



Here's What's Happening...

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

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Randall, Roberts, Sherman,
and Wheeler counties

May is Mental Health Awareness Month

Texas Panhandle Centers

Mental Health Awareness

*Please join us to bring awareness
to break the stigma.*

Friday, May 14, 2021

11:00 A.M. - 1:00 P.M.

1500 S. Taylor, Amarillo, TX 79106

Come out and enjoy lunch

Lunch will be available for purchase from Tank's Burgers, YOLOS, and StiX.

Picture Created by: Itzel Arenas Flores- age 10



THE CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINIC INITIATIVE

SUBSTANCE USE DISORDER AND MEDICATION ASSISTED TREATMENT

Donald Newsome, Quality Management & Compliance Director

Texas Panhandle Centers continues to move towards meeting the requirements to become a Certified Community Behavioral Health Clinic (CCBHC) by the end of this Fiscal Year.

The purpose of a CCBHC is to:

- Improve health outcomes through increased access to quality services regardless of an individual's ability to pay
- Provide Community Mental Health Centers, particularly those that are located in underserved areas, more financial stability through enhanced Medicaid reimbursement rates
- Establish consistent national standards of care for individuals seeking services
- Decrease preventable inpatient hospitalizations
- Increase the coordination of care between healthcare providers
- Integrate mental health, physical health, and substance use services

According to The U.S. Health and Human Services Commission, in 2019, nearly 70,630 people in the United States died from Opioid-involved overdoses and the numbers continue to increase. There is believed to be a correlation between increased overdoses and deaths and the COVID-19 Pandemic.

The ability to provide substance use treatment to individuals with a single diagnosis of substance use disorder, is one example of how the CCBHC Model supports the integration of services for those whom we serve.

“TPC will provide outpatient substance use services to people experiencing substance use and dependency that impair a person's independ-



ent functioning and impedes their lifestyle goals” (TPC Outpatient Substance Use Treatment Programs Manual).

Strategies include outreach, prevention screening, assessment, and referral to inpatient treatment, when appropriate. Outpatient strategies include counseling, peer services, behavioral modification, and Medication Assisted Treatment (MAT).

Medication Assisted Treatment is the use of medication in combination with counseling and behavioral therapies and has been demonstrated to be effective in the treatment of Opioid Use Disorders (OUD). Research by the PEW Charitable Trusts, suggests that a combination of psychosocial therapy and approved medication is an effective treatment for individuals who are experiencing Opioid Use Disorders. Medication Assisted Treatment is safe, reduces criminal activity, improves the individual's social functioning, reduces risks of infectious disease transmission, is cost effective, increases length of stay while the individual is in treatment, and reduces the risk of overdose.

The CCBHC initiative will not only equip TPC to provide new and additional services to populations that are underserved in our area, but will provide additional tools in our efforts to Make Lives Better.

Building Your Community

“If you want to go quickly, go alone. If you want to go far, go together.”
–African Proverb

Welcome to the May 2021 edition of **TotalWellbeing**, your guide to the **8 dimensions of wellbeing**. This month we will cover community building and communicating with others. We will focus on why building relationships with others and maintaining friendships can help you lead better and more fulfilling lives.

Building and maintaining relationships can be tough and requires time and effort. Sometimes it can be tricky to find time in our lives to nurture the relationships in our lives. However, it is important to make it a priority and to find time for others. When you can't, it's still important to communicate with our loved ones so they know why we may be out of touch or not able to talk or spend time with them. This is especially relevant during this time where we have had to be socially distant and have not had the face-to-face opportunities that we are used to. A little can go a long way though which is why it's crucial to make time every week to do simple things like send a text or hop on a video call for 5 minutes just to check in and say hi to those we care about.

Please remember that your EAP is here for you if you are feeling isolated or alone during these tough times. You have access to free and confidential counseling to help you build your resilience or if you just need someone to talk to. You can also access wellness coaching, work/life balance tools, and more. Plus an online resource library full of proactive self-help tools!

Visit [PersonalAdvantage](#) for helpful articles, stress management tools, mindfulness exercises, and more!

To your Total Wellbeing,

The MINES Team



“Siri, what time is it when the big hand is on the two and the little hand is on the ten?”



“Jumped over moon. Impressive.”

As part of the eight dimensions of wellness, this month we are highlighting emotional wellness.

How you feel can affect your ability to carry out everyday activities, your relationships, and your overall mental health. How you react to your experiences and feelings can change over time. Emotional wellness is the ability to successfully handle life's stresses and adapt to change and difficult times.

YOUR HEALTHIEST SELF

Emotional Wellness Checklist

Emotional wellness is the ability to successfully handle life's stresses and adapt to change and difficult times. Here are tips for improving your emotional health:

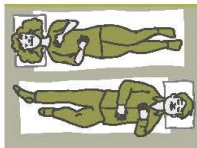


BRIGHTEN YOUR OUTLOOK

People who are emotionally well, experts say, have fewer negative emotions and are able to bounce back from difficulties faster. This quality is called resilience. Another sign of emotional wellness is being able to hold onto positive emotions longer and appreciate the good times.

To develop a more positive mindset:

- Remember your good deeds.
- Forgive yourself.
- Spend more time with your friends.
- Explore your beliefs about the meaning and purpose of life.
- Develop healthy physical habits.



REDUCE STRESS

Everyone feels stressed from time to time. Stress can give you a rush of energy when it's needed most. But if stress lasts a long time—a condition known as chronic stress—those "high alert" changes become harmful rather than helpful. Learning healthy ways to cope with stress can also boost your resilience.

To help manage your stress:

- Get enough sleep.
- Exercise regularly.
- Build a social support network.
- Set priorities.
- Think positive.
- Try relaxation methods.
- Seek help.



GET QUALITY SLEEP

To fit in everything we want to do in our day, we often sacrifice sleep. But sleep affects both mental and physical health. It's vital to your well-being. When you're tired, you can't function at your best. Sleep helps you think more clearly, have quicker reflexes and focus better. Take steps to make sure you regularly get a good night's sleep.

To get better quality sleep:

- Go to bed and get up each day at the same time.
- Sleep in a dark, quiet place.
- Exercise daily.
- Limit the use of electronics.
- Relax before bedtime.
- Avoid alcohol, nicotine, & stimulants late in the day.
- Consult a health care professional if you have ongoing sleep problems.



BE MINDFUL

The concept of mindfulness is simple. This ancient practice is about being completely aware of what's happening in the present—of all that's going on inside and all that's happening around you. It means not living your life on "autopilot." Becoming a more mindful person requires commitment and practice. Here are some tips to help you get started.

To be more mindful:

- Take some deep breaths in through your nose to a count of 4, hold for 1 second and then exhale through the mouth to a count of 5. Repeat often.
- Enjoy a stroll and notice the sights around you.
- Practice mindful eating. Be aware of each bite and when you're full.
- Find mindfulness resources in your local community, including classes, programs, or books.



COPE WITH LOSS

When someone you love dies, your world changes. There is no right or wrong way to mourn. Although the death of a loved one can feel overwhelming, most people can make it through the grieving process with the support of family and friends. Learn healthy ways to help you through difficult times.

To help cope with loss:

- Take care of yourself.
- Talk to a caring friend.
- Try not to make any major changes right away.
- Join a grief support group.
- Consider professional support.
- Talk to your doctor if you're having trouble with everyday activities.
- Be patient. Mourning takes time.



STRENGTHEN SOCIAL 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—both emotionally and physically. Whether with romantic partners, family, friends, neighbors, or others, social connections can influence our biology and well-being.

To build healthy support systems:

- Build strong relationships with your kids.
- Get active and share good habits with family and friends.
- If you're a family caregiver, ask for help from others.
- Join a group focused on a favorite hobby, such as reading, hiking, or painting.
- Take a class to learn something new.
- Volunteer for things you care about in your community, like a community garden, school, library, or place of worship.
- Travel to different places and meet new people.

White Hat Award

The IDD Service Coordination Department would like to present **Sandra Cozart, IDD Nursing**, with this month's White Hat Award. Sandra goes above and beyond to ensure that all of our individuals have their health needs meet. She contributes more than her share. Sandra travels all over the panhandle to help ensure each person is seen by a nurse. She is also willing to help Service Coordinators in any way she can. Thank you Sandra for helping individuals remain healthy especially in these hard times.



Cecilia Gallegos for IDD Service Coordination.

May 31, 2021: Memorial Day: Remembering the Service of the Fallen



On Memorial Day, we take time to honor the ultimate sacrifice made by those who fought for our country. Many of those who died in the service of our country are known to us personally.

They were our sons, our fathers, our uncles, aunts, or cousins, or they were our friends. The heroes of wars long past are not forgotten. Veterans groups walk the old graveyards to place flags on tombstones of those who died in battles long past, but still remembered. It was their great sacrifices and honored service that helped our country become the nation it is today.

We can never forget. Many of their names are on tombstones in our own country and in cemeteries across the globe. Some cannot be named specifically, and these are honored in a special way: at the Tomb of the Unknowns. It is guarded by faithful sentinels night and day. The importance of this duty is expressed in the "Sentinel's Creed": My dedication to this sacred duty is total and wholehearted. In the responsibility bestowed on me, never will I falter. And with dignity and perseverance my standard will remain perfection. Through the years of diligence and praise and the discomfort of the elements, I will walk my tour in humble reverence to the best of my ability. It is he who commands the respect I protect, his bravery that made us so proud. Surrounded by well-meaning crowds by day, alone in the thoughtful peace of night, this soldier will in honored Glory rest under my eternal vigilance. -- Sentinel's Creed of the Guard of the Tomb of the Unknown Soldier.

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:

If I forget to change the date on the first page of a Recovery Plan, because I used the previous plan as a template for a new plan, am I allowed to mark through the date, correct it, and initial it?

Answer:

Using the previous Recovery Plan as a template for a new Recovery Plan should not be your practice. Recovery Plans should be individualized and person-centered.

Many mistakes are made when using previous plans as a template, the most common are not changing the dates on the new plan and the plan not being individualized. This leads to compliance issues and is a red flag for auditors.



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.



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 **Cynthia Hammett, IDD Service Coordination**. Congratulations, Cynthia! Thank you for your hard work! Please reach out to Gaynelle Williams for your gift card.



Tax filing deadline was extended from April 15, 2021 to May 17, 2021

TPC offices will be closed Monday, May 31st in observance of Memorial Day.

Wishing everyone a safe and restful three day weekend!

REMEMBER THOSE WHO SERVED

A graphic featuring a stylized American flag with a white cross in the center. A rifle is positioned diagonally across the cross. The cross and rifle are set against a background of green grass.

ALL GAVE SOME, SOME GAVE ALL

Points to Ponder

Yvonne Mercer, Rights Protection Officer



Let me tell you a story...

Mindy is the assigned case manager for Earl. Mindy has been Earl's case manager for three years. When Earl was first placed on Mindy's caseload he had just been diagnosed with schizophrenia. Earl did not have a psychiatrist and he was not medicated. Earl was homeless and jobless. Earl has now been symptom free for a year and a half. Earl has been living in an apartment and working part-time at a grocery store for a year now. Earl has decided that he no longer has schizophrenia and that he no longer needs to take medication or continue seeing his psychiatrist. Mindy suggests to Earl that he talk to his doctor about his decision and reminds Earl of his journey. Earl is firm that he does not have schizophrenia anymore. Mindy advises Earl to take his medication to prevent his symptoms from reoccurring. Earl states "I'm cured! It's not going to come back. Don't worry. I'm fine." About a month goes by and at their next appointment Earl is a bit disheveled and informs Mindy that he has not slept in three days. Earl tells Mindy that he moved out of his apartment because his upstairs neighbors were watching him and bugged his apartment. Mindy states that if Earl does not go to see his doctor and start taking his medications again that she is not going to give him his weekly allowance and that she will take it back to her office and lock it up until he goes to see his doctor.

While we can redirect, ask our individuals to weigh the positive and negative aspects of their decisions, we cannot threaten to take a person's freedoms, rights, and possessions from them to get them to do what we believe is the best thing for them. We all want the best for our individuals, but our wants for them do not over-ride their wants for themselves. Our individuals have the right to make decisions that they believe best suits their wants and needs, just as we do. We may not agree with their decision, but it is their decision.

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

Administrative Professional's Day

"Thank you for all you do." This was the sentiment on Administrative Professionals Day! Teresa, Judy, Crystal, Shirley and Katrina were presented with flowers, candy, fruit and bagels.



Thank you to all TPC's Admin Professionals
for the amazing support you provide.



Carol, Mellisa and Toby drew for the days of PTO for those individuals that received both COVID 19 vaccines.

Toby Wallace, HR Director reached out to the winners individually.

Congratulations to all the winners!

Welcome these New Employees...

Kassi Millender	Adult Behavioral Health
Linda Williams	Adult Behavioral Health
Janette Niyondagije	Club Meadows Group Home
Chelsea Strand	Children's Behavioral Health
Mayra Zubiato	Early Childhood Intervention



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



Jennifer Heredia, Coordinator of Provider 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.



Walk Across Texas is scheduled to start June 1st.

Why should you consider participating in Walk Across Texas?

- ⇒ Improve your health!
- ⇒ Increase energy!
- ⇒ Improve sleep!
- ⇒ Set weight loss goals!
- ⇒ Establish healthy habits!
- ⇒ Comradery with teammates!

Walking with a team can be motivating; however, this is a personal journey and is for you to improve your overall health. This is an honor system and self reporting. So if you are ready to get moving, sign up today.

If you are interested or have questions, please email Joyce @ joyce.lopez@txpan.org. The deadline for signing up is May 31st.

Educating with Social Media

In an effort to educate, inform and reduce the stigma of behavioral and developmental health services, TPC continues to add to the series of videos that address topics such as:

- Trauma Awareness for Mental Health/Trauma Awareness Month
- There Is Hope video—Mental Health Awareness Month
- Autism Program for Autism Awareness Month
- Intercept Team: Part 1
- Intercept Team: Part 2



To view these videos, or any past videos, please visit TPC's YouTube Channel.

Congratulations to Kaitlyn Hart of Pampa for the Rise Up design and Coby Nelson of Amarillo for the Be Kind design. Their submissions were part of the TICTOC Art Contest.

Due to popular demand, shirt sales will continue through May 20th.



Answer's to last months questions:

1) 1 in 54 children 2) Alarm 3) April 16, 2021

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



1. _____ is the ability to successfully handle life's stresses and adapt to change and difficult times.
2. TPC's Mental Health Awareness Event is scheduled for _____.
3. According to the U.S. HHSC, in 2019 nearly _____ people in the U.S. died from Opioid involved overdoses.

[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)