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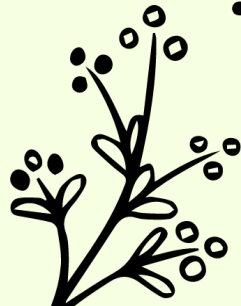
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Serving the citizens of:

Armstrong, Carson,
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Deaf Smith, Donley, Gray,
Hall, Hansford, Hartley,
Hemphill, Hutchinson,
Lipscomb, Moore,
Ochiltree, Oldham, Potter,
Randall, Roberts, Sherman,
and Wheeler counties



GARDEN OF THE MIND

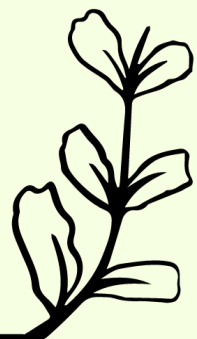
Panhandle PBS presents Garden of the Mind, an event where participants can cultivate "the little things" for their own mental health.



"The Little Things" is an in-depth series that focuses on mental health, and the little things people can do personally to improve their mental health. Episodes and segments will address the "mental health moment of our generation" and well-being in an age of rising mental health and addiction challenges in the shadow of the pandemic that has made those challenges worse.

For more information visit:
www.panhandlepbs.org

**Mindfulness, exercise, food and
mood, creativity, nature and
connection.**



Justice-Involved Interventions

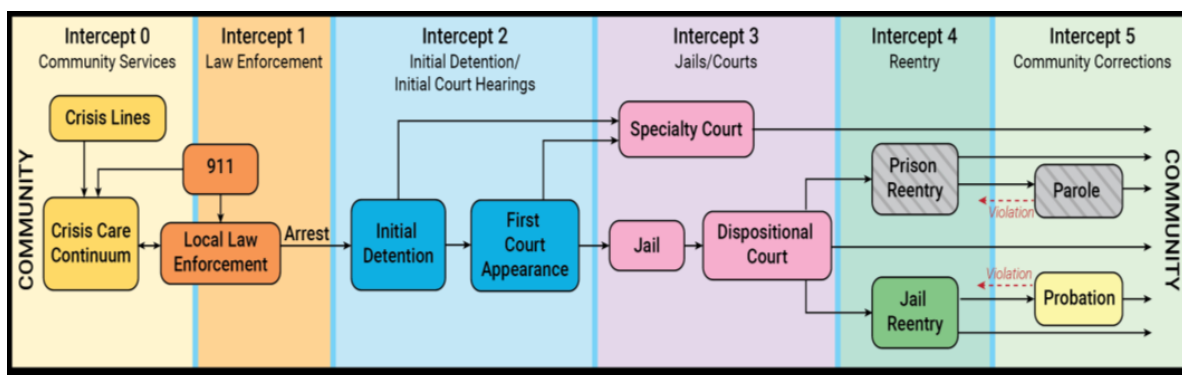
Maira Argomaniz, Justice Involved Programs

Texas Panhandle Centers is consistently looking for ways to improve and make the lives better of those we serve. Individuals with mental health conditions tend to be at a higher risk to come in contact with the criminal justice system. According to SAMHSA (3/2/22), it is estimated that 18% of the general public has a mental illness, however of that percentage 44% of them are in a local jail and 37% are in a prison; this equals to 81% of the identified public with mental illness

release from jail offering treatment as an option in lieu of jail time.

Mental Health Docket with Municipal Court

The TPC case manager attends city arraignments at Randall County every morning and identifies TPC clients and any other potential clients in need of TPC services and works with Municipal Judges to develop treatment recommendations. If an individual is released on a PR bond or is set



being in a detained correctional facility at some point. Over the past few decades Texas Panhandle Centers has focused efforts on jail diversion to address potential diversion interventions from pre-booking to the re-entry process of the person's release back into the community. Texas Panhandle Centers and local criminal justice partners have used SAMHSA's Sequential Intercept Model to guide our interventions and treatment as healthier alternatives to detaining people with behavioral health conditions and to reduce their overall involvement with the criminal justice system.

MENTAL HEALTH DOCKET (INTERCEPT 2)

Our Mental Health Program is aimed to divert individuals from the criminal justice system at the earliest point upon entering the criminal justice system post-arrest. MH Docket advocates for a personal recognizance bond (PR) or early

to appear for "payment arrangements" then the CM coordinates with the client and Judge to appear at a certain time for court.

16.22 Coordinator

The TPC case manager sits in county arraignments and reviews mental health history/nature of arrest and will request a mental health court order to establish a need early on in criminal proceedings that may aid in a bond, outpatient treatment recommendation, inpatient treatment, competency concerns, substance use concerns, any other needs that may appear as mental health but are medical related. When fully staffed, a case manager is available at Potter County, Randall County, and Deaf Smith County.

(Continued on page 4)

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:

Kaysea Christopher, Clarendon Behavioral Health

Maria Armijo, Children's Services

Norma Sloan, FAYS Program

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.

Thanks to everyone for their participation in the Better Living Event!

Everyone's hard work made for Better Living with good health and lots of positive socialization and fun.

Thanks to our guests from Herford, Sue Pugh and her team from the Amarillo Health Department.

Gary Fox
CMHC/Better Living Program Manager



Autumn Sanchez and Regan Hill

Baby News...



Congratulations to Vanessa Gonzales, Perryton Behavioral Health, on the birth of her first grandchild. Yuletzy Rue Gonzales was born on July 14th. She weighed 5 lbs. 9 oz. Mom, Dad and Baby Yuletzy are doing great!

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JAIL DIVERSION (INTERCEPT 3)

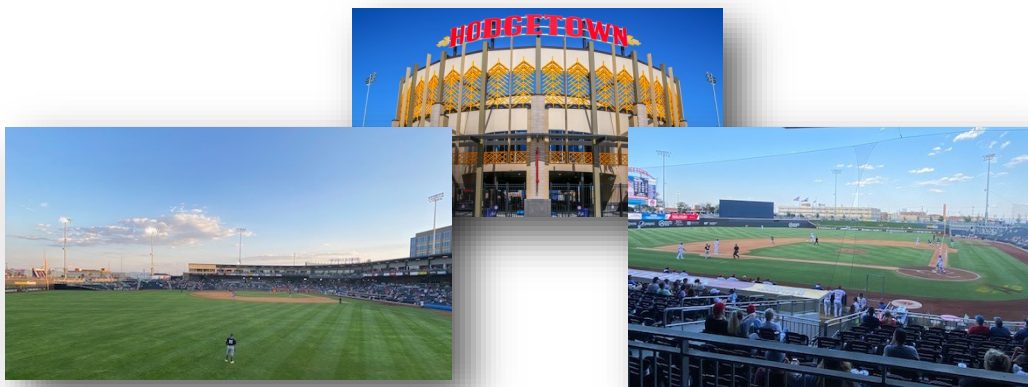
Jail Diversion case managers provide case management, psychosocial rehab, and advocacy to individuals with the end goal to be served on an outpatient setting. Jail Diversion also works with individuals who are going to the state hospital or returned from the state hospital on forensic commitment. The ultimate goal of a client being served in jail diversion is stabilization and release back to the community, to alleviate any suffering in a jail setting, and reduce future recidivism.

SB 292-Justice Involved COPSD PROGRAM (INTERCEPT 3, 4, and 5)

It is estimated that 63% of people in jail and 58% in prison have a substance use disorder. Individuals with these disorders have challenges in getting appropriate treatment and often incarceration exacerbates their symptoms. This can lead to individuals staying incarcerated longer than those without behavioral health concerns. In 2018 we started our COPSD Program which is initiated by Randall County Jail Staff and then treatment is continued once the individual is released from jail by the TPC COPSD Team comprised of 4 case managers. The team completes enrollment for individuals while in jail for seamless discharge and treatment planning. Clients served in the COPSD program while in jail will resume the same treatment they started in jail.

We are consistently working towards quality improvement and as legislation and laws change so does the flow of our programs, with this in mind we maintain the client's needs first in what we do. If you have a client or a loved one that is involved with the criminal justice system please reach out to us at jailservices@txpan.org.

TPC Night at Hodgetown



On Thursday, July 14th, TPC hosted an all staff evening at Hodgetown. The Amarillo Sod Poodles vs. the San Antonio Missions. Approximately 65 staff plus family members were in attendance.

Meet TPC's Rights Protection Officer

Mark De Leon, Rights Protection Officer



Hello, my name is Mark De Leon. I am a lifelong resident of Amarillo and have established some deep roots here that I am proud of. This year, my soul mate Debbie and I celebrated our 25th wedding anniversary. We have been blessed with three wonderful daughters who have grown into ambitious young women who have a heart for others. I have worked in different capacities throughout my life, but over the last decade or so, I have worked in public service, with most of that time spent in Juvenile Corrections. Most recently, I was an Adult Probation Officer with Potter, Randall, and Armstrong Counties. I enjoy spending time with my family, going to church, playing golf, and working on my property (when it's not too hot!). I am looking forward to working with each of you as we strive toward our vision of, "*Making Lives Better.*" I have found out through the years when given the chance to help others...there is "honor in the opportunity." I am so glad to be a part of this great organization. If there is anything I can do to help you, please let me know.

If you have any questions or concerns, call Mark at 806.351.3400.



School Supply Drive

On behalf of the TICTOC Committee, I'd like to thank everyone that donated toward the school supply drive! The Committee had a huge response as well as a large number of requests they were able to fill.

One more example of *Making Lives Better!*

Joyce Lopez-Enevoldsen
TICTOC Committee Chair



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



Are you looking for healthy meal options in Amarillo? FAVs serves fresh, healthy food to Amarillo and the surrounding areas.



They pride themselves in working with local growers, makers and nonprofits in the area to help customers live a healthier and happier lifestyle. They offer salads, wraps, smoothies and juices. FAVs is located at 706 SW 16th Ave in Amarillo and offer online ordering. Visit FAVs at: <https://favsamarillotx.com>



White Hat Award



The IDD Service Coordination Department would like to present **Shawrlette Uy, Human Resources Specialist/Recruiter**, with this month's White Hat Award. Shawrlette has been dedicated to learning about the various departments and roles within Texas Panhandle Centers. She works hard to recruit potential job candidates and advocates for TPC. Thank you Shawrlette for the great job you do!

Cecilia Gallegos for IDD Service Coordination Department

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/or individual).

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

Here is the compliance question of the month:

Question: I heard that as a requirement of my QMHP-CS credentialing, I have to have monthly supervision and training from my supervisor or another QMHP-CS under the supervision of an LPHA. Am I not allowed to administer the ANSA if I haven't had this each month?

Answer: Monthly supervision is a part of the QMHP-CS training and supervision requirements. Managed Care Organizations may refuse to pay for services if this requirement has not been met.

Texas Administrative Code, Title I, Chapter 353, Subchapter P, Rule §353.1419

Clinical supervision.

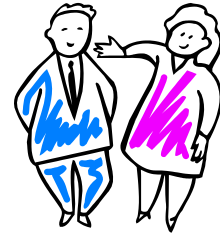
- (1) Clinical supervision must be provided by an LPHA or a QMHP-CS.
- (2) The supervising LPHA or QMHP-CS must conduct at least monthly documented meetings with each staff member being supervised.

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.

Welcome these New Employees...

Raychel Williamson
Mark De Leon
Charles Harris
Stephanie Luna
Jorge Meraz
Cora Peace

Crisis Redesign
Quality Management
ASCI Amarillo
Intake, Screening & Crisis
ASCI Amarillo
HCS Respite On-Campus



Back-to-school Homework Tips

Nobody's perfect, and that includes kids when it's time for homework. Procrastination can lead to after-dinner battles and evening scrambles to get assigned work done before bedtime. But homework doesn't have to provoke anxiety every day -- try a few of these tips to make homework easier and less stressful for everyone.

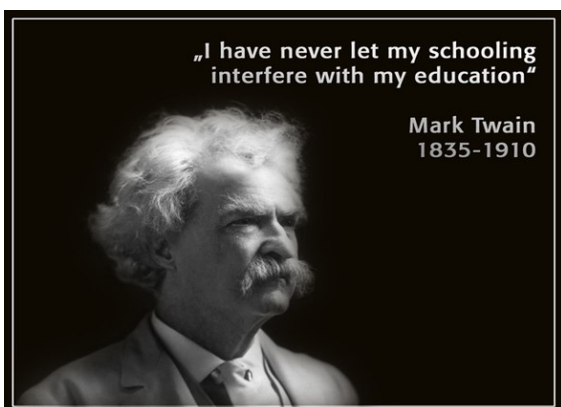


- ⇒ Designate a space for homework, like a corner in a quiet room or the dining room table. Limit distractions from siblings or screens to help them focus on their work.
- ⇒ Check in with them before they start. If they have a large amount of work to complete in one night, help them create an action plan to reduce their anxiety and help them work more efficiently.
- ⇒ Be present. Hang around nearby with a book or some of your own work and be available for questions or to offer praise and encouragement.
- ⇒ Ask for outside help if necessary. If your child is struggling with their homework and you can't help them on your own, reach out to their teacher to discuss the situation.
- ⇒ Schedule study and homework time. Set up a schedule -- including play time -- that works best for your child. Some kids function best right after school, while others need a break so they can attack it after dinner.
- ⇒ Make sure your kids do their own work. Guidance and suggestions are great, but don't complete assignments for your child -- it defeats the purpose.

Eight Dimensions of Wellness: Intellectual

Libby Moore, Chief Clinical Officer, Wellness Committee

In an effort to bring awareness to overall health and wellness, members of the Wellness Committee will feature an article in the newsletter each month over the eight dimensions of health. The eight dimensions, in no particular order, include: Social, Physical, Emotional, Spiritual, Environmental, Intellectual, Financial and Occupational.



Definition

Intellectual wellness is defined as recognizing one's creative abilities and finding ways to expand knowledge and skills.

Goals for your Intellectual Wellness

Strive to be open to new experiences and ideas in all areas of your life

- Expand your ability to create, develop, analyze, critique, concentrate, understand, evaluate, problem solve, predict, comprehend, etc.
- Feel competent in intellectual and academic activities by improving your skills in academics, studying, time management, stress management, note taking, listening, and public speaking.
- Develop a love for learning and philosophy for "life-long learning."

I "googled" Intellectual Wellness to write this piece for our 8 Dimensions of Wellness series. Once I did, I felt like I was on my way to improving my Intellectual Wellness!

As I "googled" more, I learned more. It created more and more exploration into my overall wellness and got me thinking about what activities I had done lately to promote "life-long learning."

I have to admit most of my time is spent at work and hanging out with my husband and pups. I have done a few new things especially during the height of the COVID pandemic. When we were all basically on house arrest. I joined the majority of people in learning how to bake new recipes, planted a garden, adopted a new pup, planned trips to places. I was going to go once we were all free to roam the country.

I made goals like going to all the Amarillo Parks, learning to play Pickle Ball, reading a book for fun and not work, and taking more road trips. I have made some progress on all of these things and have learned things about myself and others along the way.

People I have talked to about Intellectual Wellness have said they have started new hobbies, started playing board games with friends, had socialization hours with people over Zoom that they did not know. People said they joined social causes and learned a new language or how to play an instrument or learned how to fix things around their house or went back to school!

People have also given me encouragement to participate in new things or to organize my time differently. I have a bad habit of taking on tasks in my day and not remembering to follow through with everything. I have been given "To

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Do" note pads and folders! I use them more now to stay on track with things I have to do and things I want to do.

I have learned that all the dimensions of wellness take attention on my part. Learning about the 8 dimensions of wellness has helped me understand myself better and gives me direction when I feel like I need to get in better balance with life's demands. I like that some of the things I have learned through the 8 dimensions might help others too.

THE POWER OF HUMILITY

If you want to become happier and more resilient against life's many trials, there's a simple (though not always easy) long-term formula: Be humble.

Humility is about understanding our own strengths and weaknesses and keeping things in perspective.

The psychologist Everett Worthington described it as "the quiet virtue" and breaks it down into three core elements: accurate self-perception, modest self-portrayal, and other-oriented relational stance.

But maybe C.S. Lewis described it best: Humility is not thinking less of yourself, but thinking of yourself less.

In addition to general humility as a virtue, Worthington outlined sub-types like intellectual humility and cultural humility.

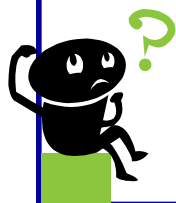


A truly humble person acknowledges and accepts their strengths and limitations without shame or judgment. Instead of using superficial measures like money or possessions to assess their own value, their sense of self-worth comes from within -- a trait that

helps them see the intrinsic value of others, too. Humility allows us to learn and grow, and treat obstacles as opportunities.

Humility isn't just a trait, it's a practice. Explore your strengths and weaknesses, own your imperfections (and quit spending your life trying to hide them), recognize that you're part of the big picture, and be open to learning.

As Mahatma Gandhi said, "It is unwise to be too sure of one's own wisdom. It is healthy to be reminded that the strongest might weaken and the wisest might err."



Laura Boyd, Specialized Services, 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.

Say goodbye to waiting rooms and hello to great care.

We know it can be hard to try something new. That's why we make it as easy as possible for you to get great care. Skip the crowded waiting room and see a doctor from the comfort of your home instead.



Teladoc doctors are...

- ✓ U.S. board-certified family doctors and pediatricians
- ✓ Available 24/7
- ✓ Here to answer all your questions
- ✓ Accessible to you from anywhere

[Schedule my visit here](#)

TICTOC 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 individuals 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!



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) Temporary Assistance for Needy Families Pandemic Emergency Assistance Funds 2) Potter & Randall Counties
3) July 24 - July 30

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

1. Mental Health Program is aimed to divert individuals from the _____ at the earliest point upon entering the criminal justice system post-arrest.
2. Guidance and suggestions are great, but don't complete _____ for your child -- it defeats the purpose
3. _____ services can now be accessed online.



[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)