

# CONNECTIONS

May 2015

VOLUME 15, ISSUE 5

Bringing Nebraska Department of Health and Human Services' employees closer together

## [WWW.DHHS.NE.GOV](http://WWW.DHHS.NE.GOV) - By the Numbers

By Greg Votava, Webmaster

With six divisions and operations, ties to local and federal programs, ten 24-hour facilities and more than 5,500 employees, you know our agency is immense. Did you ever think about how massive our public-facing website has to be to store all the detailed information needed to support our efforts to help people live better lives?

More than 80 web content providers located in programs across DHHS develop and maintain content for their respective sections of the DHHS website, which then all comes through the Webmaster in Communications and Legislative Services for final review and publishing. A big thank you goes out to them for keeping our site up-to-date.

Here's some information about DHHS' public-facing website that you might find interesting. These statistics are from 2014.

### Content:

We have 3,762 pages on the public website, 8,850 documents, 1,624 audios/videos and 17,533 links.

### Top 10 most popular pages:

1. ACCESSNebraska homepage
2. Home
3. License Information System homepage
4. Financial Assistance
5. Division of Children and Family Services
6. Licensing and Registrations
7. Medicaid and Long-Term Care

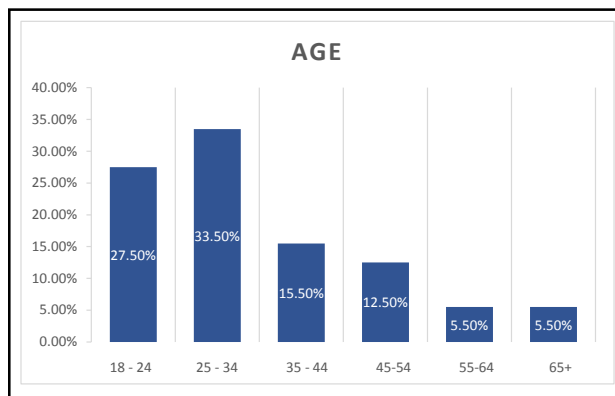
8. Supplemental Nutrition Assistance Program (formerly known as Food Stamps)
9. Public Health
10. Contact Us

### Visitors and Pageviews:

The DHHS public website had 1.3 million unique users with more than 8 million page views last year.

### Demographics:

54 percent of site visitors are male; 46 percent female. People in the 18-34 age group account for 61 percent of website visitors.



The way people are accessing the web is changing, too.

### User Devices FY2014 compared to FY2013:

Desktop	-82,913
Mobile	+217,770
Tablet	+61,642

### GovDelivery (Email subscription service):

People are able to subscribe to 315 specific webpages for updated information.

More than 325,000 unique subscriptions have been made by 37,908 people, an average of eight per subscriber.

### NEW / Redesigned Sites:

Seventeen new websites were created or significantly redesigned during 2014 including:

- [Bridge to Independence \(b2i\)](#)
- [Child Support Enforcement](#)
- [Child Welfare and Juvenile Services Contracts and Sub-Grants](#)
- [Concussion \(Injury Prevention\)](#)
- [DHHS Offices Open to the Public](#)
- [Division of Developmental Disabilities](#)
- [Immunization Program](#)
- [Licensing](#)
  - o [Emergency Medical Services](#)
  - o [Genetic Counselors](#)
  - o [Mail Service Pharmacies](#)
- [Maternal, Child, and Adolescent Health](#)
- [Operations Plans and Continuous Quality Improvement](#)
- [Protection and Safety Policy and Procedure](#)
- [Public Health Data Center](#)
- [Tobacco Hurts Business](#)
- [Worker Health and Safety \(Occupational Health\)](#)

# Stay Connected on



## make the connection . . .

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

Chief Executive Officer: <b>Courtney Phillips</b>	Medicaid and Long-Term Care Division Director: <b>Calder Lynch</b>
Behavioral Health Division Acting Director: <b>Sheri Dawson</b>	Public Health Division Acting Director: <b>Courtney Phillips</b>
Children and Family Services Division Acting Director: <b>Tony Green</b>	Veterans' Homes Division Director: <b>John Hilgert</b>
Developmental Disabilities Division Acting Director: <b>Jodi Fenner</b>	Chief Operating Officer: <b>Matt Clough</b>

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## 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](mailto:Dianna.seiffert@nebraska.gov).

## Homepage Homeruns

**Fremont CSC Employees Collect Cleaning Supplies for a Good Cause**  
 May 4, 2015

DHHS employees at the Fremont Customer Service Center used a spring cleaning theme and organized a drive to collect much-needed cleaning supplies for the Low Income Ministry in Fremont. There was a competition among CSC teams to bring in the most items.



Team Heather Stryker collected/donated the most cleaning supplies throughout the Fremont CSC.

Top row, from left: Supervisor **Heather Stryker, Dian Schellenberg, Janine Kreikemeier, Pam Hindman and Daniela Hinojosa**. Bottom row, from left: **Eric Pettis, Jessica Schmidt, Jona Boettcher, Beth Ramirez and Christine Howser**.

Photo: Stacey Huffman

**Norfolk Veterans' Home Receives Deficiency-free Survey**  
 May 6, 2015

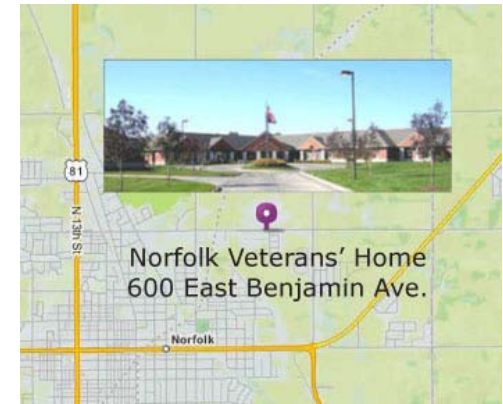
Kudos to the DHHS employees at the Norfolk Veterans' Home! The home was deficiency-free for the fourth year in a row on its recent annual Health Care System Survey from the U.S. Department of Veterans Affairs.

"Nebraska's Veterans Homes have a long tradition of serving our veterans," said **Courtney Phillips**, DHHS Chief Executive Officer. "Receiving another deficiency-free survey truly says great things about the Norfolk Veterans' Home's committed staff members who live the mission of serving America's heroes. Their dedication and exemplary service sets an example for us all."

**John Hilgert**, director of DHHS' Division of Veterans' Homes, said some of the team's comments included: "Very clean and well maintained facility," "members and their families are happy and satisfied," and "the staff is top-notch and dedicated to the members they provide care to." One of the surveyors shared that a contract hospice nurse said "There's no place that compares to Norfolk Veterans' Home."

"Besides having a very competent and dedicated staff, the Norfolk Veterans' Home is also fortunate to have overwhelming support from our service organizations and hundreds of volunteers," according to **Jerry Eisenhauer**, the facility's administrator. "It's a team effort from everyone connected with Norfolk Veterans' Home that has allowed us to maintain consistently high standards of care."

Eisenhauer said he is proud of the NVH staff and is honored to be part of the Nebraska DHHS Division of Veterans' Homes, which focuses on caring for members and doing the right thing... part of the DHHS mission to "help people live better lives."





*Courtney Phillips, CEO*

## Message from Courtney Phillips, CEO

50 miles south of New Orleans. I moved to the greater Baton Rouge area (which encompasses Prairieville) to attend Louisiana State University, and I've lived there ever since. Until now, I have never ever lived outside of Louisiana for more than three months. I can't say that I'm looking forward to my first winter in Nebraska!

When I am not busy at work, I'm chasing after an energetic toddler (turns 4 in July), Langston, who enriches my life in so many ways. As a mother, I know how precious our children are and why it's so important that we work diligently to keep them safe and healthy.

I received both my bachelor's degree in kinesiology and a master's degree in public administration from Louisiana State University. My degree in public administration gives me an appreciation of how government works. It prepared me to work in civil service and to understand policy making, programs and behaviors of public officials. More importantly, though, my education has taught me that the work we do is all about the people we serve.

I was with the Louisiana Department of Health and Hospitals (DHH) for what seems like forever. In reality it was about twelve years. I started as a Management Intern with DHH in 2003 and ended up serving as the Deputy Secretary from March 2013 until I left. I was fortunate to have had early experiences and opportunities within the Department that challenged me and allowed me to grow as a professional and as a leader. We did a lot of good things in Louisiana, and I know we'll do even more here.

In Louisiana I was directly responsible for management and supervision of the major functions of the Department, including the offices of/for: Citizens with Developmental Disabilities; Behavioral Health; Public Health; Aging and Adult Services; and Commission for the Deaf.

One of the most challenging aspects of my job was balancing budget crises/cuts and maintaining critical services and programs in the midst of those challenges. That being said, I really do love challenges and believe that my experiences in Louisiana have prepared me to work here as we serve the people of Nebraska.

When I first talked with Gov. Ricketts about this CEO position, I wasn't really looking for a different job. I liked where I was at and who I worked with. Gov. Ricketts shared stories of his campaign travels and how great Nebraskans are.

He talked about why we are here in state government and what we are here to do. It didn't take long for him to convince me to come here.

Each day I wake up, I am on a mission to serve others and to make a positive difference in their health and welfare. I believe in providing excellent service and always being prepared. If we all come to work with the people we serve at the front of our minds, we will make better decisions and keep the focus where it really belongs. I want y'all to know that everyone here is contributing to and delivering better health and better lives for Nebraskans. What we do affects people and there is nothing greater than working toward something much greater than yourself.

I look forward to working with you and getting to know the wonderful people of Nebraska. I'm going to continue to build relationships and collaborate with stakeholders, legislators, the community, and those who work within DHHS to meet our mission of helping Nebraskans live better lives. Remember, we are all here because we have chosen to be here. We believe in what we do.



Meeting with employees May 7 in Lincoln at the Nebraska State Office Building. Photo: Bill Wiley

## A Day in the Life of...Pat Sookram, Art Facilitator for BSDC's Bear Creek Gifts & Studio

By Ashley Hartman

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*This "Day in the Life" series highlights DHHS employees and how we help people live better lives in different ways, through diverse jobs, across the state, every day. The following story is only one of many positive stories to be told about DHHS employees. If you'd like to be featured in our "Day in the Life" series, email [Ashley Hartman](mailto:Ashley.Hartman) or call her at 402-471-9108.*  
.....

**Pat Sookram** believes that art is for everyone.

A life-long art lover, Sookram has a degree in art from the University of Nebraska-Lincoln and has worked with art in a professional or volunteer capacity for most of her life.

For the past three years, Sookram has been putting her artistic skills to good use as the art facilitator for Bear Creek Gifts and Studio at the Beatrice State Developmental Center (BSDC).

BSDC is a facility for individuals with intellectual and/or developmental disabilities which is operated by DHHS' Division of Developmental Disabilities.

Bear Creek Gifts and Studio opened on the BSDC campus in May 2012, and Sookram has been its art facilitator ever since.

Though Sookram is new to this position, she is not new to BSDC. She has worked there for about 35 years.

Sookram started working at BSDC because she was interested in human services and thought the facility would be a good fit. Her first position at BSDC was as a program coordinator which

evolved into a human services treatment specialist (HSTS) position. That position is now referred to as an active treatment program specialist (ATPS), Sookram's current title.

Throughout her years at BSDC, Sookram's position and job responsibilities have changed to keep pace with technological advances and changing philosophies of service for individuals with developmental disabilities. With each change, Sookram brought her love of art with her.

As a program coordinator/HSTS, Sookram incorporated art into residents' scheduled recreational activities.

In her new position as art facilitator for Bear Creek Gifts and Studio, Sookram gets to focus all of her energy on bringing the benefits of art to BSDC residents.

As art facilitator, Sookram mentors BSDC residents as they create art projects which are then sold at the Bear Creek Gift Shop. Sookram, along with other ATPS, assistants and aides, help BSDC residents create Bear Creek merchandise such as candles, doormats, bead jewelry, ceramics and holiday-themed crafts.

When planning art projects, Sookram has to make sure the product will appeal to Bear Creek customers. She also has to ensure that the project allows BSDC residents to be involved in the process to the best of their abilities.

Sookram oversees BSDC residents in art studio sessions from about 9:30 to 11 a.m. and 1 to 4 p.m. each day as they make these crafts. BSDC residents who are studio employees attend the studio

sessions at scheduled times each week and are paid hourly wages for their work.

Some residents work independently on projects while others, based on their abilities, are more closely supervised by BSDC staff members.

Occasionally, Sookram and her staff break up art projects into parts so residents who may not be capable of producing the whole art project can make part of a project instead. For example, some residents may prime wood for painting or cut out photos for a decoupage project rather than creating a whole art project on their own.

Numerous BSDC residents work in the studio at the same time and each of them may require a different level of support to be successful. Sookram and the rest of the art studio staff work with them to determine which level of support is needed and adapt the task so everyone can be involved.

Though it is occasionally challenging to find projects that suit all skill levels, Sookram said she believes all residents learn from the art process.

"From my education and experience I have learned that art is for everyone and that something can be gained by all from the art experience," she said. "I enjoy sharing my enthusiasm for art, so others can discover things about themselves and the world around them."

Sookram believes that art is a tool that provides a foundation for learning. She said it helps people build their self-confidence while they improve their concentration, problem-solving and



communication skills. The collaborative nature of the work also helps people become more empathic and develop their relationship skills.

Art also serves as an important outlet for relaxation and reflection, Sookram said.

"Art helps one see the beauty in our surroundings and appreciate the beauty that is in this world," she said.

Sookram has seen firsthand how art can have a positive effect on people.

"I find great satisfaction in seeing people come to the studio and find success," she said. "It's wonderful to see individuals in the studio singing, smiling or socializing with others as they work."

Sookram is happy at work too. She said her position as art facilitator is a great fit for her because it allows her to use her art training as well as her years of experience in human services.

To learn more about Sookram's work, visit the Bear Creek's section of [DHHS' website](#), check out Bear Creek Gifts on [Facebook](#) or stop by the gift shop at 202 Sheridan at the Beatrice State Developmental Center.

# Know a Recent Graduate? Try Encouraging a Career with DHHS!

By Jennifer Monroe,  
Human Resources Regional Manager

As the rain falls and the flowers bloom, we can feel it in the air...spring is here! Not only does spring usher in warmer weather and longer days, it serves as a milestone for many who are set to embark on the next phase in their life – graduation.

While many of us can sit back and enjoy the cake and beverages that generally coincide with these celebrations, the graduates have more pressing issues. The age-old question of “what do I want to be when I grow up” is suddenly facing them head on.

Asking those fresh out of the classroom if they see themselves starting their career in State government, I don’t think any of us would be surprised to hear a resounding “no” as their reply. Honestly, taking a look back in my career, I never thought I would be a government employee. But here I am, seven years later and happily working for an agency that has the most impact on the health and well-being of the citizens of Nebraska.

While many of us have found fulfillment in our State jobs, the perception of a “government worker” is lurking among the new crop of workers and creating a not-so-impressive picture.

Misconceptions run the gamut from outdated technology to extreme amounts of red tape to the requirement that everyone carry a briefcase. I’m not sure where they get their information, but I can’t think of a more forward-thinking organization.

New initiatives are cropping up every day; they are exciting, they are challenging and they have a widespread impact. Does it take time to get these programs going? Sure. But then again it should. What we do doesn’t just impact bottom lines and trust funds, it impacts lives. Not many organizations can say that.

State employees also get a number of perks. Although they don’t come in the form of a corner office with a mahogany desk, floor-to-ceiling windows, lush carpet, a big globe sitting on a stand that serves no other purpose than to look impressive...but I digress. Our perks are meaningful: rewarding work; watching changes occur right in front of our faces; the comfort of a generous retirement plan; and, two words, Arbor

Day! And when I hear people say they want a government job to work as little as possible, I laugh. I don’t know any of us sitting around waiting for things to do. We are busy, and we work hard.

Since we are all part of this club called State employees and we know the inner workings, it’s up to us to relay what really goes on here to those on the outside. Not only to attract good, quality candidates to replenish the ranks as we ride off into the sunset of retirement, but also to brag about our club and create

a sense of job envy. So while you are interacting with those recent graduates, plant a bug in their ear about the opportunities working in DHHS. They may be pleasantly surprised on what they hear.

Be proud of what you do and pass that along to those you come in contact with. We are all recruiters of DHHS in some form or fashion. Our work matters and makes a difference. I’d take that over an old mahogany desk any day.



DHHS recruiters from around the state met at the Eastern Nebraska Veterans’ Home in Bellevue on May 12, 2015, to exchange ideas and learn about recruiting efforts at DHHS. *Photo: Audrey Hester*

# Way to Go!

## Statewide and National Recognitions, Honors and Awards



**Tary Paris**, Person-Centered Care Coordinator at DHHS' Lincoln Regional Center, was recently selected by GovLoop as a Featured Blogger. GovLoop is an online social network for people in and around government. As part of [GovLoop's Featured Bloggers Program](#), Tary was chosen from more than 100 people from around the country who sent in ideas for blog posts. Tary started writing her weekly blog in April and will post an article a week for 12 weeks. Congratulations, Tary!

Tary has a bachelor's degree in psychology, and a master's degree in management. As LRC's Person-centered Care Coordinator, Tary fills a variety of roles, including leadership coach and team facilitator. Tary says she's passionate about many topics including positivity, gratitude, attitude, leadership, organizational change and how we can inspire others even if we are not supervisors. LRC's PCC program initiative creates the "WE CARE" behaviors of Worth, Empowerment, Communication, Accountability, Relationships and Education.

On the GovLoop website, Tary's recent blog posts include: [How to be Grateful, Not hateful](#); [Leading from the Front](#), and [Leading with Energy and Encouragement](#), a portion of which is posted below.

### **Leading with Energy, Encouragement**

*Everyone is capable of leadership! You, me, our managers, supervisors... all of us. Where there are leaders, there are followers, and with that comes responsibility. You don't have to be a supervisor to be considered a leader of your skillset in your work area.*

Effective leaders encourage their teams using energy and enthusiasm. Good leaders know what motivates and encourages their people, and they know that not everyone is rewarded by the same things. Effective leaders genuinely care about their staff as individuals and want to see them succeed. Effective leaders are enterprising as they find specialized and unique ways to build rapport with their teams. By having their staff's best interests at heart, they encourage their authentic followership.

Encouragement filters throughout the organization. It's contagious. Encouragement from leadership conveys that ideas will be heard. Creative people are not always the ones who have the solutions that will be used. They do offer a spirit of brainstorming that creates an idea bank from which their teammates and the decision makers can draw.

Encouragement is the fuel for resiliency. When walls are replaced with fluidity, mistakes and hurdles are easier

to bounce over. Encouraging leaders to grow can be done by supporting creative problem solving, which models positive decision making to create successor opportunities. An organization can start out like a bonfire with all the energy imaginable in the beginning. Without encouragement to keep up that momentum, it will fizzle out like a campfire that no one continued to fuel nor stoke.

[Read more of Tary's blog.](#)

### **Dr. Ken Zoucha, HRC, Earns Honors in Field of Addiction Medicine**

Congratulations to **Dr. Ken Zoucha**, Medical Director/Supervising Physician, at Hastings Regional Center's Juvenile Chemical Dependency Program, for receiving the following honors.

Dr. Zoucha was one of 66 physicians earning a Diplomat of the American Board of Addiction Medicine diploma. Diplomas were presented at the American Society of Addiction Medicine Annual Awards Luncheon on April 25 in Austin, Texas.

Dr. Zoucha also recently attained Board Certification in Addiction Medicine, and, during the 2015 Nebraska Juvenile Justice Association's Awards Luncheon on May 7 in Kearney, Dr. Zoucha was presented the Commitment to Excellence in Leadership Award.

This award recognizes individuals who possess the characteristics of leadership, initiative, creativity,

dedication, integrity and inspiration. It also recognizes people who are recognized by others for their commitment to the success of the program.

In the [May 2015 issue of HRC's News and Views](#), editor **Corinne Jensen** writes...Dr. Zoucha models these qualities in his work each and every day. HRC is proud to have Dr. Zoucha leading the program and applauds him for this well-deserved recognition. It is through his tireless efforts to stay on top of medical advances in addiction medicine that HJCDP provides quality services to the youth we serve.

Congratulations, Dr. Zoucha, on your honors, and for all your hard work and dedication to the youth you serve at HRC.



Dr. Ken Zoucha (seated) holds Commitment to Excellence in Leadership Award. From left: Marj Colburn, Josh Albrecht, Dr. Lisa Buchta and Heather Sidders.  
*Photo: Corinne Jensen*

# The Power of Appreciation

*“The smallest thanks is always worth more than the effort it takes to give it.” Unknown*

By Richard Mettler,  
Human Resources

When attempting to improve the workplace culture we occasionally overlook the simplest of things that can produce tremendous benefits. Cultivating a culture of grateful recognition is something we all can do that is easy, yet so powerful. It can be as simple as a sincere, “Thank you.”



## A Culture of Appreciation Results in:

- Increased morale as coworkers feel noticed and valued;
- Greater job satisfaction and commitment to the work;
- Growing climate of mutual support, respect and common courtesies; and
- Improved, more rewarding employee relationships.

Our individual acts of appreciation have a major influence in developing and sustaining a culture of appreciation.

## Tips on Expressing Appreciation:

Some people enjoy being appreciated publicly with other coworkers present; some people prefer a quiet word of appreciation stated privately or in a

hand-written note. There are times when email or a phone call are the best ways to reach a coworker quickly enough for the intended impact. All of this is best left to your judgment based on your relationship with the coworker.

Here are four important guides in expressing your appreciation to a coworker.

### An expression of appreciation should be:

- (1) **Sincere**—Don’t shower people with empty compliments about trivial matters as these come across as demeaning and insulting. Expressions of appreciation have most impact when they are special and heartfelt.
- (2) **Specific and concrete**—Tell people what particular aspects of their efforts made you feel appreciative enough to speak up.
- (3) **Timely**—State your appreciation as soon as possible. Don’t compliment a coworker about something that happened last month.
- (4) **About something meaningful to the coworker**—Make sure that your compliment is about a genuine contribution that the coworker understands as important to the work.

For example, “Thank you for the extra effort you always put in to lightening the mood around here, especially on challenging days.”



Please email your thoughts, concerns, or suggestions about workplace courtesy and workplace relationships to [Richard.Mettler@nebraska.gov](mailto:Richard.Mettler@nebraska.gov). I will email you a response, and perhaps anonymously feature your ideas in a future column.

## June 23 Training Designed to Protect Older Nebraskans Against Elder Abuse and Financial Exploitation Issues

By Madhavi Bhadbhade,  
Medicaid and Long-Term Care

The State Unit on Aging in Medicaid and Long-Term Care and the Nebraska State Bar Association’s Elder Law Section are co-sponsoring a special training on elder abuse and financial exploitation. “Exploring Strategies in Addressing Elder Abuse & Financial Exploitation” will be held June 23 from 8:45 a.m. to 5:00 p.m. (CDT) at NET in Lincoln. The training will also be offered via web streaming at 13 locations across the state and/or your personal computer.

The training is free and open to staff in the Area Agencies on Aging, long-term care facilities, Adult Protective Services, program volunteers in the aging network, attorneys, bankers, law enforcement and other organizations. DHHS employees may also attend the training with supervisor approval and by registering in advance.

**Ben Kroeze**, Adult Protective

Services Supervisor in Lincoln will be on a panel about the judicial and investigative process. In addition to Ben, the panel will include Douglas County Court Judge Susan Bazis, and Joeann Self, a victim of financial exploitation. Additional training topics for the day include: elder abuse and financial exploitation presented by Paul Greenwood, Assistant District Attorney in San Diego, and nationally-renowned speaker on these issues; Public Guardianship Act implementation presented by the director of the Office of Public Guardian Michelle Chaffee; and ethical issues of representing a client with diminished capacity presented by Eve Brank, UNL faculty expert in law and psychology. The training will also include group discussions to address next steps in elder abuse prevention.

Click [here](#) for more information, including the agenda, registration form and web streaming locations.

*“I can live for two months on a good compliment.” Mark Twain*

# In Gratitude

The Nebraska Department of Health and Human Services' mission:

**Helping people live better lives.**



Here are some letters & notes DHHS employees have received thanking us for the work we do every day to help people live better lives.

Dear Staff (at the **Eastern Nebraska Veterans' Home in Bellevue**),

We would like to express our gratitude to everyone who cared for our dad. This includes not only the nurses but the dining staff, cleaning staff, security, accounting and activities.

Your thoughtfulness is greatly appreciated.

**From the family of an ENVH member who recently passed away**

**Kathy Shambaugh's** (DHHS Service Delivery, Scottsbluff) and **Kelly Case's** (Social Services Supervisor, Scottsbluff) Teams from the **Scottsbluff Customer Service Center**:

I just wanted to let you know that I thoroughly enjoy working with this team of caseworkers. They all are very pleasant and really do know their jobs. All of them seem to care about our residents and making sure that they receive the benefits that they deserve.

**From O.U.R. Homes, assisted living, in Lincoln**

To: **Diana Duran** (DHHS Helpline Advocate, Lincoln) and **Kaylene Finney** (Discretionary Non-Classified, Lincoln)

I just wanted to say THANKS for the time that the two of you dedicated to support Officer Holm from the Lincoln Police Department when he brought an individual to our offices. When it became clear early on that we could not support this young man with formal DHHS services and programs, it would have been easy for you two to send him and the officer on their way with no further assistance. Instead, you both worked diligently to explore other community alternatives, seek language/interpreter solutions, and generally provided support to Officer Holm. While this person was here in our offices, our staff provided him with food, water and offers of more adequate clothing – clearly illustrating an attitude of compassion. Ultimately, the man was reunited with his family and the service arrangements were not necessary. Officer Holm called me afterwards to express his gratitude for your compassion and dedication to ensuring that this young man's needs were met – and noted that if DHHS staff were this committed to someone who wasn't even their responsibility, then they must surely be even more committed to people whom we were charged with providing supports and programs.

Thanks for all of your efforts and for sharing with others our mission to help people lead better lives!

**Jodi M. Fenner, Acting Director, Division of Developmental Disabilities**

**Teri Stukenholtz** (Social Services Worker, Medicaid and Long-Term Care, Nebraska City):

Just wanted you to say Thank You for all the help you gave us for Mom. Your kindness is deeply appreciated and will always be remembered by our family.

**From a family whose mother recently passed away**

**LaRue Cole** (IT Business Systems Analyst/Supervisor, Medicaid and Long-Term Care, Lincoln),

I want to let you know that **Karen Moran** (DHHS Program Specialist, Medicaid and Long-Term Care, Lincoln) has been invaluable in helping Premier Psychiatric Group achieve meaningful use in 2014. She has been very patient with me. She always answers my questions quickly, and more importantly, correctly!

I can't imagine going through this process without her help. Please thank her for me.

**Director of IT, Premier Psychiatric Group, Lincoln**