



# Here's What's Happening...

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

March 2024 Volume XXI, Issue 3

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#### Serving the citizens of:

Armstrong, Carson,  
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Lipscomb, Moore,  
Ochiltree, Oldham, Potter,  
Randall, Roberts, Sherman,  
and Wheeler counties

## News Channel 10 Viewers Choice Winner for Best Mental Health Provider!

**NewsChannel 10 VIEWERS CHOICE AWARDS 2024**

**TEXAS PANHANDLE CENTERS**

**BEST MENTAL HEALTH PROVIDER**

VOTED BY THE  
VIEWERS OF NEWSCHANNEL 10  
[newschannel10.com](http://newschannel10.com)

*Brent McClure*  
**Brent McClure**  
General Manager/Vice President

**Thank you NewsChannel 10!**  
TPC is honored to receive the best  
mental health provider recognition.

**Thank you to those that nominated  
and voted for us!**



# Texas Panhandle Wildfire Response

As the Local Mental Health Authority for the Texas Panhandle, TPC is responsible for crisis counseling and disaster mental health response. Stacy Sandorskey, Disaster Coordinator, has been actively involved with the counties most impacted by the wildfires. The response from volunteers from surrounding communities and across Texas and the U.S. has been remarkable. The recovery efforts will be ongoing for those that lost homes, livestock and property. Just some of the designated donation sites include:

- Pantex Federal Credit Union
- Amarillo National Bank locations
- Red Cross
- Amarillo Area Foundation
- Fritch Volunteer Fire Dept.
- Stinnett Volunteer Fire Dept.
- Hutchinson County United Way
- Education Credit Union
- Toot n Totum
- Potter Co. 4-H
- HF&C Feeds Amarillo
- Amarillo Fire Department
- Boy Scout Troops 1776 and 4776
- The Working Ranch Cowboys Association
- The High Plains Food Bank
- The 100 Club of the TX Panhandle
- Locust Grove Volunteer Fire Department in Canadian
- The Canadian Record
- The Hemphill Co. Extension Building



Nancy Diaz and Kayla Ellis



Sara Northrup and David Bustos with the Mobile Emergency Response Vehicle (MERV) in Hemphill County

## Texas Panhandle Wildfires Behavioral Health Support



# Talking Helps

SCHEDULING APPOINTMENTS NOW

- OFFICE
- VIRTUAL
- PHONE
- HOME BASED

Serving individuals and their families impacted by the Texas Panhandle Wildfires in their own community by a team of trained providers.

To schedule an appointment, call or email Steve at:

806.351.3233

steven.garcia@txpan.org



24/7 Crisis Hotline: 800.692.4039 or 988

TEXASPANHANDLECENTERS.ORG

## Time to Prepare for Spring Storms

Springtime and early summer are the seasons for windstorms, tornadoes, and hail in many parts of the country.

If they are common where you live, put together a power outage kit to ensure that you're prepared. Keep it in a water-resistant storage container in a location you can easily access.



- Include a utility knife, duct tape, a utility lighter to light pilot lights, a fire extinguisher, and a first aid kit.
- Note that if all your phones are portable, they won't work when the power is out, and you won't be able to charge your cell phone.

The kit should include:

- A safe light source such as a battery-powered lantern, flashlights or battery-powered area lights, and extra batteries.
- An assortment of hand tools including pliers, a screwdriver, a cutting blade and a wire cutter.

Other items you will want to have available are a battery-operated radio for news updates and instructions, a battery-operated clock, prescription medications, and pet supplies.

There could be a long wait before power comes on, so know where you can find your favorite books, decks of cards, and games.



"No pets? Really? How do you come up with passwords?"



"Of course you did better in history. There was a lot less of it when you were my age."

# COMPLIANCE CORNER

Welcome back to Compliance Corner. Each month we will address a question that was received internally for educational purposes. (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)

### Proper/Improper Use of Quotes:

Quotation marks are used to mark something that is spoken, in other words, to designate a direct quote, to display something that has been said, **word for word**.

#### Correct example:

Joe Blow reported, “I will work with my case worker every week on learning to budget my money.”

#### Incorrect example:

“Joe Blow will meet with his CM, one time weekly, for 45 minutes, for the next 6 months, to work on budgeting skills so that he can become his payee.”

Using quotes in your progress notes indicates that the individual is there with you and is engaging in the appointment as well as showing you are providing a person-centered service. The portion that you put in quotes should be **exactly** what the individual says, not your interpretation of what the client says.

For more information on the correct use of quotes, see the following website:

<https://www.mentalyc.com/blog/quoting-clients-in-progress-notes>

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 St. Patrick's Day!* 

## POINTS TO PONDER - Investigation Frequently Asked Questions

Vania Beavers, Rights Protection Officer

Lately I have been getting a lot of calls in regards to open investigations, so I wanted to share them, and the answers, with you.

### **I called Adult Protective Services (APS) and asked them about my case, they said they did not have an open case with my name?**

There are a few points to address on this question.

1. When you call APS you are not talking to the investigator. Often they will tell you that they do not have an open case with your name as the alleged perpetrator because they do not. Provider Investigations, who conducts our investigations, are a separate department from APS.
2. Please don't call provider investigations. They are overrun with cases at the moment due to some upcoming changes in their department. You can call me if you have questions about an open investigation.



### **Why haven't I heard anything, I've been on reassignment for months!**

Provider Investigations is in the midst of transitioning to a different department (another reason why we shouldn't call them; who knows which department has the case at the moment). I reached out to a supervisor last week and he stated that all cases are delayed due to the transition to this other department.

I understand that the lack of communication is frustrating, it is for me too. Remember, patience is a virtue. If you have an issue with your reassignment, you can reach out to your supervisor. Unfortunately, we cannot make the state work any faster.

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 cc [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.**

## Welcome these New Employees...

Emily Miller	CCBHC IA Grant Project
Tenseo Johnnie	Camp Lane Group Home
Doris Tinega	While-A-Way Group Home
Allandria Armstrong	Canode Group Home
Alex Spencer	Wayne Group Home
Marianne Nabors	Canode Group Home
Lynzie Johnston	MH PASSR
LaTasha Davis	ECI
Lucerito Gallardo	Child Probation Program
Gary Reeves	Maintenance Bivins Pointe



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### WHITE HAT AWARD



The IDD Service Coordination Department would like to present **Janette Ni-yondagije, Specialized Services**, with this month's White Hat Award.

Janette always shows great patience and poise. She is dedicated to her individuals and assists them with all of their needs while at Individual Skills and Socialization. Janette treats her individuals with great respect and compassion. She fills her room with laughter and fun as well as provides high quality supervision. Thank you for all that you do!

Jenny Felton - IDD Service Coordination Department



March 19th  
First Day of Spring

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

# Save the Date!

*You're Invited!*

 **Texas Panhandle CENTERS**  
Behavioral & Developmental Health  
*Making Lives Better*



## 4th Annual Mental Health Awareness Event

May 10, 2024  
11:30 a.m. - 2:00 p.m.

*May is Mental Health Awareness Month*

### Live Music by Velvet Funk

**Food Trucks, Resource Booths, Networking, T-Shirt Sales, Giveaways and More!**



**New location!**  
6600 Killgore Drive, Amarillo, TX



**Vanessa Ceballos, FAYS 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](mailto:joyce.lopez@txpan.org).

# ***It's Walk Across Texas time at TPC!***

***Please mark your calendars for Friday,  
April 12 2024!***

***Begin forming your teams now!***



## What is Walk Across Texas?

Walk Across Texas is a voluntary program to help employees start moving more and establish physical activity as a lifetime habit. Participating in Walk Across Texas with other employees is a great way to help stay motivated. It is not only walking, but doing any physical activity of your choice (gardening, cycling, aerobics, dancing, golfing, etc.)

Walk Across Texas is an employee team event. If you wish to participate, please get with your co-workers and discuss who will be on teams. Each team will need to designate a team captain and each team should have 8 people.

## **Some things to consider as a team captain for Walk Across Texas...**

- **Can I commit to 8 weeks?**
- **As team captain, you agree to be the team coordinator, invite each member to the WAT website by the deadline.**
- **Act as a motivator for your team.**
- **Keep team updated on any upcoming dates.**



Watch for an email in the coming weeks that will include registration information and additional instructions. In the meantime, form your teams, pick a team name, and designate a captain. **Please do not attempt to register until you receive further instructions as a new league code is required.**



## Free wellness workshop on March 19th!

As part of your new Personalized Coaching and Development services through MINES EAP, we invite you to an exciting wellness event later this month.



Join us on Tuesday, March 19th for an engaging workshop designed for busy professionals to unlock your full work potential. In our upcoming session **“Achieving Flow State & Peak Productivity,”** we’ll dive into the secrets of achieving the coveted state of flow, mastering prioritization techniques, and harnessing the power of mindful breaks.

From optimizing your desk setup to embracing deep work strategies, we'll equip you with the tools to maximize productivity and efficiency. Don't miss this opportunity to elevate your performance and get more done in less time.

**When: March 19th at 2 pm EST/12 pm MST**

**Where: Online/Zoom**

**To Register:**

**[https://us02web.zoom.us/meeting/register/tZEsf-qtqzgvGtBYBfCjBqh\\_r2Y3SokjHoUN#/registration](https://us02web.zoom.us/meeting/register/tZEsf-qtqzgvGtBYBfCjBqh_r2Y3SokjHoUN#/registration)**

**ONLINE WORKSHOP**  
**HOW TO ACHIEVE  
FLOW STATE & PEAK  
PRODUCTIVITY**

A McKinsey study found that executives in a state of flow were found to be five times more productive.

Flow isn't just a pleasant experience, it's an intensely productive one that leaves us energized, motivated, and fully engaged in our tasks.

**WITH MARINA KIRIK**  
CERTIFIED YOGA & MEDITATION  
TEACHER, HOLISTIC HEALTH COACH,  
PERSONAL TRAINER, AND NLP  
PRACTITIONER.

**TUESDAY, 19TH MARCH 2023**  
**12 PM MST/11 AM PST**

**SIGN UP NOW**  
**[HTTPS://TINYURL.COM/YC3BHDVJ](https://tinyurl.com/YC3BHDVJ)**

## 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) 6 million 2) Trauma Informed 3) 5:05 pm; 7 days

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

1. Walk Across Texas at TPC is set to start on \_\_\_\_\_.
2. When you call APS you are not talking to the \_\_\_\_\_.
3. The 4th Annual Mental Health Awareness Event is set for \_\_\_\_\_.



[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.