

The Owens Interlink

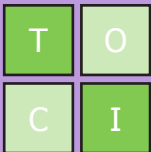
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Apologies, Spring has been delayed due to more Winter.

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YEAR AT A GLANCE IN QUALITY EFFORTS

By Diana Owens

Quality Improvement has and always will be a big part of serving our clients and customers. Recently, it was exciting to see staff from both Omaha and Lincoln come together to discuss what we are doing right,

and areas that we need to improve upon. They know that without continued improvement in our services, we cannot continue to maintain the high level of quality service we presently do.

Areas that Owens exceeds in would include:

- families and youth feel comfortable with our staff;
- case managers, foster parents, families and youth feel staff are very competent and knowledgeable;
- Owens staff are well trained, professional and demonstrate cultural competency in our services;
- all staff appear to be safety conscious;
- Owens is the company that case managers and families prefer;
- staff treat customers with respect in performing their jobs; and
- staff attempts to get everyone involved in their present situation and service plans.

Areas Owens needs to continue improving would include:

- closing the entire loop on communications;
- bringing out more of the families strengths during case plan;
- percentage (small) of timeliness issues;
- more frequent feedback;
- internal paperwork needing to meet specified deadlines; and
- number of coverage workers on a case.

Not only did staff look at the areas for improvement and came up with several workable solutions that we will be implementing in our procedures, they also gave additional positive reinforcement to each other to continue improving in areas where we excel in presently.

Our entire staff has wrapped their arms around the necessity of con-

tinuing to improve processes and procedures as they know the importance of being a leader in our area of work. Keep up the good work staff.



FOR OUR Human Resource CUSTOMERS

Edited by Joe Owens

In January of 08, FMLA was amended to allow for two new types of leave both associated with military duty. These would include the Active-duty person as well as the caregiver. Both of these changes will be enforced immediately the by the Labor Department. If you have questions, contact Diana Owens for a more complete

rundown regarding these changes.

As a reminder, Discrimination complaints in 07 saw the largest annual increase since the early 90's. Leading the list in discrimination is race and retaliation complaints. If you have concerns or doubts about your EEO policy, please give us a call at 451-8404. ■

CCIS Youth of the Month

Edited by Joe Owens

Although there were fourteen nominations for youth of the month, one in particular stood out and was the winner. In brief, here is Nathan's story from his Youth Care Specialist's perspective:

"It can be particularly disheartening when a youth who completed the CCIS program returns for a second time. On the first round of services, Nathan admitted he was not ready to make the changes required of him.

He broke every rule that was laid out for him to follow; he cut off his Electronic Monitor twice; seldom made curfew; continued to struggle with his drug addiction; quit going to school and had a very negative outlook on everything. Ultimately he was picked up for stealing cough syrup from a local grocery

store.

Nathan was sent to Hastings for a period of time, where his mother continued working with the CCIS Parent Advocate the entire time, preparing herself for his return home. Now, Nathan 'walks the talk' - voluntarily attending AA/NA meetings three times a week; has gotten a job where he was nominated employee of the month; enrolled in a GED program and is actively involved in activities in his church.

Nathan has taken responsibility for his past, present and his future and will continue to do great things for himself and his family."

This goes to prove our motto, that EVERYONE DESERVES A SECOND CHANCE. ■



CONGRATUATIONS TO NEW GRANDPARENTS

Edited by Joe Owens



Jeannie Hicks, Parent Advocate for CCIS has a new grandson born on March 5th.

Adam weighed in at 9 lbs and 11 oz and was 23" long.

Barbara Murry, OES Board of Director, also has a new

grandson, Lochlann Sebastian Noble born on Feb. 28th. He too weighed in at 9 lbs and was 22" long. According to Barbara, "he walked out of the nursery and buckled his own seat belt".

Congratulations to you both. Aren't grandbabies just the greatest - guess that is why we are "grand" parents huh?

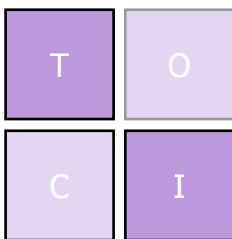


CONDOLENCES

Our deepest sympathy goes out to Kris Limbach over the loss of her younger brother Nicholas Bauer.

Nick passed away early Easter morning after a long and hard

fought battle with cancer the past three and one-half years. Nick has left behind four sisters and brother-in-laws as well as several nieces and nephews.



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