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Serving the citizens of:

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Randall, Roberts, Sherman,
and Wheeler counties



Palace Coffee 2021 Cause Latte Program

Texas Panhandle Centers Trauma Informed Care was chosen as one of four organizations to participate in Palace Coffee's 2021 Cause Latte Program.

Palace Coffee Company in Amarillo supports local non-profit organizations on a quarterly basis. Their goal is to provide awareness, promote worthy causes and provide support through funding of these organizations.

Please stop by Palace Coffee to support the business that supports the cause and while there, pick up your TPC lapel pin! 100% of the proceeds from the sale of the pins will be donated to TPC.



CCBHC Initiative—TPC Applies for Expansion Grant

Roger Speight, Director, Professional Services

As an indication of the Substance Abuse and Mental Health Services Administration's (SAMHSA's) commitment to Certified Community Behavioral Health Centers (CCBHCs), SAMHSA recently announced a new CCBHC Expansion Grant totaling \$149,000,000. SAMHSA is seeking grant applicants that will use funds for the purpose of increasing access to and improving the quality of community mental health and substance use disorder treatment services.



will be comprised of credentials such as Nurse Practitioners, Qualified Mental Health Professionals, Peer Support Specialists, Registered Nurses, Eligibility Specialists, Medication Assisted Therapy Prescribers, and Transportation Specialists. Two vehicles are budgeted in our grant proposal and these will be used for expanding outreach, care coordination, and transportation services throughout our service area. One of these vehicles will also be used to transport the Mobile Wellness Clinic.

The purpose and timing of this Expansion Grant fits well with TPC's current efforts in submitting our CCBHC certification application to the Texas Health and Human Services Commission. Because TPC has such a huge service area, providing access to quality services for our clients is a significant challenge and we're hopeful that using grant funds to help address this challenge will set us apart from other grant applicants. We contracted with the Meadows Mental Health Policy Institute (MMHPI) to assist us in writing this grant and they provided key expertise in conceptualizing and documenting our grant proposal.

Another key component of our grant proposal is to extend telehealth services in our entire service area utilizing mobile technology. Through our grant proposal, TPC plans to expand access to behavioral health and primary health screening, treatment, and monitoring for people of all ages with serious mental illness, serious emotional disturbance, substance use disorder and co-occurring psychiatric and substance use disorders. Providing these services through our Mobile Wellness Clinic will help remove a transportation barrier for our clients and allow us to provide these important services much closer to where they're needed.

The structure of our grant request revolves around the need to make it easier for clients to access services. TPC currently operates six rural clinics in the upper nineteen rural counties of Texas. With the exception of these six rural clinics, virtually all behavioral health services must be accessed in the Amarillo area which can create significant transportation barriers for our clients. As such, our grant proposal seeks funding for a trailer that will serve as a Mobile Wellness Clinic along with mobile staff that can move to various locations in our service area away from our six rural clinics. The mobile staff

Working with MMHPI, we submitted our grant application to SAMHSA at the end of February 2021. Due to the size of the available grants, we anticipate that many providers will submit competing grant proposals to SAMHSA. We're hopeful that our unique grant request coupled with the challenges we face with our large service area will distinguish us from the other providers as the grant proposals are evaluated and compared. The anticipated project start date for grant recipients is August 30, 2021. We'll keep you posted as we hear updates on the status of our proposal.

COVID-19 Vaccines - What's the Difference?

Toby Wallace, Human Resources Director

As the U.S. continues to see slow to moderate increases in the number of people vaccinated with the COVID-19 vaccine, there continues to be confusion over the differences between the three (3) vaccines who have received Emergency Use Authorizations (EUA) by the U.S. Food and Drug Administration (USFDA). Although not fully approved by the FDA, the EUA allowed each organization to quickly distribute vaccines to multiple organizations and states throughout the country. Both the Centers for Disease Control (CDC) and the World Health Organization (WHO) both agree that at this point, it doesn't matter which vaccine you get, just get one.

The first vaccine to receive Emergency Use Authorization from the FDA was the Pfizer-BioNTech. Pfizer received their EUA on December 11, 2020 and began shipping within a few days. The Pfizer vaccine is an mRNA vaccine, in which a person must receive two (2) doses at least 21 days apart. The injection must be put into the muscle of the upper arm and it does not contain eggs, latex, or any preservatives. If one is allergic to any ingredients within the mRNA, the person should not seek the vaccine. If one has any sort of allergic reaction to the first dose of vaccine, they should not pursue the second dose. Possible side effects of the vaccine are: pain, swelling, redness, chills, tiredness and headaches. Finally, this vaccine is recommended for only individuals over the age of 16 years old. The efficacy rate of this vaccine is 95%.

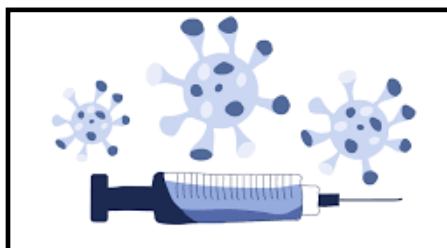
The second vaccine to obtain an Emergency Use Authorization from the FDA was Moderna. On December 18, 2020, the day after Pfizer-BioNTech received their EUA, Moderna was

granted their EUA and began shipping vaccines within a few days. Moderna is also an mRNA vaccine, in which a person must receive two doses. However, in Moderna's case, there must be at least 28 days between the first and second dosages. Like Pfizer-BioNTech, the injection must be given in the muscle of the upper arm and the vaccine does not contain eggs, latex, or preservatives. Moderna contains the same warnings regarding allergic reactions, as well as very similar side effects. The Moderna vaccine is only recommended for individuals 18 years old and up. The efficacy rate of this vaccine is 95%.

On February 27, 2021, the FDA issued an EUA to Johnson & Johnson for a single doses vaccine. Johnson & Johnson believes they will ship out over 20 million doses of their vaccine by the end of March 2021. This vaccine does NOT use mRNA, but uses a specific type of virus called adenovirus type 26. The vaccine uses the adenovirus to deliver a piece of the DNA that is used to create the distinctive spike protein of the SARS-CoV-2 virus. The body temporarily creates the spike protein and triggers the immune system to react defensively. The same warnings as the other two vaccines exist in Johnson & Johnson, as to allergic reactions. The side effects include, pain at the injection site, headache, fatigue, muscle aches and nausea. Although the efficacy rate is only 66%, the vaccine offers complete protection against COVID related hospitalization and death at day 28.

Contrary to popular belief, the goal of the vaccinations is not for every person to be inoculated, but for enough people to be vaccinated to

(Continued on page 4)



(Continued from page 3)

create herd immunity. If enough people are immune within a community, there won't be any place for the virus to go, so it will eventually die out.

*GET VACCINATED. PROTECT YOUR FAMILY. PROTECT YOUR COWORKERS AND
PROTECT THE INDIVIDUALS TPC SERVES.*



Spring Forward!
Sunday, March 14



Daylight Saving Time begins

Congratulations!

A blue ribbon graphic with a yellow star and a blue bow.

The following employee was 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:

Cynthia Peters, IDD Psychology

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.

CREATE YOUR PATH TO BEING HEALTHY AND HAPPY

There are no magic pills, no secret elixirs to creating a healthy, happy life. There are mainly decisions. Maintain a schedule. For most, work frames our schedules. Within that frame, however, it's important to have routines. Have a time to relax, exercise, to touch base with other people. Go to bed at the same time and get 7 to 8 hours of sleep, according to the Harvard Health letter.

Get out and about. Even if you have a desk job, take frequent opportunities to get up and walk, even just to get a drink of water. Movement maintains flexibility, balance, and strength. Even a little movement in spurts of 15 minutes or so is better than none. Take the stairs. Park away from the entrance. Eat well. Many doctors recommend a plant-based diet of vegetables, nuts, seeds, and fruits added in healthy proportions to animal based foods. Eat in moderation.

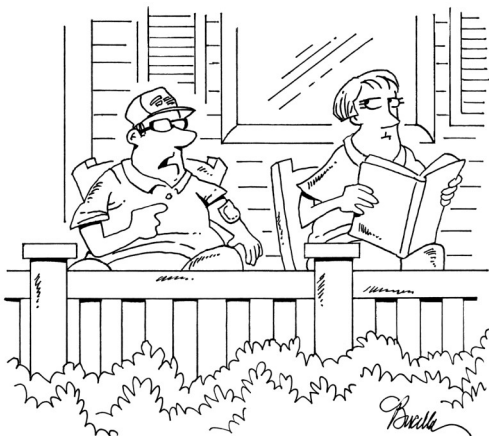
Silence, meditation, prayer. Take a moment every day to clear your mind and rest into silence. According to Harvard Health, a research review published in JAMA Internal



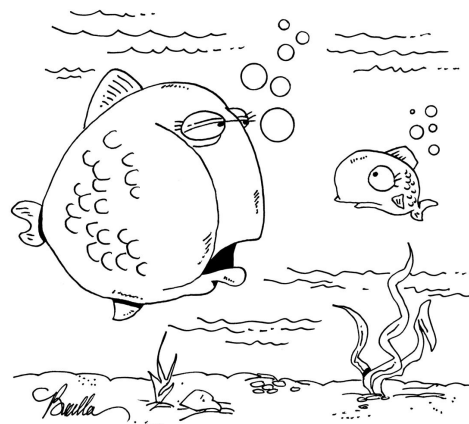
Medicine, found meditation helpful for relieving anxiety, pain, and depression. Forge community and family. Friendships and community can be found in social, religious, or other groups with a shared interests.

Friendships can grow from activities. Family usually forges the most long-lasting relationships. But whatever path is open to you, remember that strong social connections increase your chance of longevity, and may even help you recover faster from illness.

Stay well and take care of the things that matter!



"This anti-grump patch is working. I've only yelled 'Get Off My Lawn' three times today."



"I have put on a few pounds, but it's mostly water weight."

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 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:

I was mailing two of my clients a copy of their Recovery Plan and put them in the wrong envelopes and mailed the wrong plan to the wrong client. I got a verbal reprimand for this. I guess we're not allowed to make mistakes?

Answer:

All staff and contractors at TPC have an ethical and legal responsibility to safeguard the privacy of Protected Health Information (PHI). In your position as a case manager, you have the responsibility of making sure to protect that information. While mistakes do happen, a verbal reprimand would be a reasonable action plan for a supervisor. Please refer to TPC Policy and Procedure regarding HIPAA, Privacy and Security, Section 12.1.

If you have a question or scenario that you would like to be considered for inclusion in Compliance Corner, email the information to Compliance.Corner@txpan.org or send your question via inter-office mail to the attention of Donald Newsome.



**Saturday, March
20th!**

New Rights Protection Officer

My name is Yvonne Mercer. I am the mother of an amazing young man and two fur babies. I love listening to all types of music. Any of you who have ever had the misfortune of having an office or cubicle near me know that I will sing. I cannot carry a tune, but that will not stop me from singing (and loud).

I am very close to my family and spend as much time with them as I can. I also love to laugh. I enjoy watching television and have shows that I cannot miss! The last two years I have been testing my green thumb, but I have not been successful.

I graduated from West Texas A&M University in 2017 and then shortly after, began my new journey here at Texas Panhandle Centers. I have now been working here for almost four years. I started as a Service Coordinator in the IDD Department. In my time here, I have had the opportunity to wear different hats. I began as an SC I, moved to an SC II, and then became an SC III and Enhanced Community Coordinator. I was also able to work in the group homes.

While working as an SC and the ECC, my path has crossed with many different programs that TPC has to offer, but I have not encountered them all. I have enjoyed being here at TPC, meeting new people, assisting our individuals with meeting their needs, and making friends with many of you. While I still have so much to learn and so many of you to meet, I hope that I am able to assist and serve not only our individuals, but my co-workers as well. Thank you all for this opportunity and I look forward to meeting you.



Educating with Social Media

In an effort to educate, inform and reduce the stigma of behavioral and developmental health services, TPC continues to add to the series of videos that address topics such as:

- Self regulation and relaxation techniques
- The diagnosis of schizophrenia. One of the most misunderstood diagnosis.
- TPC's PATH Program—Projects for Assistance in Transition from Homelessness
- TPC's FAY's Program - Family and Youth Success Program (formerly STAR Program)
- TPC's Integrated Care Program
- TPC's YES Program—Youth Empowerment Services



Many thanks to Sara Northrup and Taylor Cowell as well as the staff who have shared their expertise about their specific program areas. To view, please visit TPC's Facebook page or YouTube Channel. We hope that these videos will help answer many of the questions or concerns that the public may have or are afraid to ask.

Occupational Wellness

Gwen Litz, Wellness Committee

Occupational wellness is the ability to achieve a balance between work and one's private life in a way that promotes personal satisfaction, a sense of purpose, and productivity within one's chosen profession.

Our attitude and ability to effectively balance our work, school, and career goals is paramount to our performance, interactions with others, and overall success. When we are actively working towards occupational wellness we will find ourselves effectively collaborating/communicating with co-workers/teammates, feeling inspired and challenged at work, find our work engaging and interesting, and feel good about the work we have accomplished during the day.



As people who have chosen to work for Texas Panhandle Centers we have chosen a profession that serves the community around us. While this is a noble calling we can easily be worn down by the details in the daily work we perform. We have all succeeded, and struggled, with occupational wellness in our past and present. To continue to work towards occupational wellness we should never settle. We should always stay motivated to achieve the next step, whether that step be accumulating more knowledge about our chosen career fields or working towards that next promotion. If we find ourselves struggling, we can take a personal inventory and create a list of goals to pursue in order to get us back on track.

Occupational wellness is not something that is easily achieved. We have to work hard for it. We have to push ourselves and never settle. The search for occupational wellness, if we are honest with ourselves, will lead to a path of self-discovery and an enlightening and fulfilling career.

For further information, you can visit:

<https://respekt.co/blogs/skin-and-mind/occupational-wellness>

<https://www.weber.edu/studentwellness/occupational.html>

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**

March is Developmental Disabilities Month

Robert Fleming, Special Needs Alliance (SNA)

In 1987 President Ronald Reagan proclaimed March “Developmental Disabilities Awareness Month.” The deinstitutionalization movement of the seventies and early eighties had laid the foundation for significant social change, and the presidential proclamation called upon Americans to provide the “encouragement and opportunities” necessary for people with developmental disabilities to reach their potential.

As those citizens began living within the general community in larger numbers, programs to provide career planning, job coaching and supported employment began to emerge. The idea that individuals with developmental disabilities could become productive members of the workforce was new to many people, and entrenched preconceptions had to be overcome. Advocates recognized a moral imperative to engage individuals with developmental – and other – disabilities. With passage of the Americans with Disabilities Act in 1990, workplace discrimination against people with disabilities became sanctionable.

The expectations of young people with developmental disabilities and their parents began to

shift. Productive, self-directed lives within the community increasingly became the goal, and (increasingly) an obtainable goal. At the same time, due to improvements in healthcare, people with developmental disabilities were living longer, leading to questions about the lifestyle of “retirement-age” individuals. In short, the national conversation began to address the full spectrum of services needed for people with disabilities to live secure, fulfilling lives.



Passage of the Individuals with Disabilities Education Act (IDEA) in 2004, further cemented the resolve of self-advocates and their supporters. With its guarantees of early intervention, special education and services to transition high-schoolers into adulthood, IDEA opened a world of possibilities.

Yes, a quarter century after the establishment of Developmental Disabilities Awareness Month, the world has changed in important ways. Much, though, remains to challenge us. In the coming years, we’ll need to fight not only for more advances but to retain the accomplishments of past decades. It is a fight in which we must all engage.





I left the building and noticed there was a paper heart taped to the window of my truck.
It had been colored, with stickers on it and the words that said:

“Live, Laugh, and Love”-- I cannot express the thoughtful gesture I had just experienced. I just caught my breath and smiled.
Of course no one would see it with the mask on. But what a kind thing to do!!!!

I was thinking, “Now who would have done that”? Then I looked around and nearly all of the cars parked in front of 503 had hearts on them. They were simple messages, such as “Seize the Day” etc. not JUST words of encouragement. It was like looking at little butterfly kisses everywhere.

I’m not sure who was responsible but the idea, thought, and time it took to sneak up here didn’t go unnoticed.

PS. On the back of the hearts each was signed –“From the Atkinsen Gentlemen”. That made it more special.

I hope the Atkinsen Gentlemen and staff know how it was very much appreciated.
Thank you!!!!



Welcome these New Employees...

Valentina Bitela
Danielle Campbell
Marissa Gonzales
Pamela Bell
Samantha
Derby-McKeon

While-A-Way Group Home
ECI
Adult Service Coordination Adult
Wayne Group Home
West Cliff Group Home



Employee Assistance Program

Through MINES & Associates, you and your household members are entitled to a number of resources at no cost to you.

The use of your Employee Assistance Program is strictly confidential and available 24/7. They are there to help you with everyday issues that come up in your life including:

♦ Stress ♦ Depression ♦ Family Issues ♦ Financial ♦ Substance Abuse ♦ Work Related Issues and more...

800.873.7138

www.MINESandAssociates.com



Devon McLeland, IDD 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.

TICTOC Employee Recognition

Joyce Lopez-Enevoldsen, Team Lead

TPC's Trauma Informed Care Time for Organizational Change Committee recognized the following individual, who was nominated for demonstrating one or more of the following as it relates to trauma informed care: empathy, compassion, self awareness, self-care, flexibility, collaboration, trustworthiness, cultural competency, respect, courage, willingness to learn from others, creating a safe space.



Syndia Reyes, FAYS Program, was nominated for the TICTOC Employee Recognition. Syndia's nomination stated that she worked hard to coordinate a virtual Family Fun Paint Night for family members of the FAYS Program. The event was a success with 32 individuals (8 families) participating. Several of the families that participated had a history of trauma related events that they have been working on during the course of the program. Syndia traveled to several counties in the Texas Panhandle the weekend prior to the event to deliver painting supplies so that families could participate. This event would not have occurred without Syndia's coordination and delivering the necessary supplies to the families.



Thank you Syndia for *Making Lives Better* for the clients and families we serve!

Congratulations Syndia!

... Stay tuned for more opportunities to be recognized by the TICTOC Committee!

White Hat Award



The IDD Service Coordination Department would like to present **Jonathan Sisson, Day Habilitation Director-Borger**, with this month's White Hat Award. Jonathan goes above and beyond to include all individuals in activities they can participate in. He is kind and supportive in assisting the individuals that we serve. Jonathan is always willing to assist service coordinators, family members and community members in any way he can to ensure our individuals receive the best possible care. Thank you Jonathan for all that you do.

Cecilia Gallegos for IDD Service Coordination.

Answer's to last months questions:

1) Feedback, Community 2) Environments 3) False

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



1. _____ of the proceeds from the sale of the pins goes to TPC.
2. The three of vaccines that received emergency use authorization are: _____.
3. The new Rights Protection Officer is: _____

[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)