



Here's What's Happening...

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

December 2023 Volume XX, Issue 12

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and Wheeler counties



CHRISTMAS *Wishes*

The holiday season brings thoughts of joy and gratitude, and there's no better time to express our thanks and appreciation for your hard work, creativity and dedication.

We are grateful for you and wish you a holiday season filled with all that is meaningful to you.



Trustee Appointed Texas Council Officer

Mr. Larry Adams, Trustee, Texas Panhandle Centers, serves as the Texas Council of Community Centers Representative. In August, the Executive Committee presented the following slate of Officers for 2024:

- Chair, Gerald Yezak, MHMR Brazos Valley
- 1st Vice Chair, Drue Farmer, StarCare Specialty Health System
- 2nd Vice Chair, Cary Houston, MHMR Concho Valley
- **Secretary, Larry Adams, Texas Panhandle Centers**
- Treasurer, Tom Brown, Lakes Regional Community Center



The Texas Council of Community Centers (Austin) represents the 39 public Community Centers throughout Texas providing services and support for people with intellectual and developmental disabilities, serious mental illness, and substance addictions.

The functions of Texas Council are governed by a Board of Directors that is comprised of one delegate from the local board of trustees of each member Center and carried out by an Executive Director appointed by the board. In collaboration with its members through leadership and staff consortia, committees, and workgroups, the Texas Council accomplishes the following on behalf of Centers:

- Promote the purpose and vision of Centers
- Initiate and seek adoption of regulatory policy with state agencies and statutory recommendations to the Texas Legislature that will enhance and improve community services
- Provide critical issue identification and analysis to member Centers
- Build consensus among member Centers on solutions to issues and challenges
- Provide educational opportunities on board roles and responsibilities to assist Center trustees and opportunities for trustees to seek advice and consultation from other Board members
- Develop, oversee, and/or sponsor pooled resource initiatives specifically designed to meet the needs of Centers

Congratulations!

Coping With the Holidays



It's the most wonderful time of the year – except for many people, it's anything but.

If the holidays bring more stress than cheer for you, you're not alone. The holidays are a time of year when obligations seem to pile up. You may have family gatherings to attend and shopping to complete. And if you're working on top of that through the holidays, life could quickly start feeling overwhelming this time of year.

The holidays may not be "stress-free" for anyone. But with these tips, you can make sure you're protecting your mental well-being while you navigate all the challenges the season throws at you.

Here are 7 tips to cope with holiday stress both at work and at home.

Take a break

Taking a break can be a good way to intentionally slow down during this hectic time of year.

Maintain boundaries with colleagues and family

Practice setting, and maintaining, personal boundaries with both colleagues and family members. Use assertive communication.

Keep a routine

A big part of why the holidays are so stressful for so many of us is because our usual routines get disrupted. This has a big impact on important health behaviors like your sleep, eating, and exercise schedules.

It's normal for these routines to be disrupted during the holidays. But as much as possible, try to keep your regular schedule. Getting 7 to 9 hours of restful sleep every night is especially important. The more you can stick to these regular self-care routines, the better.

Let go of perfection

Sometimes, holiday stress accumulates because of the pressure for everything to be perfect. There is so much pressure during the holidays to be "jolly" every minute of every day. A lot of us feel like we need to prepare a perfect holiday

feast for our perfect families, just like a scene from a holiday greeting card.

Plan ahead

One of the best ways to tackle holiday stress is to have a solid plan going into it. When you know what to expect, you may feel better prepared for the emotional and financial impact of the holidays.

Be careful of alcohol

For many families, alcohol is a big part of holiday gatherings. At the same time, alcohol is closely linked to several mental health challenges, including depression, anxiety, and insomnia. Having a glass of wine after work probably won't hurt, but excessive drinking may make you feel even more stressed. Be conscious of how much alcohol you're consuming.

Seek support

A counselor or a therapist can be a dependable source of support for you during the holidays. If you aren't already working with a therapist, reach out to your company's EAP (Employee Assistance Program). Your human resources department can connect you.

[See the full blog post here.](#)

COLORING AND CRAFTS

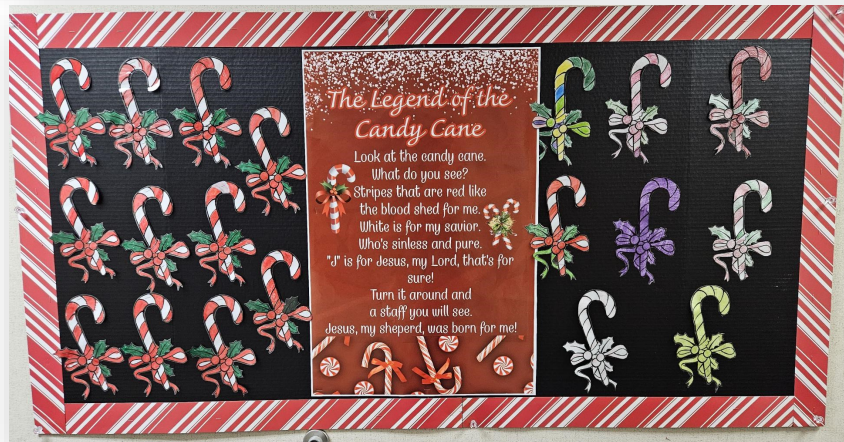
Elvire Sanders-Blakemore, Director of Developmental Health

Loretta Pena along with the individuals in Building 504, Day Habilitation/Individualized Skills and Socialization group, enjoy spending time coloring and making crafts. They have worked hard in creating decorations for Christmas and are proud to share some of their work with everyone.

Keeping in mind, coloring has many benefits that include:

- Improving eye hand coordination and visual perceptual skills
- Relaxing your brain
- Reducing stress and anxiety levels
- Improving focus and concentration
- Stimulating the brain, and
- Improving motor skills

Coloring can be beneficial to all of us and can be done just for fun or for relaxation, so why not give it a try?



Halloween Costume Contest Winners

Congratulations!

Thank you to the 127 of you that casted your vote! Raul from IDD Services received best overall and Ruby from Human Resources was most creative. Thank you to all that participated!



Raul Aguilar's Burrito Truck



Ruby Gamboa as Cruella de Vil and her dalmatian

Pumpkin Contest Winners



Best overall: Cecilia Gallegos (haunted house); Most Creative: LaDonna Cortez (Candy Apple)

**Natural Grocers Gift Basket Winner: Maddie Porter
EAP Bluetooth Waterproof Speaker: Violette Kragh**



Many thanks to all that
took ornaments,
purchased gifts, and
returned them in a
timely manner.
Making Lives Better
during the
holiday season.

Welcome these New Employees...

Randall Willmon	Veteran Services
Tha Sung	Mobile Crisis Outreach Team (MCOT)
Ysa McCoy	Andrew McKinstry
Heather Frische	Autism Program
Gloria Nivyayo	Wayne Group Home



WHITE HAT AWARD

The IDD Service Coordination Department would like to present the Texas Panhandle Centers **Information Technology Department (Jaime Levario, Leo Elio, Amanda Arguellez, Steve Parker)** with this month's White Hat Award. The IT department goes above and beyond to assist with all of our computer needs. They recently worked tirelessly to repair our computer systems after an organizational sized outage. The IT department shows great knowledge and understanding of each individual co-workers needs and is always willing to assist with computer issues and questions, big and small. On behalf of the IDD Service Coordinators, we thank you for all you do!



Jenny Felton - IDD Service Coordination Department

*Have you picked up your holiday gift certificate yet?
Reach out to Barbara Napier at
Ext. 3221*



Articles or suggestions for this publication may be submitted by the 1st of each month to:

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Phone: (806) 351-3308 Fax: (806) 351-3345 Email: joyce.lopez@txpan.org

COMPLIANCE CORNER

Welcome back to Compliance Corner. Each month 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 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 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

Tips for writing a good progress note:

- Avoid lengthy, run-on sentences. Be concise.
- Don't include unnecessary information.
- Discuss treatment goals and progress/lack of progress.
- Start times and end times should be exact.
- Describe the intervention performed and the individual's response.
- Include any, and all, pertinent events.
- Remember to use person-centered language (person's name vs. "individual")

Progress notes throughout treatment should document experiences and lead providers back to a review of the plan. The assessment, plan, and notes should all flow from each other, which is a process described as the Golden Thread.

Keep in mind that progress notes are legal documents that can be brought before a court of law. Make sure to spell your words correctly and use proper grammar.

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).



POINTS TO PONDER - AGE APPROPRIATENESS

Vania Beavers, Rights Protection Officer

Anyone who has taken the abuse, neglect, and exploitation training over the past six months or so has seen the Ted Talk I have shown from Martin Pistorius about his brain “coming back to life” and the trauma he endured in the care home his parents entrusted with his care. You may have also heard that I am bothered with the audience chuckling when he tells of his story of being in his late teens and forced to watch Barney all day. The audience chuckles because he adds some dry humor to his speech, but it bothers me because when I had little children in my home and they were watching Barney, I could not stand more than one episode. I can only imagine how torturous it must be for caregivers to be treating him, as a teenage boy, like a toddler.



When providing services to individuals we support, it is important to remember that their perceived level of functioning may not be accurate. We must treat the individuals we are supporting with respect and as adults. Often times, we see individuals we are supporting become aggressive because they do not like the way they are being treated. *Remember, the individuals we are supporting have the same rights you do!*

To report abuse, neglect, or exploitation 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. Please copy Vania Beavers at 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.

Reminder: If you question if you should report something, the answer is YES!



**Merry Christmas and
Happy New Year!**



DOOR DECORATING AROUND THE CENTER



Submitted by: Pat Schumann



Submitted by: Rick Register



Submitted by: Caitlin Claypool



Submitted by: Loretta Pena



Submitted by: Norma Sloan

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 is **Kaylee Bostwick, Adult BH Service Coordination. Congratulations, Kaylee!**



SAY THANK YOU HOWEVER YOU WISH, BUT DON'T FORGET TO SAY IT

Few things in life are more gratifying than a thank-you note. Baby boomers will no doubt remember their mothers having them sit down and write a thank you note—an art almost completely lost to the later generations.

But the fact is that saying thank you in any way at all is better than nothing. Use email or a text message if you prefer, but say thank you.

When you think of the time you spend buying gifts for holidays and special days, it shouldn't surprise you that someone has invested the same amount of time and money buying something for you. It's likely that your old aunt or grandma has spent precious resources for you, hoping you would like the gesture. That should be acknowledged.

A thank-you note doesn't have to be exceptionally clever, colorful, or elaborate. In fact, the note should not draw attention to you, but to the gift and the thought behind the gift.



- Thank-you notes don't have to be long, just personal.
- The best thank-you notes mention the gift: Thank you for the shirt!
- The key idea, though, is to let the other person know you are grateful for their thoughtfulness. A little gratitude goes a long way!

Ruby Gamboa, Human Resources Specialist, 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) Alternate Living Program 2) Pedestrians 3) Snack

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

1. A big part of why the holidays are so stressful for so many of us is because our usual routines get _____.
2. The individuals we are supporting have the same _____ you do.
3. Mines and Associates provides TPC's _____ Program.



[Submit your answers to joyce.lopez@txpan.org](mailto: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.



... Notice ...



In observance of the Christmas and New Year holiday, TPC Offices will be closed on Monday, December 25th, Tuesday, December 26th and Monday, January 1st. Happy Holidays!



"This year we're going to some place remote, but not so remote that we don't get cell service."



"Let's try this piece of coal and you tell me if it's better or worse."