

The Owens Interlink

Volume 5, Issue 5, June 2008

Grab your SPF 30 and head outside!

Lots of employee news!

By Diana Owens

Lincoln supervisor, Becca Green and her husband Dustin are the proud parents of a new baby girl – Grace Lynn Green, born May 20th. Grace weighed 5 lbs at birth. Congratulations to the new parents.

Another Lincoln supervisor is also in the news this month. April Vendetti (former) was married on May 17th to John Bell. Her new name is April Vendetti-Bell. Wow April, you went from the end to the beginning of the alphabet with your last name. She and her new husband will stay residing in Lincoln. Congratulations April!

Anthony Erwin is taking on a new position for Owens. We are in the process of reopening our temporary staffing division and Anthony has willingly taken on the challenge. His remarkable knowledge of marketing and organizational skills will assure that the staffing division is top notch. Now all we have to do is locate one more unused corner of the building for him.

He was instrumental in bringing our UA department from a part-time endeavor to where there are four full time and two part time employees in Omaha and has started the program in Lincoln as well. If you know of companies who could use extra help without the burden of payroll, benefits, and all the other things that go into the hiring process, call Anthony at 455-6337. Good luck Anthony!

So if Anthony has taken on a new challenge – who is overseeing the UA Department you might ask. Amy Kirby has stepped up to the plate as the department coordinator. Amy has over a years experience in the department and looks forward to her added responsibilities. She will be responsible for assuring that all referrals receive the top notch service our referral sources are accustomed to as well as assigning case loads to the techs in the department. Congratulations Amy!!

It is with much regret that say “farewell” to Marcy LeBron (CCIS staff), and Douglas Gentry (Center facilitator) who will be leaving us soon. Marcy has accepted a position with the Iowa Department of Health and Human Services. Doug is taking on a new role with the youth prison here in Omaha. Good luck on your new adventures Marcy and Doug. You will be missed.

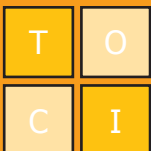
Like so many others in southwest Omaha, two Owens employees did not escape the tornado this past early Sunday morning. Our Human Service workers have homes in the area that did suffer storm damage. They like others are just glad no one was hurt or killed with the quickness of the storm and the shortness of notice to take cover. Our thoughts and prayers go to these employees and the other families who were so dramatically affected by the tornado.



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Changes coming for both organizations

Edited by Joe Owens

Effective July 1st of this year, Owens & Associates, Inc. and Owens Education Services, Inc., are pleased to announce the forming of collaborative partnerships with two distinct organizations. In the Lincoln southeast service area, we will be collaborating with Visinet, Inc. to provide both youth and family services.

In Omaha and surrounding areas (eastern service area), we will be collaborating with Omni Behavioral Health. These changes are necessary due to new stipulations for companies providing services for the State of Nebraska. In some ways our organizations will look the same, in other ways

Center news

Edited by Joe Owens

OES is on the verge of expanding our Center hours (until 8:00 p.m.) during the week for the summer months while school is out. This is due to the number of referrals, and the response to our day program. The Center provides structure and supervision to youth during the high crime time hours.

Referral sources know that the Center is much more than a “day care for teens”. With our experienced staff, youth are positively involved in the community – whether that is with community service, seeking various opportunities for employment, learn-

ing about what it takes to one day be independent, or staying current on their education. Summer is a time that youth need to be supervised and at the same time, learn something while doing so.

there will be distinct differences. As more information becomes available, we will be keeping you updated. Is it scary? You bet to some degree as the unknown always sends a wave of fear through our bodies. However, both organizations are excited about the challenges that lie ahead of us and look forward to the opportunities this change will bring.

Mary Crowley once said: “When we change the input into our minds, we change the output into our lives”. Our minds and hearts are open to this change! We trust that you will be excited with us. ■

Welcome to Mark Miller. Mark is co-facilitating in the Center and will also be assisting in our Victim Empathy program. Mark has a lot of experience in working with the type of youth we serve and has already made an impact on the program. Welcome to OES Mark. ■

Human services department update

Edited by Joe Owens

With the pending changes to State contracts, many of our staff are helping to establish training processes, already in training or will soon be in training so that we can meet the needs of the families and youth we serve. The manner in which we conduct these services will definitely change, but in the end, the families will receive what they need to be successful in either reunification with their children, or stabilizing the home so that the children will not have to be removed.

Web updates

Edited by Joe Owens

For sometime we have wanted to update our website. With new people and programs, we have found many things that need to be changed. What a solution when you have internal people who have the knowledge and time to get the job done.

Two of our present staff will be working together to not only update

Training update

Edited by Joe Owens

Recently eleven (11) managers/supervisors successfully completed Level I of our management program – T.R.I.O. (Training Related to Internal Objectives). Participants are eager to use the skills learned and are anxiously awaiting Level II which is scheduled to begin June 17th.

A new level I will start on June 19th. If you would like more information about our various training levels or programs, or would like to enroll a participant in these sessions, please contact Diana Owens at 451-8404.

According to one of our customers,

Our task is huge, but we have the type of dedicated and motivated persons who will rise to the occasion. We look forward to continuing our outstanding relationship with our current referral sources but only in a different way. As Ralph Waldo Emerson stated, “What lies behind us and what lies before us are tiny matters compared to what lies within us”. We know our staff has what it takes to continue being successful. ■

the web site but to maintain it from now on.

So for event, happenings and yes even copies of the newsletter will be at your finger tips by just visiting our web site. It is projected that within the next week or two maximum all the necessary changes will have been made. ■

Owens has one of the best Customer Service Seminars in the business. Our grass roots approach to serving customers not only makes sense, but does improve the relationship between the company and the customer. Customer Service Training is only one of the many one day sessions that are available through Owens. Call us today if your organization could benefit from this or other types of training. We have the experience in providing only top notch programs. ■

Don't forget!

Edited by Joe Owens



We know everyone has reserved August 19th and is telling all their friends, neighbors and business asso-

ciation about the second annual OES River Boat Fund raiser.

Lots of raffle and silent auction items will be available, including a diamond studded bracelet. To see the specifics about the event, you can go to our

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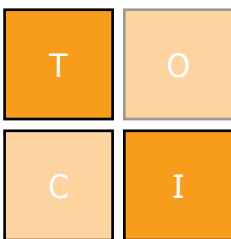
Edited by Joe Owens

Many managers and supervisors unwillingly say their team is not totally engaged with what they are trying to achieve as a group. In a recent survey by the Corporate Leadership Council reported that from a study of 50,000 employees, only 11% reported that they felt fully engaged in their current work, 76% felt neither engaged nor disengaged and 13% felt full disengaged.

Tips to engage your team:

1. Define the external contest (you and your competitors);
2. Get the team to "pledge" their commitment;
3. Develop a plan and timeline;
4. Establish benchmarks to show progress;
5. Provide engrossing challenges;
6. Recognize and praise achievements;
7. Encourage people to take on responsibility for their action;
8. Ensure the work is meaningful to each participant; and
9. Provide employees with opportunities to develop themselves.

Remember, employees need to know that their efforts are indeed driving the company forward. For employees to be a part of process, only stimulates their willingness to get the job done right and efficiently. As Steve Brown has written, "A sincere compliment is one of the most effective tools to teach and motivate others". Try it – it actually works.



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