



Here's What's Happening...

TEXAS PANHANDLE CENTERS
901 WALLACE BLVD. AMARILLO, TEXAS
www.texaspanhandlecenters.org

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and Wheeler counties

SEEKING COMMUNITY INPUT

Texas Panhandle Center's Trauma Informed Care Team is seeking feedback to better understand the needs of the community. The short, four question survey will help us determine where to focus our efforts. The survey is open to anyone in the community that would like to participate.



Help us get the word out by sharing. Visit us on Facebook, Instagram, Twitter or [TPC's website](#).

WE WANT TO HEAR FROM YOU!



YOUR feedback is important to us.
Please take one minute to complete the short survey to be entered into a drawing for a \$25 gift card.
Contact information required for drawing.

♥ Happy Valentines Day ♥



Social Work Month—March 2021

Libby Moore, Chief Clinical Officer

Social Work Month in March is a time to celebrate the great profession of social work. The theme for Social Work Month 2021 is **Social Workers Are Essential**. Social workers are essential to community well-being. As practitioners, social workers are trained to help people address personal and systemic barriers to optimal living.

TPC is fortunate to have numerous social workers working to improve the lives of the people we serve. Social workers provide services in all areas of the Agency.

There is a code of ethics in the social work profession. Social workers are responsible for promoting social change, problem solving in human relationships and promoting the empowerment and liberation of people to enhance well-being.

Most of the time social workers work with people in their own environments. They learn what is important to the person and support the individuals' efforts of achieving life goals. This is not an easy role to play. None of us have a life that builds only on success. Most times our efforts at improving our life comes when we have a challenge. The down times help us build resilience. Social workers in our agency help people recognize their strength and resilience and offer hope to move forward or to take another run at achieving their life goals.

Recently TPC hosted a training for Person Centered Recovery Planning. Several social workers from TPC were able to attend. At one point in the training, participants were asked to write comments of "Positive Gossip" about their co-workers. Below are some comments participants made about each other.

- "She genuinely cares for our clients and goes above and beyond."



- "She always has the right wording to help things make sense to the families we work with"
- "She taught me this statement: Always do right for the client and we will figure out the rest later."
- "She is a true leader and her compassion for our consumers radiates through"
- "She is so understanding and shows so much empathy when they express their concerns. She puts them on the same level of respect and dignity that they show her."
- "He gets to know the clients' personal interests along with dislikes"
- "He just knows how to reach people in a way that is special."
- "She works super hard for her families! She does everything she can to let them know they are loved, supported, and that things can get better."
- "Provides clients with resources and goes above and beyond in her recovery plans that are client focused. She has this ambition about her that I personally strive to have as well as the education and passion for her work."
- "She is always willing to go the extra mile for clients and addresses needs outside of mental health for the betterment of her clients lives and personal goals"
- "He is a good listener and is truly interested in what the client wants to work on. I see this in the emails he sends me."
- "They really listen to the client and make

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Social Work Month—March 2021

Libby Moore, Chief Clinical Officer

them feel heard”

Continued from page 2



- “She is honest, real and ethical in all she does. She sees value in all people.”

In honor of social workers this month lets spread some positive gossip to our colleagues, clients, family and friends and most importantly give some positive gossip to yourself. Building our resilience to reach our goals and support each other will help support the Essential Work Social Workers provide throughout the year!



Looking for a healthy and tasty alternative to chocolate this valentine's day? Eat outside the box! Try this cashew cream & avocado chocolate tart.

Your favorite Cashew Cream

Soak 2 Cups Raw Cashews (Place in jar & cover with water and soak for 3 to 4 hours).

Rinse and put in a high-powered blender (Like Vitamix or Nutri Blender)

Add ¼ c milk of choice (I used unsweet almond and add milk a little at a time to desired consistency)

1 tsp coconut oil (coconut oil can be left out if you don't like coconut flavor), 1 T raw honey or maple syrup (sweetener can be left out for savory cream) (garlic and herbs can be added for a savory cream)

Process until creamy (may take a few pulses to get creamy) Store in refrigerator for up to 3 days

Chocolate Camo Pudding

1 1/2 ripe avocados
2 ripe bananas
3 Tbsp. cocoa powder unsweetened
4 Tbsp. maple syrup
1/4 cup almond milk

1 tsp. cinnamon
1 tsp. vanilla extract

In processor mix all ingredients until consistency is smooth and velvety. Refrigerate 2 hours or overnight.

Your Favorite Almond Crust Recipe:

2 C. almond flour, 2 T coconut oil, 1 large egg

Place flour, oil and egg in food processor and pulse until mixed to form dough ball. Press dough into a prepared mini tart pans or 9 inch pie pan or four small individual ones.

Bake till set and crust is golden brown. Fill with cashew cream/chocolate avocado mouse and top with strawberries. Enjoy!



*Lizabeth Gresham, County Extension Agent
Texas A&M AgriLife Extension/Master Wellness*

Appointments to Planning & Network Advisory Committee

At the January 28, 2021 Board of Trustees meeting, the Personnel Committee of the Board appointed two new members to the Planning and Network Advisory Committee; Natalie Wood of Canyon and Chapin Renshaw of Borger.

Planning and Network Advisory Committee members review, contribute comment, and make recommendations on an internal/external network of providers. The Committee considers factors in accordance with Senate Bill 1182 and complies with the Performance Contracts of the Texas Health and Human Services Commission.

Natalie Wood



Natalie is the Senior Vice President and Relationship Manager for Bank of America in Amarillo. She has worked for Bank of America and its predecessor banks for the past 27 years. She has a bachelor's degree in Business from Wayland Baptist University.

Her volunteer activities include: Leadership Amarillo & Canyon, Family Support Services and Another Chance House. In 2019 she founded *Road to Hope*, a project to provide mentorship and financial aid to students of incarcerated parents. She has been a resident of the Amarillo/Canyon area for the past 28 years. Natalie and her wife raise miniature donkeys and love to spend time outdoors.

Chapin Renshaw

Chapin is employed by the Borger Independent School District. She earned a Bachelor of Science degree in Psychology from West Texas A&M University and a Master of Science degree in Social Work from West Texas A&M University. She is currently working towards her LMSW. Chapin has experience working with adults and children who have behavioral health issues. She has lived in the Texas Panhandle since 2013 and in Borger, Texas, specifically, since 2018. She stays active in the school system supporting her husband who is a coach.



COMPLIANCE CORNER

Welcome back to Compliance Corner. In Compliance Corner we will address a question that was received internally for the purpose of education. (All personal identifying information has been removed to protect the identity of the employee and client).

IF YOU SEE SOMETHING, SAY SOMETHING...

Employees are the “eyes and ears” of the organization to detect any violation of our Compliance Program. You are required to immediately report anything that you encounter at TPC which you believe may be unethical, illegal, or fraudulent to:

- Your supervisor or
- Donald Newsome, Director, Quality Management & Compliance, (Privacy Officer)
Phone: (806) 351-3284
Email: donald.newsome@txpan.org

Here is the compliance question of the month:

Question:

I was told that if my ANSA certification was expired that I couldn't complete assessments. Is this correct? I've been doing them for almost 10 years, isn't there a grace period?

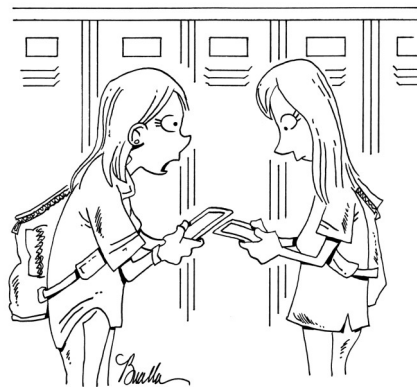
Answer:

There is no grace period. If your ANSA/CANS certification is expired, you cannot complete an assessment. TPC signs an attestation annually which states that practitioners are trained and certified to administer assessments. Certification is for one year only.

If you have a question or scenario that you would like to be considered for inclusion in Compliance Corner, email the information to Compliance.Corner@txpan.org or send your question via interoffice mail to the attention of Donald Newsome.



“Working late, my foot! You're huffing and puffing and have bacon on your breath.”



“I'm not sure. I'll have to ask my grandma how people used to express themselves before emojis.”



The doctor can see you anytime you need

Available to all insured TPC employees.



Millions of people have come to rely on Teladoc for all their non-emergency care needs. Today, more than ever, you probably feel safer and more comfortable at home. But no matter where you are, you can get your care by phone or video.¹ At Teladoc, providing you with quality care and convenience are of the utmost importance to us. Check out the new enhancements we have made within your Teladoc account.

Our U.S. board-certified doctors can help resolve issues like:



Sinus problems



Respiratory infections



Allergies

When medically necessary, the doctor can also send a prescription to a nearby pharmacy that you can select from the app. Talk to a doctor now.

Schedule a visit, get visit reminders straight to your device, update your medical history, get prescription notifications and sync other smart healthcare devices.



Self-Care

Tips for Heart Health

LOVE YOUR
Heart

Heart disease is a leading cause of death in the United States, but there's a lot you can do to prevent it. Taking time to care for your heart can be challenging as you go about daily life. But it's easier than you think to show your heart the love it deserves each day. Small acts of self-care, like taking walks, getting quality sleep, and cooking healthy meals, help your heart. Research shows that self-care can help you keep your blood pressure in a healthy range and reduce your risk of heart disease and stroke.



What does "self-care" mean?

Researchers define self-care as what you do to stay healthy. It's also what you do to care for any health problems you have, such as high blood pressure, diabetes, or mental health disorders. It's [heart-healthy living](#).

What parts of your self-care routine help your heart?

Self-care for your heart is really self-care for your whole self. You can improve and protect your health overall when you:

- ✓ Get a daily dose of [physical activity](#), such as a brisk, 30-minute walk.
- ✓ Cook meals that are low in sodium and unhealthy fats.
- ✓ Take your medications as prescribed and keep your medical appointments.
- ✓ Sleep 7-8 hours a night.
- ✓ Manage stress through, for example, meditation, yoga, a warm bath, or quiet time with a good book or funny movie.
- ✓ Try to reach or stay at a healthy weight by moving more and having snacks like fruits and veggies ready to grab when hunger hits.

How can you make self-care for your heart easier?

The trick is to plan ahead. Build heart-healthy activities into your daily self-care routine. Schedule things that are both good for you and important to you. You might want to set aside time to:

- ✓ Cook delicious, heart-healthy recipes. Choose some from the National Heart, Lung, and Blood Institute's delicious heart-healthy eating [website](#).
- ✓ Go for a bike ride, take an online exercise class, or have a family dance party.
- ✓ Make that doctor's appointment you've been putting off. Many providers now offer telehealth appointments to make accessing care easier.
- ✓ Organize your medications.

What's your health status?

Part of self-care is knowing your health status. Even during uncertain and busy times, get your blood pressure, blood sugar, and cholesterol levels checked. Talk to your health care provider about your heart health.



NIH National Heart, Lung, and Blood Institute



WELLNESS
WORKS

hearttruth.gov

#OurHearts
are healthier together

How can technology help with caring for your heart?

Your phone or favorite show can make getting off the couch difficult. But technology can be your heart's best friend! Tools that help with self-care for your heart include:

- ✓ Wearable devices that measure steps, heart rate, and sleep
- ✓ At-home blood pressure, blood sugar, and heart rate monitors
- ✓ Online activity and healthy eating [planners](#), like these from [health.gov](#) and [MyPlate.gov](#)

How does support from others help you care for your heart?

Many studies show that having positive, close relationships and feeling connected to others helps our blood pressure, weight, overall health, and more. Even if it's virtual, that support makes self-care easier and even more effective.

Research also shows that text messages can improve self-care. Connect with friends or family for support. Ask them to text you reminders or encouragement to help you meet your goals. Make new friends who share your goals. Join an online exercise class or a weight-management group to connect with other like-minded people and stay motivated.

How does self-care play a role if you or your partner is pregnant or considering pregnancy?

Self-care for your heart health is particularly important if you're pregnant or thinking of becoming pregnant. Regular physical activity reduces your risk of gestational diabetes, extra pregnancy pounds, and postpartum depression. Talk to your health care provider about what physical activities are safe during pregnancy and soon after delivery. Discuss how to avoid and watch for a type of high blood pressure called [preeclampsia](#).



What are the obstacles to self-care?

Research shows that the three main obstacles to self-care are:

- Lack of confidence in one's ability to make a change
- Depression
- Having more than one health concern

If you want to boost your confidence, or if you struggle with a mental health disorder, seek support of family and friends, or talk to a qualified mental health provider. Ask your health care provider for help handling the demands of multiple medical conditions.

What does it take to give your heart the care—and patience—it deserves?

Self-care includes being patient with your body. You may not see or feel the results of your efforts right away. But small steps can lead to big progress. When we take care of #OurHearts as part of our self-care, we set an example for others to do the same. Visit [hearttruth.gov](#) for resources and tools to help you and your loved ones make heart-healthy lifestyle changes.



WELLNESS
WORKS

[hearttruth.gov](#)

Points to Ponder

Jana Campbell, Rights Protection Officer



What should I do if I am accused of abusing, exploiting or neglecting a client?

Remember anyone can be accused of abuse anytime, but it does not mean the allegation is true. An allegation means that abuse could have occurred. If there is an allegation against you, it may not be a pleasant experience, but cooperating with investigators can ensure that the investigation is completed as quickly as possible. Please give accurate, concise information. Always keep the allegation confidential and do not discuss it with coworkers. Do not make assumptions about what is happening with an allegation or who turned it in because most of the time assumptions are not correct. If you ever have questions or concerns, you may call me at 351-3400 or email me at jana.campbell@txpan.org

Electronic Health Record Implementation

An Agreement for an Electronic Health Record with Credible Behavioral Health, Inc. was approved by the TPC Board of Trustees at their December meeting.



TPC officially kicked off the year-long implementation on January 14, 2021 with the Path to Go Live call with Credible Behavioral Health, Inc. The go-live date is set for February 1, 2022. A Project Team made up of ten TPC staff will help with the implementation process. There will also be a ten-member team of Super Users who will intimately learn this new system in order to help train staff (both current and new staff).

Jesse Greer and Roger Speight will serve as Project Managers for this transition. The implementation will to be very time consuming and involve a great deal of hard work, but we are excited about the final product.

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

Welcome these New Employees...

Stephanie Ballin	PESC
Jessica Ray	HCS While-A-Way Group Home
Briana Gardner	SB 292
Joe Hart	HCS Atkinson Group Home
Devon McLeland	IDD Service Coordination



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



Valerie Spanel, HB 13, 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.

TICTOC Employee Recognition

Joyce Lopez-Enevoldsen, Team Lead

TPC's Trauma Informed Care Time for Organizational Change Committee recognized the following individual, who was nominated for demonstrating one or more of the following as it relates to trauma informed care: empathy, compassion, self awareness, self-care, flexibility, collaboration, trustworthiness, cultural competency, respect, courage, willingness to learn from others, creating a safe space.



Margie Scroggins, Hereford Behavioral Health, was nominated for the TICTOC Employee Recognition. Margie's nomination stemmed from a glowing letter that was received from a family member of a client she served. The client recently passed away and her family member wanted Margie to know how she impacted both their lives over the years. The family member stated in the letter that this individual was very difficult to deal with over the twenty years she'd been in services. So much so, that she'd been banned from several businesses and clinics in Hereford. "Margie was understanding and compassionate, and I don't know what I would have done without her help throughout the years. She has a heart of gold." The letter detailed other challenges that they faced. TPC was the sole agency that continued to work with this client, and Margie is the reason for that.



Thank you Margie for *Making Lives Better* for the clients and families we serve.

Congratulations Margie!



Return to Work Committee

A target date of March 1, 2021 has been set for employees of TPC to return to the office. Many direct care staff have been working remotely since the pandemic hit in late March. Other staff such as administrative and support staff have been back in the office since early May. A Return to Work Committee has been established to review the logistics and other implications related to coming back to the office after such an extended period of time. The committee wants to ensure that safety is a priority and that everyone feels supported during the transition. They will ensure that the Center has plenty of PPE available as well as offer flexible schedules to keep everyone safe.

The following members are on the committee: Joyce Lopez-Enevoldsen, E.D. Office; Jaime Levario, IT; Aerin Coats, HR; Sara Northrup, BH Adult; Ross Womble, Peer Services; Debra Cooksey, BH Regional; Sharon Guinn, IDD and Terry Zimmerman, Maintenance.

White Hat Award



The IDD Service Coordination Department would like to present the Shining Star Christmas Project Team with this month's White Hat Award. **Janice Stoner, Jorge Meraz, Linda Smith, Trisha Wilson, Tom Armstrong, David Kee, and Jessica Thomas** all worked together to help provide our individuals with Christmas gifts. This team willingly gave of their time and themselves to help ensure our clients had a gift to open this Christmas season. Thank you all for helping our individuals to have a joyful Christmas.

Cecilia Gallegos for IDD Service Coordination.

Answer's to last months questions:

1) Certified 2) Medical Records and supervisor 3) 800.873.7138

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



1. TPC's TICTOC Committee is seeking _____ to better understand the needs of the _____.
2. Most social workers work with people in their own _____.
3. True or False: There is a grace period for ANSA/CANS certification.

[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)

OTIS Corner

Christy Schroeder, QM Coordinator & Safety Director

OTIS Corner (Opportunity to Improve Safety). This edition of OTIS Corner focuses on continued safety and wellbeing during changing seasons like winter into spring and a reminder to follow COVID safety protocols during this time.



Texas Panhandle weather conditions can change dramatically over a short period of time. The morning temperature can drop below freezing, while the afternoon could reach into the seventies. It is recommended to dress in layers for cold mornings to adjust with flexibility for wellbeing and comfort throughout the day.

Spring Tips:

- Wear a coat for a cold morning and have a jacket or sweater on hand for warmer afternoons
- Wear a t-shirt under a sweater
- Have a pair of winter or spring clothing in the trunk of your car with snow boots/tennis shoes

Ideas for preventing hypothermia/hyperthermia by layering clothing can be found at: <https://www.outsideonline.com/2295466/your-guide-layering-spring> In addition to keeping safe during seasonal temperature changes, remember to continue COVID safety protocol practices by:

- Use social distancing (keep six (6) feet apart)
- Wear face mask
- Cover coughs or sneeze in elbow or tissue
- Wash hands regularly
- Stay home if sick

COVID safety information can be found at: <https://www.cdc.gov/>

School Supplies



The TICTOC Committee still has school supplies available for students of TPC employees. If you are in need of school supplies for your student, please reach out to the Committee by emailing TICTOC@txpan.org.

A committee member will email you a form to be completed and returned. Thank you!