



Here's What's Happening...

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

June 2023 Volume XX, Issue 6

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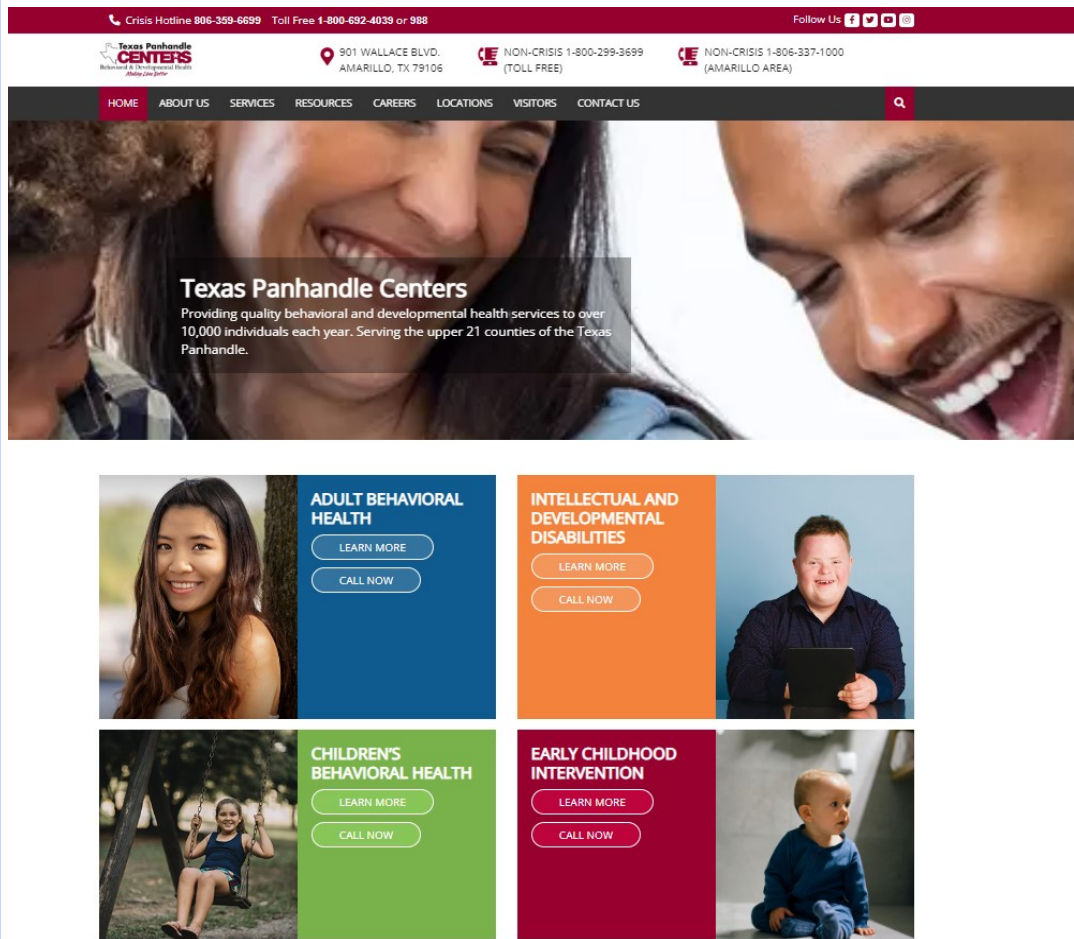
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 and Wheeler counties

Texas Panhandle Centers new website coming soon! Please visit us @ www.texaspanhandlecenters.org



Sunday, June 18th



TPC's 3rd Annual Mental Health Awareness Event

Another successful event is in the books! Many thanks to all the staff that worked so hard to put this event together as well as the band, Velvet Funk, the food truck vendors, the resource booth vendors and all that were able to come out and join us.



8 DIMENSIONS OF WELLNESS

Libby Moore, Chief Clinical Officer

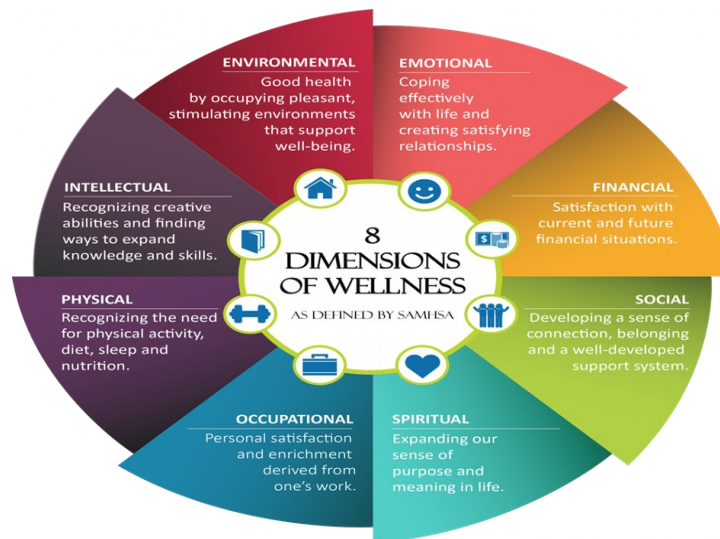
I recently attended an Ethics training for my LPC license renewal and wanted to share some of the information with you all. The basic tenants of our professional code of ethics come from 5 principles. These principals are relevant to everyone working at TPC. We all work with “clients” who come for services to receive help with their behavioral health or intellectual and developmental needs. All of us approach our work with making sure we have the best interest of the individual or family at the forefront of our interactions.

The 5 Ethical Principles Are:

Autonomy – People will make their own decisions in treatment. We can educate and guide but the final decision is always the person’s. They have the final say in what they want in their treatment unless they are in danger of hurting themselves or others. When this happens we step in to protect their safety and that of others.

Beneficence – We should always act in the client’s best interests. We want to promote a person’s wellbeing. We have to work within our abilities to be of help. We have to keep learning to improve our skills to be effective and know when we need to seek additional help. The instructors spoke about how important it is to “take care of our instrument”. They suggested that people who get into the helping professions are not always the best at taking care of themselves. It is our responsibility to notice when we need to step back and take a break. When we start seeing our empathy for others being challenged it is a good time to take a break and recharge.

Non-maleficence - We should not damage other



people. "Above all, do no damage" The more we learn about what abuse and neglect is the less likely it is to occur in our agency. The instructors told us that when we are exposed to negative news our cortisol and heart rates increase.

We are exposed to some traumatic and sad life stories from people in our services. It takes a while for us to release the internal tension these stories create. We need to be able to pace ourselves with the interactions we have with clients so we don't get stuck in the trauma and crisis mode. When we can pace ourselves we become more effective in delivering services that can benefit the people in treatment. They used the example of "making sure you put on your mask first before helping others put on theirs".

Justice - Being just and fair to everyone and respecting their human rights and dignity are requirements of the justice principle. Justice means that treating people fairly means treating them fairly based on their meaningful differences. The training we do to learn what our biases are and how we can be more just is something we do to become better versions of ourselves

(Continued on page 4)

8 DIMENSIONS OF WELLNESS

Libby Moore, Chief Clinical Officer

(Continued from page 3)

especially in relation to working and living with others. We ensure that services are fairly provided, easily available, and suitable for the requirements of potential clients.

Fidelity – This is about the idea of loyalty, and keeping promises. The ability to trust is viewed as essential to comprehending and resolving ethical dilemmas. Adhering to this principle requires us to act by the trust that has been placed in us, to work to ensure that clients' expectations have a reasonable chance of being met; honor their agreements and promises; viewing confidentiality as a duty arising from the client's trust; and limiting any disclosure of confidential information about clients to furthering the purposes for which it was originally disclosed. When we say we are going to do something we do or explain the barrier and the solution to that barrier. We show up on time and are present for people during that time. We honor the commitment it takes for the person to seek help. When we listen we hear the inspiring stories clients have to

tell us about their lives. We learn from those experiences and get to have incredibly rich relationships with the people we serve. We are temporary supports in their lives. We hope they will not need us forever. We do not create unnecessary dependencies on our help. We learn from each other so we can pass it along to others.

There was so much more information in the two-day training that I attended. I have to admit I was not looking forward to setting aside my work to attend but I am glad I did. I got to see other colleagues that I hadn't seen in a while. I got to reconnect to the purpose of our work. I remembered how important it is for people to have a safe, welcoming place to go to get their behavioral health needs treated. When I read the 8 dimensions of wellness below I think of how TPC can be a place that supports and reinforces these dimensions for clients as well as the people who work here.

Thank you all for the contributions you make every day.



TPC's Memory Garden

The rain held off long enough to commemorate TPC's new Memory Garden. TPC's Trauma Informed Care Committee sponsored the event. The Memory Garden is a space to remember departed employees. Several staff shared memories of those that have gone before us and contributed to TPC in a meaningful way. The garden is located at 901 Wallace Blvd., Bldg. 501 in the courtyard.



Texas Panhandle
CENTERS
Behavioral & Developmental Health
Making Lives Better

Those who plant a seed, plant hope.

*In memory of the employees of Texas Panhandle Centers,
who gave of themselves to Make Lives Better for others.*

Texas Panhandle Centers Memory Garden

Always in our hearts.



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

Information items to remember:

- **Except when documenting an initial crisis note, EVERY progress note should indicate progress or lack of progress. If you are a case manager or service coordinator, you should document progress or lack of progress toward treatment goals & objectives/outcomes each time you write a progress note. And please remember, it is a Texas Administrative Code (TAC) requirement that documentation be completed within two business days after each contact.**

RULE §301.361 - 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.

- **In addition, when sending Protected Health Information (PHI), remember to type the word, “client”, in the subject line or the body of your email to encrypt it (not necessary when you are emailing to a “txpan.org” email). Examples of PHI include patient names, demographic information – including addresses or zip codes, social security numbers, telephone numbers, or any other information that indicates that an individual receives services through Texas Panhandle Centers.**

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 interoffice mail to the attention of Donald Newsome.

POINTS TO PONDER - DUTY TO REPORT

Vania Beavers, Rights Protection Officer

If you have taken new employee orientation over the last few months, you may have heard of the bystander effect. The bystander effect is the phenomenon in which people are less likely to offer help in instances when others are present; the greater the number of people present, the less likely any individual is to step in. There are a few reasons for this effect: one, an individual doesn't feel responsible or obligated to help someone when there are others around who could help; two, an individual assumes that someone has already offered to help the victim or will offer to help the victim; three, an individual often feels the need to behave in a socially acceptable way, so they are deterred from helping if that route has not been taken by another.



One famous example of the bystander effect is the murder of Kitty Genovese. In March of 1964, a young woman named Kitty Genovese was killed in front of her apartment. She had just arrived home and was approaching her door when a man suddenly attacked her, stabbing her in the back twice. Kitty screamed for help, in hopes that one of her nearby neighbors would come to her rescue, but her cries were met with no assistance. By the time someone finally called the police, it was too late—Kitty was already gone. The bystander effect caused Kitty's neighbors to feel a lack of responsibility to help her; they likely assumed someone else had already called the police or would shortly. This assumption, unfortunately, contributed to Kitty's death.

As an employee of Texas Panhandle Centers, **you are a state mandated reporter**, which means there is no luxury of assuming someone else called in a report.

If five TPC employees witness an incident, it is expected that all five witnesses report the incident.

Important tips to remember when reporting an incident:

- The incident must remain confidential. Only speak to state investigators, the RPO or Compliance Director in regard to the incident.
- Reporting is confidential. The reporter's name is not recorded when a report has been made and does not go into the official report.
- TPC has strict rules against retaliation. If you feel you have been retaliated against for reporting, contact human resources for guidance.

If you have questions about an incident being reportable, please contact Vania Beavers (806) 351-3400.

To report abuse for individuals with IDD in residential homes and behavioral health services, please call the Department of Family Protective Services at 1-800-647-7418 immediately or within one hour of witnessing the event. If reporting for an individual in behavioral health services, also email a written report, including the DFPS report number, to performance.contracts@dshs.state.tx.us and cc vania.beavers@txpan.org on the email.

To report abuse of an individual that participates in the ISS (day hab) programs, please call 1-800-458-9858 immediately or within one hour.

Welcome these New Employees...

Daezy Normand	BH Intake, Screening & Crisis
Maria Ortega	BH Adult Service Coordination
Kelly Ozuna	BH Intake Screening & Crisis
Nicole Boyd	IDD Service Coordination
Desiree Crain	Community Living—GR
Kailee Miner	Early Childhood Intervention
Berkley Robertson	CMHC Program
Felicia Valero	SB 292 Program



WHITE HAT AWARD



The IDD Service Coordination Department would like to present **Alejandra Castro, Therapist Tech**, with this month's White Hat Award. Alejandra worked hard to help IDD Service Coordination Department with cleaning and filing. She translated documents and activities, reformatting billing logs for the ISS program and the outreach areas, and assisted with ISS outings when extra staff was needed. Most importantly she was willing to help out with anything that was asked of her. Thank you Alejandra for everything!

Cecilia Gallegos for IDD Service Coordination Department.

June 21st
first day of
SUMMER!

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



The Results Are In!

Walk Across Texas Spring 2023 came to a close on Thursday, June 8th. With 14 teams participating, it was a success!

- 1st Texas Turtles 2,677.60**
- 2nd OMW to the Taco Truck 2,636.46**
- 3rd The Young and the Rest of Us 2,606.33**



Individual with most miles: Crystal Morton: 519.76
Total teams miles: 24,753.18



When asked for success stories or experiences from this years walk, this is what was reported:

- Increased morale.
- It was fun.
- Walking with other staff helped.
- Most of us hit our goals that we strived for.
- The team captain kept us motivated.
- As a previous WAT participant, we did the best this year.



The following teams participated :

- Texas Turtles
- OMW to the Taco Truck
- The Young and the Rest of Us
- Moves Like Joggers
- Chaos Coordinators
- The Undefeetables
- Walkin' Rollers
- Mighty Power Walkers
- Agony of De Feet
- Worst Pace Scenario... Call MCOT
- Strolling with my Gnomies
- Game of Strolls
- The BLTs (Better Living Team Supreme)
- The WALKness Monsters

Participants with 400 plus miles:

Antar Oatley, Bud Schertler, Carlos Arenivar, Kathy Liekas, Crystal Morton, Jeff Young, Kaysea Christopher, Kim Hall, Pat Schumann, Selene Marquez, Steve Garcia

Congratulations to Julie Williamson, IDD Nursing! She was the winner of the random drawing for the push up bars!

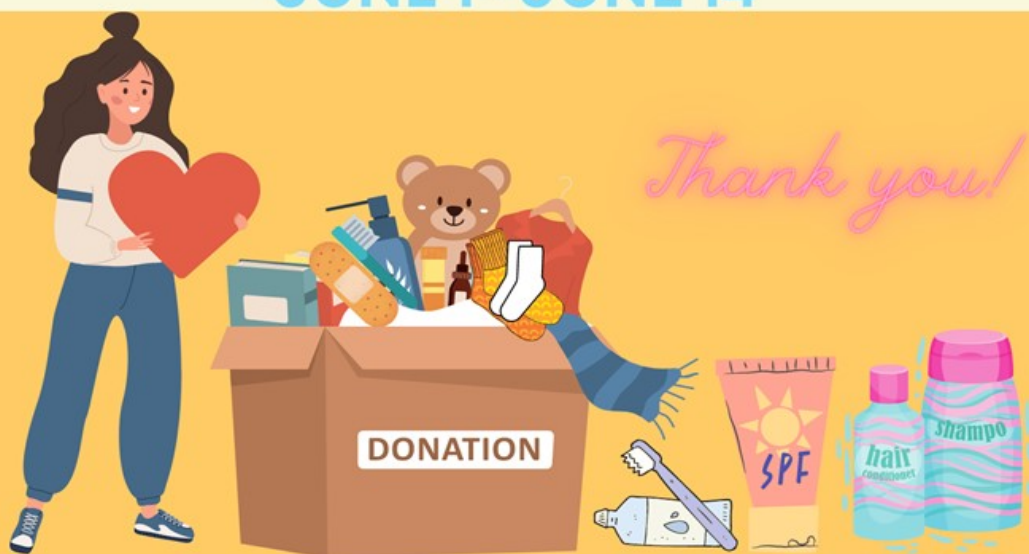
As part of TPC's outreach efforts for those experiencing homelessness, we are in need of some very practical items to assist these individuals.

Include your name to be entered in a drawing for 4 tickets to the Sod Poodles Baseball game on June 17th PLUS 4 meal vouchers (two packages will be given away. Form located next to donation boxes throughout TPC.

OUTREACH DRIVE

HELP THOSE EXPERIENCING HOMELESSNESS

JUNE 1- JUNE 14



Please donate:

Sunscreen, Bug Spray, Socks, Deodorant, Band-Aids, Bar Soap, Shampoo/Conditioner, Small Laundry Soap, Feminine Hygiene Products, Toothbrushes/Toothpaste

N. Taylor, Polk, Wallace & Hardy Locations

YOUR DONATION PUTS YOU IN A DRAWING FOR SOD POODLE BASEBALL TICKETS PLUS MEAL VOUCHERS FOR 4 (TWO PACKAGES WILL BE GIVEN AWAY)

Mental Health Awareness Event Winner



Brianna Wright, Early Childhood Intervention Program, was the winner of the dish garden at the MHA Event on May 12th.

Congratulations!



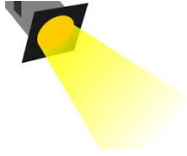
"I like this one. Do you think it will look good when knocked from the table to the floor?"



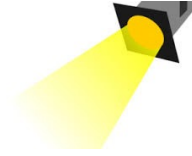
"Order more. There's not enough to go around."




In observance of Independence Day,
TPC Offices will be closed on Tuesday,
July 4th.



Community Member Spotlight



 Congratulations to Lizabeth Gresham, Texas A&M AgriLife Extension, for receiving the District 1 AgriLife Programming Award!

Lizabeth implemented an educational series to complement the Walk Across Texas to help Potter County residents including TPC staff to increase their physical activity and adopt healthy living best practices.

Texas Panhandle Centers has been an AgriLife partner for over 20 years and continues to partner with Lizabeth to expand their employee wellness goals to include participation in her educational WAT events, WAT's Cooking nutrition & wellness series, health fairs, cooking demonstrations, nutrition expos and social media education.

Currently TPC has 112 participants and 14 teams stepping it up to better health with 20,769 miles to date in the Walk Across Texas challenge. Overall Texas Panhandle Centers has been a true educational team partner, supporter and friend and continually make a difference in the lives of families!



Mica Malacara and Lizabeth Gresham

"The staff look forward to Walk Across Texas and in partnership Texas A&M AgriLife and Lizabeth Gresham, we plan to continue this initiative as a wellness program each year".

Joyce Lopez-Enevoldsen, TPC Executive Coordinator, Texas A&M AgriLife WAT League Commissioner, and Texas A&M AgriLife Master Wellness Volunteer.

Congratulations Lizabeth!



Jeremy Waide, Case Manager, PPI/PADRE Program, 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 Assistance Program

★ Now Access Your EAP Services Online! ★

MINES and Associates are excited to announce MINES is now offering a new digital intake for EAP services!

This will help make accessing your EAP benefits easier than ever before. [Please click here](#) or use the link below for instructions on how to use the digital intake. Members may still access us via telephone as well.

https://www.minesandassociates.com/Documents/MINES_Digital_Intake_Overview.pdf

Please call us at 800-873-7138 M-F 8:30am to 5:00pm MST if you have any questions about the digital intake, would like assistance completing your intake, or if we can assist with anything else.

Answer's to last months questions:

1) June 1, 2023 @ 10:30am 2) Safety 3) Vulnerable

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

1. _____ have the final say in what they want in their treatment unless they are in danger of hurting themselves or others.
2. Except when documenting an _____ crisis note, EVERY progress note should indicate progress or lack of progress.
- 3 It is important to remember that TPC serves _____ populations.



[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)