



# Here's What's Happening...

**TEXAS PANHANDLE CENTERS**  
901 WALLACE BLVD. AMARILLO, TEXAS  
[www.texaspanhandlecenters.org](http://www.texaspanhandlecenters.org)

February 2024 Volume XXI, Issue 2

### 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

**Jerry Don Williams**  
Amarillo, Texas

**Sheriff J. Dale Butler**  
Deaf Smith County

**Sheriff Terry Bouchard**  
Ochiltree County

**Legal Counsel**  
Amy Shelhamer

**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



**Texas Panhandle Centers (TPC) was nominated for the News Channel 10 Viewers Choice Awards for 2024 for mental Health! Support TPC by voting at the link below before February 16.**



**Thank you for supporting mental health!**

<http://tinyurl.com/3wsbex9e>



**HEALTH & SELF-CARE/  
BEST MENTAL HEALTH PROVIDER**

*Making Lives Better*



# Developmental Disabilities Awareness Month

Elvire Sanders-Blakemore, Director of Developmental Disabilities

**N**ext month, March, is recognized as Developmental Disabilities Awareness Month. In 1987 President Ronald Reagan issued a public proclamation urging Americans to provide individuals with developmental disabilities “the encouragement and opportunities they need to lead productive lives and to achieve their full potential”. This month is intended to recognize and celebrate the contributions and achievements of Americans with disabilities, and to make people aware of the challenges they still face in connecting to the communities where they live.



clusive hiring practices and providing job training and support, we can help people with disabilities succeed in the workplace and contribute to society.

- **Never assume**-Making assumptions about a person’s disability can be patronizing and frustrating for them. Everyone deserves to be treated with dignity and respect.
- **Support the family**-Caring for a family member with a disability can be challenging so please avoid making judgments and offer support when possible.

Over six million Americans are said to have developmental disabilities. The Center for Disease Control and Prevention in the United States estimated that as many as one in six children (17%) can be dealing with developmental disabilities.

Developmental disabilities are a group of conditions that cause impairment in physical, intellectual, and/or behavioral issues. These disabilities affect people in different ways. Some people with developmental disabilities can live independently, some with supports, and others can require around the clock care and not be able to ever live independently.

## How can you support someone with developmental disabilities?

- **Inclusion**-Those living with developmental disabilities shouldn’t be excluded from experiences just because of their condition.
- **Access to education**-Children with developmental disabilities should have access to quality education that meets their individual needs.
- **Employment opportunities**-People with developmental disabilities are often overlooked for job opportunities, despite their abilities and qualifications. By promoting in-

Developmental Disabilities Awareness month can be observed by:

- Learning about the different types of disabilities.
- Reading firsthand stories by people with developmental disabilities.
- Attending and promoting events in person or virtually for persons with developmental disabilities.
- Raising the awareness of the importance of inclusion for people with developmental disabilities. People with disabilities are entitled to the same basic rights as everyone else.
- Volunteering for an organization that serves people with developmental disabilities; and
- helping to raise funds and/or donating to organizations, such as the ARC of Texas and non-profit organizations, to learn something new about ourselves and about another person with a different lifestyle and differing abilities.

Developmental Disabilities Awareness Month should serve to raise our self-awareness. It should remind us that we are all a part of a broad spectrum of intellectual and physical functioning and should give us all the opportunity to be more empathetic and to remind us of the challenges we face in our own lives, regardless of our I.Q. or diagnosis.

# Trauma-Informed Care

Jennifer McKay, Chair, Trauma Informed Care Committee

## What is Trauma-Informed Care?

Trauma-informed care shifts the focus from “What’s wrong with you?” to “What happened to you?” A trauma-informed approach acknowledges that we need to have a complete picture of a person’s experiences, both past and present, in order to provide effective services with an emphasis on healing and improving quality of life.

## Why is it Important?

As an agency focused on *Making Lives Better*, we realize how important it is to shift our language, thinking, behavior, and processes to emphasize the strengths an individual possesses in order to promote resiliency and healing. The goal of implementing trauma-informed practices in an organization are to improve engagement of individuals, treatment adherence, and health outcomes, as well as provider and staff wellness. It can also help reduce excess health care and social costs.

Trauma-informed care seeks to:

- Realize the widespread impact of trauma and understand paths for recovery
- Recognize the signs and symptoms of trauma in individuals, families, and staff
- Integrate knowledge about trauma into policies, procedures, and practices
- Actively avoid re-traumatization.

A truly successful approach to trauma-informed care must be implemented at both the direct care and organizational levels. Attempting to adopt trauma-informed care at a clinical level without the proper organizational support can lead to uneven, and often unsustainable, shifts in day-to-day operations. This narrow focus also fails to recognize how non-direct care staff, such

as front desk workers and maintenance, often have significant interactions with individuals and can be critical to ensuring that all individuals feel safe.

## So, What are We Doing About it?

Being trauma-informed requires constant attention, awareness, sensitivity, and often culture change within an organization. At Texas Panhandle Centers, we established the TICTOC (Trauma-Informed Care, Time for Organizational Change) Committee several years ago to address these challenges. The committee has been employed to discuss and guide our efforts in implementing a trauma-informed approach for the individuals we serve, our staff, and our community as a whole.

The TICTOC Committee is currently made up of 9 members from various programs within the agency, including Peer Support, Quality Management, Early Childhood Intervention, Adult Behavioral Health, IDD Service Coordination, Human Resources, and Contracts and Credentialing. Our committee is working on several projects right now, including offering trainings on trauma-informed care, the Employee Recognition program, interviews with staff who have lived experience and can provide their insight into trauma-informed tips and resources.



### TICTOC Vision Statement:

Texas Panhandle Centers embraces the perspective and life experiences of those we serve and employ. We strive to utilize strengths-based language along with culturally sensitive practices, engaging others respectfully in light of possible traumas.

## February recognizes Black History Month

February is Black History Month, a great opportunity to celebrate African Americans' many achievements throughout US history. Since 1976, this annual celebration has recognized the contributions of black Americans to our country.

In 1976, President Gerald R. Ford officially recognized Black History Month. President Ford called upon the public to "seize the opportunity to honor the too-often neglected accomplishments of black Americans in every area of endeavor throughout our history."



*"If a race has no history, if it has no worthwhile tradition, it becomes a negligible factor in the thought of the world, and it stands in danger of being exterminated."*

~ Dr. Carter G. Woodson

---

## From TPC's Help Desk

Due to the number of workstations that we're seeing that have not been restarted, we will be pushing out a forced restart at 5:05 p.m. every day to workstations that have not been restarted for at least 7 days. This is being done in an effort to resolve some issues that come up when the workstation hasn't been restarted in a long while. These restarts will also ensure that all Windows updates, including important security patches, are pushed out to everyone's workstations.

To avoid losing any work on open documents, you can save and then restart at any point before 7 days of uptime have accumulated. This will reset the timer on your computer, so your computer only restarts when it's convenient for you.

If you have any questions, please reach out to the helpdesk at 806.351.3201



## The Years Add Up: How to Arrive at Retirement in Good Health

In your twenties, health isn't typically on your mind and you believe you have plenty of time to think about it later. But that is deceiving. During your twenties, you are building a foundation of healthy habits, so it's crucial that you make health-conscious decisions that will benefit you now and in the long run. Don't smoke, drink in moderation, and choose your routines carefully.



In your thirties, life is a balancing act between family, work and yourself. But you're not a kid anymore. Now is the time to build healthy habits. For example, if you avoid the conditions that put you at risk for heart disease, you may never develop it. Take note of your family history, quit smoking, manage your weight and exercise regularly.

In your forties, healthy behaviors are even more important. No matter what life brings, you'll want to stay happy and healthy so you can enjoy the years to come. Make healthy lifestyle choices now that will benefit you in the long run. Eat well, exercise, watch your weight, get regular checkups and take care of your mental health.

In your fifties, your body's changes can affect your heart. Check with your doctor about whether your cholesterol, triglycerides, blood pressure, fasting glucose, and body mass index numbers are within acceptable ranges. For women, this is a time that hormones can be extra challenging so it is important to visit your doctor and get the support you need.

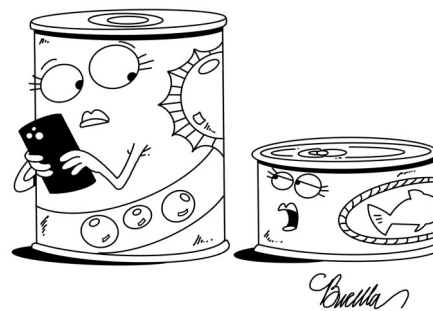


In your sixties, you become the life you have lived, but you can still do something to change the course of your health if it is not where you want it to be. Smoking is the most preventable cause of death in the United States. It's never too late to quit. Keep an eye on your body weight, continue to exercise, check your blood pressure regularly and get regular checkups. It is never too late to make

better choices so you can enter your seventies and even eighties with health and vitality.



"Debate Club. Math Club. Physics Club...oh, Non-Sporting Group, I see."



"I don't trust those dating sites. A lot of those guys lie about their expiration dates."



## Estate Planning Made Easy

*“The hardest thing in the world to understand is the income tax.”*

*– Albert Einstein*

Welcome to the February 2024 edition of **TotalWellbeing**, your guide to the [8 dimensions of well-being](#). This month we explore the crucial but often deferred topic of estate planning. Estate planning is essential for well-being as it grants individuals control and financial security. This proactive approach ensures the orderly distribution of assets, reducing the likelihood of family disputes and ensuring one's intentions are honored. The resulting peace of mind extends beyond finances, alleviating emotional burdens on loved ones during challenging times. Knowing that wishes are documented enhances emotional resilience and contributes to an overall sense of well-being.

Furthermore, estate planning is closely tied to family dynamics. Open discussions about financial matters, end-of-life preferences, and asset distribution foster transparency and understanding among family members. This collaborative approach not only strengthens familial bonds but also ensures everyone is well-informed and prepared for the future. In essence, estate planning is a crucial aspect of overall well-being, encompassing financial security, emotional peace of mind, and the cultivation of harmonious family relationships.

**Remember!** As part of MINES EAP resources, you have access to a wide variety of financial and legal resources to help you with estate planning, and other complex financial issues, including free financial/legal consults and the ability to use your EAP sessions for in-depth financial coaching and counseling! Call or [log in](#) today for more details or to get started!

To your total wellbeing,

The MINES Team

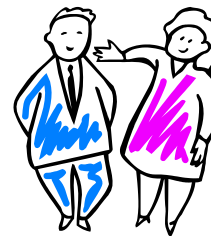
### **This Month's Webinar: Painless Estate Planning**

Less than half of Americans have a will, but everyone needs one. Join us to learn the simple steps you need to take to create a basic estate plan. We will cover the few basic documents that can save you and your family loads of aggravation and unnecessary expense.

[Log in to watch the current webinar](#)

## Welcome these New Employees...

Diana Soto	IDD Service Coordination
Jason McWhorter	ASCI Amarillo
Brianna Garcia	Dumas Behavioral Health
Shamika Kariem	Club Meadows Group Home
Cathy Harvey	Perryton Behavioral Health
Terri Brooks	Specialized Services
Ya Ko	Early Childhood Intervention
Esmeralda DeLeon	ASCI Pampa



---

### WHITE HAT AWARD



The IDD Service Coordination Department would like to present  
**Lupe Martinez, Specialized Services**, with this month's White Hat Award.

Lupe is very dedicated to her individuals and accommodates their needs to the best of her ability. She shows great patience and compassion. Lupe fills her room with joy and laughter as her individuals feel comfortable and well cared for. Lupe goes above and beyond to provide care and supervision for our individuals. Thank you for all you do!

Jenny Felton - IDD Service Coordination Department



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. 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](mailto:Donald.newsome@txpan.org)

Here is the compliance question of the month:

### Question:

I was told that I had to print my name under or beside my signature if my writing wasn't legible. Is this correct?

### Answer:

As you may remember from the “Ethics in Documentation” training in New Employee Orientation (NEO), all signatures on agency/clinical forms must be readable/legible. For those signatures that are not generally legible, a name must be printed beside the signature.

Also, please remember that, if you document in iServ, to be sure to have **contacted Dan Thompson in order to set-up an electronic signature. An electronic signature will have a date and time stamp next to the provider name.**

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).

---

*Happy Valentines Day!*





# POINTS TO PONDER

## Importance of Confidentiality when Suspecting ANE

Vania Beavers, Rights Protection Officer

Over the years I have found that there are some people who have reservations about reporting abuse, neglect, or exploitation. This can lead to consulting people who do not have a need to know. The problem with consulting others is that this may compromise the integrity of the investigation. The only people anyone should be speaking to about an investigation is the investigators, their supervisor (only if they are not involved and have an administrative need to know), or the Rights Protection Officer.



If you know details about an investigation that were not reported with the allegation, you should report those details to the Rights Protection Officer so the details can be reported to the investigator. Discretion and confidentiality are crucial when dealing with this type of information, as rumors can quickly change information, making it more difficult for the investigator to make an unbiased, informed decision.

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](mailto:performance.contracts@dshs.state.tx.us). Please copy [vania.beavers@txpan.org](mailto: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.

In order to keep everyone safe, the report should also be made to Vania Beavers, Rights Protection Officer, at (806) 351-3400.

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



**Daylight saving time will begin for 2024 on Sunday, March 10th at 2:00 a.m.**



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 **Alexis Hernandez, IDD Service Coordination**.  
**Congratulations, Alexis!**

Thank you for your hard work! Please reach out to Gaynelle Williams in QM for your gift card.



**98.5%**

Congratulations to the IDD  
Department and billing staff for  
achieving a 98.5% on their recent audit.

Thank you to all that supported this  
effort.



**Makayla Whalen, BH 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](mailto:joyce.lopez@txpan.org).

# Taking Care of Our Hearts, Together



**Heart disease is the leading cause of death in the United States, causing one in four deaths each year. But there's a lot you can do to live a heart-healthy life—and connecting with others can make your efforts even more successful.**



Studies show that if you join forces with people at home or online, you have a better chance of staying motivated. Best of all, you don't have to make big changes all at once. Small steps can get you where you want to go. Gather your friends and family and make a commitment to your heart health, together.

## Here's How to Start:

### Move more

Get at *least* 2½ hours of physical activity each week—that's just 30 minutes a day, 5 days a week. In addition, do muscle strengthening exercises at least 2 days a week. Can't carve out a lot of time in your day? Don't chuck your goal, chunk it! Try 5, 10, or 15 minutes a few times a day. Some physical activity is better than none.

#### Be active, together:

Get creative. Invite a colleague to keep you on track. Text each other a reminder to go for a walk or take an online exercise class together. Grab your kids and do jumping jacks, shoot some hoops, or dance. People with friends or family who support their efforts to be physically active are more likely to be successful, studies show.



### Eat healthy foods

A healthy diet that is low in sodium and saturated fat is key to heart disease prevention. Try the highly rated Dietary Approaches to Stop Hypertension (DASH) eating plan. It recommends:

- Eating vegetables, fruits, and whole grains
- Eating fish, poultry, beans, nuts, vegetable oils, and fat-free or low-fat dairy products
- Limiting foods that are high in saturated fat and sodium
- Limiting sugar and other sweeteners.

Find heart-healthy DASH recipes at:  
[healthyeating.nhlbi.nih.gov](http://healthyeating.nhlbi.nih.gov)

#### Eat healthy, together:

When you get fast food, ask for a salad instead of fries, and don't get the "deluxe" sandwich. Start your meal with a salad or appetizer of veggies so you'll have something healthy first. Studies suggest that we tend to eat like our friends and family. Your healthy choices may inspire those around you.



NIH National Heart, Lung, and Blood Institute



WELLNESS  
WORKS

www.imstpa.com • P.O. Box 15688 • Amarillo, TX 79105

## Aim for a healthy weight

Being overweight is hard on your heart. It increases your risk of having heart disease, a stroke, high cholesterol, high blood pressure, and diabetes. Choosing heart-healthy foods and getting regular exercise will help you achieve and maintain a healthy weight.

### Manage weight, together:

A study of one popular weight loss program showed that participants who were the most connected with others in the program's online community lost the most weight. Join an online weight loss program with a buddy, or sign "social support" agreements with three family members or friends. Be sure your agreement includes ways to reduce stress, which affects energy and hunger and, if chronic, can make your body store more fat.



## Reduce stress and improve sleep

Stress can contribute to high blood pressure and other heart risks.

Not getting enough sleep or regularly getting poor quality sleep increases the risk of having high blood pressure, heart disease, and other medical conditions. Aim for 7-8 hours of sleep a night.

### Manage sleep and stress, together:

Practicing meditation, being more physically active, doing relaxation therapy, and talking with someone you trust can help you cope with stress and sleep better. Find a friend or family member who shares your goals. Together, take steps to lower your stress and follow healthy sleep practices, like having a regular bedtime and not eating late at night.



## Quit smoking

The chemicals in tobacco smoke harm your heart and blood vessels in many ways. Quitting is hard, but many people have succeeded, and you can too. Set a quit date and let those close to you know about it. Ask your family and friends for support in your effort.

### Be smoke-free, together:

The websites [BeTobaccoFree.hhs.gov](http://BeTobaccoFree.hhs.gov) and [Smokefree.gov](http://Smokefree.gov) have many free resources, including apps and a chat line, to help you connect with others trying to quit. To keep your hands busy and be with others when you get urges, consider taking an online class for an activity like sewing, knitting, woodworking, art, or music.



## Know your numbers

Meet your heart health goals by keeping track of how much you exercise, your blood pressure, your cholesterol numbers—all of which can impact your heart health—and tell your doctor how you're doing.

### Track your heart health stats, together:

Keeping a log of your blood pressure, weight goals, physical activity, and if you have diabetes, your blood sugars, will help you stay on a heart-healthy track. Ask your friends or family to join you in the effort. Check out NHLBI's [Healthy Blood Pressure for Healthy Hearts: Tracking Your Numbers worksheet and other materials at www.nhlbi.nih.gov/hypertension](http://www.nhlbi.nih.gov/hypertension)



Access the Wellness Works Health Risk Risk assessment from [www.imstpaonline.com](http://www.imstpaonline.com)



WELLNESS  
WORKS

[www.imstpa.com](http://www.imstpa.com) • P.O. Box 15688 • Amarillo, TX 79105

## 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](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) 2022 2) 90% 3) Society

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

1. Over \_\_\_\_\_ Americans are said to have developmental disabilities.
2. Being \_\_\_\_\_ requires constant attention, awareness, sensitivity, and often culture change within an organization.
3. IT will begin a forced restart every day at \_\_\_\_\_ to workstations that have not been restarted for at least \_\_\_\_\_.



[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)