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Serving the citizens of:

Armstrong, Carson,
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Hall, Hansford, Hartley,
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Lipscomb, Moore,
Ochiltree, Oldham, Potter,
Randall, Roberts, Sherman,
and Wheeler counties

Merry Christmas and Happy New Year!



Perryton ASCI

Trisha Wilson, Director, IDD Community Services

One of TPC's Day Habilitation facilities in the outreach areas, is Perryton ASCI located at 1701 S. Jefferson in Perryton, TX. Although the day hab facility is located in Perryton, it serves individuals from several surrounding small towns. Individuals from Booker, Spearman, Canadian, and Miami are served through the facility and staff in Perryton.

Debra Dye, the director, and her staff member, Tammy Dunsworth, provide a friendly and inviting atmosphere for individuals that attend. While at day hab, individuals enjoy socializing with one another in many ways. They enjoy activities such as playing games, cooking special meals and desserts together, decorating the facility for holidays, participating in arts and craft projects, and exercising. Day hab staff members are also there to provide individualized care and training in several life skill areas.

Socialization and recreational activities are always provided while individuals are at the dayhab facility, but community integration is also a huge goal of day hab services (pre-Covid of course). Debra and Tammy do a wonderful job of finding interesting events in the community for the individuals to become involved with, and once life returns to normal, the focus will again be visiting businesses in the community for shopping, eating out, and the many educational experiences that are included in being involved in the community. Community outings are not only enjoyable for the individuals, but they also provide them with great opportunities to practice communication, social, and life skills outside of the day hab setting. Transportation and community support services are also provided in and around Perryton for persons that may or may not attend the day hab.

The facility that houses the TPC day hab pro



Debra Dye, Director



Tammy Dunsworth

gram in Perryton is owned and maintained by the Perryton Advisory Board. The Perryton Center Advisory Board is made up of several people from the community who are responsible for the maintenance and upkeep of the facility that houses the dayhab program. However, the Board's involvement does not stop there. The Advisory Board also focuses on fundraising throughout the year. Through fundraising events, money is raised that is used to benefit the individuals in many ways. Whether it is painting and updating the facility, preparing holiday meals for the individuals and their families, or providing the finances for individuals to participate in activities, the Advisory Board's influence is far reaching. The Board is an integral part in the success of Perryton ASCI.

If you are ever able to visit Perryton ASCI or meet Debra and Tammy, you will immediately realize how much they love their job and the people they serve. Debra and Tammy provide quality services to our individuals in the Northern panhandle with tremendous compassion and kindness. The program is a positive influence in the lives of individuals, their families, and the community because of them both.



THE CCBHC INITIATIVE

THE CCBHC Six Requirements: *QUICK GUIDE*

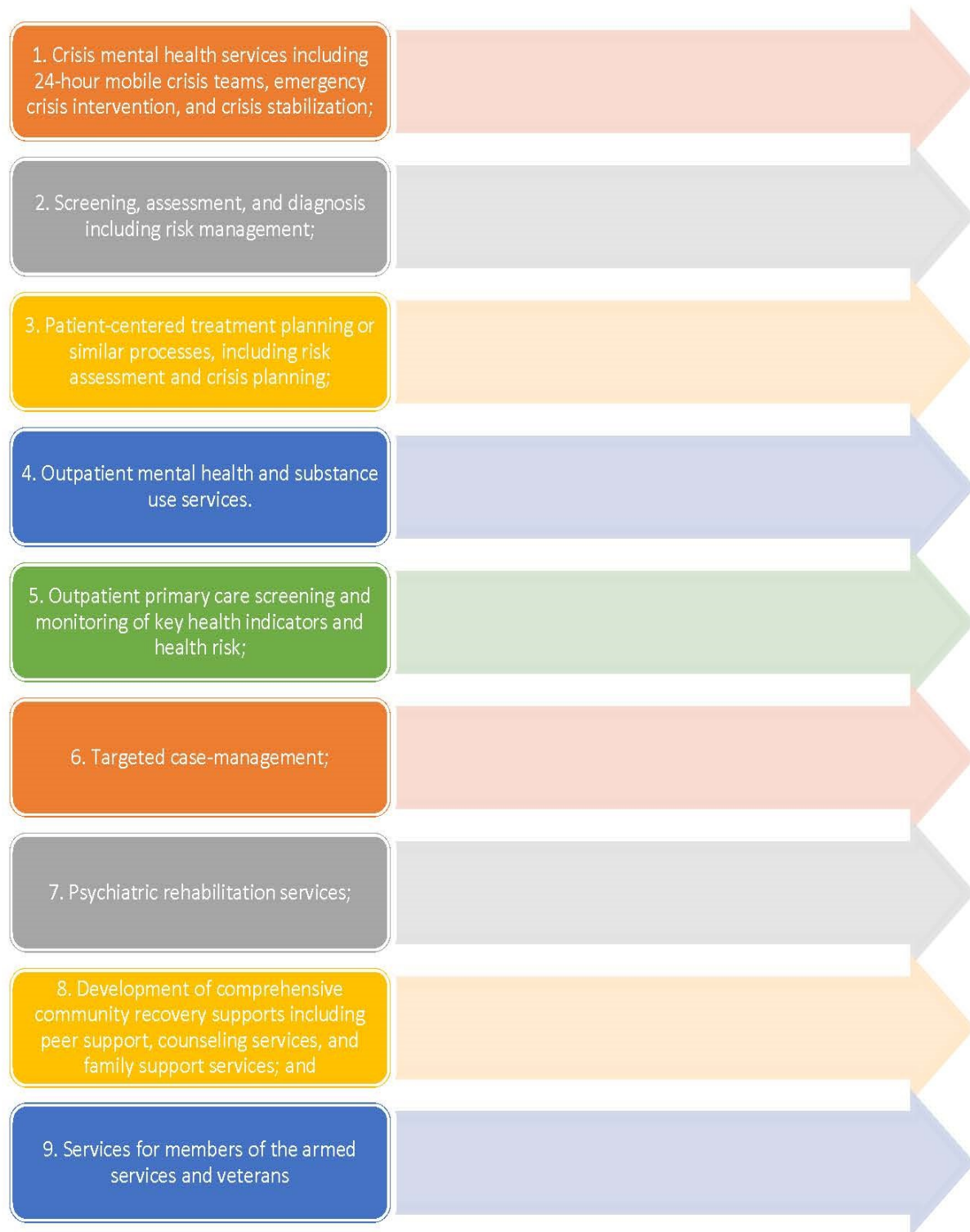
Nona Rivas, Quality Management

As a Community Mental Health Center, Texas Panhandle Centers already provides many services and meets many of the requirements to become a Certified Community Behavioral Clinic (CCBHC)- but there are some major differences:

Six Main Requirements:	CMHC/TPC	CCBHC
1. Staffing	Psychiatrist as Medical Director, Prescribers, Counselors, Peer Support, Case Managers & Crisis Staff	√ <i>Expanded:</i> **NEW Staff or Contractors who are Licensed Chemical Dependency Counselors (LCDC) and/or staff trained in the treatment of substance use disorders.
2. Availability and Accessibility of Services	Locations, Hours, Transportation, ADA and Linguistically Accessible	√ <i>Expanded:</i>
3. Care Coordination	Currently provided but defined differently for a CCBHC	**NEW and is <u>central</u> to a CCBHC
4. Scope of Services (9 primary categories)	SEE CCBHC LIST FOR COMPARISONS	√ (1) Crisis mental health services, including 24-hour mobile crisis teams, emergency crisis intervention services, and **NEW & EXPANDED crisis stabilization. √ (2) Screening, assessment, and diagnosis, including risk assessment. √ (3) Patient-centered treatment planning or similar processes, including risk assessment and crisis planning. √ (4) Outpatient mental health **AND NEW substance use disorder services (as defined). **NEW/EXPANDED (5) Outpatient clinic primary care screening and monitoring of key health indicators and health risk (Standardized Quality Measures) √ (6) Targeted case management. √ (7) Psychiatric rehabilitation services. √ (8) Peer support, counselor services and family supports. **NEW (9) Intensive, community-based mental health care for members of the armed forces and veterans, particularly those members and veterans located in rural areas.
5. Quality and Other Reporting		√ <i>Expanded:</i> Collect and report on encounter, clinical outcomes, and quality improvement data.
6. Organizational Authority	Local BH Authority Board of Directors Financial Audits	√ <i>Expanded:</i>

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SCOPE OF SERVICES DETAIL DISCUSSION:



ECI Christmas

Lindsay Garza, Program Director, ECI



This year has been a challenging year with many ups and downs. As a department, we wanted to spread Christmas cheer and enjoy laughter together to make up for the many months we had been apart. We practiced social distancing (other than the picture) and wore face masks. We had a face mask decorating contest, played games, participated in a “Santa Dance”, and exchanged secret Santa gifts. We had some staff that participated virtually that we did not get to include in our picture! We wish you a Merry Christmas and Happy New Year!



In observance of the holidays, Texas Panhandle Centers will be closed Thursday, December 24th and Friday, December 25th. TPC will also be closed on Friday, January 1st in observance of New Years Day.

Wishing you and your family safe and happy holidays!



Points to Ponder

Jana Campbell, Rights Protection Officer



During this time of pandemic, staff have been asked to cash checks and purchase items for individuals to maintain social distancing, and keep everyone safe at home. Be sure that you only purchase what is on the client's list and always get a receipt. Try to get a duplicate receipt if possible. Many stores will do this for you. If you can't get a copy of the receipt you could take a picture of the receipt with your work phone, or you could ask the client sign off on the list they made to show all items were purchased and that the amount of change given was correct.

If you have any questions or concerns please call me at 806-351-3400 or email me at jana.campbell@txpan.org



Socks, socks and more socks!

Now, through December 31st, TPC is hosting a "Sock Drive."



Donate a package of **new** socks benefitting **Texas Panhandle Center** clients!

You pick the sock **SIZE**, **kind** and **color**, and send them to building 501 of the Wallace location. There will be a collection box in the foyer for drop off as well. Put your name on the donation sheet when you drop off to be entered in a drawing for a holiday gift card. Thank you for **Making Lives Better** for those we serve!

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

TICTOC Employee Recognition

Joyce Lopez-Enevoldsen, Team Lead

TPC's Trauma Informed Care Time for Organizational Change 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):



Cindy Rue, Office Manager, PATH Program, was nominated for the TICTOC Employee Recognition. Her nomination stated that Cindy was a huge help to others who were filling in during a time of staff shortages due to COVID-19. She created lists in order to keep things organized and updated. She also looked up addresses and provided directions to help the providers locate certain clients. She would call at the start and end of each day to check on the provider to see how she was doing and to offer her help. Because Cindy went above and beyond for the provider and clients, everyone was able to get their needs met. Thank you Cindy for *Making Lives Better* for those we serve and employ!

Congratulations Cindy!



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:

Is it ok for me to give my password to a co-worker or my supervisor so that they can print something off for me if I'm out of the office?

Answer:

Passwords are an important aspect of computer security. They are the front line of protection for user accounts. As such, all TPC employees (including contractors with access to TPC systems) are responsible for taking the appropriate steps to select and secure their passwords.

1. All system-level passwords (e.g. root, Network Administration accounts, Application Administration Accounts, etc.) must be changed at least every sixty days.
2. All user-level network passwords must be a minimum of 14 characters long, containing at least 1 numerical digit. Try to create passwords that can be easily remembered, but not easily guessed.
3. All passwords are to be treated as sensitive, confidential TPC information. All logon ID's and passwords are considered equivalent to your signature, and you are responsible for any and all entries made under your logon ID.
4. **Don't share TPC password(s) with anyone.**
5. Don't reveal a password over the phone to ANYONE.
6. Don't talk about a password in front of others.
7. Don't reveal a password to co-workers while on vacation.
8. Passwords should not be transmitted in clear-text (electronically or on paper). Passwords should never be stored on-line.

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 interoffice mail to the attention of Donald Newsome.

Welcome these New Employees...

Dani Atchley	Adult MH Service Coordination
Rafael Flores	HCS Wayne Group Home
Sara Richison	Adult MH Service Coordination
Alexandra Stevens	HB 13 Service Coordination
Selena Tenorio	HCS Camp Lane Group Home
Amy Winkley	Children's MH Service Coordination



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



Andrea Traves, ECI, 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.

CHRISTMAS 2020



Christmas 2020 will likely look very different for most of us. Amid the Coronavirus Pandemic, many families have decided to celebrate individually instead of in large groups. Some might even find themselves celebrating alone. If that is the case for you or your family, there are a few quarantine Christmas ideas you can do while social distancing.

1 Assemble a make-ahead breakfast
Try one you can prep the night before so all you have to do on Christmas morning is pop it in the oven.

2 Decorate Christmas cookies
Baking cookies is a great daytime activity to make your home smell delicious. Before you get started make sure you have some fun cookie cutters, frostings, and decorations on hand.

3 Host a virtual party
Just because you can't be together in person doesn't mean you can't see your friends and family on Christmas. Send everyone a virtual link and host your party online. Make sure you have a few games and conversation starters ready to go.

4 Decorate as festively as possible.
You're going to spend a lot of time at home this holiday, so you might as well make your space the winter wonderland of your dreams. Set a budget and pick up some decorations or open your craft bin for some DIY.

5 Mix a cozy cocktail
There are so many festive winter flavors that taste incredible in cocktails. A warm stovetop option is a cozy way to celebrate the season.

6 Make Christmas masks
You can make these out of paper plates and when you're done use them to take photo booth-style pictures to commemorate the holiday.

7 Make or buy a commemorative ornament
The 2020 holiday season is bound to be unique so why not make or buy an ornament to remember it by?

8 Watch a Christmas movie
Watching a movie is the perfect way to spend the time between presents and dinner, or to unwind after the festivities end.

9 Make a holiday playlist
Set the mood on Christmas morning by putting on a festive soundtrack.

For more Christmas ideas please visit [goodhousekeeping.com/holidays/Christmas-ideas](https://www.goodhousekeeping.com/holidays/Christmas-ideas). Included are recipes, DIY, unique gifts, movies and more.

Merry Christmas

White Hat Award



The IDD Service Coordination Department would like to present the **IDD Nursing Department** with this month's White Hat Award. **Kendra Hubbard, Bridgette Ratliffe, Julie Williamson, Krystyna Hartman, Ron Muldrow, and Susan McQuaig** have all worked tirelessly to ensure our individual's health care needs are met.

Through this pandemic and staff shortages, this team has pulled together to provide care and quality nursing services to the individuals that we serve. They have also assisted other staff, case managers, and service coordinators in the effort to provide best possible services during these difficult times. Thank you nursing team!

Cecilia Gallegos for the IDD Service Coordination Department

Answer's to last months questions:

- 1) Texas HHSC, Certification Process
- 2) Military Veteran Peer Network
- 3) Resilience

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



1. Day hab staff provide _____ and _____ in several life skill areas.
2. Only purchase what's on the client's list and always get a _____.
3. Passwords should be transmitted clearly in a text (electronically or on paper) True or False

[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)

Front line workers, care givers, teachers, parents, college students, teenagers, administrators, veterans, anyone affected by COVID-19.... How are you prioritizing your mental health? If you or someone you know needs to talk, Texans Recovering Together is a free COVID-19 mental health support line available 24/7. Help is available!



Texas Health and Human Services

COVID-19 Mental Health Support Line

If you or someone you know is feeling overwhelmed by the COVID-19 pandemic, ***help is available.***

Speak with a mental health professional for help dealing with anxiety, depression, stress, grief or worry 24/7.

Call the toll-free COVID-19 Mental Health Support Line at **833-986-1919.**



TEXAS
Health and Human
Services

JHS COMM 20D0594 • June 2020



Coping with Grief During the Holidays



Plan ahead.
Surprises may evoke greater feelings.
Be prepared to be flexible.
You can't control everything.
Change can be good and difficult at the same time.
Be easy on yourself.
You can't please everyone.
Evaluate your ability to cope in various situations.
Give yourself what you need.
Ask for help.
Enjoy what you can, when you can.
Be gentle on others too.
Do something for others.
Don't deprive children of their holidays.
Include whatever spiritual activities are helpful for you.
Remember the value of memories, rituals and traditions.
Be prepared to begin some new traditions.
Realize that there are many holidays and anniversaries during the year.
Remember - whatever we do after the death is for the living.



The first day of winter in the Northern Hemisphere is marked by winter solstice, which occurs on Monday, December 21, 2020.

The winter solstice is the day with the fewest hours of sunlight in the whole year, making it the shortest day of the year.