

CONNECTIONS

June/July 2014 VOL. 14, ISSUES 6-7

Bringing Nebraska Department of Health and Human Services employees closer together

Smile! Dr. Charles “Fritz” Craft is DHHS’ New Director of Oral Health

By Bill Wiley

More than 30 years of international public health experience uniquely qualifies **Dr. Charles F. “Fritz” Craft** as the new Director of the Office of Oral Health and Dentistry. His primary responsibilities include promoting dental health, preventing dental disease and increasing access to dental care

across the state. Craft is a graduate of Norris High School and received his Doctor of Dental Surgery degree from the University of Nebraska, College of Dentistry in 1980.

From 1980 to 2000, he served as a Commissioned Dental Officer with the U.S. Public Health Service in Alaska. He traveled throughout the state providing direct care to Indian, Eskimo and

Aleut patients in village health clinics, community health centers and regional hospitals. While there, he developed the “Smile Alaska Style” dental health awareness campaign that has run for the past 25 years and was nationally recognized by the American Dental Association.

In 1995, Craft founded the “East meets West” Humanitarian Dental Program in Da Nang, Vietnam. He shipped donated supplies, instruments and equipment overseas from Alaska and then trained a local dental staff to provide modern dental services to impoverished children living in hamlets throughout the war-ravaged central provinces. In 20 years, this project has worked with more than 1,000 international volunteers to provide free care to more than 125,000 patients.

In 2000, Craft moved to Southeast Asia and was the Chief Dental Officer for the International SOS Medical Company in Cambodia providing private care services to U.S. Embassy personnel and foreign businessmen. As a Reserve Officer, he was detailed to the U.S. Military for medical missions into numerous developing countries as part of the Global War on Terror. In 2008,

he deployed with the U.S. Army 101st Air Borne Division during Operation Enduring Freedom to provide dental care and training to rural villagers at a combat base in southern Afghanistan.

Craft reports that dental disease is a global health issue recognized by the World Health Organization as one of the most prevalent illnesses on the planet.

“Nebraska has tremendous advantages in terms of professional personnel and resources to fight this common affliction, but it still affects too many members of special needs groups,” said Craft.

Craft said he feels that “the DHHS Office of Oral Health and Dentistry has a great opportunity to form partnerships with existing public health programs to meet this challenge. Through mutual collaboration and pooling our resources together, the aim will be to help improve the quality of life for all Nebraskans.”



Craft, pictured here in Afghanistan, says this photo is one of his favorites because it shows how important dental care is and who is benefitting from it.

Stay Connected on



make the connection . . .

DHHS Public Website: www.dhhs.ne.gov
DHHS Employee Website: <http://dhhsemployees.com>
DHHS Helpline: 1-800-254-4202, (402) 471-6035 in Lincoln, or via e-mail at dhhs.helpline@nebraska.gov

Chief Executive Officer: Kerry Winterer	Medicaid and Long-Term Care Division Director: position is currently vacant
Behavioral Health Division Director: Scot Adams, Ph.D.	Public Health Division Director/Chief Medical Officer: Dr. Joseph Acierno
Children and Family Services Division Director: Thomas Pristow	Veterans' Homes Division Director: John Hilgert
Developmental Disabilities Division Director: Jodi Fenner	Chief Operating Officer: Matt Clough

Connections is published monthly for employees of the Nebraska Department of Health and Human Services by Communications & Legislative Services (CLS).

CLS Administrator: Kathie Osterman	Graphics and Layout: Judy Barker
Editor: Dianna Seiffert	

► Readers are invited to submit news, photos & story ideas to the editor via:

Phone: (402) 471-1695 **Fax:** (402) 471-3996

E-mail: dianna.seiffert@nebraska.gov

Interagency mail: Nebraska State Office Bldg. 3rd Floor
 U.S. mail: P.O. Box 95026
 301 Centennial Mall South, Lincoln, Nebraska 68509-5026

[DHHS' Employee Website...](#)

New information and photos are added daily to the employee website. Here are some recent posts and the dates they appeared. Like what you're seeing and reading? Then check out the employee homepage every day! Got an idea or a photo you'd like to share for the employee homepage or *Connections*? Send it to Dianna.seiffert@nebraska.gov.

Homepage Homeruns

[Scottsbluff CSC Employees Support Local DOVES Program](#)

May 9, 2014



Pictured, from left: Yolana, DOVES staff; Kris Rossman, Social Service Worker; Jamie Cotant, Social Service Worker; and Melissa Schwartzkopf, Social Services Supervisor

DHHS employees at the Scottsbluff Customer Service Center donated nine boxes of food and a total of \$311.72 to their local Domestic Violence, Dating Violence, Sexual Assault & Stalking Services & Prevention (DOVES) Program.

Shelia Bacon, CFS Service Delivery Administrator, adds... "Awesome job, everyone! Your kindness and caring truly makes a difference in the lives of those who are struggling."

[Emma, Mason... You're the Tops When it Comes to Baby Names in Nebraska](#)

May 16, 2014

DHHS' Office of Vital Records/Health Statistics recently released the top baby names in Nebraska for 2013.

For girls, we've got:

1. Emma; 2. Olivia; 3. Sophia; 4. Harper;
5. Avery (tied with Charlotte);
5. Charlotte (tied with Avery);
7. Isabella; 8. Ava; 9. Elizabeth; and
10. Emily.

For boys:

1. Mason; 2. Liam; 3. William; 4. Noah;
5. Carter; 6. Isaac; 6. Jackson; 8. Henry;
9. Elijah; and 10. Jacob.

A quick check of names of DHHS employees lists only one Emma and no Masons. Interesting, huh? Imagine what DHHS' employee name list will look like 20-25 years from now.

[Ageless Aviation Dreams Foundation Lifts Veterans Up, Thanks Them for Their Service, May 22](#)

GIVH member Dean Jones, (pictured below) a U.S. Navy veteran who flew planes during WWII in the Pacific Theatre is ready to take to the skies again thanks in part to the Ageless Aviation Dreams Foundation.

Recently, veterans from the Grand Island Veterans Home and a local retirement community got to take the trip of a lifetime—a chance to fly in a Boeing Stearman biplane, an aircraft used to train many military aviators in the 30s and 40s.

Daryl Fisher is a commercial pilot and in the senior housing business. He founded the Ageless Aviation Dreams Foundation in 2011, the organization that made Sunday's flights possible. The Foundation has three planes that take veterans on flights around the country. Last year the organization gave 375 veterans plane rides.

According to Fisher, the Grand Island Veterans Home was the first and only veterans home in the United States that applied for and was selected to participate in these flights. The pilot said the Foundation was happy to make this connection with the Grand Island Veterans Home, and promised to make flights available for GIVH veterans next year, too.



The Good Life: A reminder of what we all share and hope to provide to our fellow Nebraskans



With more than 5,500 employees, “DHHS” communicates with Nebraskans every day – either one-on-one or with groups of various sizes – formally and informally – and in person, in writing or online, and over the phone. Simply put, that’s a lot of people connecting with a lot of people.

Yet, it’s not uncommon to find Nebraskans who know very little about us and sometimes what they know isn’t

accurate. Why is that and what can we do about misinformation?

The truth is we have thousands of responsibilities with many moving parts and it’s simply not possible for people to know everything about everything DHHS does. So if someone makes a comment about us, it’s hard for us to know if it’s accurate and how to react.

We do, however, have a number of communication vehicles in place in an effort to “get the word out” about some of what we do. One of them is interviews with reporters.

Several weeks ago, **Dr. Joseph Acierno** and **Kathy Goddard**, a health program manager for the diabetes program, were on a noon program to talk about diabetes.

I recently went on a “drive time” radio talk show to correct information about our involvement with a court-appointed guardian who was charged for misappropriating funds in western Nebraska. That issue was inaccurately tied to us by a state official earlier in the week on that program.

The truth is that the courts appoint guardians for vulnerable adults, DHHS doesn’t. The number of 600 wards was cited and, again, tied to us. In fact, our

involvement was that we had 78 clients who were wards of this person, and we were required by law to make the benefit payments to her on their behalf. The program’s host was glad to have me on to set the record straight. **Vicki Maca**, CFS deputy for Protection and Safety, joined me to answer some questions about child welfare.

DHHS has additional ways to share information with the public as well, including news releases, reporter interviews, the public DHHS website, our social media pages (Twitter, Facebook and YouTube), and a new e-newsletter called “Highlights.” One interesting fact is that more than 34,000 people have subscribed to content on our public website. We’ve also sent more than 7 million bulletins to subscribers letting them know when information is updated.

In addition, some DHHS programs and facilities have communication efforts that are specific to them, such as newsletters and targeted social media pages.

So, if you happen to hear or read anything in the media about DHHS that you think is inaccurate or untrue or needs to be corrected, you can contact

Communications and Legislative Services at 402-471-9108. We may be able to set the record straight by using the different ways to share information that are available to us.

While all of these sources of information can be accessed by employees, as part of the public, we also have additional communication efforts devoted to employees.

These are our *Connections* newsletter and our Intranet Homepage.

Information on the Homepage changes on a daily basis and includes interesting pieces of information in the ‘Neat to Know’ and ‘In the Box’ sections, and the Homepage Employee Bulletin Board is a place for employees to share information with each other. *Connections*, which you’re now reading, is a monthly online publication that is able to go into more detail on stories about DHHS.

Our Communications and Legislative Services section coordinates these efforts. If you have ideas on how to share more information internally or to the public, let them know.



Viruses, Malware, Phishing...Who Can You Trust? and Other Tips from DHHS' Help Desk

By Joe Homan,
Information Systems & Technology

With viruses, malware, phishing, and callers telling you that your printer is sending out errors; who can you trust? Here are a few simple rules you can follow:

- Do not open email attachments or click links from email senders you do not recognize or do not normally communicate with.
- Reputable companies will not call you directly to report that your computer or printer are creating errors. No matter how convincing they may sound, do not take these calls seriously by cooperating with their requests. If you feel this may be a legitimate call, refer them to the Help Desk.
- DHHS Help Desk emails always display "DHHS Helpdesk" as the sender and always include the numbers 1-800-722-1715 and 402-471-9069 to call for assistance.
- Emails from other Nebraska.gov addresses can be trusted as well as their links and attachments.

What's the bottom line? If an email or phone call sounds fishy, chances are it is not legitimate and should be reported to the Help Desk or ignored.

Reset or Changed Password? Credential Manager is the Next Step!



If you have ever called the Help Desk to have your passwords reset because you recently reset your LAN ID, this is because the credentials stored on the PC are not in sync with your password recently reset. This is caused by telling the applications to remember or store the password so you are not prompted for a password in the future.

The Credential Manager utility resets stored passwords for you, saving you the call to the Help Desk to get these reset. Follow these instructions to reset your stored passwords using Credential Manager:

When your Outlook password is set to expire, you will receive an email in your Inbox requesting you change it:

"The e-mail password for user John.Doe@Nebraska.gov (John.Doe) will expire in 15 days. If you do not change your password you will need to call the DHHS Help Desk to have your password reset."

To reset your password yourself:

1. Go to <https://mail.nebraska.gov>
2. Log in using your email address and password.
3. Click Options.
4. Click Change Password.
5. Type your current password in the Old Password box.
6. Type a new password in the New Password box.
7. Type the new password again in the Confirm New Password box.
8. Click Save.

After changing your Outlook password:

1. Click Start, point to All Programs, and then click Credential Manager Updater.

Email Address:
(Example: John.Doe@nebraska.gov)

Input Password:

Confirm Password:

Update Credentials

2. Type your Email Address in the text box.
3. Type and confirm your NEW Outlook password in the text boxes.
4. Click Update Credentials.

This updates Credential Manager with your new Outlook password. This is a necessary step that must be performed after changing your Outlook password to avoid connection problems with the Exchange server. This utility updates your Office Communicator credentials as well.

If you have any questions, please contact the DHHS Help Desk at 402-471-9069.

Sway Today: Enjoy Life, Be Fabulous!

By Tary Paris, Person Centered Care Coordinator, Lincoln Regional Center

We love to share our good news. We love to hear good news, as long as it's not better than our own good news, right? The more time we spend comparing what we are thinking to what others are saying, the more distressed we can become.

Did you know this is how social media can cause distress? Teddy Roosevelt said, "Comparison is the thief of joy." Comparing yourself to others will set one of you up to win, and the other to lose. In person-centered care, we strive for the win-win instead.

Use social media for the reasons you initially joined, such as keeping in touch with your friends and family. Enjoy and "like" with the click of your mouse seeing your best friends' pictures of vacations and grandbabies. But social media can also enhance narcissism. Cultivating an exaggerated self-image begs a few questions: who are you trying to impress and why? And how are you going to feel when your friends don't bite and give you the feedback you are craving?

Being aware of your behavior and motivations may point you to something else you CAN do to grow the life-enhancing behaviors you might enjoy that will pave the way toward your goals. Practicing a few positive affirmations instead:

- **Accept who you are.** If you feel the need to apologize, that's your little voice telling you to make some minor



adjustments. Overall acceptance leads to self-knowledge, which leads to confidence. You don't have to always be right, nor perfect; just own it!

- **Work with what you have.** I've had grey hair since I was a teenager. I stopped coloring it in the last year so I can be the best platinum-haired woman I can be! I have saved more time, money, and energy that I could have ever imagined. The most important thing to wear is a smile!

- **Be brave!** Try new things! Engage your mind and body in checking off items on your bucket list. Enjoy your life today. You can always make another list! And if you're like me – throw out the list and be spontaneous! You will only regret what you don't try.

Loving who you are today puts you in the moment. The past is no place to dwell, and the future isn't here yet. Practicing a few mood-enhancing habits can grow you into the "you" that you want to be.

Sway today... be the YOU you've always dreamed of – you CAN do it!

Raising Awareness of Children's Mental Health Issues

Motorcycle riders rode their bikes across the state as a "Pony Express" to collect and deliver hundreds of letters to the State Capital about children's mental health. The letters were written by youth, families and others to raise awareness, and the three-day ride spanned almost 900 miles.

"Children's mental health is important to their success in life," said **Scot L. Adams**, director of DHHS' Behavioral Health. "This ride shows support for increasing their mental well-being."

One of the letters, from a woman in Papillion said,

"Everyone has a personal reason to take action. When we join our voices we bring these everyday problems out of the dark and into the open where they belong."

"Being parents of children with mental health challenges, we know how this affects our entire family, but we also know mental health problems affect nearly every family. Misperceptions, fears of social consequences, discomfort associated with talking about these issues with others and discrimination all tend to keep people silent. When we get help, our children can and do recover and lead happy, productive and full lives."

DHHS provides several resources to families. Parents of children with mental health needs can contact the Nebraska Family Helpline at (888) 866-8660. It's available 24 hours a day, staffed by trained personnel who can talk



to families and connect them with resources. Another resource is the [Network of Care website](#). This website provides information about services, medications, insurance, pending legislation and research about behavioral health.

Holding letters from the seventh annual Pony Express ride are, from left: Carol Coussons de Reyes; Administrator, Office of Consumer Affairs, Behavioral Health; Sheri Dawson, Deputy Director, Behavioral Health; and Lindy Bryceson, Field Operations Administrator, Children and Family Services.

Taking People as They are in the Workplace



By Richard Mettler,
Human Resources
and Development

There are important things we are each expected to give, and are entitled to receive,

from coworkers in our workplace relationships. To mention only a few from the *DHHS Values and Core Competencies*:

Positive and Constructive Attitude and Actions:

- Maintains constructive communication with others
- Supports coworkers, customers, and clients
- Expresses appreciation for the efforts and work of others
- Is constructive and helpful

Dedication to the Success of Others:

- Aids in the growth and success of colleagues
- Treats all people with respect and dignity
- Views the success of the whole as a personal success
- Gives the assumption of good intent to others

Demonstrates Effective Interpersonal Relationships:

- Works to gain the trust of others
- Demonstrates courtesy and civility

- Is open and transparent with tact
- Is sensitive and attentive while doing active listening
- Promptly and effectively deals with conflict
- Shares opinions while respecting the differing opinions of others

As we each live these *Values and Core Competencies* at work, we need to be careful to maintain appropriate boundaries. Expecting from coworkers *more than is reasonable in a workplace relationship* will result in disappointment, frustration, interpersonal tension and other problems.

The following is a list of tips to keep in mind as we respect coworkers for who they are, without trying to make them into something we want them to be.

- Appreciate that coworkers have the same right to individuality as you claim for yourself. Do not expect others to agree with you about matters of subjective opinion, such as taste in music.
- Remember that people at work are not on call to entertain us with conversation. Do not expect that coworkers are in the mood to make small talk at any moment just because you are.
- Be very careful about discussing personal problems with coworkers. Respect that many people find this an unwelcomed burden.

“Don’t blame other people for disappointing you, blame yourself for expecting way too much from them.” - Hussein Nishah



- Understand that people at work are expected to treat you with respect and dignity, but are under no obligation to be your friend, to take lunch with you, or socialize with you away from work.
- Don’t expect people to know what you think or how you feel if you haven’t told them.
- Be grateful for the rewarding workplace relationships that you do have, and put them in the win column.

Letting go of misguided expectations of others is good for our mental, emotional, and physical health. In addition, we just might find that more coworkers seek our company as workplace relationships flourish.

When we focus on our own positive actions and relax the demands we place on others—when we take other people as they are—we become easier and more rewarding to be around. Just like us, our coworkers gravitate to people whose company they enjoy.

“Consider how hard it is to change yourself and you’ll understand what little chance you have in trying to change others.” - Unknown

Please email your thoughts, concerns, or suggestions about workplace courtesy and workplace relationships to Richard.Mettler@nebraska.gov. I will email you a response, and perhaps anonymously feature your idea in a future column.

Way to Go!

Statewide and national recognitions, honors and awards

Going Above & Beyond to Support National Guard



From left: Major Ken Blake; Brigadier General Rick Evans; Sergeant Steven (Kyle) Diefenderfer (LRC Team Leader); Craig Cooper, LRC Associate Director of Nursing; and Walter Zink II, Nebraska Chair of the ESGR. Photo: Vicki VonLoh, ESGR volunteer.

The Lincoln Regional Center recently received the Employer Support of the Guard and Reserve (ESGR) Above and Beyond Award. The Nebraska ESGR Awards Committee presents this award to special employers in Nebraska who have supported their military employees beyond the legal requirements established by the Uniformed Services Employment and Reemployment Rights Act. LRC's exceptional patriotism was presented to the Awards Committee by Sergeant Steven Diefenderfer (Team Leader at LRC). Sergeant Diefenderfer attended the Awards ceremony with his supervisor, Craig Cooper, Associate Director of Nursing, accepting the award for LRC. The Awards Banquet was held in May at the Omaha Marriott.

Kathy Borg Named LRC's Diversity Person of Year

As part of their annual Cinco de Mayo celebration, Lincoln Regional Center's Diversity Committee presented the "Diversity Person of the Year" award to LRC employee, **Kathy Borg**, Activity Specialist.

Kathy was chosen for this award for reinventing the adult education offerings at LRC. She delivers this service to all three hospital programs on the LRC campus and is enthusiastic and passionate about her work. Kathy gives LRC patients the opportunity to learn and have success in a classroom setting which helps them rebuild their confidence and strive towards recovery and discharge.

Kathy treats all people served at LRC with dignity and empowers them to believe they can succeed. This helps people work toward acceptance of their past and their condition and to a belief that they can be successful. Building hope and strength is paramount to recovery. Kathy is dependable, outgoing, and

hard-working. She generates several new ideas for the facility, including the creation of baseline processes that were commended by LRC's Joint Commission surveyors.

By earning LRC's Diversity Person of the Year award, Kathy is a role model for [DHHS' Values and Core Competencies](#). Way to Go, Kathy!



Tom Schmitz, Librarian, presents the Diversity award to Kathy Borg during LRC's Cinco de Mayo celebration. Photo: Stacey Werth-Sweeney

In Gratitude

Letters to DHHS employees who are *helping people live better lives*

Sometimes we paraphrase letters and/or shorten them slightly in order for us to include as many as possible.

Dear **Allison O'Neill** (Children and Family Services Specialist, York),

Words cannot express how thankful we are following the adoption of our son. We have been waiting five years for a child that is "ours," and he is perfect. Thank you for doing a wonderful job of keeping his best interest and well-being a priority during the whole process. You have a sweet and caring heart for children and I pray God continues to give you the strength to keep going, protecting and helping many children. It has been a pleasure working with you. We will be in touch!

Grateful "New" Parents

A client called wanting to say THANK YOU to **Shannon Kampbell** (Social Services Worker, Scottsbluff) for turning her entire day around. She said Shannon was polite, professional and thorough and very kind and answered every question and explained the process and timelines regarding her case. She said Shannon went above and beyond the call of duty and did not lose patience with her. She said she wanted DHHS to know that Shannon is a wonderful asset to the customer service center in Scottsbluff.

Andi Carpenter (Child/Family Services Specialist Supervisor, Lincoln),

I received a call from the County Attorney's office. They wanted to make sure you knew what an outstanding job **Ben Kroeze** (Adult Protective Services Investigator, Lincoln) did on a recent case he worked together on with the County Attorney's office.

DHHS Coworker

About **Teresa Neal**, (Child Care/Services Inspection Specialist, Lincoln),

She is very likeable. She makes you feel comfortable, which is very important for your inspectors. She is very professional. You are lucky to have her. Thanks for sending her to my daycare home. I hope Teresa will be my state inspector for the rest of my daycare years!

A Grateful Customer

Hi **Cindy Kelley** (Health Licensing Specialist, Lincoln),

I want to tell you how very much I appreciate you. I can't imagine doing your job. You efficiently navigate a daunting pile of paper and demands from licensees and employers to obtain those precious numbers. You do all this (and so much more) with grace, kindness, and speed. Thank you very much for all you do for us!

Heartland Family Service



The Nebraska Department of Health and Human Services' mission:

Helping people live better lives.

CLS-PB-1 (99726)