

The Owens Interlink

Volume 6, Issue 8, February 2010

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News About our Staff

By Diana Owens

All too often, employers only hear about the things that weren't done right, or the things clients are not happy about.

However, we want to devote some time and print to the folks that are doing things right and that clients are happy with. Please know that there are many more and we will continue to post those on our website and in our newsletter, but here is a sampling of what is being said:

Kevin's Team – Omaha

"I am not sure whose team Ryan Uhing is on, but I wanted to make sure you all knew what an awesome job he has done on my case.

"Ryan got right in there and within a day had the client learning the bus system in Omaha, got information on signing him up for GED classes, and is helping him sign up for work experience through a youth program for Habitat for Humanity. I was so pleased! It made my job really easy!

"I just wanted to make sure

his supervisor and whoever else needed to know what an awesome job he is going and we would love to work with him again!" Kim, KVC

"I just wanted to let you know that your employee Aimee Rehmeier has been doing a fantastic job for me. She routinely goes above and beyond expectations and she has been prompt, polite and professional in all my dealings with her.

"She continues to be a pleasure to work with. Please feel free to let her know that her efforts are much appreciated." Bruce – DHHS

"I have only heard good things about Owens' services and I know our probation officers appreciate the work you all do".

Greg, Juvenile Justice Resource Supervisor

April's Team – Lincoln

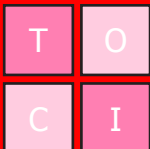
"Robin (Lapage), whatever you are doing with the family, it is working and getting through to them. We know this is a difficult family, but they have

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taken a 'liking to you' which says a lot.

"Both the CFSS and myself have seen positive changes in the family and are really excited to have you as part of this family's team". Robin S, Service Coordinator KVC

Candi's Team – Omaha

"I so appreciate working with Randy. His professional work ethic is greatly appreciated." - Foster Parent #1

"I so appreciate Karen's communication with me and the way she really cares about kids". - Foster Parent #2

"I'm calling to say what you never get to hear.....I so appreciate the work that Nate does. He always keeps me informed of changes and it's not often that you get to work with someone from the 'state' who really cares about the people". - Client

Kendra's Team – Omaha

"I am a full-fledged case man-

ager now and am hoping to get all Owens cases. Everybody here seems to love Owens and it makes me proud that I was a former employee." - Trina CFSS

Please know that there are multiple comments on staff from other teams, and we will post them next month. It is so exciting to be part of a such a professional and great group of employees. Keep up the good work. We will see your name in print next month hopefully.

Gennifer's Feedback:

Gennifer has the wonderful job of assuring satisfaction from all teams both in Omaha and Lincoln. Here is what was emailed to her recently: "I can't tell you how much I appreciate your email....so far, things are going very well with the cases I have sent over to Owens. Your staff are wonderful and easy to work with." - Mina - KVC



Collaboration Continues with Primary Contractors

Supervisors are taking turns attending various Provider meetings in both Omaha and Lincoln. We are becoming more aware of each Contractors needs and the way in which they visualize Owens playing a critical role in serving youth and families.

It is through these meetings we

are able to establish new relationships with those who "send us the work" and in turn are given an opportunity to ask questions and seek guidance as to service delivery. We are very excited about serving multiple contractors and look forward to a continuing positive working relationship.



Meet Our Newest Staff Members

Our success is dependent upon screening, hiring, training staff that meets the professionalism we already have in place in both Omaha and Lincoln.

Omaha:

Teri Boyer

Martha Brown

Leticia Locklear

Elizabeth Nesi

James Pruch

Ryan Russel

Lincoln:

Christie Alavez

Ryan Berney

The following are a list of individuals who have chosen to become part of our amazing teams:

Victoria Cooper

Nicole Enríguez

Mike Greenlee

Grant Heilman

Leila Luft

Cassie Manhart

John May

Justin Modrell

Eric Nelson

John Waldrep

Congratulations to all our new hires and welcome aboard to The Owens Companies. We are very glad you are here.



Lincoln DST Department Growing, Leaps & Bounds

Not so long ago, establishing a drug testing/screening department in Lincoln was a vision we were striving for. Now, within a matter of three weeks, not only is the department up and running, but also has four individuals working in it under the direction of Troy Liebreth.

Owens Drug Screening and Testing Services are available to adults and youth. Clients who participate in the program are screened/tested on a random, irregular and rotating basis to assure compliance with their drug treatment, court orders and/or service plans.

All screens/testing are administered by trained personnel either at our office, their home, school or place of employment. Each screen/test is witnessed by gender analogous staff to ensure validity of results and discourage adulteration. This in turn promotes compliance and cooperation. Results are provided to referral sources in a timely and efficient manner.

This is the same type of program that has been operating for several years in Omaha. Keep up the good work Troy and team members. Imagine what next month's case load will look like.



Chip Erwin and Kevin Ross Guests on 'Real Talk'

Two of our supervisors were guests on Willie Hamilton's "Real Talk" T.V. Show on February 8th at 8:00 pm.

The purpose of the presentation was to answer live questions regarding our community and its needs as well as give a brief overview of services provided through both Owens Companies.

They have been requested to

Safety Matters at Owens

A recent safety survey was taken by our employees regarding how they perceive Owens does a company regarding safety related matters (mostly 4's).

It was good to see that on a scale of 1 (low) – 5 (high) – for the most part, we received above average ratings. Our employees know that we do care and take not only the safety of our youth and families serious – but their safety as well.

There were multiple sugges-

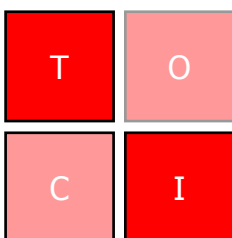
participate on a live webcam broadcast on February 25, 2010 from 8:00-9:00 P.M.

We will be sending out additional information on how to tune in on this live broadcast.

We will also have a taped copy of the T.V. show here in our office if you missed the original broadcast. ■

tions and some of which is being taken under consideration, while other matters, due to the nature of our business just are not feasible. Our safety committee is made up of representatives from Omaha and Lincoln and is overseen by Anthony Erwin.

We always appreciate our employees honest opinions and are grateful they took the time to respond to the voluntary survey. ■



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