

Connections

Bringing Nebraska Department of Health and Human Services employees closer together

September 2011
VOLUME 11, ISSUE 9



One of 10 concrete pours for the new road at the Youth Rehabilitation and Treatment Center in Kearney.



A new 525-foot stretch of road, Daily Drive, at YRTC-K.

Stay Connected on



DHHS in the News Update. . .

Here are a few headlines of news releases recently issued by Communications & Legislative Services about DHHS programs. You can read and subscribe to all DHHS news releases from the DHHS [Newsroom](#). You can also listen to [sound bites](#) issued with releases.

[Safe Kids Nebraska Gives Parents 5 Tips For Using Car Seats](#) September 16, 2011

[September is Recovery Month](#) September 15, 2011

[Glare-related Motor Vehicle Crashes Highest in September](#) September 12, 2011

Go to DHHS In The News on the Employee Home Page for links to *Omaha World-Herald* and *Lincoln Journal Star* articles involving DHHS programs and services.

About the Cover: YRTC's New Daily Drive

DHHS employees at the Youth Rehabilitation and Treatment Center in Kearney recently finished a mammoth of a project — an impressive new stretch of road on campus.

The road is impressive not only because of its size, but because DHHS employees were resourceful and creative enough to figure out a way to get this job done.

Here's a little background information:

- A road at the YRTC-K needed replaced but there wasn't money in the budget to do so.
- Instead of contracting out the project, the maintenance staff at the YRTC-Kearney did the work themselves.
- It wasn't just YRTC employees, though. Staff from the Lincoln Regional Center and Beatrice State Developmental Center helped, too, putting our best resources and experience to work.

For more information and photos of the YRTC Road project and the dedication of Daily Drive, see page 5.

HIGHLIGHTS

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make the connection . . .

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



Kerry Winterer

Photo: Bill Wiley

By Kerry T. Winterer, CEO

Have you ever noticed that how you're treated by just one person can make a difference in your whole day? Maybe you're having a bad day and suddenly someone does something nice for you and it brightens your whole outlook? Or conversely, you're in a fine mood and suddenly someone is mean-spirited, and it clouds your entire day? Each of us can do tremendous good by paying attention to how we treat people.

Most of the time, it's easy to treat nice people nicely, but it can be a real challenge when you encounter that not-so-nice person or situation.

DHHS is the largest human service organization in the state. Because of the scope of our work, we deal with challenging issues and people every day.

People depend on us for help in meeting critical needs. What we do is important because it affects the health and well-being of each and every Nebraskan, and it can be emotional and stressful work.

So, how can we rise to the challenges of our jobs and live up to our mission

of helping people live better lives? Another way to put it is: How can DHHS support staff in dealing with difficult situations?

One big way we can do this is by paying attention to how we treat EVERYONE we encounter during our day at work – those who come to us for help as well as our fellow employees. Courteous, respectful, helpful treatment of others is the hallmark of outstanding customer service, and it is a simple and immediate way to help

people live better lives.

I'm very serious about this, and that's why I want to have every employee attend a session on "Serving People with Excellence," customer service training specific to DHHS employees. This training will help us develop a workforce of individuals mindful of the power of their actions and equipped with ways to handle challenging situations inside and outside the Department in productive, positive ways.

How do you maintain your composure when someone is being difficult? What do you say to let someone know that you are really listening and want to help? How do you serve people with excellence?

"Serving People with Excellence" training will answer these questions and more. This training was designed with you in mind and is truly one of the most important things we can provide to you to help you be successful in your work.

Mary Osborne, Human Resources and Development Administrator, and

Richard Mettler, Human Resources and Development System Consultant were instrumental in getting this training effort started. They worked with internal focus groups to create training specific to DHHS employees. The focus group participants have been overwhelmingly positive about the training.

This training will be provided to all DHHS employees. We have a lot of employees located all across the state, so it will take time to train everyone. We'll start in January and continue throughout the year. New employees will receive this customer service training as part of their new employee orientation.

By using a "train the trainer" approach, we'll be able to train employees in all areas across the state, and we'll also have the local experts we need.

"Serving People with Excellence" training will focus on our values and core competencies. Detailed descriptions of these can be found at: <http://www.dhhs.ne.gov/hur/PerformanceEvaluation/SupervisorValues-CoreCompetencies.pdf>.

The training will take a common-sense approach using examples and scenarios specific to our work. We'll feature parts of it in future issues of *Connections* and on the homepage of the employee website, so watch for more information.

I started this article with a question: Have you ever noticed that how you're treated can make a difference in your whole day?

Our goal is to give you additional tools for your work with clients, customers, stakeholders and co-workers, in order to insure that every day of your work life and every encounter with those we serve is the best it can be.

ACCESSNebraska

A Quick Update on Customer Service Centers

The four Customer Service Centers (CSC) are an important component of ACCESSNebraska. They're a more efficient way to process and approve requests for economic assistance services and use a "universal case management" system where clients call an 800 number instead of having an assigned caseworker. People will continue to have the option of going to a local office in person for assistance.



CLIENTS CAN CALL TO:

- Check benefits
- Report changes
- Complete interviews

Here's the timeline for the CSCs:

Lincoln: 100 staff

An open house was held in October 2010 and staff started using universal case management in November 2010. All cases in the Southeast Service Area converted to universal case management in February 2011.

Fremont: 150 staff

An open house was held in March 2011. Conversion was completed to

universal case management on Aug. 1, 2011, for Northern and Eastern Service Areas.

Scottsbluff: 100 staff
Staff moved into the Customer Service Center the first week of May and will begin taking calls this October, with conversion completed by March 2012.

Lexington: 50 staff
Staff will move to the CSC location in October 2011. Staff will begin moving to universal case management in January 2012, with conversion completed for the Central and Western Service Areas by March 2012.

What's it like working in an ACCESS-Nebraska Customer Service Center?

DHHS employees at the CSC in Lincoln share some experiences in a short video produced by Communications and Legislative Services. Watch the video [here](#).

Resources Available

There is a [ton of useful information](#) about ACCESSNebraska on the DHHS employee website including a phone menu sheet, and newsletters with helpful tips.

[Here's](#) an ACCESSNebraska Customer Service Center Quick sheet on navigating the voice mail prompts for the CSC phone line.



Ready for a Disaster?

READY FOR A DISASTER?

GET A KIT.

MAKE A PLAN.

BE INFORMED.

WWW.READY.GOV

September may be National Preparedness month, but Nebraskans know all too well, natural disasters can occur any time of year. And the effects usually last a long time, as this year's flooding demonstrates once again.

Disasters come in all shapes and sizes as well as from many different causes. Only a few are large enough to attract national media attention or qualify for a presidential major disaster declaration. All can bring misery, injury and even death to those who are unprepared to cope with them.

The Federal Emergency Management Agency's [ready.gov](#) website is an excellent place to begin preparing. It contains a wealth of information to help you get ready for any emergency. Start by going to [www.ready.gov](#) and exploring the various links. Be sure you take the first three steps!

YRTC-K's New Road is Dedicated to Former Employee



Continued from inside front cover story

“Daily Drive” is dedicated to former employee, **Dallas Daily** who passed away last December. Dallas started his employment at YRTC-K (Boys Training School) in 1954 and retired in 1995. His wife, **Barbara**, worked at YRTC, too, and, together, working as “house parents,” they raised their children at the facility. They lived on campus in a housing unit right off Bryant Living Unit.

YRTC-K hosted a dedication ceremony for the road recently. More than 100 people helped celebrate. Barbara Daily was there, front and center, to cut the ribbon.

Here are some specifics about the road:

- Daily Drive is 525 feet long, 24 feet wide and 8 inches thick.
- Maintenance staff poured the street in 10 different sections.

- Four more pours were needed to complete walkways to the new street.
- The materials alone cost \$40,895, and 389 cubic yards of concrete or 18,149,184 cubic inches were used.
- The savings for this one road project are estimated to be between \$100,000 to \$150,000.

The Maintenance Crew fought rain, mud and extremely hot and muggy conditions but kept their spirits up throughout the project, said **Jana Peterson**, YRTC-K facility administrator. They are currently working on filling dirt around the street, landscaping and seeding the dirt areas. “The State of Nebraska is very lucky to have such dedicated employees.”

There are many benefits to sharing skills, resources and labor. This was just one example. A project of this magnitude really shows the world what DHHS employees are capable of doing.



Jana Peterson, right, addresses the crowd at the dedication ceremony.

Photos by Kelly Nelson

HRC's Nebraska Youth Academy

Providing a Safe, Caring Place to Learn

By Corinne Jensen and others

The Nebraska Youth Academy (NYA) is committed to providing a safe and caring environment for all learners. Staff help students learn, succeed and take full advantage of an opportunity to achieve life's goals.

The Hastings Regional Center (HRC), Hastings Juvenile Chemical Dependency Program (HJCDP) provides substance abuse treatment for young men who come from the Youth Rehabilitation and Treatment Center (YRTC) in Kearney. HJCDP strives to provide each youth with the skills necessary to begin a personal recovery process to grow towards a sober lifestyle.

The Nebraska Youth Academy (NYA) provides educational opportunities for every teen participating in HJCDP. Many youth coming to HJCDP have not been involved in a formal school setting for quite some time. Additionally, they have severed involvement in positive extracurricular activities and struggle to envision academic goals and successes.

NYA is an Interim-Program school accredited by the Nebraska Department of Education. Interim-Program schools are created to, "ensure continuity of instruction for students who cannot attend public schools for reasons of health or safety while in these temporary residential placements and to ensure that such students may receive academic credit from the approved or accredited schools to which they will transfer in order to make continued progress toward grade promotion or graduation."

The NYA initiates contact with the youth's community school, and together they develop an Academic Advancement Plan. The Academic Advancement Plan indicates classes students need to complete before they transition to the home school or other alternative educational opportunity. NYA teachers also continue individual education plans and work together with the student, family and HJCDP Treatment Team to address

complex behavioral issues that have previously stalled academic progress.

Students at NYA primarily use Apex Learning, an internet-based computer curriculum which allows each student to progress at his own level, at his own rate. Students complete courses in grades 6-12 in the basic subject areas of math, English, social studies and science. There are also a limited number of elective classes available like art, physical education and journalism.

Student Successes in 2010-2011 School Year

Many of our students come to us having missed so much school and failed enough classes that it is impossible for them to graduate from a traditional high school in a reasonable amount of time. For those students we offer the option of studying for a GED. We work with these students individually and in small groups to help them prepare for the testing process. During the 2010-2011 school year, 36 of our youth earned their GEDs before they were discharged. As a satellite GED testing site, we have the luxury of administering these tests at HRC.

School at the Nebraska Youth Academy is made up of four separate classrooms, each with its own teacher. Along with the four classroom teachers, one teacher works exclusively with GED students, one works with special education students, and another with Title 1 students. Because ours is a "year around" school, there is always at least one and sometimes two teachers on break.

We are proud of our students' 2010-2011 school year accomplishments. The average student returning to high school completed six classes for 30 credits, a full semester's credit and as a group completed 322 classes and earned 1615.5 credits. This allowed many of them to return to high school at grade level. 92% of the students who completed the five GED tests earned their diplomas. Our students take achievement tests upon arrival and then again after 90 days; they improved by two grade levels in reading and almost three grade levels in math.

Editor's Note: The HRC Herald newspaper is issued monthly and is written and published by students under the supervision of two of HRC's staff members. Here's an article written by one of the students in a recent issue of the Herald. Since September is Recovery Month, this article is a fitting tribute to the challenges people face.

Recovery, by Joseph

When I'm in a situation where I get the urge to relapse, I'm going to tell myself, "It isn't worth it; just remember treatment and the type of hell I put myself and others through!"

Staying clean means a lot to me; it's kind of like self-respect. I've done a lot of things to build my self-respect back up, like being able to graduate early, getting jobs setup, maintaining a healthy relationship with my lady and my mom. Now if I would do anything to jeopardize that or lose them, I would be losing my self-respect.

Being in recovery has let me open up my eyes to everything I've ever done to someone else. I've lost a lot of people over my addictions, and never thought it was my fault at all. But I've lost people, and now I'm sober, and the same people who got hurt are here to help me open up my eyes to what I did. Also being here in HRC, to keep it real, I didn't learn anything I didn't know, but this place taught me how to be patient and be more goal oriented.

Thank you HRC.

Apples and Peaches and Pears...Oh My!

A New Mini Orchard at Whitehall Means Soon it Will be Harvest Time



Jeez! Trees! Whitehall branches out and gets in touch with their roots.

By *Lori Rasmussen, Supervisor, Whitehall**

The idea for a mini orchard at Whitehall* began as a concept between **Jennifer Bennetts**, former Occupational Therapist, and **Mike Nespor**, our maintenance man. They had talked about starting a mini orchard at Whitehall where the youth would participate in taking care of the trees.

We wanted to get the youth involved in every aspect of care from planting and watering the trees, keeping the fallen fruit picked up to eventually harvesting the fruit. Once the trees are well established, we plan to teach the youth proper tree trimming, too.

Mike knows a lot about trees and where to order them, so, with a few phone calls, we were on our way. Since Jennifer became full time at Lincoln Regional Center's main campus, I stepped in to pick up where she left off. It all came together when we started our campaign around campus, asking

our neighbors at Corrections, DHHS Training, and Behavioral Science Survey if they would like to donate to help us buy trees.

The youth decorated coffee cans with pictures of fruits and trees for collecting donations. We set out the cans at various buildings, and Mike kept people informed of the progress of the fundraising. Of course the people who donated were enticed by being told they will reap some of the benefits when the fruit is harvested. We were able to raise approximately \$250 through the generosity of so many fine people. Some even work at LRC's main campus, but love trees

so much that they were willing to help out.

We were able to get a total of 10 trees to start our orchard. Some of the trees were donated by local businesses or individuals, the rest were purchased with the funds raised.

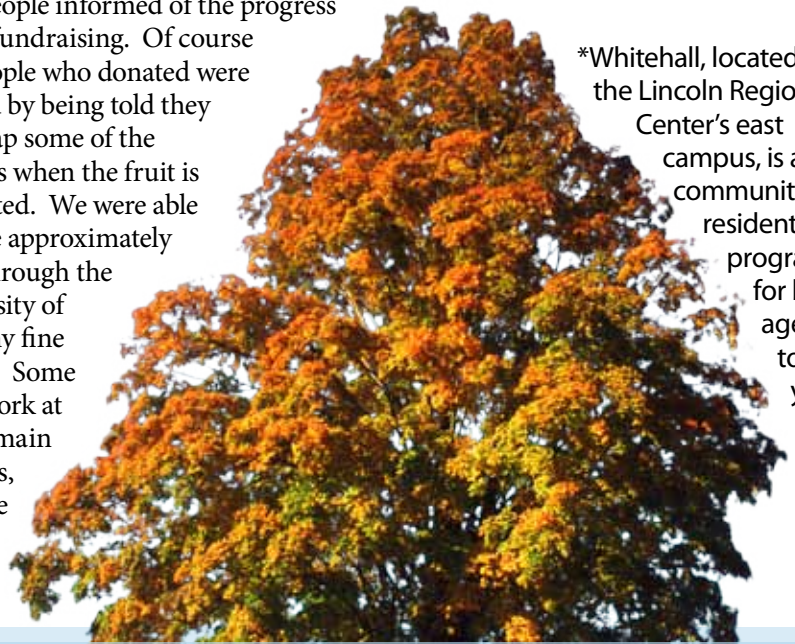
What kind of trees you ask? We have:

- Apple: Wealthy, Honey Crisp and Yellow Transparent;
- Peach: Elberta and Coralstar;
- Pear: Red Sensation and Moonglow; and
- Cherry: 2 Montmorency (pie) and 1 Whitegold (sweet), that, sadly, never came out of dormancy and needs to be replaced.

The bounty will be eaten fresh, maybe made into desserts or possibly shared with the Campus neighbors.

The youth assisted in planting all the trees, mulching, and keeping them watered in those super hot Nebraska days. They are constantly asking if they can water the trees. It has been a fun experience, and we cannot wait for the fruit!

*Whitehall, located on the Lincoln Regional Center's east campus, is a community residential program for boys age 13 to 18 years.



Way to Go! Statewide and national recognitions, honors and awards



Pictured from left: **Lei Zhang, Ashley Newmyer, Ericka Welsh, Dr. Schaefer, Jason Kerkman** (front), **Ying Zhang** (back), **Jennifer Marcum, Sherri Wren, and Ming Qu.**
Not pictured: **Doug Fuller, Dean Cole, and Peg Ogea-Ginsburg.** (Photo: Mike Wight)

Team means “Together Everyone Achieves More.” More is definitely what was achieved when employees from three different program areas in the Division of Public Health came together

to help reach an important highway safety goal. The three program areas were: Nebraska Crash Outcome Data Evaluation System (CODES), EMS/

Trauma Program and Injury Prevention Program.

Dr. Joann Schaefer, Joe Acierno and Jenifer Roberts-Johnson recognized their staff’s outstanding contribution in reaching the 2007-2011 Strategic Highway Safety Plan traffic fatality goal, and presented the award during a recent Public Health Management Team meeting.

Here’s what the plaque said, “Presented to the Nebraska Department of Health and Human Services for their outstanding contribution in reaching the 2007-2011 Strategic Highway Safety Plan traffic fatality goal of 1.0 deaths per 100 million vehicle miles traveled toward zero deaths. In 2010, the State of Nebraska achieved a fatality rate of 0.96 deaths per 100 million vehicle miles traveled.”

Now that’s a goal worth celebrating!

Performance... Outstanding!

DHHS has received an award for Outstanding Performance in Claims Collection from the USDA Food and Nutrition Service. Nebraska ranked number one in a 10-state region that includes Colorado, Iowa, Kansas, Missouri, Montana, North Dakota, South Dakota, Utah and Wyoming.

What does Outstanding Performance in Claims Collection mean? The establishment and collection of SNAP (Supplemental Nutrition Assistance Program) claims is always a priority. This



The award was presented to **Suzi Skinner**, Administrative Assistant, Financial Services, (center) recently by (from left): **Craig Barnett, Willard Bouwens, and Matt Clough.** (Photo: Bill Wiley)

award is presented to the State agency in each Region with the highest amount of claim dollars collected in FY2010 as a percent of the State’s total outstanding claim debt.

Here are some key points about Nebraska:

- Nebraska had the highest percentage of claim dollars collected in FY 2010 as a percent of the State’s total outstanding claim debt as compared to other states in the region.
- Collected \$1.1 million in claim dollars out of \$3.7 million in outstanding debt.
- The total percentage collected was 29.69%, compared to the 10-state regional average of 24.57%. (North Dakota and South Dakota tied for second place ranking with 28.88% and 28.78%)
- Nebraska’s percentage was highest in a close race for claims awards. Some states had collected a higher actual dollar amount, but smaller actual percentage.

Nebraska Senior Medicare Patrol Program Receives Two National Awards



From left: **Angela Brice-Smith**, CMS; award recipients from Kentucky, South Carolina, Tennessee and Alabama; **Madhavi Bhadbhade**, DHHS (second from right); and recipient from Missouri. Top left: **Barbara Dieker**, Administration on Aging. Photo: Maureen Patterson

By Jeanne Atkinson

The Nebraska Senior Medicare Patrol (SMP) received two national awards for exceptional performance: the “Highest Dollar Amount Referred for Further Action” award from the U.S. Administration on Aging (AoA) and the “Expansion of the Volunteer Capacity” award from AoA and the Centers for Medicare and Medicaid Services (CMS). Nebraska SMP is part of the Nebraska Department of Health and Human Services.

Nebraska was among the top five states in the nation to receive the award for the highest dollar amount referred for further action. Nebraska SMP received several cases of fraud that were referred for further federal in-depth investigation in an effort to restore funds back to the Medicare program. Nebraska referred \$151,145 for further action.

“We are pleased that Nebraska has received the ‘Highest Dollar Amount Referred for Further Action’ award for the last three years,” said **Vivianne M. Chaumont**, Director of Medicaid and

Long-Term Care. “It’s gratifying to see that Nebraskans are coming forward to volunteer to help seniors prevent, detect and report health care fraud.”

SMP program staff members recruit and train retirees to educate their communities to detect and report health care fraud and abuse and to help people with Medicare and Medicaid to correct billing errors.

“These SMPs went above and beyond this year to serve the beneficiaries in their states. Their efforts to fight fraud at the grassroots level are of the highest caliber,” said Barbara Dieker, director of the Office of Elder Rights at the AoA.

In addition, the Nebraska SMP earned the “Expansion of the Volunteer Capacity” award from the AoA and CMS for exceptional performance in helping older Nebraskans prevent, detect and report health care fraud.

Nebraska SMP recruited 29 new volunteers in the first nine months of the grant year. SMP volunteers fan out into the communities to educate seniors at senior centers, community organizations, assisted living facilities and nursing homes.

More information about Nebraska SMP can be found [here](#).

October Connections to Honor the Everyday Heroes of DHHS

The 10th anniversary of 9-11 gave us an opportunity to honor the heroes who helped save lives on that tragic day. The heroes you think about every day, like police officers and firefighters, and the ones behind the scenes giving blood, gathering supplies and money for relief, and raising flags to honor our nation.

You may not think about it this way, but we have heroes at DHHS, too.

We’ve all had days when we’ve questioned the significance of what we do here at DHHS. When you really give it some thought, though, you know how truly important our work is. It’s the behind-the-scenes sort of work that may not always get noticed, but it’s heroic none-the-less, and life-

changing for the people who need our help the most. Here are just a few of the things that we do every day at DHHS:

- Keep families together;
- Prevent diseases and promote wellness;
- Provide 24-hour care to the people at our Veterans homes, Regional Centers, Youth Rehabilitation and Treatment Centers and the Beatrice State Developmental Center; and
- Find medical care for low-income families.

What could be more important?

That’s why we dedicate the October issue of *Connections* to the employees of DHHS, the unsung heroes of health and human services. Next month’s issue will showcase DHHS employees and supervisors of the year, along with the many service award honorees of those who have dedicated a lot of years of service to the department.

-From your *Connections* Staff

What Do the Members at Norfolk Veterans Home and Sheryl Crow Have In Common?

By Linda Sparr, Norfolk Veterans Home

It's Norfolk Veterans Home's cook, Chef **Kevin Harrom**, who cooks for all of them!

Kevin received an exciting phone call last month. Through classes he'd taken at Northeast Community College his name had been suggested when a representative of Chef Chuck White called looking for a local chef to assist him as he prepared meals for Sheryl Crow, Kid Rock, and band members who were performing in Sioux City, Iowa. Involving local chefs is something Chef Chuck tries to do as he treks across the country preparing healthy and tasty foods for Sheryl Crow and others.



Chef Kevin Harrom and Chef Chuck White

Chef Chuck said Sheryl's bout with breast cancer five years ago was a wake-up call for her, and she was determined to find a healthier way of eating for both her and her children — at home and on the road. So began a partnership with Chef Chuck who has educated Sheryl about nutrition and replacing unhealthy foods with surprisingly healthy and tasty alternative ingredients.

Kevin reports that working for Chef White was a great experience, and yes—he “hung out” with Sheryl Crow and Kid Rock and was even invited to stay backstage during the concert.

Kevin said he credits his education at Northeast Community College, which led to this rare opportunity, and he wanted to say “thanks” to NVH Supervisor **Joe Mrsny** for giving him the flexibility in his schedule so he could participate in this event.

2011 Women's Health Symposium

The Nebraska Women's Health Symposium brings together women's health care professionals from across the state who share an interest in current health care trends, education, prevention services, and networking. This year's Women's Health Symposium is scheduled for Nov. 9, 2011, at the Cornhusker Marriott Hotel in Lincoln.

Registration information is available at http://www.dhhs.ne.gov/hew/owh/WHS_2011.htm

Dr. Joann Schaefer, Director of Public Health, will be a featured speaker on the topic, “Focus on Wellness, Focus on You.” Other speakers and topics include: Sue Outson, MA,



LMHP, “Sprinting Through Change..Injury Free;” Dr. Chad Morris and Cynthia Wang, “The Smoking and Mental Health Connection;” and Sister Marie Micheletto, “The Prescription Reads: Hope and Resiliency PRN.”

Plus there will be breakout sessions on managing your stress, cooking healthy foods, depression and women, and many more. Mark your calendar now, and plan to attend. The Symposium

is sponsored by DHHS' Nebraska Office of Women's Health, the Women's Health Advisory Council and Creighton University's School of Medicine.

In their own words

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

Dear **Jana Peterson** (Administrator, Youth Rehabilitation and Treatment Center in Kearney),

Thank you again for taking the time to give *Voices for Children* a tour of your facility and for answering all our questions. It seems like you're making really wonderful changes, and we are excited about the direction of reforms. We'll be in touch with any questions and ideas on how to further partner with you in the coming months.

Thank you again!

Voices for Children

Dear **Rey Rodriguez**
(Facility Operating Officer,
YRTC-K),

Thank you for taking your time to come to the Prison and Jail Ministry meeting to introduce us to YRTC and to answer our questions about volunteering at YRTC. Thank you too for taking us on a tour of YRTC. We will continue to work toward recruiting volunteers to help meet your needs.

Thank you!

LaRue Cole (Social Service Supervisor-Lincoln CSC):

Thank you so much for your assistance recently with several of my hospice clients. It's so helpful for the quality of life when time is such a gift at the end. I've appreciated your prompt response, your patience and your compassion!

Sincerely,

Tabitha Health Care Services

Words of Wisdom

For anyone having troubles here at the Hastings Regional Center (HRC), just find someone that you trust to talk to. Not only is it pertinent to your treatment, it also allows you to blow off some steam.

Me, I talk to **Brooke Wright** (Mental Health Practitioner), my therapist. I trust her with everything that I say because she understands exactly what I'm going through and she gives the best advice she can.

So if anyone needs to talk, go straight to a trusted coach or your therapist. It really does help to talk to someone so I suggest you try it.

**Thankful Youth at Hastings
Regional Center
Hastings Juvenile Chemical
Dependency Program**

In their own words

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

Mrs. Peterson,
(Administrator, YRTC-K),

Thank you for coming to visit our Workplace Readiness class. We really appreciate you taking time out of your day to come visit us and share about your career path and YRTC. We hope to be able to tour the facility in the near future.

**Kearney High School
Business Teacher**

To **Pam Wicht** (Child Care Inspection Specialist, Grand Island),

Your efficiency and advice yesterday and today are much appreciated. You are awesome to work with, and I look forward to seeing you again. You are so great at answering questions, encouraging teachers/providers, and creating a positive environment!

**A Grateful Preschool
Teacher**

Dear **Dr. Schaefer** (Director, Division of Public Health),

I'd like to take this opportunity to personally thank your team for assistance in helping to resolve the radioactive materials licensure issue that arose during Catholic Health Initiative's acquisition of Nebraska Heart Hospital, Nebraska Heart Institute and its outreach clinic services. The efficiency and professionalism of **Sue Semerena** (Administrator, Public Health) and her department helped us achieve this transition without any interruption to patient care. I truly appreciate your assistance in helping us continue our healthcare ministry in Nebraska.

Sincerely,

Catholic Health Initiatives Nebraska

Please send letters from satisfied customers via any method listed in our editorial box on page 2, and we'll publish as many as space allows.