



Here's What's Happening...

TEXAS PANHANDLE CENTERS
901 WALLACE BLVD. AMARILLO, TEXAS
www.texaspanhandlecenters.org

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Randall, Roberts, Sherman,
and Wheeler counties



Community Mental Health Grant Program – HB 13

Libby Moore, Chief Clinical Officer

Texas Panhandle Centers is pleased to announce the award of a two-year grant for the Community Mental Health Grant Program. This program initially started in 2017 with TPC being one of eight Community Centers Statewide to become a part of the original grant. This second award begins phase two of the grant.

The CMHG Program “assists persons with mental illness by providing grants to certain comprehensive data-driven mental health systems that promote both wellness and recovery.”

TPC achieves this mission by partnering with the Amarillo Police Department’s Crisis Intervention Trained Officers, Heal the City, Family Support Services, Dailey Recovery and the Coalition of Health Services. This partnership allows us to pro-

vide services that best match a person’s needs and preferences. All services are provided using a holistic, person centered approach to care. We work hard to take into account a person’s trauma history and adapt using best practice approaches to treatment.

We look forward to expanding this service in the next two years to other partners in the area and increasing services within the program. The responders within the program have been trained in various approaches to care. We are proud to have Larissa Bernal and Bri Ray trained as trainers in ASIST and Valarie Spanel trained in EMDR. All the providers in the program work together to meet the person where they are in their **recovery** and promote active participation in the treatment process.



**WALK
ACROSS TEXAS!**

TEXAS A&M AGRILIFE EXTENSION

Walk Across Texas starts September 7th.

Let's use this opportunity to get ourselves moving! The COVID-19 quarantine has taken it's toll on our physical and mental health. Walking and getting outside helps energy, mood, sleep, weight and the immune system. You will be invited to participate in a private Facebook group (optional) for encouragement, healthy tips, as well as drawings for giveaways! Let's get started!

Contact joyce.lopez@txpan.org if interested.

THE CCBHC INITIATIVE

THE “Non-Four-Walls” Approach to Healthcare

Donald Newsome, Director, Quality Management & Compliance

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.



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; individuals who are best served by unique and non-traditional strategies to integrate behavior-

al and physical health care; and those whose care may be best managed through interventions such as Care Coordination (see July’s newsletter). 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 Non-Four-Walls approach for CCBHCs include:

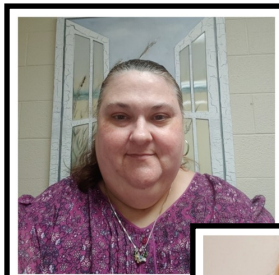
- Crisis Mental Health Services
- Patient-Centered treatment planning (including risk assessment and crisis planning)
- Outpatient clinic primary care screening and monitoring of key health indicators and health risks
- Outpatient mental health and substance use services
- Targeted case management
- 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.

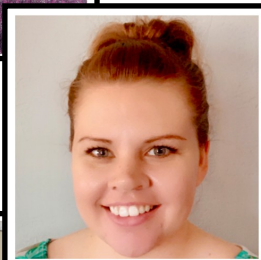
IDD INTAKE DEPARTMENT

Elvire Sanders-Blakemore, Developmental Health Director

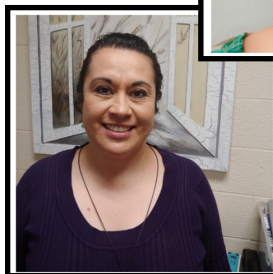
Texas Panhandle Centers Intellectual and Developmental Disability (IDD) Intake Department determines whether a person meets the Health and Human Services Commission (HHSC) guidelines for IDD services. The personnel include a full time Licensed Certified Authorized Provider, Alicia Huckabay, a part time Licensed Professional Counselor (LPC), Jennifer McKay, an IDD Intake Clerk, Alejandra Galvan.



Alicia



Jennifer



Alejandra

In order to qualify for services as a person with IDD, both the person's intellectual IQ and adaptive level of functioning need to score at 69 or below. Also, the person must have been diagnosed with IDD during the developmental period (prior to age 18).

With the Developmental Disability (DD) diagnosis of Autism Spectrum Disorder (ASD), the IQ doesn't matter but the symptoms must have manifested prior to age 3-10 (again documentation is very helpful). If they meet the criteria for ASD, they will qualify for most of the services on the list (depending on their age and circumstances). In order for someone with ASD to be placed in a residential facility, their intellectual IQ needs to be 75 or below with at least mild deficits in their adaptive behavior (scores of approximately 69-50) or if their IQ is above 75, their adaptive level needs to be moderate to extreme deficits in adaptive behavior (scores of approximately 49 or below).

If a person has a Developmental Disability (DD) of another Related Condition (RC) that was diagnosed prior to age 22 they can qualify for place-

ment services and Community First Choice (CFC) services only. There is a long list of "related conditions" which include things like seizure disorders, congenital disorders, chromosome abnormalities, head injuries, etc. [see attached link] that must be attested to by a physician. For the person with a "related condition" to qualify for placement, their intellectual IQ needs to be 75 or below with at least mild deficits in their adaptive behavior or if their IQ is 76 or above, they need to have an adaptive level in the moderate range.

It is important to note that CFC services and placement services require Medicaid (unless you can private pay).

Link to the list of Related Conditions and their ICD-10 codes:

<https://hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/providers/health/icd10-codes.pdf>

How to make an IDD Intake appointment:

Call IDD Intake at (806) 351-3213 or (806) 351-3212.

We will gather basic information via phone (takes about 20 minutes) and schedule an appointment. IDD Intake appointments last 2-5 hours.

Alicia Huckabay
IDD Intake Director

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:

When I write on a document requiring a client signature that the client is unable to sign because of COVID, do I also have to put that in my progress note?

Answer:

Any document requiring a client signature must document that “verbal consent was given by client due to COVID”. If it is a guardian or LAR who gives consent, you must document that “verbal consent was given by (full name, LAR/Guardian) due to COVID”. This must be documented in your progress note as well and signatures will need to be obtained at the next face to face meeting.

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](mailto:ComplianceCorner@txpan.org).



*In observance of Labor Day, TPC Offices will
be closed Monday, September 7th.
Happy Labor Day!*

Welcome these New Employees...

Thomas Armstrong	Maintenance
Tyann Branch	IDD Services
Janis Crane	IDD Services
Mako Mohamed	IDD Services
Jacilynne Bridges	IDD Services
Marissa Buchanan	Utilization Management
Katanna Shay	IDD Pampa
Endeya Smith	IDD Services



Employee Assistance Program

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

The use of your Employee Assistance Program is strictly confidential and available 24/7. There 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

Amelia Davis, IDD Service Coordination, answered last month's questions correctly and was randomly selected to win a \$25 gift card.

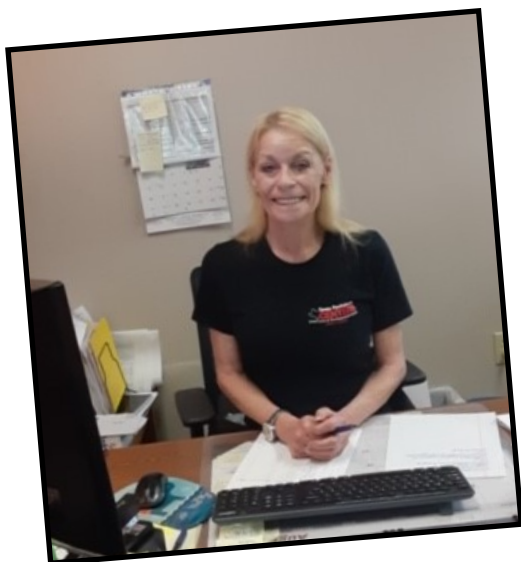


To claim your card, contact Joyce Lopez-Enevoldsen at 806.351.3308 or email: joyce.lopez@txpan.org.

TICTOC 3.0

Joyce Lopez-Enevoldsen, Team Lead

TPC's Trauma Informed Care Time for Organizational Change Committee recognized the following individual, who was nominated by her 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):



Annette Gutierrez, RN, Adult Behavioral Health Outpatient, First Episode Program and ACT Team, for serving as a frontline staff member and going out into the field to provide needed injections and medication education. She's made many accommodations to engage with clients and assist the case managers in any way she can. She does so with great compassion. "This is why I am a nurse, this is my calling and I'm going to do it until I'm told not to." She is described as empathetic, compassionate and puts client care first with no complaints.

Thank you for *Making Lives Better!*

Congratulations!

If your department is interested in hearing more about TICTOC 3.0 please contact the TICTOC Committee at TICTOC@txpan.org 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!*



White Hat Award



The IDD Service Coordination Department would like to present **Tami Savage, Respite Supervisor**, with this month's White Hat Award. Tami assists with respite and is always willing to help or get information when needed. Tami goes above and beyond to help wherever there is a need and works hard to provide a safe environment for the individuals we serve. Thank you Tami for helping our individuals get the care they deserve.

Cecilia Gallegos for the IDD Service Coordination Department

Answer's to last months questions:

1) Case Coordination 2) Whole Person 3) Voice

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



1. One of the most important goals of CCBHC is to address _____.
2. EAP stands for _____ and is available _____.
3. If eligible, use your _____ by August 31st to avoid losing it.

[Submit your answers to joyce.lopez@txpan.org](mailto: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.

Points to Ponder

Jana Campbell, Rights Protection Officer



Exploitation is defined by the State of Texas as improper use of a person, or a person's resources, for personal benefit, profit, or gain. As an employee of Texas Panhandle Centers, it is our responsibility to make sure that the individuals we serve use their money for themselves only. If assisting individuals with shopping, receipts need to be provided, and they may need help making informed decisions. Items that individuals have purchased, or we purchased for them, are for their use only.

If you have any comments or concerns please feel free to email me at jana.campbell@tpc.org, or call me at 806.351.3400.



"I don't think the Wilsons wash their hands much.
They still have winter-themed hand soap in
their bathroom."



"Oh, no - it's a panda-emic!"

***"Nothing in life is to be feared, it is only to be understood. Now is
the time to understand more, so that we may fear less."***

~ Marie Curie, Physicist

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

Zoom Meeting Etiquette

15 tips and best practices for online video conference meetings

Excerpts from Life & Culture, Sean Adams, April 2020

Office meetings continue despite social distancing, thanks to video conference tools such as Zoom, Skype, Microsoft Teams and many others. And let's face it: sometimes, talking face-to-face is necessary, even if that also means face-to-face screen.

So with this new era of video conferencing and online meeting, many have found that there are a new set of guidelines to follow—things that we might not have need to discuss in person, but are worth going over now that so many are working from the comfort—or discomfort depending on your setup.

Here are some suggestions, compiled from Zoom's own website as well as other sources which can help you stay productive, connected, and not-embarrassed as much as possible when we struggle through this new era of office work.

Use the video option when possible.

It lets people see you especially if you're hosting the meeting or a speaker.

Dress for the job you have, not the job you want and don't wear your pajamas.

Times are tough for those working from home and wearing sweatpants all day, but if you're in a position where you can put something on more professional-looking, it's probably a good idea.

Stage your video area.

Keep in mind that people aren't just seeing you, they're also seeing whatever the camera is pointed at behind you. Maybe arrange it so that your camera isn't facing towards a pile of unfolded laundry.

More light is better.

Video quality is dramatically improved with more lighting. An extra nearby lamp is usually helpful. Just make sure that the light is in front of you and not behind you. Backlit makes you harder to see.

Try to look into the camera.

If you're presenting or speaking to a group, looking into the camera will give the appearance of eye contact.

Do your own tech support before you start.

Make sure you do a test run at some point, and that you're aware of your audio and video settings before you start.

Stay on mute if you're not talking.

Background noise can be really distracting. If you aren't sharing anything at the moment, go ahead and hit mute until you do. That way, no one has to listen to the car alarm or the neighbor's barking dog.

Don't eat during the meeting.

Just don't do it!

Don't do other private things while on a meeting.

I'm sure you've heard horror stories about people caught doing things they later regret. Don't become that statistic.

Stay focused.

It's a science fact that everyone hates meeting. Don't make this one go longer than it needs to.

Only invite people who need to be there.

Save them, and yourself some hassle by not including people who aren't necessary.



(Continued on page 10)

Zoom Meeting Etiquette continued...

Is this a meeting or webinar?

If you're doing a presentation rather than a discussion, that might be the better format than allowing everyone to chime in.

The host should be the last one to leave.

If the host closes the meeting, then obviously, the meeting ends, so be sure that no one gets cut off or loses a last minute point. It's a good idea to stick around until everyone else closes out of the meeting.

Make private meetings private.

Only share passwords with people you want to be there or rather the people who need to be there.

Learn what you can do to manage participants.

There are a lot of features on these platforms, such as screen sharing, locking the meeting to current participants, removing participants, or placing them on hold, transferring files and managing chat options. It might be useful to learn what you can do and how to do it before the meeting starts.



Reminder!

If you have not yet taken your float day, (8 hours) please do so by August 31st to avoid losing it. You must have worked here for one year to be eligible. Contact the payroll department if you have any questions.