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Trustee Recognition

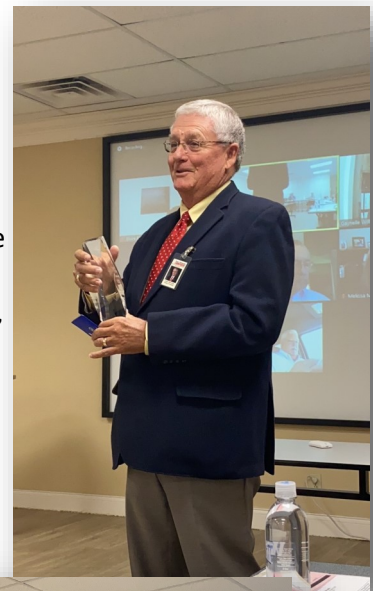
To say we are grateful and appreciative would be an understatement. TPC has been fortunate to have the Honorable Willis Smith as a member of the Board of Trustees for the past thirty years.

Judge Smith was appointed to the TPC Board in August of 1991 by the Eastern Division of the TX Panhandle. The Eastern Division consists of the Commissioner's Courts of these eleven counties: Hansford, Ochiltree, Lipscomb, Roberts, Hemphill, Gray, Wheeler, Armstrong, Donley, Collingsworth and Hall Counties. Over the years Judge Smith served on the Personnel Committee, the Policy Committee, as Secretary/Treasurer, and in August 2003 was appointed as the Chair of the Board.

His recognition highlighted the following:

- ◆ Over the past thirty years, Judge Smith attended approximately 300 board meetings.
- ◆ To accomplish this, he drove approximately 75,000 miles to attend these meetings. He could have circled the globe more than three times!
- ◆ He has seen the Center through three name changes, four executive directors, and an on-going pandemic!

Thank you Judge Smith for thirty years of service and for your steady leadership and dedication to Texas Panhandle Centers as an organization and the individuals we serve.



Thank you!

Suicide Prevention is Everyone's Business

Stacy Sandorskey, Director of Children's/FAYS Program & Disaster Services

Suicide Prevention Week is Sept. 5 – 11, 2021. During this week, individuals and organizations around the country and the world join their voices to broadcast the message that suicide can be prevented, and to reach as many people as possible with the tools and resources to support themselves and those around them. Here are a few basic things you should know and that you can share with those around you:

Suicide can be prevented. Most of us have been touched by the tragedy of suicide. We may have lost someone close to us or been moved by the loss of someone we may have never met. When a suicide happens, those left behind often experience deep shock. Even if they knew the person was struggling, they may not have expected suicide would be the result. However, many people who find themselves in a suicide crisis can and do recover. Suicide can be prevented; you can help by taking the following actions:

- **Know the Signs:** Most people who are considering suicide show some warning signs or signals of their intentions. Some warning signs can include: 1) Talking about death or suicide 2) Seeking methods for self-harm, online searches or obtaining a gun 3) Talking about feelings of hopelessness or having no reason to live 4) Past history of attempts or suicidal ideation 5) Putting personal affairs in order.
- **Find the Words:** If you are concerned about someone, ask them directly if they are thinking about suicide. This can be VERY difficult to do, but being direct provides an opportunity for them to open up and talk about their distress and this will not suggest the idea to them if they aren't already thinking about it. Starting this conversation can be a simple statement, such as "Are you thinking of suicide?" Few phrases are this difficult to say, but when it comes to suicide prevention, none are more important to say.
- **Reach Out:** You are not alone in this. Before having the conversation, become familiar with some resources to offer to the person you are concerned about. State & National resources can be obtained online, call the local crisis line 806-359-6699 or 1-800-692-4039, or speak to a professional to find help for your friend or loved one.

Prevention Works. Many people who feel suicidal don't want to die. If they can get through the crisis, treatment works. There are programs and practices that have been specifically developed to

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THE CCBHC INITIATIVE

The “Non-Four-Walls” Approach to Healthcare

Donald Newsome, Quality Management & Compliance

This month we re-visit the non-four-walls approach.

One of the most important goals of a Certified Community Behavioral Health Clinic (CCBHC) is to address health care disparities in communities that are served by CCBHCs. Health care disparities are the differences in health and health care between groups who are closely linked with financial, geographical, or social disadvantage.



individuals who are best served by unique and non-traditional strategies to integrate behavioral and physical health care; and those whose care may be best managed through interventions such as Care Coordination. The Non-Four-Walls approach encourages the provision of a variety of services and targeted interventions to be managed in a person-centered manner which includes family involvement.

The Coronavirus Disease (COVID-19) Pandemic has made the gaps in primary health care, behavioral health care, specialty care, and health care in general, more glaring. Health disparities materialize across the breadth of American society and have a significant impact upon health and the quality of life for individuals in communities across the United States. The “Non-Four-Walls” approach to health care is a strategy to provide or coordinate care for individuals without being limited to the physical “four walls” of our clinics. This approach requires the development of additional health care and other partnerships with providers and organizations in our community to address health and health care disparities and deliver better, more holistic care, with improved health outcomes for those we serve.

The Non-Four-Walls design of a CCBHC, when working efficiently and effectively, can address the needs of individuals who often cannot come to a health care facility due to lack of transportation or other issues; those for whom mental health or substance use disorder services are most effective with community involvement;

The Non-Four-Walls approach for CCBHCs include:

- Crisis Mental Health Services
- Patient-Centered treatment planning (including risk assessment and crisis planning)
- Outpatient clinic primary care screening and monitoring of key health indicators and health risks
- Outpatient mental health and substance use services
- Targeted case management
- Psychosocial rehabilitation services
- Peer Support, counselor, and family supports
- Intensive, community-based mental health care for active members of the armed forces and veterans, particularly those in rural areas who have limited access to Veterans Administration services.

Although TPC currently provides many services in our service array, the CCBHC model will enable us to more successfully integrate and facilitate a service delivery infrastructure which exceeds the standard “Four Walls” model.

(Continued from page 2)

support those who are in a suicide crisis. The Suicide Prevention Resource Center hosts a registry of 160 programs, practices and resources for suicide prevention. You can learn more about them by visiting <https://www.sprc.org/resources-programs>.

Help is available

The Suicide Prevention Lifeline (1-800-273-8255- TALK) offers 24/7 free and confidential assistance from trained counselors. Callers are connected to the nearest available crisis center. The Lifeline is also available in Spanish, and for veterans or for those concerned about a veteran, by selecting a prompt to be connected to counselors specifically trained to support veterans.



Stop by Palace Coffee and Support TPC!



Palace Coffee Company has chosen Texas Panhandle Centers to sponsor for the months of July, August and September. For every drink of the month sold, \$1 is donated to TPC. Those funds are used toward “care packages” for individuals who are securing housing for the first time.



Stop by Palace Coffee for this month's featured drink. The Campfire Latte is made with dark chocolate, butter rum syrup espresso and milk topped with toasted marshmallow.

Thank you Palace Coffee!



The Road to Recovery Trauma Training

Many thanks to Dr. Jillian Yarbrough, West Texas A&M University, and Laura Buckner, with The Hogg Foundation, for The Road to Recovery Trauma Training held on September 1st. Some of the learning objectives included:

- Recognize that children with IDD are at an increased risk for traumatic experiences.
- Articulate that recovery from traumatic experiences is possible.
- Establish the important role of parents/caregivers and families on the road to recovery.
- Describe frameworks that will be used to highlight key concepts throughout the training.

A second training is planned that will include the remaining modules of the curriculum.

Information will be forthcoming.



White Hat Award

IDD Service Coordination Department would like to present **Marie Farbro and Easter Worrell, Crisis Intervention Specialists**, with this month's White Hat Award. Easter and Marie are always willing to help out in any way they can. They have been instrumental with helping the department in our time of need. Thank you for all you do!



Adrienne Sell for IDD Service Coordination



Your work is essential!

Protect yourself & others from flu and COVID-19 this fall and winter:



MASK UP

Wear a face mask that covers your nose and mouth. And keep your distance (at least 6 feet) from others when you can.



LATHER UP

Wash your hands often with soap and water. If soap and water aren't available, use an alcohol-based hand sanitizer.



SLEEVE UP

Getting a flu vaccine is more important than ever. Everyone 6 months and older should get a flu vaccine every season.

A flu vaccine can protect you, your loved ones, and your co-workers from flu. You can also protect those around you by staying home if you are sick.



Learn more at cdc.gov/flu

#FIGHT FLU



CS3193480



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 **Marie Farbro, IDD Crisis Intervention**. Congratulations, Marie! Thank you for your hard work! Please reach out to Gaynelle Williams for your gift card.

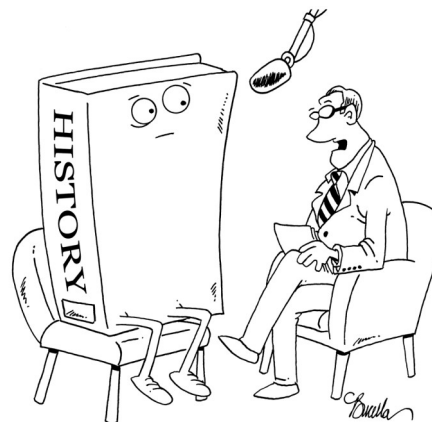


3rd Place!

Ricky Burrough, Purchasing Department, and Mark Ellyson, (former employee) participated in a corn hole competition benefiting Boys Rush Soccer on August 28th and came in 3rd!



"This job does require some travel, but nothing more than crossing the road."



"...and for those just tuning in, could you repeat that?"

Points to Ponder

By Emily Rubio, Interim Rights Protection Officer

For the past several months, we have been discussing the different types of abuse. We have covered verbal, chemical, and physical abuse as well as the “failure to act.” Now let’s discuss what to do if you feel an individual is being abused, neglected, or exploited. Abuse of any kind should be reported immediately. If, for some reason, you cannot call the facility abuse hotline (1-800-647-7418) immediately, then the abuse report should be made no later than one hour after the incident. This may necessitate the need to notify your supervisor that you need to make an emergency call. Remember, even if your workday has ended, your duty to report has not. Texas is a “duty to report” state, which means that NOT reporting suspected abuse is a crime.

If you have any questions or concerns call 806.351.3400 or email Emily at emily.rubio@txpan.org.

The Eyes Have It! Serious Health Conditions an Eye Exam Can Detect.



health.

Many people think they don’t need to visit the eye doctor unless they have poor vision or an eye condition. But that’s not necessarily true. A comprehensive eye exam can provide a clear, valuable, picture of your overall

VSP partnered with *Oprah Daily* and four VSP network eye doctors to talk about the importance of an annual eye exam. Signs of serious health conditions like diabetes, multiple sclerosis, brain tumors and even certain types of cancers can all be detected through a dilated comprehensive eye exam. As Dr. Danielle Richardson said, “what’s happening in the eye, is happening in the rest of the body.”

Early detection of these serious health conditions is key, making an annual eye exam a must-have in your wellness routine.

“I often detect serious health conditions sometimes before my patients even know,” said Dr. Jennifer Tsai. “Eye exams help us catch conditions earlier on so we can treat the symptoms of the conditions sooner.”

<https://www.youtube.com/watch?v=3cwV9Ayu4As>

Watch the video above for these surprising health stories; and the one below for more on Dr. Richardson’s story of how an eye exam detected signs of diabetes in someone who came in because he had blurry vision and thought he just needed a new prescription.

UPDATE: The event is now virtual!

The National Alliance on Mental Illness-Texas Panhandle and Amarillo Area Mental Health Consumers/Agape Center, are hosting the 9th Annual Walk for Mental Health. The virtual event will be **Saturday, October 9th, 2021.**



We truly believe that there can be no health without mental health. All funds will be evenly divided between NAMI Texas Panhandle and AAMHC-Agape Center, both 501(c)3s. Funds will support their FREE, vital, unduplicated mental health services to hundreds of people in the Texas Panhandle.

“...BECAUSE THERE'S NO HEALTH WITHOUT **MENTAL HEALTH!**”

Please visit <http://www.walkformentalhealthamarillo.com/>.

Texas Panhandle Centers is a proud sponsor of this event.

Welcome these New Employees...

Margarita Aranda
Brenna Bell
Alayna Merica
Alex Oppel
Jennifer Perryman
Megan Ramirez

Dumas Behavioral Health
ECI
Adult MH Service Coordination
IDD Service Coordination
IDD Nursing
IDD Intake



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

Landscape Schedule

Summer comes to a close this month, and that means that it's time to get back to work in the garden. With a little time and planning each fall, you can enjoy better landscaping year after year.

- Remove faded and droopy summer annuals and replace them with hardier flowers. Pansies can take a beating through a light frost and will provide a splash of color through the fall. Mums are also a great choice.
- Plant any new evergreens during September and keep them well-watered until the ground freezes.
- Plant any new deciduous trees and shrubs. Use root-stimulating fertilizer to encourage root growth.
- Divide any overgrown spring blooming perennials and water them thoroughly after re-planting. After a hard frost, cut the perennials to the ground.
- Plant spring-blooming bulbs. Make sure to consider color and height, placing smaller bulbs toward the front of your garden where you'll be able to see them in the spring.
- If you have a vegetable garden, pull out the plants as soon as they finish producing and begin to wither.
- If you have bare patches on your lawn, the cooler weather is a great time for re-seeding or patching with sod because of decreased weed competition.
- Potted plants that go outdoors during the warmer months should come back inside. Use this time to remove damaged stems and leaves with yellowing, holes, or spots.
- Plant the rosebush of your dreams. Fall is a good time to plant roses, just not hybrid tea-style roses, which will not establish sufficient roots before winter.



Jesse Greer, Business Operations, 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.

TPC's Trauma Informed Care Time for Organizational Change (TICTOC) Committee recognized the following individuals, who were nominated by their peers, for demonstrating one or more of the following as it relates to trauma (empathy, cultural sensitivity, self-awareness, self-care promoting/building resilience, flexibility toward others, collaboration, willing to learn from others, creating a safe space, trustworthiness, respect and courage):



Erica Bittle, Children's Services. Erica was recognized by Veronica Martinez, Adult & Children's MH Unit Director with Texas Health and Human Services, for her collaboration on a Residential Treatment (RTC) Project. The family reported that Erica has gone above and beyond to meet the family's needs and to help them make the best decisions for their family. The family stressed that they've never experienced the type of quality support that Erica has provided and that for their first time, their family feels they have a partner working with them.



"Erica has been responsive in our communication and is always quick to reach out for support or assistance when challenges come up. We are truly thankful to be working alongside your team." - Veronica

Cathy Liekhus, Cecilia Gallegos and Susan Ross, IDD Service Coordination, were recognized for the collaboration, compassion, respect and empathy they demonstrated during the most recent IDD audit. Their nomination stated that they went out of their way to show appreciation to their staff following the exit interview by rewarding their efforts with cupcakes as well as thanking each service coordinator individually for their hard work and dedication during the audit.



Congratulations!

They were awarded a \$25 gift card. Thank you all for *Making Lives Better!*

If your department is interested in hearing more about TICTOC please contact the TICTOC Committee at TICTOC@txpan.org or Joyce at joyce.lopez@txpan.org.

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

Answer's to last months questions:

1) Consistency 2) Day of Rest 3) True

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



1. _____ prevention is everyone's business.
2. _____ are to address health care disparities in communities closely linked with financial, geographical and social disadvantages.
3. Early detection of serious _____ is key, making an annual eye exam a must in your wellness routine.

[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)