



Here's What's Happening...

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

July 2021 Volume XVIII, Issue 7

Board of Trustees

Chair
The Honorable Willis Smith
Higgins, Texas

Vice Chair
Patty Ladd
Amarillo, Texas

Secretary/Treasurer
Janis Robinson
Hereford, Texas

Larry Adams
Amarillo, Texas

Linda Brian
Amarillo, Texas

Amy Hord
Canyon, Texas

Sharon Braddock
Clarendon, Texas

Jerry Don Williams
Amarillo, Texas

Sheriff J. Dale Butler
Deaf Smith County

Sheriff Terry Bouchard
Ochiltree County

Cheryl Cano
Hemphill County

Legal Counsel
Don L. Patterson

Executive Director
Mellisa Talley

Serving the citizens of:

Armstrong, Carson,
Collingsworth, Dallam,
Deaf Smith, Donley, Gray,
Hall, Hansford, Hartley,
Hemphill, Hutchinson,
Lipscomb, Moore,
Ochiltree, Oldham, Potter,
Randall, Roberts, Sherman,
and Wheeler counties

TPC Receives Federal Grant to Expand Wellness Services in Rural Areas of the Upper Texas Panhandle

TPC received a two year, \$4,000,000 Certified Community Behavioral Health Center (CCBHC) Expansion Grant from the Substance Abuse and Mental Health Service Administration to improve access to comprehensive services in underserved rural areas of its service region.

A primary purpose of a CCBHC is to ensure that individuals receive timely screening and access to a wide variety of services to promote wellness. CCBHC's provide a standard set of services, regardless of the individuals' ability to pay, and refer to other service providers whenever specialized needs are identified. As a CCBHC, TPC's role will be to provide and coordinate the services, ensure that any referrals to external providers occur, and confirm that results from these services and referrals are provided to all relevant service providers. Funding for this two year grant starts on August 31, 2021, which fits well with the timing of TPC's application with the Texas Health and Human Service Commission to formally receive its CCBHC designation.

A 2019 Amarillo Area Foundation Strategic Planning study regarding the health, wellness, and behavioral health needs of TPC's service region, reported that Texas has the highest rate of uninsured individuals in the country, with high concentra-

tions in TPC's service area; 14 of the 21 counties have uninsured rates estimated at 25% or higher. The study found that the top two needs for health specialists in TPC's region for both children/youth and adults were 1) psychologists / counselors and 2) psychiatrists. A combination of uninsured individuals and geographic and transportation barriers means that a large portion of the people in TPC's service region have limited access to primary and/or behavioral health care services.

TPC operates three behavioral health clinics in the Amarillo area and six rural behavioral health clinics in the remainder of its service region. With the exception of these six rural clinics, virtually all behavioral health services for clients in TPC's service region must be accessed in the Amarillo area which can create significant transportation barriers for many of the clients in TPC's service region. To address this barrier, TPC's grant will fund a trailer that will serve as a Mobile Wellness Clinic along with mobile staff that can move to various locations in its service area away from the existing six rural clinics. The mobile staff will be comprised of individuals with credentials such as Nurse Practitioners, Qualified Mental Health Professionals, Peer Support Specialists, Registered

(Continued on page 2)



(Continued from page 1)

Nurses, Eligibility Specialists, Medication Assisted Therapy Prescribers, and Transportation Specialists. Two vehicles will be purchased with grant funds that will be used for expanding outreach, care coordination, and transportation services throughout our service area. One of these vehicles will also be used to transport the Mobile Wellness Clinic.

Another key component of TPC's grant is to extend telehealth services in our entire service area utilizing mobile technology. Through TPC's grant, it plans to expand access to behavioral health and primary health screening, treatment, and monitoring for people of all ages with serious mental illness, serious emotional disturbance, substance use disorder and co-occurring psychiatric and substance use disorders. Providing these services to individuals, regardless of their ability to pay, through a Mobile Wellness Clinic will help remove critical financial and transportation barriers and allow TPC to provide these important services much closer to where they're needed.

Congratulations to all the staff at TPC involved in submitting this grant!

Board of Trustees Meeting

The Board of Trustees met on Thursday, July 15th to consider several action items. One of those items, included the FY22 Employee Health Insurance and Benefits Plan. Toby Wallace, Human Resources Director, along with representatives from IMS, presented the proposed plan. Over the next few days, staff from Human Resources will be providing specific information regarding the approved benefit changes.



The Board also approved several contracts and policies as well as recognized those employees that have been with the Center for 5, 10, 15, 20 and 25 years.

White Hat Award


The IDD Service Coordination Department would like to present **Yvonne Mercer, Rights Protection Officer**, with this month's White Hat Award. Yvonne goes above and beyond to advocate for our individuals and their families. She has shown an outstanding commitment to the people we serve. Thank you Yvonne for all you do.



Cecilia Gallegos for IDD Service Coordination

MENTAL HEALTH FIRST AID

Toby Wallace, Human Resource Director

 Crystal Morton began working at Texas Panhandle Centers in January of 2016 as a Youth Empowerment Services (YES) Waiver Coordinator. She worked to provide the intensive services delivered within a strengths-based team planning process called Wraparound. Wraparound worked on building the families community support and utilized YES services to help build the client's natural support network and connection with the community.

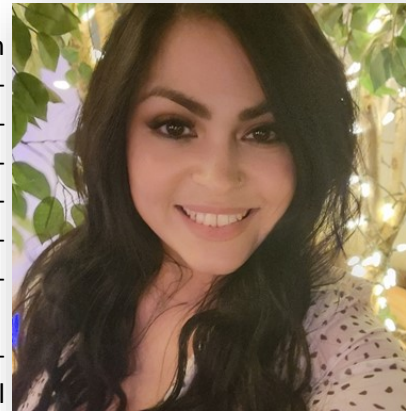
From working in the YES Waiver, her knowledge and love to help others continued to grow. When the Mental Health First Aid position became available, Crystal saw the opportunity to continue to help families be connected with resources in mental health on a larger platform.

As The Mental Health First Aid (MHFA) Outreach Worker/Coordinator, Crystal has been working diligently to ensure that all of the citizens living in the 21 counties served by Texas Panhandle Centers (TPC) have the opportunity to be certified in MHFA.

Since stepping into her new role with Texas Panhandle Centers (TPC) in 2019, she has worked on developing a plan to deliver this amazing, evidence-based training to our community. With Texas Panhandle Centers developing great partnerships with organizations like West Texas A&M University (WTAMU), Region 16, Amarillo College, Texas A & M AgriLife and Amarillo Police Department, MHFA has been very successful in reaching a wide audience.

Pre-pandemic, Crystal's efforts to get as many community and school employees trained was thriving. With encouragement and supports

coming from Amarillo television stations and other organizations like Panhandle Behavioral Health Alliance, Crystal increased



awareness of the MHFA program and continued to work towards increasing the number of MHFA training sessions available to our Community.

During quarantine, a new strategy was developed to continue providing MHFA to the Panhandle. Crystal continued to teach and offer MHFA by getting trained in the new blended/virtual versions of MHFA; utilizing Zoom to teach and promote the new modalities of MHFA.

TPC and other organizations working in Mental Health all share the goal of ending the mental health stigma by promoting educational trainings. Crystal will continue to communicate and work alongside other mental health agencies, schools and public safety organizations to offer MHFA. Coming out of the pandemic she hopes to begin providing more in person adult, youth, public safety, Spanish, veterans and coming soon TEEN MHFA.

Crystal will continue to promote MHFA utilizing outlets such as television, radio and flyers to spread the word and encourage those not trained to become Mental Health First Aid certified this year.



Even as COVID-19 continues, long-distance travel is hard to avoid for many people due to work or family reasons. Take a look at these simple tips from our blog that will help protect you when you travel.



6 traveling tips!

- ✈️ Talk to your doctor on the Teledoc app 🌐 Social distance at all times
- ✈️ Drink plenty of water 🌐 Wear a mask in public ✈️ Wash your hands often
- 🌐 Wear sunscreen



Save the Dates!

Open enrollment for employee health benefits and insurance for FY22 is set for July 26—August 6. Open enrollment will be online/virtual. Additional details will be forthcoming.

QM

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 last month was **SHARON GUINN, IDD SERVICE COORDINATION**. Congratulations, Sharon! Thank you for your hard work! Please reach out to Gaynelle Williams for your gift card.



Mellisa Talley, Executive Director, and Michael Heard, TIC TOC committee member, gave a presentation to the team at Palace Coffee's downtown location on Sunday, June 20th. They provided information about TPC and the Trauma Informed Care initiative. Palace Coffee Company is sponsoring TPC for the months of July, August and September.

For each cause drink sold, TPC will receive \$1. Stop by Palace Coffee and try their featured drink of the month. Funds from the sponsorship will go to purchase care packages containing move in items for TPC individuals who have secured housing for the first time.

Points to Ponder

Yvonne Mercer, Rights Protection Officer



Abuse: Part Two: Chemical and Physical Restraint

We have been discussing different types of abuse. Previously, we discussed physical, sexual, and verbal abuse. The fourth type that we will discuss is Chemical and Physical Restraint. Chemical Restraint is “the intentional use of any medication(s) to subdue, sedate, or restrain an individual” (www.strainceu.com). Many of our individuals take medications that may cause them to become less anxious or less active. Some take what are called “PRN” medications or “Pro Re Nata,” which means these medications are not scheduled and are taken as needed (www.ncbi.nlm.nih.gov). Our individuals may be very active in their daily lives, and their activity level is what they consider normal to them. Our individual’s normal activity level may exceed our own normal activity level, but we must remember that no two people are exactly alike. Giving an individual their medication in an attempt to “quiet them down” is a form of abuse. Remember, just because the abuse does not leave physical marks does not mean the abuse won’t leave lasting invisible marks. Physical restraint is “purposely limiting or obstructing the freedom of a person’s movement” (www.wikipedia.org). We have individuals who may require 24-hour care provided by staff members, group homes, Crisis Respite Services, and Host Homes. As providers and staff, we are not allowed to tie down or remove equipment, such as a wheelchair, to prevent the individual from moving around so that we can complete other duties or take a break. Just as with any other types of abuse, if you see something, then say something. The hotline is available 24 hours a day, seven days a week.

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**

OTIS CORNER

Submitted by Christy Schroeder, Safety Director

June is recognized as National Outdoors month, while July is famous for the Independence Day celebrations. There are many outdoor activities to take part in during the summer months; however, there is also an increased risk of heat-related illness. Here are some symptoms to watch out for if you plan to be outdoors during hot days:

- ⇒ Sweating profusely, flushed skin
- ⇒ Cold and clammy skin
- ⇒ Vomiting or nausea
- ⇒ Muscle cramps
- ⇒ Fainting, weakness
- ⇒ Low pulse or rapid heart rate
- ⇒ Headaches and/or dizziness

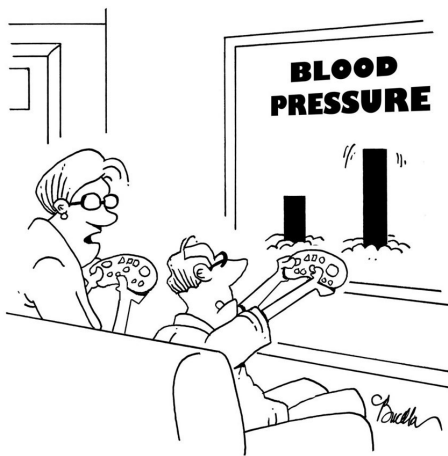


Heatstroke can cause permanent damage to vital organs or even death if not treated promptly. Seek medical care or call 911 immediately if you believe you or someone you know is having heat-related illnesses or heat stroke. Ensure you drink plenty of water daily (6-8 glasses), and take breaks often during strenuous activities. Use caution in taking medication that increases sun or heat sensitivity since this will increase the risk of heat illness. Protect your skin using a minimal of 15 SPF sunscreen, wear a hat and sunglasses if possible when outdoors to avoid sunburns that hinders your body's natural ability to cool down.

For more information on heat-related illness, prevention, or symptoms, check out the [mayoclinic.org](https://www.mayoclinic.org) website.

Welcome these New Employees...

Stephen Bussey	IDD Service Coordination
Tuyishime Diane	HSC Home—Amherst
JoAnne Rodriguez	Hereford Behavioral Health
Brennen Worrell	Maintenance
Betty Johnson	ASCI Amarillo
Christian Jones	MH Service Coordination
Chyeanne Sosa	Peer Support
Mercedes Miller	HCS Home—Clearwell
Anntwanetta Wilson	ASCI Admin



"Relax. It's like golf. Low score wins."



"OK, you win the staring contest. Now, let's see how long we can talk without using a buzzword."



Katanna Shay, HCS-Pampa, 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.



**WAT wrap-up is scheduled for Friday, July 23rd at 10:00 a.m.
Watch your email for more information.**



TICTOC 3.0 Employee Recognition

At TPC there are many good deeds that happen every day and the TICTOC Committee wants to hear about the people behind those good deeds.



If you observe a fellow employee doing a good deed as it relates to trauma (trauma sensitivity/ education/training/etc.), send an email to the TICTOC Committee letting us know what you observed to TICTOC@txpan.org. The committee will review the submissions and select individuals demonstrating trauma principles and **Making Lives Better** for those we serve and employ. The Committee will reward those individuals with a gift card and/or other form of recognition! *We look forward to hearing from you!*

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) Prospective Payment System
- 2) Beliefs, Values and Goals
- 3) Verbal Abuse

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



1. The purpose of _____ is to ensure that individuals receive timely screening and access to a wide variety of services to promote wellness.
2. Open enrollment is scheduled for _____.
3. _____ can cause permanent damage to organs or even death.

[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)