



Here's What's Happening...

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

March 2022 Volume XIX, Issue 3

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Ochiltree, Oldham, Potter,
Randall, Roberts, Sherman,
and Wheeler counties

TPC to observe Autism Awareness in April



You're Invited

In observance of Autism Awareness Month in April, TPC will host a celebration honoring all the creative and courageous individuals diagnosed with Autism.

Featuring a special guest and a tree planting.

Friday, April 8, 2022 @ 4:00 p.m.

901 Wallace Blvd., Amarillo, TX
(In front of Building 504)

We hope to see you there!



ACCOUNTING & PAYROLL

APOLO ANGUIANO, CFO

Monday, April 18 is around the corner and as you may know, most Americans must file their 2021 federal tax returns by this date – or - file an extension. Unlike all legal entities, Texas Panhandle Centers does not pay taxes on any money received thru Grants, Donations, or Fundraisings due to its special tax treatment as a nonprofit organization. Texas Panhandle Centers is a governmental organization with a mission and purpose to further a social cause and provide a public benefit - TPC is *making lives better*.

One requirement of our contracts with the State is to have an annual independent Audit. During the Independent Audit, the auditor(s) will review the financial reports for accuracy and determine if reports adhere to generally accepted accounting principles (GAAP). The Auditor(s) will also consider if internal controls are appropriate in relation to presentation of Financial Reports. Thanks to management & employee's commitment to TPC's wellbeing, the independent auditors had zero findings for FY 2021 audit.



DID YOU KNOW?

- Texas Panhandle Centers uses Tyler Technologies (Incode 10) as the main Application to capture all Financial Transactions.
- Financial Transactions for all TPC's Funds are accumulated in the General Ledger.
- The General Ledger contains a Trial Balance for each Fund. The Trial Balance has five categories; Assets, Liabilities, Net Position, Revenues, and Expenditures. The sum of these trial balance categories should always net zero.

- There are about 120 different reporting units (Departments) within TPC's Trial Balance for General Fund.



Just like many other organizations, TPC's accounting department is going through a transitional period. During the last two years, new faces have joined the department, offering new ideas and points of view in an effort to make improvements.

During this transitional period, the department is thankful to have three employees that make up 96 years of accounting expertise;

Phyllis Rockhold 35 years

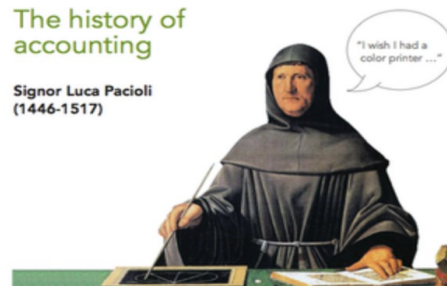
Genna Dunlap 31 years

Bob Yung 30 years

As we go on, these three employees will continue to share their knowledge and lend their expertise so we can continue to grow / maintain the proper reporting to TPC's stakeholders.

The history of accounting

Signor Luca Pacioli
(1446-1517)



The TICTOC Committee is pleased to present Road to Recovery Trauma Informed Care Training Part II. The training will be held via zoom. If interested please register through the link below:

Part I (offered September 1, 2021) is not required to participate in Road to Recovery Trauma Informed Care Part II.

CEU's Offered ♦ Training is FREE! ♦ via ZOOM



When: Friday, April 8, 2022 from 8:30 AM – 12:30 PM

[<<Register Here>>](#)

The Road to Recovery training program aims to improve the mental health and wellness of individuals with intellectual disabilities in Texas through:

- Increased awareness of the importance of trauma-informed care for individuals with ID.
- Sustained availability of the Road to Recovery: Supporting children with ID who have experienced trauma.
- Increased recognition of the need for mental health supports and services that promote recovery from mental health conditions for people with ID.



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:

**Alexandra Stevens , Children's BH Service Coordination
Caitlin Claypool, Children's Behavioral Health**

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.



REPORTING REQUIREMENTS FOR ABUSE, NEGLECT, AND EXPLOITATION CASE IN BEHAVIORAL HEALTH

Larry Thompson, Rights Protection Officer

If you suspect or have knowledge that an individual receiving services through TPC is being abused, neglected, or exploited, it is your responsibility to make a report to the Department of Family and Protective Services (DFPS). Reports can be made by calling (800) 647-7418. Reports should be made within one (1) hour of you becoming aware of an incident. Once you have made that report to DFPS, if possible, please notify the Rights Protection Officer that you have made a report to DFPS. This is most easily done by sending an e-mail to larry.thompson@txpan.org. If the alleged victim is an individual receiving IDD services, there is nothing further that you need to do unless and until an investigator contacts you for an interview.

If the alleged victim is receiving behavioral health (BH) services, and if the alleged perpetrator is an employee, agent, contractor, or formal partner of TPC, then you will also need to notify the Texas Department of State Health Services that a report has been made to DFPS. This is best accomplished by sending an e-mail to performance.contracts@dshs.state.tx.us. This notification must be submitted within **48 hours** of your suspicion or learning of the alleged incident of abuse, neglect, or exploitation. This notification **MUST** include the DFPS report number that you are provided by DFPS when you make the report to them. The notification should also include a brief narrative that states when you made your report, the type of act that was allegedly committed (abuse, neglect, or exploitation), and can also include the name of the individual that allegedly committed the act. When you make this report, it is also imperative that you CC the Rights Protection Officer on that e-mail so that records can be maintained of any and all reports of abuse, neglect, or exploitation allegedly committed by a staff member of TPC or any partner.

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

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**

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/or individual).

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 got a pop-up message when I was entering a progress note that said something about trying to enter a time on my note that overlapped with someone else’s time. It asked me if I wanted to continue and I needed to get my note in, so I just said yes. What does that really mean? Do I need to do something different next time?

Answer:

An overlap is when two staff members attempt to document a service with the same individual during the same time. If two staff members are working together with an individual, only one staff can use a billable service activity code. A second staff would have to use a 125 or a 122 code for Behavioral Health, or for IDD, use your 351 or 355 code, change the recipient code to a 5 (no recipient) and put “note only” in the body of the note. If this isn’t the case, and you are documenting a service to an individual, you will get a pop-up message that says you are trying to document a time that was previously documented by another staff. You will then need to contact that staff and try to resolve the issue regarding the time discrepancy. Only one staff can bill for time spent with an individual.

If you have a question/scenario that you would like to be considered for inclusion in the newsletter, email the information to [Compliance Corner@txpan.org](mailto:ComplianceCorner@txpan.org).



STATE OF TEXAS
OFFICE OF THE GOVERNOR

An estimated 480,000 individuals in Texas have developmental disabilities. The hopes and dreams of Texans affected by developmental disabilities do not differ from the aspirations of all in our state—to be self-sufficient, work and earn a living, practice their faith, and support their community. Like all Texans, people with developmental disabilities have unique skills and experiences that fortify our state’s rich diversity, and throughout our history these Texans have made substantial contributions that make the Lone Star State a better place for us all.

There is no doubt that Texas is better when every citizen is able to flourish in their community. Students with developmental disabilities who are included in classroom settings outside of special education are more likely to realize their full academic potential. When people with disabilities are included in the workforce, they have an opportunity to earn a competitive wage, work as part of a team, and support our state’s strong economy. People with developmental disabilities who are involved in their community generally live longer, healthier lives and are more likely to give back to their communities. When inclusion becomes a way of life, Texas’ communities thrive.

Each year, we dedicate the month of March to raising awareness about developmental disabilities and emphasizing the importance of including people of all abilities in every aspect of our life. During this month, Texans can raise awareness about how classrooms, workplaces, houses of worship, and communities are stronger when they include people of all abilities. At this time, I encourage Texans to come together to increase awareness about developmental disabilities and support full inclusion and equality for all.

Therefore, I, Greg Abbott, Governor of Texas, do hereby proclaim March 2022 to be

Developmental Disabilities Awareness Month



in Texas and urge the appropriate recognition whereof.

In official recognition whereof,
I hereby affix my signature this the
16th day of February, 2022.


Governor of Texas

Eight Dimensions of Wellness: Social

Rayna Henderson, Wellness Committee Member

In an effort to bring awareness to overall health and wellness, members of the Wellness Committee will feature an article in the newsletter each month over the eight dimensions of health. The eight dimensions, in no particular order, include: Social, Physical, Emotional, Spiritual, Environmental, Intellectual, Financial and Occupational.

Social wellness consists of having positive, healthy, and meaningful relationships with friends, family, and the community. Social wellness includes using healthy communication skills, respecting yourself and others, and showing interests and genuine concern for those in need. Maintaining social wellness also facilitates establishing a support system and increasing your sense of belonging, self-esteem and assertive skills.

6 STRATEGIES FOR IMPROVING YOUR SOCIAL HEALTH: MAKE CONNECTIONS



Social connections might help protect health and lengthen life. Scientists are finding that our links to others can have powerful effects on our health. Whether with family, friends, neighbors, romantic partners or others, social connections can influence our biology and well-being. Look for ways to get involved with others.

SUGGESTIONS:

- Join a group focused on a favorite hobby, such as reading, hiking, painting, biking, wood working etc.
- Learn something new. Take a cooking, writing, art, music or computer class.
- Take a class in yoga, tai chi, or another new physical activity.
- Help with gardening at a community garden or park.
- Volunteer at school, library, hospital, or place of worship.
- Participate in neighborhood events.

Get active in your community.

- Helping others can reduce stress.
- Travel to different places and meet new people.



TAKE CARE OF YOURSELF WHILE CARING FOR OTHERS

Many of us will end up becoming a caregiver at some point in our lives. The stress and strain of caregiving can take a toll on your health. It's important to find ways to care for your health while caring for others. Depending on your circumstances, some self-care strategies may be more difficult to carry out than others. Choose ones that work for you:

SUGGESTIONS:

- Get organized. Make to-do lists, and set a daily routine.
- Ask for help. Make a list of ways others can help; for instance, someone might sit with the person while you do errands.
- Try to take breaks each day.
- Keep up with your hobbies and interests when you can.
- Join a caregiver's support group. Meeting other caregivers may give you a chance to exchange stories and ideas.
- Eat healthy foods and exercise as often as you can.
- Build your skills. Some hospitals offer classes on how to care for someone with an injury or illness.

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Welcome these New Employees...

Charmaine Llamas	MH Adult Service Coordination
Annette Mills	Carlton Group Home
Victoria Rodriguez	Autism Program
Alicia stringer	ASCI
Angela Tidwell	ECI
Brianna Wright	ECI
Raymond Lira	Purchasing & Materials Management
Nyabenda Mayugi	Club Meadows Group Home
Andrew McKinstry	BH CCBHC Expansion
Bobbi Miller	BH CCBHC Expansion
Alisson Velazquez	BH CCBHC Expansion Grant



Zero Suicide Workforce Survey



To better understand the needs of our workforce, please take a few minutes (10-15 minutes) to complete the online survey at the link below about suicide and suicide prevention. The goal is to gain a general understanding of our organization's ability to address issues related to suicide. There are no right or wrong answers. The survey is designed to provide our organization with feedback so that we can improve our staff training and patient services. We'd like to have the entire staff answer the survey as everyone's input matters.

[<< Complete Survey Here >>](#)

Thank you for your time and attention to this important matter.

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GET ACTIVE TOGETHER

Where you live, work, or go to school can have a big impact on how much you move and even how much you weigh. Being active with others in your community can have a positive effect on your health habits and create opportunities to connect. You can help your community create ways to encourage more physical activity.

SUGGESTIONS:

- Start a walking group with friends, neighbors, or co-workers.
- Make the streets safer for walking by driving the speed limit and yielding to people who walk.
- Join a low, or no-cost exercise group or an office sports team.
- Participate in local planning efforts to develop walking and/or bike paths.
- Work with parents and schools to encourage kids to safely walk or ride bikes to school.
- Join other parents to ask for more physical activity at school.
- Try different activities to find ones you really enjoy, and have fun while being active.



SHAPE YOUR FAMILY'S HEALTH HABITS

Many things can influence a child, including friends, teachers, and the things they see when they sit in front of screens. If you're a parent, know that your everyday behavior plays a big part in shaping your child's behavior. With your help, kids can learn to develop healthy eating and physical activity habits that last throughout their lives.

SUGGESTIONS:

- Be a role model. Eat healthy family meals together. Walk or ride bikes instead of watching TV or surfing the Web.



- Make healthy choices easy. Put nutritious foods where it's easy to see.
- Focus on fun. Play in the park, walk through the zoo or on a nature trail.
- Limit screen time. Don't put a TV in your child's bedroom. Avoid snacks and meals in front of the TV.
- Check with caregivers or schools. Make sure they offer healthy foods, active playtime, and limited TV or video games.
- Change a little at a time. If you drink whole milk, switch to 2% for a while, then try even lower fat milks. If you drive everywhere, try walking to a nearby friend's house, then later try walking a little farther.

BOND WITH YOUR KIDS

Parents have an important job. Raising kids is both rewarding and challenging. Being sensitive, responsive, consistent and available to your kids can help build positive, healthy relationships with them. The strong, emotional bonds that result help children learn how to manage their own feelings and behaviors and develop self-confidence. Children with strong connections to their caregivers are most likely to be able to cope with life's challenges.

SUGGESTIONS:

- Catch kids showing good behavior and offer specific praise.
- Give children meaningful jobs at home and positive recognition afterward. Help them improve their skills one step at a time.
- Use kind words, tones and gestures when giving instructions or making requests.
- Spend some time every day in warm, positive, loving interaction with your kids. Spend time as a family; like taking walks after dinner or reading books together.
- Brainstorm solutions to problems at home or school together. Be available for advice and support, especially for teens.
- Set limits for yourself on mobile device use and other distractions, i.e. check your phone

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- after your child goes to bed.
- Ask about your child's concerns, worries, goals and ideas.
- Participate in activities that your child enjoys. Help with and attend their events, games, activities and performances.

BUILD HEALTHY RELATIONSHIPS

Strong, healthy relationships are important throughout your life. They can impact your mental and physical well-being. As a child you learn the social skills you need to form and maintain relationships with others. But, at any age you can learn ways to improve your relationships. It's important to know what a healthy relationship looks like and how to keep your connections supportive.

SUGGESTIONS:

- Recognize how other people influence you. Share your feelings honestly.
- Ask for what you need from others.
- Listen to others without judgement or blame. Be caring and empathetic.
- Disagree with others respectfully. Conflicts should not turn into personal attacks.
- Avoid being overly critical, angry outbursts

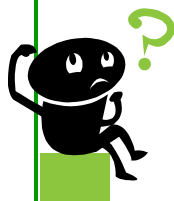
- and violent behavior.
- Expect others to treat you with respect and honesty in return. Compromise. Try to come to agreements that work for everyone.
- Protect yourself from violent and abusive people. Set boundaries with others. Decide what you are and aren't willing to do. It's okay to say no.
- Learn the differences between healthy, unhealthy, and abusive ways of relating to others.

The goal of your overall wellness is to strive for personal harmony, not necessarily equally balanced in all dimensions. As you set goals to achieve holistic personal wellness, incorporate your own priorities, approaches, and aspirations. Additionally, you should consider your view of what it means to live.

For more information, visit:

<https://www.thehotline.org/resources/healthy-relationships/>

First Day of Spring: March 20, 2022



Tonya McMasters, Specialized Services, 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.



March 7, 2022

In March 2021, Texas Council initiated the Koalafied Outreach Worker Star Award (KOWSA) to bring awareness to the MHFA Outreach Worker position and celebrate their work.

Texas Council is pleased to announce the February 2022 KOWSA winner is Crystal Morton from Texas Panhandle Centers!

Nomination Highlights

- "Her passion, support and bravery for the tMHFA [Teen MHFA] program."
- "How it seems to be she is fighting the battle alone (although she is really not alone)."
- "How she was brave enough to share her own personal story."
- "She wants to do whatever she can to make the Canyon tMHFA program a success."
- "She is so passionate about getting MHFA out to as many people as possible and reached out for help when she needed it most."
- "Crystal discussed an issue that she is having in her area that is a concern for me as well."
- "I admire her bravery in bringing up this topic and fighting the good fight to help others keep tMHFA in schools."



February 2022 Nominees

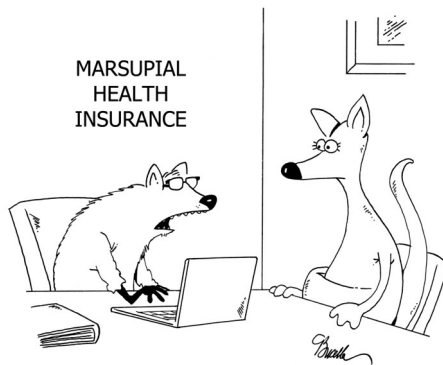
- Abigail Vasquez, Camino Real Community Services
- Alison Boudreaux, Gulf Coast Center
- Amanda Rodriguez, Nueces Center for MHID
- Amy Sanders, North Texas Behavioral Health Authority
- Angelica Flores, Texana Center
- Angie Bates, MHMR Authority of Brazos Valley
- Bianca Saucedo, Emergence Health Network
- Carroll Prasad, The Harris Center for MH and IDD
- Haley Riley, Spindletop Center
- Kimberly Garcia, Burke
- Melissa Mitchell, Central Counties Services
- Priscilla Hernandez, Border Region Behavioral Health Center
- Rebecca Dell, MHMR of Tarrant County
- Sandra Lang, Betty Hardwick Center

Congratulations to Crystal and all the outstanding nominees!

Congratulations to **Mary Vigil in Developmental Health**, for 30 years of service with the Center. Mary was recognized (not present) by the Board of Trustees at the February 24th Board meeting.

She was awarded a plaque, gift card and a day off.

HAPPY St. Patrick's DAY



MARSUPIAL
HEALTH
INSURANCE

"The premiums are low, but the out-of-pocket expenses..."



"In your case, it's not serious."



WALK ACROSS TEXAS!

Walk Across Texas dates to be announced soon!
This is a good time to begin forming your teams and designating a team captain.
8 members per team including the team captain.
WAT will also include "What's Cooking" as a special feature.
Stay tuned!

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) African Americans
- 2) Confirm who they say they are
- 3) Personal Advantage

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



1. There are about _____ reporting units within TPC's trial balance for the General Fund.
2. In observance of Autism Awareness, TPC will host a _____.
3. The _____ is designed to provide our organization with feedback so we can improve our staff training and patient services.

[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)