ will determine which providers will be selected to be involved in the business planning process. This announcement will be made on February 2, 2009. Contractors will be required to use Evidence Based and/or Promising Practices shown to produce positive outcomes for safety, permanency and well-being of children and families. There are four (4) phases during the RFQ process from the initial submission to the full implementation (which will occur from October 1, 2009 through January 1, 2010).

Look for more information in upcoming newsletters and memos as your input in helping us improve our models of service provision is important to us; retaining, high quality, valued employees and subcontractors as our partners in working with Children and Families to improve their overall functioning is our main goal.

## Current Job Openings

### ADMINISTRATIVE POSITIONS

HR Coordinator (ESA), Foster Care Supervisor (ESA), UA Specialist (ESA), BLC Specialist (SESA), Foster Care Specialist (SESA), Team Leader (SESA), RLT Specialist (CSA), 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

We want to wish all of our staff a Happy and Safe 2009! We are now entering the seventh month of the Safety and In-Services Contract and we continue to see improvements throughout all service areas in our service provision. Visinet continues to be a leader in the Human Services field because of all of our wonderful staff.

We encourage all of our staff to reference their training manual for Families F.I.R.S.T frequently. The manual is a great reference for all 11 services within the Safety and In Home Services Contract. The manuals were created to benefit field staff in implementing Visinet's Evidenced Based and Promising Practice Model. Visinet believes in the Wraparound Model bringing together the family's formal and informal support systems.

The Family's F.I.R.S.T 10-Step Process needs to be implemented at intake of a new family and the steps will be utilized during stages of service provision. If you need a refresher on the 10 steps please reference your training manual where each step is explained in depth with objectives, general principles, worker's role/techniques and documentation.

### Family's F.I.R.S.T 10-Step Process

1. Engagement
2. Informal Family Assessment
3. Building Family Strengths
4. Formalize Family Agenda
5. Formal Family Assessments
6. Adaptations
7. Develop Plan
8. Provide Interventions
9. Final Family Assessments
10. Termination

Please remember when assigned a new family that you make contact with the family and CFS Specialist within the appropriate time frames for the service referred. If contact can not be made with the family contact your team leader immediately and the assigned DHHS/ICCU Supervisor can be notified.

## TREATMENT/AGENCY SUPPORTED FOSTER CARE FACTS

Contributed by Sharon Heckathorn and Kadi Holmberg

We remind the Foster Care staff that this is a difficult time of year for many of our kids. Please provide support and assist with problem solving to help our families and foster care youth through this exciting but stressful time of the year. This is a great time for the Foster Care Specialist to utilize activities. Being creative and thinking outside the box may also be a way to help the foster children cope with being away from their biological families during this time. Specialists please also remember to try to have some fun!

It is also important to remind our foster families to get their requests in for respite early as many people are busy during this time of the year and are not available to assist in providing respite care. Visinet Inc. requests that foster families include their foster children in holiday activities. Just a reminder, children should never be placed in respite on major holidays. If you are going to be out of town and the foster children cannot go with you, please make your request for this early as it is difficult to find respite during the holiday season.

Foster Care staff please remember that foster parents are required to have 24 in-service hours per renewal period. Please remind all foster parents to work toward meeting this goal and remind them to turn in the documentation for their in-service hours in a timely manner. One suggestion for obtaining in-service hours is involvement with organizations like Nebraska Foster and Adoptive Parent Association. Foster parents can earn in-service hours for reading the newsletter and being a part of NAFAPA. This is an excellent way to obtain in-service training hours and receive support from other foster parents.

We continue to focus on recruiting new foster parents. Don't forget to spread the word about becoming a Visinet Inc. foster parent! Referring quality foster parents is a great way to help a child, help our programs grow, and earn some bonus money as well. This incentive applies to both foster parents and to Visinet Inc. employees.

## 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](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 Omaha office would like to welcome Julie Klein and Lisa Dugger to the CTA team.

Happy New Year and Welcome to 2009! Along with the new year, CTA services will also look different. For a CTA session to take place, the client's parent or caregiver must be present for the entirety of the session. The session must take place in the home unless special permission is received and the parent or caregiver is along on the outing. While there will be resistance to the new look of CTA services it is important to keep a positive outlook for what the service can provide. The CTA's perspective and approach can hinder the service or make it successful just by how they relay the message to the client's they serve.

Please remember that it is important to set boundaries with clients. Take caution when disclosing personal stories to clients, even if the story will prove to be beneficial to the client. For safe and effective ways to disclose information to the families we serve talk to your supervisor/coordinator for ideas. Keep in mind, disclosing too much personal information can create a sense of dependence rather than empowering the client towards independence.

## BEHAVIORAL LEARNING CENTER

Many of you may not know that the Behavioral Learning Center has been recently licensed as a Therapeutic Day Center. What this means is that we will continue to serve youth with severe/chronic behavioral problems. These youth are not able to function in a typical school or child care setting due to a high frequency of noncompliant behavior, or a high frequency of severe, dangerous, and/or aggressive behavior.

Our staff ratio has increased due to the new licensing and is now 3 youth per 1 staff member. A staff also works independently with the youth who may need individual staff supervision due to aggression or dysfunction when participating with the other youth. Children are on individual plans to meet their individual needs. Through the new licensing guidelines we have been able to hire a new Teacher, to conduct a structured curriculum during school hours and Behavioral Specialists who will work directly with the children's behaviors.

All Visinet employees are welcome and encouraged to come view the new and improved BLC.

## IN-HOME THERAPY NEWS

With a blink of an eye, a new year has begun. It is a time of renewed hope and resolutions. That being said, it is now time to focus on yourself. For the past two months, there have been several deadlines to meet and reports to be written. We offered our clients extra support through the holiday season, all the while forgetting to keep our stress level at a minimum. Stress takes away from the overall effectiveness of therapy, so with that in mind it is offered to you "The Ten Commandments for Reducing Stress" (Unknown Author).

1. Thou shalt not try to be all things to all people.
2. Thou shalt not be perfect or even try to be.
3. Thou shalt sometimes leave things undone that ought to be done.
4. Thou shalt not spread thyself too thinly.
5. Thou shalt learn to say "No."
6. Thou shalt schedule time for thyself and for your supportive network
7. Thou shalt switch off and do nothing regularly.
8. Thou shalt be boring, at times.
9. Thou shalt not even feel guilt.
10. Especially, thou shalt not be thine own worst enemy, but be thine own best friend.

Keeping those things in mind will only strengthen your ability to remain Family Centered through your practice. Have a great new year and keep up the great work! Thank You.

When speaking about the renewal of the new year, Visinet, Inc. would like to take the time to welcome two "new" therapists to the Visinet Team. Lavonda McClinton and Tobi Andrews, will be working in the Eastern Service Area.

## IN-SERVICE TRAINING OPPORTUNITIES

### Omaha

- January 15 & 16 MANDT 9-3
- January 17 MANDT 9-3 (Saturday)
- January 23 CPR/First Aid 9-3
- January 24 CPR/First Aid 9-3 (Saturday)
- January 30 CPR/First Aid 9-3
- January 31 CPR/First Aid 9-3 (Saturday)

### Lincoln

- January 5 Defensive Driving 8:30-12:30
- January 10 MANDT 8:30-5
- January 14 CPR 9-1
- January 14 First Aid 1:30-4:30

### Grand Island

- January 20 Defensive Driving 9:30-1:30
- January 22 CPR/First Aid 9:30-4:30
- January 28 Verbal MANDT 10:30-5
- January 30 Physical 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

## 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:

5 Years: Eve Jarboe  
 2 Years: Sara Benson  
           Linda Butler  
           Dane Schroeder  
 1 Year: Christine Collins  
           Nancy Doll  
           Kim Hemmerling  
           Jessica Ishmael  
           Stacie Olsen  
           Jackie Sherrod  
           Amy Welte

### Lincoln Office:

14 Years: Connie Dewey  
           Linda Kistler  
           Cinda Konken  
 5 Years: Leah DuPont  
 3 Years: Mary Hanrahan  
 2 Years: Paul Christensen  
 1 Year: Sara Crandall  
           Kadi Holmberg  
           Sadie Jensen  
           Miranda Rogers

### Grand Island Office:

1 Year: Kim Arnold  
           Nina Wilson

## SUGGESTIONS

No suggestions were submitted this month.

## RISK MANAGEMENT

In reviewing incident reports from 4th quarter, please make sure that you are notifying Dr. Michael Neise if a client is experiencing suicidal or homicidal ideations, gestures or attempts. Also make sure to check with your coordinator about the emergency reporting protocol as it seems that this is a frequent area of concern. When submitting Incident Reports please remember to include the family name if it is different from the client name and make sure the Incident Report is submitted to your supervisor within the allotted time frame. The Risk Management Committee wants you all to be safe so remember to drive carefully, wear your seat belt and make sure your passengers are buckled in as well. Don't take unnecessary chances in bad weather.

## HUMAN RESOURCES, RETENTION AND RECRUITMENT (HRRR)

The newsletter will now only be published six times per year. Months of publication will include: January, March, May, July, September, and November.

All field staff need to revisit the dress code policy: Field employees are required to have a neat, tasteful appearance which contributes to a positive impression of consumers and referral sources. Employees are expected to be suitably attired and groomed during working hours or when representing Visinet, Inc. If any employee is subpoenaed or asked to attend a court hearing, a team conference, and/or treatment team meeting, etc., they are required to dress in a business casual manner.

Attire should be neat in appearance and free of tears, holes, and stains. Dress that is extremely casual is not appropriate business attire. This includes, but is not limited to: tank tops, halter tops, or muscle shirts, sweat pants/suits, hats, clothing with foul language or obscene images, tennis shoes, casual cords (for office employees), cargo pants (for office employees), jeans (for office employees). Clothes should fit properly and should not draw attention by being too risqué. Skirts need to be knee length or longer or will be considered inappropriate to wear in the office. Shoes should be comfortable, but professional. Shoes should not be worn-out.

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

