



Here's What's Happening...

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

May 2022 Volume XIX, Issue 5

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and Wheeler counties

Mental Health Awareness Event



MAY IS MENTAL HEALTH AWARENESS MONTH

Please join Texas Panhandle Centers for a community mental health awareness event.



LIVE MUSIC BY THE BAND MONARCH



Food Trucks!

Debuting TPC's New Mobile

Wellness Clinic

MH Awareness T-shirts available for purchase

Resource Booths,
Networking

Cookies, giveaways and more!

May
13

11:30 a.m.

-1:30 p.m.

Special Guest:

Representative Four Price

1501 S. Polk Street Campus Parking Lot
Amarillo, TX 79101

Additional parking at Amarillo College's Polk Street Campus
For more information call 806.351.3233



Information Technology

Jesse Greer, Director of Business Operations

Texas Panhandle Centers' (TPC) Information Technology (IT) department is made up of only four staff: Steve Parker, IT Security Officer/Director; Jaime Levario, Network Administrator; Martin Jurado, System Support Specialist III; and Amanda Arguellez, Help Desk Specialist. In addition to Amanda's day-to-day obligations with the Help Desk, she is also our Consumer Benefits expert, which consists of billing our clients for services received, updating/batching HHSC's Clinical Management for Behavioral Health Service (CMBHS) system along with other responsibilities. Steve, Jaime, Martin and Amanda are responsible for keeping our network up, running and secure while providing IT assistance to over 340+ current TPC employees.



In the last year, IT has rolled out two important systems. The first being Sophos, a network cybersecurity platform which provides TPC with a unified threat management system. This was to replace our previous system, Kaspersky, which was deemed as being unsuitable by HHSC. Sophos has provided invaluable tools and services to better align TPC with not only standard, up-to-date cybersecurity measures, but also stronger adherence to HIPAA law. One of the major benefits to Sophos is the cloud-based, always-on, and frequently-updated anti-virus and malware protection. This ensures that all agency workstations are protected against cyberattacks, whether they're stationary desktops at an office or mobile setups with a laptop. Timely alerts and activity logs are provided to IT so we can respond to any threats.

Because of the types of services TPC provides, and the information that must be stored, Sophos has been invaluable in keeping the agency HIPAA-compliant. By using Sophos, the IT team has added a layer of security to disallow any

unauthorized file and/or data transfers. This includes any transfers through USBs, personal email services, file storage sites, etc. Any attempts to do so is logged and reported accordingly.

The second system rolled out by IT was Jamf. As the IT team began deploying more iPads out to the regional jails and hospitals to replace the older telemedicine units, we had to come up with a solution to better secure and manage our iPads\iPhones. Before Jamf, the IT team would have to manually configure the iPads by creating an authentic user ID on the Apple Portal. In doing so, IT would have to associate a phone number to the Apple ID. They found themselves having to get creative with how they did this as there

could only be so many devices linked to each phone number. After doing some research, Jamf was the cheapest and best solution that the team came up with to help streamline with process.

With Jamf, we are able to create blueprints for our iPads and iPhones. To do this, we had to enroll into Apple Business Management (ABM) which ties all of TPC's iPads/iPhones to one Apple id and we no longer have to use multiple phone numbers or the end users email address to enroll any of our new devices. The setup time for our new devices have been cut in half. As far as security, with Jamf we now have the capability to lock a device down, wipe it and track it with ease if lost or stolen. We are also able to put our TPC logo on the device so the users know the difference between our device and possibly their personal iPhone. Likewise with Jamf, we have the functionality to deploy applications on the fly so the end user no longer has to physically bring their iPad or iPhone to the Help Desk.

In observance of Memorial Day, TPC Offices will be closed on Monday, May 30th.
Wishing everyone a safe and peaceful holiday.



Work and Well-Being Initiative

Texas Panhandle Centers was recently awarded the SAMHSA Community Mental Health Center (CMHC) Grant Program. As a component of Texas Panhandle Centers scope of work, TPC is subcontracting with the University of Colorado, Behavioral Health & Wellness Program (BHWP) to initiate a comprehensive wellness program for agency staff.

Chad Morris, Ph.D, Professor of Psychiatry at the University of Colorado, was at TPC earlier this month to introduce the Work and Well-Being Initiative to the Leadership team as well as the Wellness and TICTOC Committee. Professor Morris and his team are scheduled to meet with the all staff via Zoom in early June. More information will be forthcoming.



Save the date!
June 2nd at 1pm



RETALIATION

Larry Thompson, Rights Protection Officer

You did the right thing. You saw something that gave you concern that an individual had been the victim of abuse, neglect, or exploitation, and you reported it. The alleged perpetrator has been separated from the individual, and that individual is now safe. The system worked like it was designed. You know that what you did was right, but it feels like you are being punished because you did the right thing. What can you do?

While I certainly hope that no employee within TPC ever experiences something like the scenario above, it is important to know that there are processes in place to deal with these issues. First, you need to know that retaliation for reporting abuse, neglect, or exploitation is never tolerated. If you ever feel that you are being subjected to retaliatory action upon making a report, there are a number of ways that you can report this. First, you can contact Mellisa Talley, our Executive Director, or Toby Wallace, Director of Human Resources, and make a report that you are being retaliated against. If, for any reason, you are not comfortable making that report to someone within TPC, you can also call either the HHSC Office of Consumer Services and Rights Protection at (800) 458-9858 if the report that you made is regarding an individual with IDD, or you can call the Office of the Behavioral Health Ombudsman at (800) 252-8154 if the report that you made is regarding an individual within Behavioral Health Services. These reports are taken very seriously and will be investigated thoroughly. You should never allow any concern of potential retaliation to keep you from doing the right thing.

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 that 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 am confused about when documentation should be completed after a service is provided. Is it same day/next day or within two business days?

Answer: According to the Texas Administrative Code, Title 26, Part 1, Chapter 301, Subchapter G, Rule 301.361: Documentation of Service Provision

(b) Frequency of documentation. The documentation required in subsection (a) of this section must be made within two business days after each contact that occurs to provide mental health community services.

According to our Administrative Policies and Procedures: Provision of Documentation of Services: Section 11.2.5 p. 364:

Basic Components for All Service Documentation

All documentation will be entered within two business days after service provision. However, TPC best practice is same day/next day.

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).

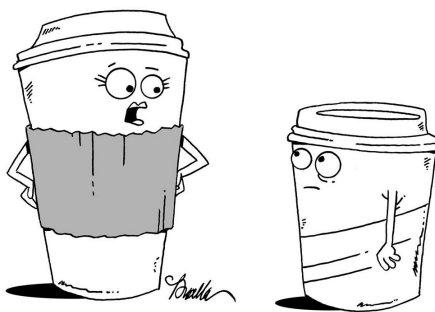
WALK ACROSS TEXAS!

Walk Across Texas kicked off at TPC with a walk out on work Friday, April 29th with 15 teams participating. That's 120 staff that are investing in better health by engaging in physical activity for the next 8 weeks.



Welcome these New Employees...

Graciela Martinez	Adult Probation/Parole
Bailey Powell	Canode Group Home
Brooke Powell	Wayne Group Home
Laura Boyd	Wayne Group Home
La Verna Bull	BH Intake, Screening & Crisis
Arianna Chavez	ASCI Amarillo
Krystal Mason	ASCI Amarillo
Molly Nelson	IDD Service Coordination
Jesus Ramirez Guzman	BH Intake, Screening & Crisis
Jennifer Cochran	IDD Service Coordination
Sophia Maes	BH Service Coordination-Children
Florence Namugisha	Atkinson Group Home
Kylea Penland	While-A-Way Group Home
Macall Reyes	BH Service Coordination—SB292
Nekisha Whitefield	BH Service Coordination—SB292
Danelly Vazquez	BH Service Coordination—Adult



"Does this sleeve make me look fat?"



Eight Dimensions of Wellness: Emotional

Janice Stoner, 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.

Do you enjoy the unpredictability and thrill of riding on a new roller-coaster? Living life can at times elicit similar feelings and thoughts. One moment you feel as if you are on top of the world full of joy and peace with the wind blowing through your hair. Suddenly, the next moment you may feel full of fear as if you are going through a dark cave without a source of light. If you are mentally prepared for the changes it is easier to adapt and adjust accordingly. However, if you are not mentally prepared you may begin to feel as if you have lost control of yourself and everything around you. On a roller-coaster we have the advantage of being able to observe the ride prior to getting on it which helps with the mental preparation. Unfortunately,

with life there is no handbook or preview of what may happen next. According to the National Institutes of Health, “emotional wellness is the ability to successfully handle life’s stresses and adapt to change and difficult times”. Everyone handles the stressors of life differently, but with education and perseverance one can strengthen their emotional wellness.

The National Institutes of Health suggests the following strategies to help improve emotional wellness:



- **Brighten your outlook**
Positivity helps foster resilience.
 - ⇒ Practice gratitude
 - ⇒ Forgive yourself
 - ⇒ Practice having healthy habits
- **Reduce stress**
Constant stress becomes chronic stress that can be detrimental to one’s physical and mental health.
 - ⇒ Prioritize
 - ⇒ Get plenty of sleep
 - ⇒ Join a support group
 - ⇒ Foster healthy relationships
 - ⇒ Show yourself compassion
- **Get quality sleep**
Sleep helps you think clearly, focus better, and even improves your reflexes.
 - ⇒ Create a nighttime routine
 - ⇒ Limit electronic use
 - ⇒ Don’t go to bed until you are ready to fall asleep
- **Cope with loss**
Learning to work through the grief process with support from family and friends helps relieve the overwhelming feelings associated with loss.
 - ⇒ Talk to supportive friends
 - ⇒ Talk with your physician
 - ⇒ Give yourself grace and patience
- **Strengthen social connections**
Scientists are finding that our links to others can have powerful effects on our emotional and physical health.
 - ⇒ Volunteer
 - ⇒ Try new things that will introduce you to new groups of people
 - ⇒ Get active and include your family
- **Be mindful**
Being aware of what is happening in the present both internally and externally.
 - ⇒ Take a walk/hike in a new area while

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Emotional Wellness Continued

- focusing on the sights and sounds around you
- ⇒ Practice controlled breathing
- ⇒ Use mindfulness apps on your phone such as the Calm app.

Improving emotional wellness is beneficial to not only us, but everyone we encounter in both our personal and professional lives. It won't happen overnight, but with conscious effort and time we will begin to build emotional strength and resilience.

"You don't have to be positive all the time. It's perfectly okay to feel sad, angry, annoyed, frustrated, scared, or anxious. Having feelings doesn't make you a 'negative person.' It makes you human."

-Lori Deschene

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.

Otis Corner

Jena Anderson, Safety Director

As the Texas Panhandle enters Tornado season, 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). Your location Safety Coordinator 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. Please remember that in the event of a tornado, that you need to use one of the rooms marked in yellow on the safety maps. Make sure that all doors are closed and that you are not in a room with windows. Take the time to review the Emergency Safety Plan, located in ADP. Please feel free to reach out to Jena Anderson, Safety Director with any questions

White Hat Award



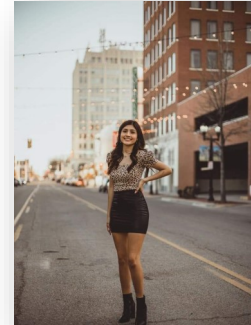
The IDD Service Coordination Department would like to recognize **Tabitha Hoadley, IDD Director of Nursing**, with this month's White Hat Award. Tabitha is an incredibly hard worker and is passionate about assisting the individuals we serve with the best medical care possible. She is always available when she is needed and goes above and beyond for our department. We are very grateful to have the knowledge, dedication and experience that she has brought to our department. Thank you, Tabitha, for all that you do.

Adrienne Sell on behalf of IDD Service Coordination

Congratulations Graduating Class of 2022!



Maleny Chavez, Randall High School. She will be attending Amarillo College to pursue a degree in Sonography. Maleny is the daughter of Gracie Chavez.



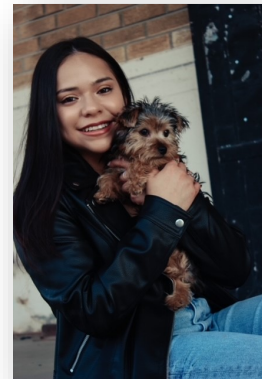
Sasha Tarango, Borger High School. She will be attending Amarillo College to pursue a degree as an Ultrasound Technician. Sasha is the daughter of Maria Tarango.



Lawrence Napier, Caprock High School. He will be attending Texas Tech University to pursue a degree in Electrical Engineering. Lawrence is the son of Barbara Napier.



Gabrielle Reece Arguellez, Randall High School. She will be attending Amarillo College to pursue a degree as a Dietician. Gabrielle is the daughter of Amanda Arguellez.



Kaitlyn Enevoldsen, University of Texas at Dallas. She is receiving a Bachelor of Science Degree in Biochemistry with a Minor in Psychology. She will pursue a Master of Science in Molecular and Cell Biology. She is the daughter of Joyce Lopez-Enevoldsen.

Events Around the Community

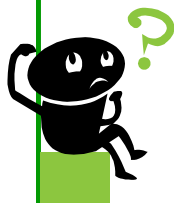
The Community Events Committee coordinates and attends events throughout the Texas Panhandle. During the month of April, the Committee participated in several events including the AISD Families in Transition, the Autism Awareness Event. Several other events are planned during the month of April and May.



A desert willow tree was planted in recognition of Autism Awareness Month at the Wallace Campus. The choice to go with the desert willow was because of the blooms signifying how individuals also bloom when they receive care.



Jennifer Peatrowsky, IDD Service Coordination, 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 Recognition

Phyllis Rockhold, Accounting, was recognized for thirty-five (35) years with the Center at the April 28th Board of Trustees meeting.

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

Congratulations Phyllis!



These ladies in developmental health were celebrated on Administrative Professionals Day with treats. Thank you for all you do!

Many of the staff in behavioral health came together for training. It was great to have everyone in the same room again!



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) 120 2) Balloon Release 3) Zero Suicide Workforce Survey**

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



1. Save the date for the Work and Well Being Initiative is _____.
2. All documentation will be entered within _____.
3. Each office location is assigned a _____ to assist in directing monthly drills .

[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)