In observance of the upcoming holidays, Texas Panhandle Centers will be closed on Tuesday, December 24, Wednesday, December 25 and Wednesday, January 1.

The Executive Management Team and Board of Trustees wish you and your family a very Merry Christmas and a happy and prosperous New Year!
My name is Sam. I live in a world where I feel all alone. I have problems interacting with others. Socializing is one of my greatest adversaries. Sometimes I find myself staring right through the person whose is talking. I find it hard to show empathy, although I am working hard to understand. Often times, I ask myself, “What is this empathy anyway. Everyone talks about empathy, but I just don’t get it”. I don’t like people touching me, but I am getting better.

I rode in the van the other day and didn’t get the heebie-jeebies. I find it hard to cope with sudden intense change whether it be around me or inside me. It causes me to feel panicky. Most of all, I’m boring. I’ve been told I have the same monotone voice no matter the subject or situation. It’s easier to live in a world all alone rather than be misunderstood or judged.

Sam’s diagnosis is Autism Spectrum Disorder, a brain disorder that affects how a person perceives the world and socializes. The spectrum ranges from how little or how much support the individual needs to manage and cope. Sam doesn’t have to live in a world where he feels alone as there is a place to help him develop and implement social skills and learn ways of coping with limitations caused by the brain disorder.

The TPC Autism Department provides programs that serves children and adults. The process begins with the intake department. From there an assessment is provided by the Director of Autism, Cindy Peters, to determine if an individual will benefit from Autism Support. Services include behavioral support, social skills training and social skills groups.

Each individual or legal guardian provides a personal outcome. Therapist techs, Celia Herrera and Tonya McMasters, individualize plans utilizing the SMART tool to establish goals that assist individuals in attaining their personal outcome. Once skills are learned, individuals practice in their homes and community ensuring skills are successfully implemented.

Sam does not have to feel alone as we provide areas of training to facilitate and address areas of concern with individuals who are diagnosed with Autism Disorder.

If you know someone like Sam or would like more information, call the intake department at TPC, 806.351.3212.

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Many thanks to all who donated to the ECI fundraiser. Due to your generosity, all identified families were provided for. Thank you for Making Lives Better for our ECI families!
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

**Here is the compliance question of the month:**

**Question:** A co-worker told me that I am supposed to give each of my clients a copy of the Client Rights Handbook every year. Most of my clients decline the handbook, stating they already have one. So do I just leave the box on the Authorization for Services, where they initial they got one, blank?

**Answer:** The Authorization for Treatment form is to be updated in its entirety, annually. On this form is where the client initials that he or she received a copy of the handbook. If the individual seeking services declines a copy of the handbook, the reason must be clearly documented on the form and then signed by the individual.

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.
Tis the season to be jolly, or at least that’s what they say, right? The holidays can be a very stressful time of year with trying to find that perfect gift, cooking the perfect holiday meal, entertaining guests, and trying to live up to an ideal persona of a magical holiday theme. While we may want to have the perfect meal, gift, or time with family and friends it can often take a toll on our emotional, psychological, and physical wellbeing. This also goes for those who are trying to assist us with getting things just the way we want it during the holiday seasons like family, friends, or those in the sales industry. Stress can come at any time for anyone, and it is important to become equipped with ways to distress in a flash, especially during the holidays. No one really wants to be remembered as that one person who always blows steam when they’re supposed to be celebrating, right? The Mayo Clinic website offers some great information on ways to prevent stress during the holidays, and ways to assist you with those holiday blues. Being able to reach out for support, and being able to ward off unrealistic idealisms can make a big impact on your overall health during the holidays. You can find more tips at https://www.mayoclinic.org/healthy-lifestyle/stress-management/in-depth/stress/art-20047544

The best take away from today’s article is to be kind to yourself and to others, and to try to be mindful of stressful events that might just be unrealistic ideas surrounding your events, and the holiday season. Remember we can be remembered by how we made someone feel, not by what we said or did.

Points to Ponder

Jana Campbell, Rights Protection Officer

To report, or not to report that is the question. People often tell me that they are confused on if they should make a report to Department of Family and Protective Services or not. Most often the answer is YES! If there are any concerns or doubts that an individual is being abused, neglected, or exploited you need to make a report. Many people don’t know that Texas is a “duty to report state” which means that if you have knowledge that an individual is being abused and you do nothing, then you can be criminally prosecuted. Remember, that if an individual such as a child, person with disability, or an elderly person makes an outcry that someone has abused them it must be reported immediately. A report must be made even if you see no injuries, or possibly don’t believe the incident happened, it still must be reported.
White Hat Award

The IDD Service Coordination Department would like to give this month’s White Hat Award to **Krystyna Hartman, IDD Nursing**. Krystyna has worked very hard to ensure the needs of our consumers are being met. She works closely with Service Coordinators and is an integral part of the service planning team. Even when she is very busy, she will take time out to help any way she can. Krystyna has gone above and beyond her job duties and from all of us at the IDD Service Coordination Department, we thank you and appreciate all that you do.

Breanna Miller for IDD Service Coordination Department

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**Answer’s to last months questions:**

1) **Self Aware**
2) **Colder Months**
3) **30 Minute**

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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 Authorization for Treatment for is to be updated ____________.

2. We will be remembered by how we made someone ________, not by what we said or did.

3. The TICTOC Employee Recognition is for employees doing a good deed as it relates to ____________.

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*Submit your answers to joyce.lopez@txpand.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.*
Trustee Recognized for 19 Years of Service

Dr. Sam Reeves, Vice Chair, of TPC’s Board of Trustees, was recognized at the November 21st Board meeting by the Board and Executive Staff for nineteen (19) years of volunteer service to TPC. Dr. Reeves was appointed by the Amarillo City Commission to the Board in September 2000. He served on the Policy Committee for two years before being elected Vice Chair.

In that time, Dr. Reeves contributed significantly to the following initiatives:

- Tobacco Free Campus
- Name change from TPMHMR to TPC
- The construction of the Crisis Respite Facility
- The expansion of the Telemedicine Network across the Texas Panhandle Region
- The transfer from TCRMF to TML saving the Center millions of dollars
- The creation of the Jail Diversion Program

Just to name a few. Over the years he has been a strong advocate for individuals with developmental disabilities and he will be greatly missed. Dr. Reeves resigned his position on the Board effective December 31. He was recognized with a reception and plaque.

Thank you for nineteen years!

Employee Recognition

On November 21st, Judge Willis Smith, Chair of the Board of Trustees, Board, and Executive Management Staff, recognized Ray Stallings, Licensed Vocational Nurse, with IDD Services, for twenty-five (25) years of service with the Center. He was awarded a plaque, gift card and a day off.

Congratulations!
TPC’s Trauma Informed Care Time for Organizational Change Committee has been busy with New Employee Orientation (NEO) presentations as well as a presentation to the staff of Community Living. The group saw a video on trauma awareness as well as heard about the various initiatives across the Center.

The Trauma Informed Care Time for Organizational Change Committee includes:

- Angela Ellis, Peer Support
- Diana Van Scoy, First Episode Program
- Donald Newsome, Quality Management & Compliance
- Jennifer McKay, IDD Psychology
- Jesse Greer, Data Mgmt., Contracts & Credentialing
- Joyce Lopez-Enevoldsen, Executive Director’s Office, BH Regional Support
- Misty Galindo, IDD Crisis
- Rayna Henderson, Human Resources
- Stacy Sandorskey, Children’s Services, STAR & ECI
- Troy Klamm, F.E.P., Peer Support

If your department is interested in hearing more about TICTOC 3.0 please contact anyone of these committee members or Joyce at joyce.lopez@txpan.org.

**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 those are 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!*

**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
If you were asked to name the most important day in December, Christmas or Hanukkah would probably come to mind.

Certainly these events dominate the month. But there is another day, a significant day, a day dreaded by anyone trying to run an organization in colder climes. **December 21 is the first day of winter.** In many parts of the country, that means snow and ice. Before that big storm inevitably hits, there are steps you can take to ensure you make it to work.

- First: think about your car. It may seem obvious that it needs a strong battery and good antifreeze, but those are also easy to put off. Get a tune-up to ensure that the car will start in cold weather.
- Alternate transportation. In heavy snow, sometimes only four-wheel drive vehicles can get through. Make arrangements now with someone who has one. If all else fails, call in to your workplace. They may be able to send someone to pick you up.
- Alternate child care. When snow is deep, daycare centers will sometimes close. Arrange now for a backup to take care of your child so you can go to work.
- Your home. Take steps to prevent home emergencies. Wrap pipes that may freeze with heat tape. Have your heating system checked so it doesn't go out at the worst possible time. Think of any other type of emergency that could occur.
- Personal. Be prepared with non-slip boots, walk with care, and use hand rails on steps. Holidays should be happy days — and they will be happier if you have taken steps to ensure you'll have no problems in December and the rest of the winter season.

**Congratulations!**

The following employees were recognized through the Performance Enhancement Program for one or more of the following: Core Competencies, Safety, Critical Thinking, Communication, Client Rights, Continuous Quality Improvement, Professional Behavior, Customer Service:

**Dovie Kelly, Specialized Services**

Reminder to supervisors: If you would like employees recognized through PEP in the newsletter, submit the PEP (or a copy) to the respective executive manager for approval.

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Jennifer Heredia was the winner of the TPC sponsored blue tooth wireless speaker and case during the United Way Rallies.

**Congratulations Jennifer!**
Live well, live balanced, live life

Texas Panhandle Centers is pleased to offer its employees and household members an employee assistance program. Each month we will feature a program from the EAP.

**Work/Life Referral Services**

Finding the right dependent care provider can be a time-consuming and exhausting endeavor. You and your household members have access to unlimited specialized work/life services that provide information, research and referrals for childcare, eldercare, and convenience services. This can include:

- Assisted Living Facilities
- Caregiver Support
- Community Services
- Medicare/Medicaid
- Childcare Centers
- Adoption Services
- New Parents/Pregnancy
- Special Needs
- Fitness Classes
- Home-based Services
- Pet Care
- Repair Services

The use of your Employee Assistance Program is **strictly confidential and available 24/7**. We are here to help with the everyday issues that come up in your life, including:

- Stress
- Depression
- Family Issues
- Financial Problems
- Substance Abuse
- Work Related Issues and More...

**800.873.7138**

www.MINESandAssociates.com
Welcome these New Employees...

Jessica Arinaga  
IDD Service Coordination  

Brenda Cantu  
BH Intake  

Kathleen  

Carpenter-Whitfield  
IDD Nursing  

Josey Clark  
Crisis Redesign  

Mellisa Coronado  
IDD Nursing  

Kendra Hubbard  
IDD Nursing  

Hussein Megenow  
Alternate Living  

Lidia Dailey  
Rural Opioid Program  

Arbai Elmi  
Alternate Living  

Shantel Grant  
Utilization Management  

Cynthia Hammett  
IDD Crisis Intervention  

Ronald Muldrow  
IDD Nursing  

Bridgette Ratliffe  
IDD Nursing  

Terri Wells  
Specialized Services

Bounheng Phongphraphan, 1115 Waiver Integration, answered last month’s questions correctly and was randomly selected to win a $25 gift card from Amarillo National Bank.

To claim your card, contact Joyce Lopez-Enevoldsen at 806.351.3308 or email: joyce.lopez@txpan.org.

“I never thought you’d make it back in time, so I bought an artificial.”

“Tell Santa that Rudolph’s check engine light is on.”