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Serving the citizens of:

Armstrong, Carson,
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Hall, Hansford, Hartley,
Hemphill, Hutchinson,
Lipscomb, Moore,
Ochiltree, Oldham, Potter,
Randall, Roberts, Sherman,
and Wheeler counties

April is Autism Awareness Month



What is Autism or Autism Spectrum Disorder (ASD)? Autism refers to a broad range of conditions characterized by challenges with social skills, repetitive behaviors, speech and nonverbal communication. According to the Centers for Disease Control, autism affects an estimated 1 in 54 children in the United States today (In 2010, it was 1 in 125).

Autism can look different in different people. It is a developmental disability that affects the way people communicate, behave or interact with others. There is no single cause for it, and symptoms can be very mild or very severe.

Some children who are on the spectrum start showing signs as young as a few months old. Others seem to have normal development for the first few months or years of their lives and then they start showing symptoms. Half of parents of children with ASD noticed issues by the

time their child reached 12 months, and between 80% and 90% noticed problems by 2 years. Children with ASD will have symptoms throughout their lives, but it is possible for them to get better as they get older.

Autism Awareness Month was first launched in 1970 by the Autism Society. The goal is to educate the public and bring awareness about autism.

The Autism Society recognizes the prevalence and continues their goal of increasing awareness about the signs and symptoms and focuses on providing resources for communities to be more aware of autism and promote acceptance and inclusion.

"Celebrate the Differences" is this year's campaign theme. For more information and to learn more visit: autism-society.org.

"Celebrate the Differences"



IDD Group Homes

Elvire Sanders-Blakemore, Developmental Health Director

C OVID-19, a global epidemic, has also presented challenges for persons living in our TPC group homes. We have been blessed overall because of the 44 persons living in our group homes, we had seven persons who were diagnosed with COVID-19. Of course, we were traumatized when the first person was diagnosed in October 2020. We had done so much to try and prevent this virus from invading our group homes. Making sure staff and essential visitors to the homes were screened, staff wore PPEs; the temperature of staff and essential visitors were taken before they entered the homes; people living in the group homes had their temperatures taken two times daily; we cleaned and disinfected the homes several times during the day; and social distancing was practiced, but, COVID 19 still made its way to our doors.

Although we were traumatized when the first individual was diagnosed, we had several meetings with Mellisa and had already developed a plan. We decided to use our respite facil-

ity, which was temporarily vacant due to the pandemic, to quarantine people from the group homes that eventually were diagnosed with COVID. Although COVID-19 is a highly contagious virus, we had several staff who volunteered to work in the respite group home for the period the group home residents were quarantined. Two staff were assigned twenty-four hours a day and worked until the quarantine phase was over, fourteen days later.

Words cannot convey the appreciation we have for those frontline staff who put their own health at risk to ensure the health, safety, and well-being of the people we serve. Betty Gonzales, Yolanda King, Audrey Kuxhausen, Erin Garza, and Anna Balderrama, thank you very much for your hard work, compassion, and for being a caring part of our TPC family. We appreciate you!

Thank you!



Betty Gonzales



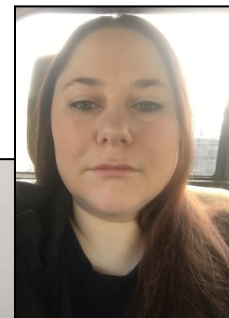
Yolanda King



Ana Balderrama



Audrey Kuxhausen



Erin Garza

Employees who carry vision coverage through VSP Vision Care, can get up to \$100 rebate and an extra \$40 to spend on featured frame brands. Combine these savings for an amazing value.

Visit vsp.com for more details on this offer and coupons.



Allergy season is just around the corner. With pollen will come congestion, sneezing, itchy eyes and a scratchy throat. If pollen counts are high in AMARILLO, you can prepare now with these tips:



Begin a medication regimen before symptoms become full-blown



Clean your home and do laundry every two or three days especially bedding



Stay indoors as much as possible when pollen counts are high and on windy days.

Teladoc doctors can support you through a tough allergy season 24/7, no matter where you live by phone or video. Visit teladoc.com for more information.

Get Debt Free! “ A good financial plan is a road map that shows us exactly how the choices we make today will affect our future.” - Alexa Von Tobel

Welcome to the April 2021 edition of **TotalWellbeing**, your guide to the **8 dimensions of wellbeing**. This month we will cover financial wellbeing and focus on debt and budgeting to help save money and avoid some common financial pitfalls.

Financial issues can sometime be easily avoided by making smart decisions and not being frivolous with your money. Other times there is nothing you can do to avoid unexpected expenses such as unforeseen medical costs, car repairs, home maintenance, and other nasty surprises. That’s why it’s important to focus on smart spending while also doing a little preparation for worst case scenario. The tips below can help you do both.

Please remember that your EAP is here for you to provide a variety of resources to manage your money and support your financial wellbeing. You have access to free and confidential financial coaching, unlimited telephonic financial consults, network service discounts on financial services, self-help tools, trainings, and more. Plus an online resource library full of proactive self-help tools! Visit [PersonalAdvantage](#) for helpful articles, financial calculators, legal and financial forms, budget sheets, and more! - The MINES Team

White Hat Award

The IDD Service Coordination Department would like to present **The Return to Work Committee with this month's White Hat Award.** **Joyce Lopez-Enevoldsen, Jaime Levario, Aerin Coats, Terry Zimmerman, Sara Northrup, Jerry Womble, Debra Cooksey, Sharon Guinn, and Mellisa Talley** all worked together to bring us back to work safely. Thank you all for helping to protect the health of TPC employees, individuals, and their families at this time of crisis.



Cecilia Gallegos for IDD Service Coordination.

OTIS CORNER

Submitted by: Christy Schroeder, Safety Director

As Texas Panhandle Centers transitions into opening all office locations, staff should refresh themselves with fire and tornado drill exercises for emergency safety during severe weather and/or fire situations.



In order to distinguish between the two emergency types, at Wallace building 501, the fire alarm is a high-pitched screeching noise, while the tornado alarm sounds similar to a burglar alarm. It is important to become acquainted with the different sounds of each alarm in order to know what action to take for safety.

Each office location is assigned a Safety Coordinator to assist in directing monthly drills for group homes and day-habilitation sites, while behavioral health departments conduct drills on a quarterly basis (every three months). The

Safety Coordinator for your location can assist you with any questions or concerns you may have regarding location drill schedules and alarm sound variations. Posted safety maps can be found at each location hanging on the office walls close to fire hydrants or emergency exits identifying safe zones and emergency exit routes.

Familiarize yourself with these safety map locations and instructions. Also, pay close attention to the different sounds of each alarm, so you can identify the emergency type during drills, and to ensure individual safety during an actual emergency situation.



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

The phone line has a **confidential** voicemail for reporting possible compliance issues.

Here is the compliance question of the month:

Question:

Since English and Spanish are the most common languages spoken in our area, are we required to have information in any other languages available at my clinic?

Answer:

To be in compliance with Section 1557 (non-discrimination provision) of the Affordable Care Act (ACA), which applies to health programs or activities that receive federal financial assistance, TPC must post “taglines” in a minimum of 15 languages spoken by individuals with limited English proficiency (LEP) in the state of Texas.

All TPC locations at which services are provided as well as the administrative offices must have taglines (statements in the reader’s language which provide information on how to access interpretation services) posted or available to individuals who do not speak English or are limited in their ability to do so.

If you work at a clinic that does not have taglines available, please contact Gaynelle Williams, Coordinator of Compliance & Planning, at (806) 351-3207 or Donald Newsome, Director, Quality Management & Compliance, at (806)351-3284.

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 inter-office mail to the attention of Donald Newsome.

The TICTOC Committee is hosting a Creative T-Shirt Contest for the individuals we serve or anyone from the community that would like to participate. **Please help us promote this contest.** The deadline for submission is April 16, 2021. **TPC employees or their families are not eligible.* Thank you for helping to get the word out!



May is Trauma Awareness Month

T-Shirt Contest

\$50 Prize for 2 Winning Designs!

How to participate:

1. Design a shirt for trauma awareness month (May)
2. Submit your design by dropping it off at any TPC location, via email to TICTOCartContest@txpan.org, or by direct message on Facebook or Instagram by April 16th at 5:00pm.
3. Winners will be chosen on Wednesday, April 21st and announced via social media. One winner ages 0-17 will win a \$50 gift card, and one winner over age 18 will win a \$50 gift card.

Rules:

- Anyone can participate, regardless of association with Texas Panhandle Centers!
**TPC staff and their families are not eligible to participate.*
- There will be 2 winning designs chosen: one from 0-17 age group, and another from the 18+ group
- Deadline for submissions is Friday, April 16th at 5:00pm.
- Design must be original artwork
- Shirts will be available for purchase once the winning designs have been chosen.

Points to Ponder

Yvonne Mercer, Rights Protection Officer

This is a story about four people named Everyone, Someone, Anyone and Noone. There was an important job to be done and Everyone was sure that Someone would do it. Anyone could have done it, but Noone did it. Someone got angry about that, because it was Everyone's job. Everyone thought Anyone could do it, but Noone realized that Everyone wouldn't do it. It ended up that Everyone blamed Someone when Noone did what Anyone could have.



The story may be confusing but the message is clear: no one took responsibility so nothing got accomplished. No matter what department we work in or what we do, it is our responsibility to report the actions of others that are harmful to the individuals we serve. Anyone and Everyone can be reported, no matter the department they work in or their job title. Never wait and trust that Someone will make the report or document what you see, but trust yourself and make sure you are the One to report it.

If you have any questions or concerns I can be reached at 351-3400 or email me at Yvonne.mercer@txpan.org



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 February was **Deann Barber, IDD Service Coordination**. Congratulations, Deann! Thank you for your hard work! Please reach out to Gaynelle Williams for your gift card.



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**

Employee Recognition

The Board of Trustees along with the Executive Management Team, recognized the following individuals at the March 25, 2021 Board Meeting via zoom and in person. They were recognized with an award, gift card and a day off.

Elvire Sanders-Blakemore	35 years	February 2021	Developmental Health
Genna Dunlap	30 years	January 2021	Financial Services
JoAnn Watson	20 years	January 2021	Behavioral Health
Bobby Wilson	15 years	January 2021	Maintenance
Pat Schumann	15 years	March 2021	Purchasing

Congratulations!



"I was going to go swimming, but the ocean is too crowded."



"And I'll huff and I'll puff until you give me your Netflix password!"

Mother's Day May 9th

Welcome these New Employees...

Tiffany Hirani	Children's Services Coordination
Alex Meraz	IDD Service Coordination
Nancy Palomec-Diaz	Family and Youth Success Program
Fahima Hassan	Community Living
Hannah Holder	HCS While-A-Way
Stephanie Longwell	Specialized Services
Olad Megenow	HCS Atkinson



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



Heather Hagar, Adult Behavioral Health, 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.



Karla Carrizales, Caroline Frigo, Rita Mehta, Jacqueline Cullum, and Brittany Bribiesca, Adult Behavioral Health Services, were all nominated for the TICTOC Employee Recognition.

Their nomination stated that they worked on two very difficult client crises, requiring hospitalization, that would not have been resolved without their intervention. They all worked from their specific areas of expertise, MCOT, Continuity of Care and State Hospital, in conjunction with the case managers, to keep these individuals safe and get them treatment in a hospital setting. These situations took persistence, coordination within and outside of the agency and days to resolve—not hours. Excellent work! Each will receive a \$25 gift card.

Thank you all for *Making Lives Better* for the individuals and families we serve!



Congratulations!

In appreciation

David Kee, Maintenance Department, assisted our department to make needed office space changes quickly and with short notice. He was courteous and went above our expectations to ensure safety needs were met to make the needed changes work efficiently.

We would very much like to recognize Dave for his diligence and excellent craftsmanship during that time period.

Christy Schroeder and Gaynelle Williams, QM Department

Answer's to last months questions:

1) 100% 2) Pfizer, Moderna, Johnson & Johnson 3) Yvonne Mercer

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



1. According to the Centers for Disease Control, autism affects an estimated _____ in the United States today.
2. It is important to become acquainted with the different sounds of each _____ in order to know what action to take for safety.
3. The deadline for the creative art contest is _____.

[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)