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Randall, Roberts, Sherman,
and Wheeler counties

September is National Suicide Prevention Awareness Month



In 2020, Congress designated the new 988 dialing code to be operated through the existing National Suicide Prevention Lifeline. This was the first step toward a transformed crisis care system in the U.S. On July 16, 2022 the new number became available using any cell phone, land line, or voice-over internet device.

According to SAMSHA, "988 is the catalyst for a transformed behavioral health crisis system in much the same way that, over time, 911 spurred the growth of emergency medical services in the United States".

The operation of the 988 Suicide and Crisis Life Line aims to:

- Provide enhanced access for people in behavioral health crisis through the use of an easily remembered three-digit number;
- Reduce reliance on the police by linking Lifeline/988 centers with mobile crisis teams (when the person in crisis requires services beyond what the call center itself provides);
- Reduce the deadly gaps in the existing behavioral health crisis care system by enabling Lifeline/988 centers to stay in contact and follow up with those in crisis;
- Reduce emergency room boarding by providing needed evaluation and crisis intervention in the community whenever possible; and
- Better meet the behavioral health needs of all people experiencing crisis in a way that reduces stigma and encourages people at risk and their family members to seek help in the future.

Call or text: 988 or chat 988lifeline.org

TPC's Crisis Hotline: 806.359.6699 or 800.692.4039
Non crisis: 806.337.1000



TPC's Alternate Living Program

Nick Montoya, Director, Alternate Living

Texas Panhandle Centers continuously works to improve the lives of the individuals we serve. The Alternate Living Program assists individuals with living as independently as possible. We currently have 10 group homes in the Panhandle, with nine homes in Amarillo and one home in Pampa. Each home assists up to four individuals with a total capacity of 40. At this time, we have 37 clients served.

The individuals we serve require assistance with many activities such as daily living skills, hygiene, transportation, and other needs that give them the power of choice in their lives. All clients living in our residential program are eligible through Home and Community Based Services (HCS). The HCS Program allows individuals to live in a home of their choice, within their community, and has moved away from previous standards of ICF/IDD homes.

With HCS supporting Supervised Living and Residential Support Services, it empowers all individuals to live on their own with the guidance of staff, one-on-one in their home.

Group home supervisors monitor all safety requirements as well as working hand-in-hand with staff to ensure the highest quality of life. Group home staff work closely with clients to ensure the best possible health and safety. Staff work closely with families and community resources to incorporate all individuals in the life of their community.



L to R Betty Gonzales, GH Supervisor, Latari Sanders, Transporter, Jessica Ray, GH Supervisor, Janie Cobb, GH Supervisor, Christeen Duran, Transporter (not pictured)



First Day of Autumn
September 22

September is Cholesterol Education Month: Time to check up on LDLs and HDLs

Accountants aren't the only ones who go by the numbers. Increasingly, doctors gauge your health by your numbers as well. Better numbers mean better health and lower risk of heart attacks and strokes.

You can make healthy choices that add up to better numbers every day. To do it, keep LDL cholesterol numbers in mind and choose smaller portions when it comes to high-fat foods like hamburgers, cheese and French fries.

The two faces of cholesterol:

An acceptable total cholesterol reading is 200 milligrams per deciliter (mg/dl) or lower, according to the American Heart Association. Above 200 you should take some steps to lower it. The number includes two kinds of cholesterol:

- The bad: Low density lipoproteins, the LDLs: This is the stuff that clogs arteries. You need some, but too much is bad news. Shoot for an LDL reading of less than 100.

If your total cholesterol level is high, you have two choices: You can pay more attention to eating a low-fat diet and getting some exercise, or you can get your doctor's advice about cholesterol-lowering drugs.



GOOD	BAD
HDL Doctors recognize good cholesterol as high-density lipoprotein.	LDL Doctors refer to bad cholesterol as low-density lipoprotein.
<i>Helps the body</i> Good cholesterol transports bad cholesterol from the blood into the liver.	<i>Increases health risks</i> Bad cholesterol builds up on the walls of the arteries.
<i>Higher is better</i> Increasing your HDL levels boosts your health.	<i>Lower is better</i> Lowering LDL levels prevents health issues.
<i>Boost the good</i> Get regular exercise and maintain a healthy diet.	<i>Manage the bad</i> Avoid fatty food and consult your physician about medication.

Eating high amounts of soluble fiber from sources like oat bran and beans can also help lower cholesterol, according to the University of Kentucky College of Medicine. In the colon, fiber may interfere with the body's production of LDL.

- The good: High density lipoproteins, the HDLs: The minimum good reading here is 35 mg/dl. If you have an HDL as high as 80, despite high total cholesterol levels, you may not have to worry about heart disease.

To increase good cholesterol in your blood, eat more fruits and vegetables. Aerobic exercise can raise levels of the protective HDL and may also help to lower LDL.



"Ooh, that looks delicious! Does it photograph well?"

Back to School Fair

Kelly Ramos, Malysa Starr, Jonathan Sisson and Jeremy Waide participated in the Hutchinson County Back to School Fair on August 13th. The fair was well attended.



Upcoming Community Events

PBS Garden of the Mind September 17	Amarillo College (Downtown Campus)	10am –12pm
Survivors of Suicide Loss Support Dinner—Texas Panhandle Suicide Prevention Coalition September 23	Wolfen House	6pm—8:30pm
Stamp out Stigma Walk September 24	John Stiff Memorial Park	9am-1pm
21 Annual Panhandle Down Syndrome Guild Buddy Walk September 24	Sam Houston Park	10am –1pm
Out of the Darkness Community Walk—American Foundation for Suicide Prevention October 1	Medi Park	2pm
TPC Health Fair October 28 SAVE THE DATE!	Wallace Campus	8:30am –10:30am

Prevention of Abuse, Neglect, and Exploitation

Mark De Leon, Rights Protection Officer



It is important to understand that the individuals we work with have often had major trauma in their lives. Their trauma may not be talked about every day, but knowing what could trigger an individual's stress response may help keep them safe. As you know, abuse, cognitive ability, and education level often impact how an individual communicates or processes information. By learning and actively building rapport with the individuals we serve and with our co-workers, we can take a positive step toward preventing abuse, neglect, and exploitation. Another way to mitigate abuse, neglect, and exploitation is to know our own stressors and limits. Life can take a toll on each one of us as well, which can lead to being tired, stressed, or irritable. Often when we are not our best physically, emotionally, or mentally is when poor decisions are made, which can lead to allegations of abuse, neglect, or exploitation. Remember, TPC cares about its employees and can offer help in areas such as anger management, stress management, and time management. The Human Resources Department can offer more information about TPC's Employee Assistance Program and trainings available. If interested, contact Aerin Coats at 806. 351.3231.

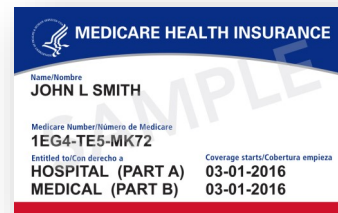
If you have any questions or concerns regarding abuse, neglect, and exploitation, please feel free to call 806.351.3400 or email Mark De Leon, Rights Protection Officer, at stephen.deleon@txpan.org

Guard your Medicare Card

Remember that your Medicare card and the information it contains are valuable and often the target of scammers.

Guard your Medicare card just as you would a credit card.

If anyone ever calls and asks for your Medicare number, hang up immediately. It is a scam.



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

On to the Next Chapter..

Two retirement receptions were held for two long term employees. Phyllis has been with the Center for over thirty years in the Accounting Department and made sure that all of TPC's bills got paid on time. Phyllis did not have any immediate plans but eventually would like to travel.



Congratulations!

Rayna has been with the Center for the past eleven years as a Human Resource Specialist in the HR Department. Rayna served as a member of the Trauma Informed Care Committee and the Wellness Committee. Rayna will soon begin the next chapter in real estate. Best wishes to you both!



White Hat Award

The IDD Service Coordination Department would like to present **Bonnie Merino, Clerk III, ASCI**, with this month's White Hat Award. Bonnie does a wonderful job at the front desk of ASCI Day Habilitation. She is always upbeat and ready to assist anyone who needs help. Bonnie will go above and beyond to assist the individuals at Day Habilitation and those who visit ASCI. Thank you Bonnie for all that you do!



Cecilia Gallegos for IDD Service Coordination Department



Save the Date!

TPC's Employee Health Fair is set for Friday, October 28th.
Mark your calendars now!

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

HB4-Behavioral Health Services delivered by Telemedicine, Telehealth, and/or Telephone

Beginning 1 September 2022, most of the behavioral health services that Texas Panhandle Centers (TPC) delivers through synchronous audiovisual (telemedicine, telehealth), and/or synchronous telephone (audio only) will become a permanent benefit through Texas Medicaid.

Eligible Services include:

- Mental Health Rehabilitation
- Mental Health Targeted Case Management
- Peer Specialists Services
- Physician Services and Pharmacological Management
- Psychotherapy (counseling) Services
- Screening, Brief Intervention, and Referral to Treatment (SBIRT) Services
- Substance Use Disorder Services

TPC, as the Provider, must defer to the needs and desire of the individual in services regarding the mode of service(s) delivery. The individual must consent to receive services through an audio/visual or audio only mode; the service(s) must be clinically appropriate and safe (as determined by TPC); and the individual's choice must be documented in the individual's medical record.

For the individuals who choose to receive services via synchronous audiovisual or synchronous telephone, the case manager must update the Authorization for Treatment/Application for Services

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COMPLIANCE CORNER

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with the individual. This will serve as supporting documentation of the individual's choice.

Synchronous Telephone (audio only) Services

To provide the services listed above through **synchronous telephone (audio only)**, there must be an “existing clinical relationship” between the individual and TPC. According to The Texas Medicaid and Healthcare Partnership, an “existing clinical relationship” occurs when an individual has received at least one eligible in-person or synchronous audiovisual (telemedicine/telehealth) service from the same provider [TPC] within the six months prior to the initial service delivered by synchronous telephone (audio only) technology.

Best Practice:

Individuals should have at least one, in-person or telemedicine/telehealth visit every six months.

At least one in-person or telemedicine/telehealth service must be provided every rolling 12 months from the date of the initial service delivered by telemedicine/telehealth.

For example:

- A. TPC has an “existing clinical relationship”, with Jane Doe.
- B. TPC provider delivers a synchronous telephone (audio only) counseling service to Jane on 1 November 2022.
- C. TPC provider must then provide an eligible in-person or synchronous audiovisual (telemedicine/telehealth) service to her no later than 1 November 2023.

Although HB4 goes into effect on 1 September 2022, the manner in which it is carried out is subject to modifications as additional information is communicated by the Managed Care Organizations (MCOs).

If you have a question/scenario that you would like to be considered for inclusion in the newsletter, please email your question/topic to Compliance.Corner@txpan.org.



Welcome these New Employees...

Susan Miller
Ally Nichols
Maria Ramirez
Margarita Ruiz
Rebecca Bustos
Ana Madrid

Browning Group Home- Pampa
Human Resources
ASCI Dumas
ASCI Dumas
Camp Lane Group Home
Browning Group Home - Pampa



Twenty Plus Years of Service

Ms. Janis Robinson of Hereford, was recognized at the August 25, 2022 Board of Trustees meeting for twenty years of volunteer service as a Trustee. Her dedication, leadership and commitment to TPC is all about Making Lives Better for those we serve and employ.

Thank you Janis for twenty years! We look forward to the next twenty!

Thank you Janis!



Congratulations!

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:

Amanda Whitney, Accounting 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.

Eight Dimensions of Wellness: Financial

Joyce Lopez-Enevoldsen, Executive Coordinator, 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.

What is financial wellness? Financial wellness is defined as effectively managing economic life which also includes: keeping spending within an organization's or individual's means, being financially prepared for emergencies, having access to the information and tools necessary to make good financial decisions, and having a plan for the future.



Finances impact every aspect of our lives including our personal relationships, our career choices, our social life, our retirement, and so much more.

As an example, Texas Panhandle Centers must be financially healthy in order to exist, operate and provide services to the individuals in the twenty-one counties we are charged to serve.

TPC currently employs 431 staff and serves approximately 10,000 individuals each year. TPC has a number of funding sources to include contracts, grants, local match, and earned revenue through the services we provide. Over the years, the need for our services has grown and continues to grow. It is critical that the Executive Director

and Board of Trustees maintain the financial viability of the Center in order for those critical services to continue.

As we focus our efforts on the eight dimensions of wellness, it is important to note that as an organization we must balance the needs of our staff with the needs of those we serve in light of recent economic challenges. Both are equally important; however, I would reference what flight attendants tell passengers when flying on an airplane: "Put your oxygen mask on first, before helping others, because if you run out of oxygen yourself, you cannot help anyone else with theirs." It is important that as the safety net for the expansive twenty-one county catchment area, that our Center, a.k.a. workforce, remain healthy financially as well as in all of the other eight dimensions of wellness as they are all interrelated.

As one's financial wellness increases so should their quality of life. So how can we improve our own quality of life in regard to financial wellness? Some things to consider:

- Take stock of what's important. What are your needs and interests? Is it security, freedom of choice, future security?

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- Improve financial literacy – understanding the options and tools available to make good decisions.
- The earlier the better. Early engagement often yields better results.

Financial stability highly influences physical and mental wellbeing. Generally, people that are financially unstable suffer from stress and emotional disorders. Over time, these may effect the body to include aches, pains, chronic illnesses, infections and other conditions. Financial stability ensures you don't fall victim to money related stress. Money affords options: health, food, medical care, travel, etc. That's not to say financially strong people do not experience stress, but they are better equipped to care for themselves when they do. What things are you doing to manage money related stress?

According to a United States survey on stress, finances are the most common source of stress among men and women. In an effort to assist staff with financial wellness, TPC's Employee Assistance Program offers employees the following:

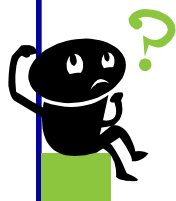
- Financial consultations
- Mediation
- Tax consultation and preparation
- "Do it yourself" legal forms and document preparation
- Webinars, monthly newsletters, tips and much more
- Visit minesandassociates.com for more information.

As we highlight financial wellness during the month of September, TPC will offer a virtual training on finances. Robin with Amarillo National Bank will present **Healthy Financial Habits** on Thursday, September 22nd at 2:00 p.m. This is an excellent opportunity to build your financial knowledge and be able to ask questions. We hope you are able to join. A zoom link will be sent out ahead of time.



"It's good to have money and the things that money can buy, but it's good, too, to check up once in a while and make sure that you haven't lost the things that money can't buy."

- George Lorimer



Jeremy Waide, PADRE 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.

Trauma Informed Care Employee Spotlight

Tiffany Hirani, Admin Tech, BH Children's Services,

was recognized for the TICTOC employee recognition. Her nomination stated, "It is hard to identify just one example of how she demonstrates a trauma informed approach, as it is seen so regularly on a daily basis." It went on to say that she is open

and honest and often serves as a centerpiece to many of the families as well as a support system and advocate. Tiffany checks in with her coworkers as well. She demonstrates empathy, collaboration, trustworthiness, cultural competency and respect but most significant in her nomination was that she creates a safe space for others. She was awarded a \$25 gift card. Thank you for *Making Lives Better!*



If your department is interested in hearing more about TICTOC, please contact the TICTOC Committee at TICTOC@txpan.org.

Congratulations!

Labor Day in the 21st Century

Portrait of a worker in 1870:

A man started work at 13 and worked every day for 30 years, until the day he died at age 43. In his entire life, he never had more than 9.6 hours a day for sleep, play and work at home.

The 1950s worker:

Started work at age 17.6 and worked 50 years. He typically died a year before he could retire at age 68.5. He had about 13 hours a day for sleep, leisure and work at home.

The 1973 worker:

Started work at about 18.5 and was expected

to work until 2018, when he would be about 64. He or she will actually enjoy 6.6 years of retirement and is expected to die at age 70.6.

During his or her work life, he enjoyed 15.6 hours a day for sleep, leisure, and work at home.

The 2022 worker:

Started work at 20. He will work 42.5 years, with 17.5 hours a day for sleep, leisure and work at home. Men will retire at age 61.6. Women will retire at age 60.5. Men will be retired 15.9 more years and live to nearly 81. Women will live 19.3 years in retirement and die at about age 84. (Data, ssa.gov, Bureau of Labor Research)



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) Criminal Justice System 2) Assignments 3) EAP

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 Alternate Living Program assists individuals with living as _____ as possible.
2. HDL cholesterol is known as _____ and LDL cholesterol is known as _____.
3. Healthy Financial Habits will be presented virtually on _____.



[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)