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and Wheeler counties

Year in Review 2021

The year 2021 will go down in history as a year filled with highs, lows, optimism and set-backs. Through it all, the resilience of the employees and Board of Trustees at TPC has remained steadfast. It is important that we remain hopeful for better things to come in the new year. Despite the many challenges faced in 2021, the staff of Texas Panhandle Centers were able to accomplish many of the goals set forth. Some of those include:

- The CCBHC Initiative - TPC is on track to become a Certified Community Behavioral Health Clinic. All the interviews have taken place and the required documentation has been submitted to HHSC. We are currently awaiting word on the status of the submission.
- Electronic Health Record Initiative—An agreement for an EHR with Credible Behavioral Health Inc., was approved by the TPC Board of Trustees. This initiative is in full swing and it is anticipated to go live in July of 2022.
- Palace Coffee Cause Latte Program - Palace Coffee sponsored TPC for three months donating all proceeds from the sale of their featured drink and pins to TPC as part of a TICTOC initiative.
- TPC applied for CCBHC Expansion Grant - In an effort to improve access to such a large rural service area, TPC applied for a grant through SAMHSA and was awarded (\$4 million dollars for FY22-FY23 (\$2 million per year). TPC will expand outreach and care coordination services by providing a mobile wellness clinic and expand the use of telehealth with mobile technology.
- IDD Group Homes - COVID-19 present-
- ed challenges for persons living in our TPC group homes. Every effort was made to keep everyone safe. Staff volunteered to work twenty-four hour shifts to ensure a safe quarantine for group home residents.
- TPC celebrated Mental Health Awareness Month. Several events took place to recognize this important month offering the "Speaking Grief Documentary." The event included food trucks, music, vendors, t-shirt sales and more.
- The TICTOC Committee hosted a creative art contest. The chosen artist had their art used for the mental health awareness event.
- The Wellness Committee promoted the eight dimensions of wellness - educating the staff on all eight dimensions via the newsletter as well as through promotional items (t-shirts, mugs, etc.)
- Completed major projects throughout the Center which consisted of renovating the parking lot at the Wallace Campus, modernizing the elevator at the Polk Street Clinic, replacing the HVAC system at Building 504, and demolishing an old structure that was

(Continued on page 4)



IDD Nursing Services

Elvire Sanders-Blakemore, Director, Developmental Health

Within the past year, our IDD Nursing department has seen several changes in staff. We currently we have three full time RNs, Brittany Baggett, Tosha Foster, Tabitha Hoadley; two LVNs, Julie Williamson, Ronald Muldrow (part-time), a part-time RN, Ronna Altman; and a clerical support staff, Susan McQuaig. The staff provide quality nursing services to all individuals in the Texas Home Living and Home and Community-based and Medicaid programs, as well as, to some General Revenue funded individuals. The RNs are relatively new to TPC, but are doing a great job in getting to know the individuals and in meeting their medical needs.

IDD nursing services begin with a referral for a comprehensive nursing assessment that identifies the individuals' overall health needs. If there are changes in health needs, the individuals can be re-assessed with changes being made to their individualized plans. Nursing services are rendered based on these plans, but are adjusted based on other needs, such as day to day illnesses that may arise, and other emergencies. An IDD nurse is always available to meet the medical needs of the people we serve. During non-working hours, there is an on-call RN, who serves on a rotating basis with the other RNs. Julie Williamson, LVN, serves as our liaison with

Dr. Lusby and ensures the behavioral health needs of our individuals are met. She also serves as the nurse for our day program in the 504 building on campus. Julie also works in other programs such as respite and the group homes, if there is a shortage of staff in these programs.



Ronald Muldrow works as a part-time LVN with us and is always available to provide much needed services after hours and on weekends to the individuals we serve through our General Revenue program.

Ronna Altman, a part-time RN who lives in Hereford, provides nursing services to individuals who also live in Hereford. An RN is also assigned to Hereford and is responsible for completing the comprehensive assessments and the monitoring of medical services.

Susan McQuaig has worked at TPC for several years and serves as the clerical support staff for the nursing department. She schedules and coordinates medical appointments and has a role in making sure the people we serve are physically healthy.

We are grateful to our staff and appreciate the work they do to care for and meet the medical needs of the individuals we serve.



Putting Words to Racial Justice

Like no other leader, the Rev. Martin Luther King, Jr. demanded a better nation, one committed to eliminating the scourge of racism through nonviolent resistance.

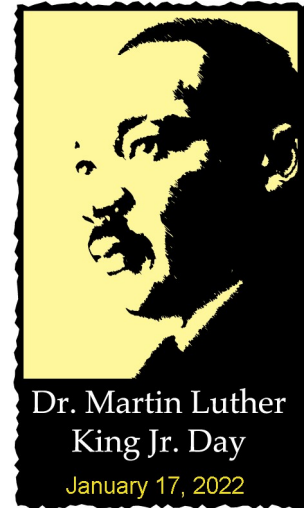
During his years of activism in the 1950s and 1960s, his genius was to adapt the lessons of civil disobedience to America's core values of justice and fairness. His eloquence, combined with his unbreakable dedication to a righteous cause, helped harness peoples' fury and turn it into action.

King did not invent nonviolent protest. He studied India's famed nonviolent protester Mahatma Gandhi's methods and borrowed from the teachings of Jesus. What made King a miraculous leader was that he not only understood the morality of nonviolent social change, he translated ideals into action.

He was a patriot. The Black freedom struggle, he argued, while referencing the Declaration of Independence and the Constitution, was a way to a stronger republic. It became hard to disagree with his message.

King kept the economic basis for the cause front and center and urged Black Americans to use their dollars to push for change. Businesses were forced to recognize the purchasing power of Black customers when they boycotted public buses and refused to buy cars, groceries, or clothing from hostile retailers.

By the time King was assassinated in 1968, Wall Street was hiring its first Black bankers and President Lyndon B. Johnson had signed the Civil Rights Act. The changes King helped to set in motion are still at work and progressing today.



In observance of Dr. Martin Luther King Jr., Texas Panhandle Centers will be closed on Monday, January 17th.

In the end, we will remember not the words of our enemies, but the silence of our friends.

~ Martin Luther King, Jr.

Year in Review Continued

(Continued from page 1)

- beyond repair in Pampa.
- TPC hosted Walk Across Texas with teams of eight participating in the eight week walk event.
- The TICTOC Committee presented “Road To Recovery Trauma Informed Care” Training to bring awareness to the importance of trauma-informed care for individuals with Intellectual and Developmental Disabilities.
- An enhanced TPC retirement plan was approved by the Board of Trustees.
- The following number of individuals were served in our respective programs:
 - Adult Behavioral Health: 6,158
 - Children’s Behavioral Health: 1,386
 - Intellectual and Developmental Disability Programs: 952
 - Early Childhood Intervention: 517

“As we look ahead to the future, we hope that you have a wonderful year. I hope for all of you happiness and health. Your dedication to our agency and those we serve is very appreciated. I am grateful and amazed at the work each of you do, and I know it is not always easy. Take time for your self and please be kind to each other. There is one thing I have learned over the last two years, it takes all of us for Texas Panhandle Centers to be successful! Happy New Year!”

- Mellisa Talley, Executive Director

Board of Trustees Recognition

Mr. Don Patterson, was recognized at the November 18, 2021 Board of Trustees meeting. Mr. Patterson has served as legal counsel to the Board of Trustees for thirty-plus years.

He has provided guidance over the years ensuring that the decisions made by the Board were all done legally and following the standards and policies set forth by the Texas Community Center System.

Mr. Patterson gave notice of his intent to retire after the November Board Meeting. As an avid golfer, Mr. Patterson will continue to be on the golf course as much as possible (which is most days).



Thank you for your guidance over the past thirty plus years!

Congratulations and Happy Retirement!



Congratulations!

United Way Rally Winners

Congratulations to Jennifer Heredia and Janice Stoner for winning the Air Fryer and Keurig coffee maker. Their names went into a drawing along with all the others that donated to the United Way for 2022.

Also, congratulations to Sara Northrup and Debra Dye for winning the gift cards during the United Way Rally presentation. Many thanks to all who participated and donated.



United Way
of Amarillo & Canyon



HHSC recognizes TPC for their good work!

Sharon Guinn, Coordinator of Authority Services

Haley Turner, Associate Commissioner for HHSC, gave Texas Panhandle Centers a shout out in a recent Webinar. She recognized the following staff (Yvonne Mercer, Lisa Roberts, Marie Farbro, Easter Worrell, Julie Taylor, Shirley Graves, and Alicia Huckabay) for working diligently to enroll two extremely medically fragile and vulnerable children into the HCS program. We received notice from HHSC that Daybreak was canceling their contract with the Deaf Blind and Multiple Disability (DBMD) waiver program consequently, leaving two children without services. These staff worked with Yvonne Mercer to enroll these individuals so they could have a smooth transition. Enrollments take a lot of work. Also, Yvonne received a shout out from the DBMD program director at HHSC regarding how she established a positive relationship with one of the mothers and this helped relieve the mother's anxiety. I was in contact multiple times a day with HHSC because they were very concerned about this situation.

So thank you. You all did Make Lives Better. I appreciate all your hard work and dedication. I am glad you're on my team.

Coronavirus Symptoms: Frequently Asked Questions

Johns Hopkins Medicine

Lisa Lockerd Maragakis, M.D., M.P.H, Senior Director of Infection Prevention
hopkinsmedicine.org

It seems as though everyone is getting sick with something lately. Here are a few common questions answered by Johns Hopkins Medicine about the symptoms of COVID-19 (Dec. 2021). As always, contact your healthcare provider for specific questions or concerns.

What are the symptoms of coronavirus (COVID-19)?

The most common symptoms are:

- Cough
- Fever or chills
- Shortness of breath or difficulty breathing
- Muscle or body aches
- Sore throat
- New loss of taste or smell
- Diarrhea
- Headache
- New Fatigue
- Nausea or vomiting
- Congestion or runny nose

Emergency Warning Signs of Severe COVID-19.

When to Call 911

- Difficulty breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake up or stay away
- Bluish lips or face

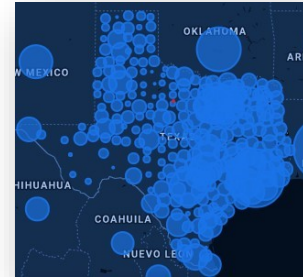
If I'm exposed to the coronavirus, how long before I develop symptoms?

Symptoms can begin between 2 and 14 days after you have been infected with the SARS-CoV-2 coronavirus. A study led by researchers at the Johns Hopkins Bloomberg School of Public Health, shows that the median time for symptoms to show up is about 5 days.

Can you have coronavirus without a fever?

Yes, you can be infected with the coronavirus and have a cough or other symptoms with no fever, or a very low-grade one, especially in the first few days. Keep in mind that it is also possible to have COVID-19 with minimal or even no

symptoms at all. People infected with the coronavirus who have no symptoms can still spread COVID-19 to others.



Can COVID symptoms come and go?

Yes. During the recovery process, people with COVID-19 might experience recurring symptoms alternating with periods of feeling better. Varying degrees of fever, fatigue and breathing problems can occur, on and off, for days or even weeks.

Can you have COVID-19 without symptoms?

Yes. Symptoms of COVID-19 usually show up from 2 to 14 days after exposure to the SARS-CoV-2 coronavirus, but some people who are infected do not develop symptoms or feel ill. This is why it is so important to wear a face mask and practice physical distancing and hand hygiene. People can be infected with the virus that causes COVID-19 and not realize it, but still be able to transmit it to other people.

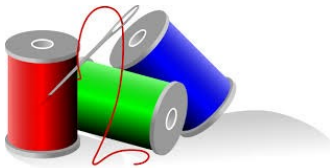
When should I contact a doctor about my symptoms?

If you feel ill, call your doctor's office or health care center and explain your symptoms over the phone. They will discuss next steps, including whether you should have a [COVID-19 test](#). If it turns out that you have COVID-19, mild cases can be managed at home with rest and self-isolation. If you become severely ill, you may need hospital care.

Experiential Learning Opportunity at ASCI

Janis Stoner, Director, ASCI Amarillo

Dr. Jillian Yarbrough from WTAMU came to ASCI to do a sewing experiential learning program at ASCI. She passed out booklets that went over the origin of sewing and quilting. Our guys really enjoyed listening to her.



After the discussion she passed out fabric squares for everyone to stitch their initials on or to sew a charm on to. Dr. Yarbrough will turn their squares into a large blanket for everyone at ASCI to enjoy. At the end of the program, she donated a sewing machine, fabric, thread, needles and charms for use at ASCI.

This was a fun program that went from 10:30-12. Dr. Yarbrough plans to do future programs and stated that she really enjoyed her time with us. She was even so sweet to bring staff cupcakes from the Ruffled Cup. Dr. Yarbrough and I are currently in the process of scheduling a pottery experiential learning program for February.



Congratulations!

The following employees were recognized through the Performance Enhancement Program for one or more of the following: Core Competencies, Safety, Critical Thinking, Communication, Client Rights, Continuous Quality Improvement, Professional Behavior, Customer Service:

Vanessa Gonzales, Perryton Behavioral Health
Kammie Guest, Dumas Children's Behavioral Health
Saxon Tallman, Children's Behavioral Health Service Coordination

Reminder to supervisors: If you would like employees recognized through PEP in the newsletter, submit the PEP (or a copy) to the respective manager for approval.

Points to Ponder

Larry Thompson, Rights Protection Officer



Throughout the past year, we have covered the different types of abuse, as well as proper reporting and documentation. We all know that it is the responsibility of every person to report abuse, neglect, or exploitation, but why is it important that we report these issues? Is it to ensure that the guilty party is held responsible for their actions? While that is a good reason to report abuse, neglect, or exploitation, there is a deeper, far more important reason.

Statistics show, more than four children die from abuse or neglect every week in Texas alone, and, 184 children are confirmed victims of abuse, neglect, or exploitation every week. In 2019 alone, state agencies across the United States found over 656,000 victims of child maltreatment – enough to pack ten modern football stadiums.

It is also estimated that one in ten Americans over the age of 60 have experienced some form of elder abuse. Only one in twenty-four cases of abuse, neglect, and exploitation of the elderly are reported to authorities. Individuals with intellectual and developmental disabilities are four to ten times more likely to be abused than their peers without disabilities. These are the individuals that we serve. Not only are these individuals more likely to be victims of these actions, but they also tend to be abused more frequently, for longer periods of time, are more likely to be abused by someone they know, and are more likely to remain in abusive situations.

That last statement is one reason why it is imperative to report abuse, neglect, or exploitation, especially when it comes to the individuals we serve. Individuals with intellectual and developmental disabilities are more likely to remain in abusive situations, suffering the effects of abuse over and over again. When you report abuse, neglect, or exploitation, you potentially save an individual from continued abuse and neglect. You are saving them from a future filled with grief, pain, shame, injury, and even potential death. Reporting abuse, neglect, and exploitation isn't just the right thing to do, it is also at the core of "Making Lives Better."

If you have any questions or concerns, call (806) 351-3400 or e-mail Larry Thompson, Rights Protection Officer, at larry.thompson@txpan.org.

New Year's Resolutions: How to Put Change Ahead of Comfort

The urge for self-improvement is strong at the start of a new year. It's a time for looking back to see what kind of person we have been and a time for looking forward and visualizing ourselves as the person we want to be. Here we come to a big question:



Is the urge for change more powerful than the drive to fall back on what is comfortable to you?

At first, change seems manageable, but as time goes on, we may tire like a runner in a long race. Then, as difficulties of our daily lives surround us, returning to the comfort zone could seem more important than making the change.

Keep these points in mind when making resolutions:

- When one resolution involves an important lifestyle change, don't make any others. If you want to quit smoking, lose weight and learn a foreign language, you won't be able to do all three things at once.
- Study the obstacles to your resolution and

determine ways to deal with them. If you want to lose weight, for example, decide to skip the ice cream and have a low-calorie popsicle instead. Tell friends you are not eating rich desserts so they won't tempt you.

- Think about professional help. Medical assistance could be valuable if you want to break an addictive habit.
- Keep your focus and monitor your progress. Keep a notebook and record how often the behavior you want to change occurs, who you were with and how you felt. You'll see a pattern that you can avoid in the future.
- If you break a resolution, don't give up on the effort. See it as an opportunity for self-compassion. Treat yourself kindly.

New Year's resolutions are supposed to make you feel good about yourself. If not keeping them makes you think badly about yourself, they aren't worth the effort. Work at it, but prioritize your wellbeing.



Quality Management would like to recognize those case managers/service coordinators who score 95 or higher on the bi-monthly compliance reviews. All staff who score 95 or higher will have their name put in a drawing. After the two monthly reviews are completed a name will be drawn and the winner will receive a \$25 gift card. A special thank you to the **TICTOC Committee** who made it possible for us to offer this recognition.

The winner for last month was **Megan Rodriguez**. **Congratulations, Megan!** Thank you for your hard work! Please reach out to Gaynelle Williams in QM for your gift card.



Welcome these New Employees...

Ariana Ceballos	ASCI
Taylor Cowell	Adult BH Service Coordination
Ashley Francis	Adult Probation/Parole
Melinda Medrano	CCBHC BH Expansion Program
Nancy Ockander	Adult BH Service Coordination
Melinda Rivera	IDD Service Coordination
Amy Glidewell	Children's BH Service Coordination
Carmen Mendoza	Family and Youth Services (FAYS)
Victoria Telles	Community Living
Jamie Black	Accounting/Payroll
Amanda Whitney	Accounting/Payroll



White Hat Awards



The IDD Service Coordination Department would like to recognize **Steve Garcia, Human Resource Specialist II**, with this month's White Hat Award. Steve works hard at being the first point of contact for new employees, and leaves a great impression on those coming to work at Texas Panhandle Centers. He is excellent at recruiting potential job candidates and does a wonderful job representing TPC.

Thank you, Steve, for all your hard work.

The IDD Service Coordination Department would like to recognize **Howard Cocroft, Trust Fund Tech**, with the December White Hat Award. Howard comes to work daily with a large smile and a positive attitude. He genuinely embodies the Agency's spirit and core values in everything he does. Howard consistently goes the extra mile for not just work but for his co-workers as well. Thank you, Howard, for all your hard work.

Adrienne Sell on behalf of the IDD Service Coordination Department

Articles or suggestions for this publication may be submitted by the 1st of each month to:

Joyce Lopez-Enevoldsen • 901 Wallace Blvd., • Amarillo, Texas 79106
Phone: (806) 351-3308 Fax: (806) 351-3345 Email: joyce.lopez@txpan.org

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Experienced doctors will get you back to enjoying the new year with high-quality care for all your non-emergency needs.

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Get prescriptions when medically necessary.

Employees that carry TPC's medical insurance are welcome to sign up for Teledoc.
www.MyDrConsult.com or 800.DOC.CONSULT (800.362.2667)

December Ugly Sweater Contest

The TICTOC Committee hosted an Ugly Sweater Contest in December. Julie Cleveland and Scott Zimmerman were selected to receive \$25 gift cards for their entries.



Lucy Hayes, ECI, answered last month's questions correctly and was randomly selected to win a \$25 gift card.

To claim your card, contact Joyce Lopez-Enevoldsen at 806.351.3308 or email: joyce.lopez@txpan.org.

Employee Assistance Program

Through MINES & Associates, you and your household members are entitled to a number of resources at no cost to you.

The use of your Employee Assistance Program is strictly confidential and available 24/7. They are there to help you with everyday issues that come up in your life including:

◆ Stress ◆ Depression ◆ Family Issues ◆ Financial ◆ Substance Abuse ◆ Work Related Issues and more...

800.873.7138

www.MINESandAssociates.com

Answer's to last months questions:

1) The Panhandle Gives 2) Parenting Awareness and Drug Risk Education Program 3) Larry Thompson

Answer the questions correctly and your name will be entered in a random drawing to be eligible to win a \$25 gift card.



1. Study the obstacles to your _____ and determine ways to deal with them.
2. _____ demanded a better nation, one committed to eliminating the scourge of racism through nonviolent resistance.
3. _____ is available to you and your household members entitling you to a number of resources at no cost to you.

[Submit your answers to joyce.lopez@txpan.org. Deadline for responses is the 5th of the following month. You must type "Monthly Drawing" in the email subject line to be eligible. For those that do not have a computer, entries may be submitted via interoffice mail. The same requirements apply for hard copy submissions.](mailto:joyce.lopez@txpan.org)