

# The Owens Interlink

Volume 6, Issue 2, July 2009

July: The month of fireworks and BBQs!

## The move is complete!

By Diana Owens

Thanks to the dedicated, hard working staff (and spouses) at the Lincoln office, our move is finally complete. We now are directly across the street in suites 5, 6 & 7. The move was necessary as we had outgrown our other space. Our phone and fax number will remain the same.

Our visitation center now has adequate room for our families as well as new security. The best part is that the supervisors will no longer need to travel out of the offices if needed in the visitation area - they just walk down the hall and through the door that connects the offices with the center.

A big 'thank you' goes to Brandon who was the "engine" of the move, along with Melissa Batt's husband Josh who was "volunteered" to help. Of course the move did not go without a few glitches - such as a new phone system that didn't work day one, and a temporary fix to our internet access (thanks Andy) until it could be completed.

It is marvelous to see the team work and effort that went into

the move. The staff is very excited about having storage places for everything now.

In addition to the move, just a reminder that Brian has been reassigned to the tracker area where he is responsible for monitoring all the electronic equipment as well as scheduling the random drug testing that needs to be done.

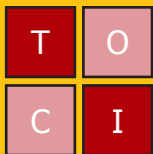
Sitting in Brian's "old spot" is Rachel Shipman. While she is attempting to learn all the aspects of her job, we know that you will be greeted with a very pleasant voice - both in person and on the phone. So much has been done - but in the end I believe you will find our level of service only increases as we become more efficient. **GOOD JOB TO ALL INVOLVED IN THE MOVE!** ■



Diana L. Owens  
President & CEO

The Owens Companies  
7415 N. 30 St.,  
Omaha, NE 68112  
Tel: 402 455 1118  
Fax: 402 455 4506

5800 Cornhusker Hwy.,  
Lincoln, NE 68507  
Tel: 402 464 0784  
Fax: 402 464 0786



The Interlink  
7415 N. 30 St.,  
Omaha, NE 68112  
Tel: 402 455 1118  
Fax: 402 455 4506  
joemowens@gmail.com

## More kudos for Owens employees

All too often we hear about issues when employees make a mistake or things have not gone well. However, according to John Hoffman, COO of Visinet, Inc. – this was not the situation on a recent case managed by Jennifer Owens, and worked by Jackie Jones. According to Mr. Hoffman: “Absolutely, a perfect example of system of care at its best!”

A little history: at a recent team meeting one of the families we served was not making much progress. The mother was struggling with financial difficulties and other issues. The focus of the meeting was to write a safety plan as mom did not feel safe staying alone due to being overwhelmed and her kids “out of control”.

It was originally recommended that the children be removed un-

til which time mom could move forward. HOWEVER, our worker (Jackie Jones) and her supervisor (Jennifer Owens) felt that leaving the children with mom was the best answer and immediately sat up in-home safety services which meant our staff would work with mom 24 hours a day.

The result has a wonderful ending, the children remained in the home and the needed supports were put in place for the mother and children.

Even though our goal is always to leave children in the home when it can be done safely – this is just one example of creating solutions that keep the families together and yet provide in-home care. This was all done in a matter of two hours. CONGRATULATIONS JENNIFER AND JACKIE on a job well done.



## Staff walks/runs for Sienna Francis House

Staff members Candi Marcantel, Eva Abrams, Jennifer Owens, Margaret Innman, Jeannie Hicks and Kendra Shirkey all participated in an activity to raise funds for the Sienna Francis House.

Eva and Jeannie ran 6 miles and Candi, Jenni, Margaret and Kendra

walked 3 miles in the event. If you are wondering about the walk/run participation, Eva is an avid daily runner, so the 6 miles was a “piece of cake” she said – but Jeannie surprised us all. GOOD JOB to all who participated.



## In other staff news

We never think it could happen to us, but Megan Sweet found herself in a most difficult situation. She suffered a heart attack at 3:00 in the morning and was rushed to the hospital. Luckily for Megan she arrived in time.

Who would think an energetic, vibrant, young woman (less than 40) would have a heart attack – but it happened. The staff will certainly miss her smiles and kindness while she is out on medical leave – but we are glad that she was able to get the necessary medical help and is on the road to a long recovery. GET WELL SOON Megan.

We also want to share our heart felt sadness over the news of Tiffany Hicks' (Lincoln office) 16 yr. old sister being shot by her former boyfriend. Her sister and family resides in Mississippi, but we know that every one of her co-workers at Owens offer prayers and thoughts to her and her family.

Jeannie Hicks has her first great grandchild born earlier this month. Jeannie is very excited and says mom, baby and family are all doing well.

## Change

We all know that change can be exciting and frightening at the same time. A recent survey stated that 10% love it, 10% hate it, and the other 80% will go along. In order to assist in the change process, we have attached the 5 stages of change:

1. Anticipation - happens before the change occurs.  
Most know or feel a hint of it.
2. Letting Go: "I can't do anything about it"!
3. Disorientation: not knowing what is going to happen next.
4. Reappraisal: feeling of survival.
5. Recommitment: to what has occurred and starts a new beginning.

Kendra Shirkey is finally shedding her braces from a car accident that not only totaled her car, but was burned beyond recognition. Luckily for her, others on the highway stopped to assist her and pulled her out just minutes before the car went up in flames. Glad you are back with us Kendra and thank goodness for your recovery – could have been much worse.

If you want to see how crazy things are of late getting ready for the new contract for in and out of home care – just ask our training facilitators. Every nook and cranny in the office is being utilized for some type of training – including the kitchen. Joe and Cathy are attempting to put their arms around the new program and the multitude of training that will be required.

Core domains will be taught first and then other essential building blocks will follow. Various trainings will even be taking place in our building on the weekends. Keeping going guys – we will get there one of these days.



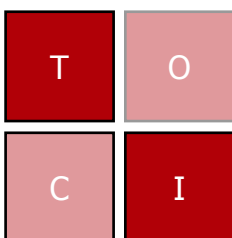
## Juvenile system of care

The Office of Probation Administration and the Department of Health and Human Services is announcing a Pilot Program to provide resources for juveniles on probation in the justice system in Douglas County. On June 29th, Diana, Gennifer and Kevin Ross sat down with the two administrators from the state to discuss this pilot program.

DHHS has dedicated resource dollars to fund treatment and placement services for juveniles placed on probation in Douglas County to reduce the number of state wards. OES will play a part in this pilot program with services such as tracking, electronic monitoring, and yes even the Day Reporting Center. The goal of this pilot program is not only to allevi-

ate dual supervision of children and thereby reduce the number of youth being made state wards, but be able to provide adequate supervision and programming for local youth and thereby improve the successful outcomes for youth. Douglas County is phase one of the new Juvenile System of Care since this is where there is the greatest population.

Afterwards, the program will be expanded across the state. It is anticipated that programming will commence sometime in late July or early August of this year. As Diana told the Administrators of the State, OES is "shovel ready" to begin as soon as the funding is available. We will be keeping you posted as a "start date" is given.



**The Interlink**  
7415 N. 30 St.,  
Omaha, NE 68112  
Tel: 402 455 1118  
Fax: 402 455 4506  
[joemowens@gmail.com](mailto:joemowens@gmail.com)