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Serving the citizens of:

Armstrong, Carson,
Collingsworth, Dallam,
Deaf Smith, Donley, Gray,
Hall, Hansford, Hartley,
Hemphill, Hutchinson,
Lipscomb, Moore,
Ochiltree, Oldham, Potter,
Randall, Roberts, Sherman,
and Wheeler counties

Mellisa Talley Named Executive Director

Mellisa Talley was recently selected by the Board of Trustees as the Executive Director of Texas Panhandle Centers Behavioral & Developmental Health.

The effective date for the transition took effect October 26, 2019. Bud Schertler, former CEO of TPC, stepped down after nineteen years (19) as CEO and thirty years (30) years with the Center.

Mellisa has served in various capacities with the most recent as the Center's Deputy Executive Director. Mellisa is in her 29th year with Texas Panhandle Centers.

She earned her business degree from Southwest Texas State University in San Marcos. She first worked for Lubbock National Bank as Assistant Vice President. She started work with Texas Panhandle Mental Health Authority in September 1990 as Executive Assistant. Since then Mellisa has had the following roles with TPC: Coordinator of Special Projects - Financial Services, Director of



Information Services, Executive Management Team member, Director of Data Management, Chief Administrative Officer, and Deputy Executive Director.

Mellisa is married to Don and has two adult children, David and Elizabeth, and a grand-dog named Ellie. She enjoys taking Ellie on walks, spending time with her family and is a huge Texas Tech fan.

**In observance of Martin Luther King Jr.
Day, TPC Offices will be closed Monday,
January 20th.**

County Sheriff's Appointed to TPC Board of Trustees

At the November 21, 2019 Board of Trustees meeting, the appointments of Sheriff J. Dale Butler, Jr. of Deaf Smith County, and Sheriff Terry Bouchard of Ochiltree County, were approved by the TPC Board of Trustees.

Senate Bill 632 of the 86th Legislative Session requires the governing body of the Local Authority to choose a sheriff, or a designated representative, from the group of counties above the median population as well as from the counties below the median population of TPC's 21 county local service area.

This legislation became effective September 1, 2019 and requires the addition of two sheriffs (or their designees) to serve on the Board as ex-officio, non-voting members. There was a tie between the above median population candidates; therefore, both Sheriff's will serve. A recommendation from the below the median population has been put forth for consideration.

Sheriff Butler, serves Deaf Smith County residents which includes the City of Hereford, Texas. He is CIT (Crisis Intervention Team) trained which is a law en-



Sheriff J. Dale Butler



Sheriff Terry Bouchard

forcement collaborative program that provides officers with training to help guide interactions between law enforcement and those living with mental illness. Sheriff Butler has a degree in Criminal Justice, and has served as sheriff for the past seven years. He is married and has 5 children. He enjoys shooting sports, golf and working out.

Sheriff Terry Bouchard, serves Ochiltree County residents which includes the cities of Perryton and Farnsworth. He has been in law enforcement for the past 34 years. He holds a Bachelor of Criminal Justice from

NMSU, Master Peace Officer license and over three thousand hours of training in various areas. Sheriff Bouchard was a Deputy for the previous 17 years prior to being appointed Sheriff. He is very active in the community with Rotary and church activities. He's an avid golfer, is married and has two adult children.

Behavioral Health Clinic Quality Measures (BHCM)

Making Lives Better, Longer!

Submitted by: Nona Rivas, QM, 1115 Waiver Program

Did you know that there are health disparities for persons diagnosed with a behavioral health (BH) disorder?

According to the National Alliance on Mental Illness (NAMI) “People with serious mental illness have a life expectancy that is *11-30 years shorter* than that of the general population. This group has disproportionately high rates of cardiovascular disease, diabetes, chronic obstructive pulmonary disease, obesity and tobacco use—all of which can contribute to earlier death” (Ask the Doctor: Reversing Health Disparities in People with Serious Mental Illness, Nov 20, 2017).

Purpose of 1115 Waiver Program: Part of the purpose for the 1115 Waiver Program is to reform the delivery of health services with the goals of: improving the health of the population, having better outcomes for individuals and reducing costs with no-harm to anyone whatsoever. One way this is accomplished is through various types of health providers, such as hospitals, local health departments and community mental health centers performing Quality Measures, which may be similar in scope, for community populations that overlap. The measures address the individual’s health conditions and risk factors such as high blood pressure, tobacco use, obesity and suicidality.

TPC performs Behavioral Health Quality Measures:

In order to better address health care conditions and risks, TPC, through the Health and Human Services Commission (HHSC) 1115 Waiver DSRIP Program, has been a provider of six Behavioral Health Quality Measures since July, 2017. The

measures TPC performs are: 1) Controlling High Blood Pressure 2) Tobacco Use: Screening and Cessation 3) Body Mass Index (BMI) Adult: Screening & Follow Up 4) Child/Adolescent Weight Assessment with Counseling for Nutrition and Physical Activity 5) Child /Adolescent Major Depressive Disorder (MDD): Suicide Risk Assessment (SRA) and 6) Adult Major Depressive Disorder (MDD): Suicide Risk Assessment (SRA).

Why Quality Measures Matter: During the measure encounter, individuals are assessed & offered education, referrals, tobacco cessation intervention, and/or appropriate behavioral health interventions based on their specific needs. Through this education & referral process, individuals can better manage high blood pressure, lose weight, quit smoking, reduce stress and improve overall health. In addition, data collected and submitted maybe analyzed on the state and national level to help determine the health care needs and health of various populations, such as BH, which could impact future initiatives. Although the measures are performed by specific providers during designated encounters, all service providers help directly or indirectly impact individual’s improvements in health outcomes by providing assistance with transportation, referrals, ongoing education and/or tobacco cessation classes, which may reverse health disparities.

Thank you for making lives better, longer!



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 have a large caseload and see many clients in a day. Am I really required to have all of my documentation completed same day/next day?

Answer:

TAC 412.326

Except for crisis services, documentation must be made within **two business days** after each contact that occurs to provide mental health community services.

Not only is “same day/next day” required by the Texas Administrative Code, it is also the requirement within Texas Panhandle Centers’ (TPC) Center wide Policies and Procedures. In addition, this requirement applies to all clinical documentation for all TPC programs.

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.

OTIS CORNER

Submitted by: Christy Schroeder, Safety Director

Now that the holidays are coming to an end, and New Year's resolutions have begun, let's talk about healthy eating and vitamin consumption to assist with jump starting those resolutions.

Many times individuals will choose to start eating healthier, or to lose weight as part of a resolution for the new year. A big part of that often includes taking vitamins, supplements or trying to eliminate sugar. When I was looking up healthy eating, and healthy supplements, I ran across a very interesting article on vitamin water. Many people are not aware of some of the health risks associated with drinking too many vitamin infused drinks. It is very important to know what your daily intake of vitamins and/or supplements should actually be in order to maintain good health. The best way to find out what your daily vitamin intake should be is to always visit with your doctor first. Some individuals may not need additional vitamins other than a daily supplement that your primary care physician can help you with in your dietary needs. You should always check first with your

doctor before starting or changing nutritional or dietary habits, before taking vitamin supplements, and/or before starting exercise regimens. The po-

tential to harm vital organs or cause health concerns with drinking things like vitamin fortified drinks is a real concern that one should be aware of especially if keeping healthy, and when eating better is going to be a part of your New Year's resolution. More information on Vitamin fortified drinks, and health risks associated with consuming these types of drinks can be found at <https://www.healthline.com/nutrition/5-reasons-why-vitaminwater-is-a-bad-idea> and <https://www.onemedical.com/blog/eat-well/vitamin-drinks>. Don't forget to include plenty of vegetables, fruits, and fiber rich foods according to your doctor's meal planning guidelines. We hope that you enjoy this month's Otis Corner segment, and have a happy and healthy 2020.



Points to Ponder

Jana Campbell, Rights Protection Officer



As adults, individual rights are something we all appreciate. We have the right to keep our personal property, the right to privacy, the right to make choices about how we spend our free time, the right to decide when we go to bed, what we eat, etc. The individuals we serve are no different. There are occasions when the individuals we serve might need some assistance in making decisions; when those occasions arise we need to make sure we are acting in the best interest of the individual. In rare circumstances, there might be a need to restrict an individual's rights in order to keep them or others safe. When a rights restriction is necessary it needs to be presented to our Human Rights Committee. The committee will decide if the restriction is absolutely necessary and discuss a plan to remove the restriction as soon as possible. If you have questions regarding client rights, please contact Jana at 351.3400.

TICTOC 3.0

Joyce Lopez-Enevoldsen, Team Lead

TPC's Trauma Informed Care Time for Organizational Change Committee is including posters from the National Council for Behavioral Health at each location of TPC. These posters provide helpful information on how to manage trauma, as well as coping strategies for engaging with someone who has experienced trauma.



Many thanks to Terry Zimmerman and the staff in the Maintenance Department for making their way around the Center putting up these posters.



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 give this month's White Hat Award to **Jennifer McKay, IDD Psychology**. Jennifer is helpful with figuring out ways to better assist our clients how to live their best life. She is pleasant and professional when dealing with staff. She is also very kind and patient. Jennifer has gone above and beyond her job duties and from all of us at the IDD Service Coordination Department, we thank you and appreciate all that you do.

Breanna Miller for IDD Service Coordination Department

Answer's to last months questions:

1) Annually 2) Feel 3) Trauma

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



1. According to the National Alliance on Mental Illness (NAMI) "People with mental illness have a life expectancy that is _____ than that of the general population.
2. Documentation must be made within _____ business days after each contact that occurs - according to TAC 412.326.
3. TPC's 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)



SPONSORED BY RHN MEDICAL &
DENTAL GROUP & PANHANDLE
BEHAVIORAL HEALTH ALLIANCE

TRAUMA MODEL THERAPY PRESENTATION

*Event is free of charge.
Please register at eventbrite.com
by January 17th.*

**THURSDAY, JANUARY 23, 2020
12:00PM – 2:00 PM**

**AMARILLO COLLEGE DOWNTOWN CAMPUS
1314 S. POLK ST, AMARILLO, TX 79101**

(Lunch will be provided)

2 CEU Presentation

For more information, contact Joseph Dad, LPC,
at 806.374.7341 x2048 or Joseph.Dad@rhnmd.com.



Parent Café

Parent Cafés are based on the Strengthening Families Framework and the Five Protective Factors. Parent Cafés are FREE. At Cafés participants have meaningful, guided conversations about what matters most in our families.

Registration is required as space is limited. For more information and/or to RSVP, please call Tatum at 806-349-5672

Located at Family Life Church: 3900 SW 58th Ave. Amarillo, TX

Meal starts at 6:15 PM

(If your child has dietary needs pack them a sack meal)

Childcare available!!

Sponsored by Texas Panhandle Centers STAR program and ECI

January 13, 2020 "sNOw More Worries" 	January 27, 2020 "S'more Ideas About Parenting" 	February 10, 2020 "Love Yourself and Parenting" 	February 24, 2020 "Have a Ball Parenting" 	March 9, 2020 "Parents are Superheroes" 
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Congratulations!

The following employees were 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:

Carol Cobb, Financial 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.

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**



Employee Assistance Program (EAP)

Live well, live balanced, live life

Texas Panhandle Centers is pleased to offer its employees and household members an employee assistance program. Each month we will feature a program from the EAP.

Additional details can also be found in TPC's ADP site or you may contact the Human Resources Department.

Professional Wellness Coaching

Each employee and their household members would have access to a total of 4 free and confidential coaching sessions per year to help reach individual wellness goals. This wellness program is URAC accredited and each professional wellness coach is board-certified. Coaches will help assess current wellness needs around a variety of topics, help set specific wellness goals, and go regular progress checks to help answer questions along the way to help reach wellness objectives. Topics can include weight loss, fitness, nutrition, healthy habits, stress, health concerns, caffeine reduction, injury recovery, physical training, relationship development, sleep issues, smoking cessation, and more.

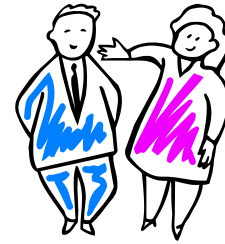
The use of your Employee Assistance Program is **strictly confidential and available 24/7**. We are here to help with the everyday issues that come up in your life, including:

- ◆Stress ◆Depression ◆Family Issues ◆Financial ◆Problems ◆Substance Abuse
- ◆Work Related Issues and More...

800.873.7138

Welcome these New Employees...

Jessica Arinaga	IDD Service Coordination
Brenda Cantu	BH Intake
Josey Clark	Crisis Redesign
Kendra Hubbard	IDD Nursing
Marizza Lester	BH Screening & Intake
Tisheda Smith	Alternate Living



Your Story Matters!

TICTOC 2.0



"I think my fat has GPS. Every time I lose some, it always finds its way back home."



Snow Global Warming

Natalie Grant, BH Adult 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.

