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Serving the citizens of:

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Hemphill, Hutchinson,
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Ochiltree, Oldham, Potter,
Randall, Roberts, Sherman,
and Wheeler counties



The CCBHC Initiative!

A nationwide effort is underway to make fundamental improvements in the way behavioral health and substance use disorder services are provided and funded. TPC is participating in this effort by pursuing a certification to become a Certified Community Behavioral Healthcare Clinic (CCBHC).

A CCBHC is a new type of Medicaid provider that is focused on providing comprehensive, coordinated, and evidence-based care through enhanced services. These enhanced services emphasize recovery, wellness, trauma-informed care, and physical-behavioral healthcare integration. The following are examples of these services:

- Mobile crisis teams so that services can be provided in the most appropriate settings,
- Immediate screening and risk assessment for mental health, addictions, and basic primary care,
- Easy access to care regardless of ability to pay or location,
- Reduced wait times,

- Tailored care specific to active duty military and veterans,
- Expanded care coordination with a wide variety of providers to address any "whole health" needs for the client,
- Commitment to peer and family involvement to ensure their essential involvement in the client's recovery.

Historically, it has been challenging to receive reimbursement for the above services, but new approaches to funding CCBHC services address these challenges.

Integration of the above enhanced services, as part of TPC's CCBHC certification efforts, will have impacts on the data we collect, workflows, policies, procedures, and job descriptions. A critical component of TPC's CCBHC certification is fully orienting staff to all of the changes required for TPC to operate as a CCBHC.

You'll be hearing more about these CCBHC's changes as our certification project continues. Stay tuned!

Texas Panhandle Centers will be closed
Friday, July 3rd in observance
of the 4th of July.
Wishing everyone a happy 4th!



In Memory of Dr. Sam Reeves III 1945 - 2020

On Wednesday, June 3, 2020, Dr. Samuel Winston Reeves III passed away at the age of 74 after a two-year battle with ALS/Lou Gehrig's Disease. He was born on June 18, 1945, in Lubbock, TX to Annie Letha and Samuel Winston Reeves. He received his Doctor of Veterinary Medicine degree from Texas A&M University in 1968 and practiced veterinary medicine for 44 years in Amarillo. On June 28, 1969, he married Carol Ann Rankin. They raised two daughters, Casey and Carey.



Sam was active in his community and lived loving and serving others in everything he did. He was a member of South Amarillo Kiwanis for more than 40 years, during that time serving as President and as a Distinguished Lieutenant Governor of Division 33 of Kiwanis International. He was President of Amarillo Association for Retarded Citizens and served on the Board of Texas Panhandle MHMR for 19 years. He was President of the Amarillo Veterinary Medical Association and served on the City of Amarillo Animal Control Board for many years. He was twice selected to be a volunteer veterinarian for the Iditarod Trail Sled Dog Race in Alaska.



Sam was an avid outdoorsman and loved many hobbies including running, camping, backpacking, scuba diving, photography, and cycling. He was also a licensed pilot. Sam was an avid supporter of all things Texas A&M.

Dr. Reeves contributed greatly to Texas Panhandle Centers by serving on the Planning & Network Advisory Committee and then as a Trustee on the Board as Vice Chair for the past 19 years. Dr. Reeves resigned his position in December of 2019 due to his battle with ALS/Lou Gehrig's Disease. Dr. Reeves will be greatly missed.

Welcome these New Employees...

Stephanie James

Lorne Mote

ECI

Alternate Living



Though we may be tired of the COVID-19 Virus, the COVID-19 Virus is not tired of us!

Please continue to wash your hands often, avoid touching your face, wear a mask in public and social distance.

HUMAN RESOURCES

Toby Wallace, Human Resources Director

The core Human Resources team for Texas Panhandle Centers is made up of Toby Wallace, Director of Human Resources, Rayna Henderson, Human Resources Specialist, Aerin Coats, Human Resources Specialist, and Mary Salazar, Front Desk Receptionist. Human Resources entails many aspects, including but not limited to the following:

- ADP
- Benefits
- Retirement
- Worker's Compensation
- Family Medical Leave Act (FMLA)
- Americans with Disabilities Act (ADA)
- Personal Time Off (PTO), and
- Investigations, which include discrimination and harassment.

Open Enrollment for group health benefits for fiscal year 2021 is coming up soon, so be sure to save the date.

Open Enrollment for medical, dental, vision, optional life insurance, and American Fidelity benefits, which include, Disability, Cancer, Flexible Spending Accounts, Dependent Reimbursement, etc., will occur between **Monday, July 20th and Friday, July 31st and for the first time, will be completely digital.** Staff will utilize ADP to electronically to make their selections for medical, dental, vision, and optional life insurance, in which instructions will be distributed to staff within the next few weeks. To enroll in American Fidelity benefits, staff will have the option of making their selections online or by calling the American Fidelity Support Center. Additionally, Moni Dautaj, our American Fidelity representative, will be on campus Monday, July 27th through Wednesday, July 29th to assist staff with making their selections. The coverage selections made during Open Enrollment will begin on Sep-

tember 1, 2020.

As always, if you have any questions regarding ADP, benefits, or retirement, etc., please feel free to contact one of the staff in Human Resources. Each Human Resources' staff's contact information can be found below:



L-R: Aerin Coats, Mary Salazar, Rayna Henderson, Toby Wallace
(social distancing with plexi-glass dividers)

➤Toby Wallace, Director of Human Resources
(806) 351-3230

➤Rayna Henderson, Human Resources Specialist (806) 351-3237

➤Aerin Coats, Human Resources Specialist
(806) 351-3231

➤Mary Salazar, Front Desk Receptionist
(806) 351-3401

For training purposes:

Jackie Briggs
(806) 351-3282

For recruiting purposes

Steven Garcia
(806) 351-3233

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 was told I didn’t sign a Person Directed Plan correctly because I didn’t put my credentials on it, even though my name was clearly legible. Am I required to add my credentials?

Answer: Yes, all Person Directed Plans and Recovery Plans are required to include the staff’s credentials next to their signature.

See TPC CENTERWIDE POLICIES AND PROCEDURES

Procedure 11.2.5-Provision of Services-Adult and Children’s Programs

Basic Components for All Service Documentation:

All documentation will be entered within two business days after service provision and will include the signature of the staff member providing the service and a notation of credentials (LPHA, QMHP-CS, CSSP, LVN, RN, MHPS, CFP, RSPS or otherwise credentialed, as required for that services)

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 or send your question(s) through interoffice mail to Donald Newsome.

Happy Father's Day!

-June 21st -



As a healthcare organization, our clients and colleagues represent diverse backgrounds. As Mahatma Gandhi stated, "A nation's culture resides in the hearts and in the soul of its people." We can take this further and say that the culture created within the walls of our organization sets the tone for how we treat our clients and colleagues.

This represents the understanding that the everyday lived experience is different for everyone. Take time to explore the contributions of other cultures, seek understanding of individuals that are different than ourselves, and recognize that diversity only makes agency's stronger.

- Steven Loos, Minnesota Mental Health Center

TICTOC 3.0



Shirley Graves, IDD PASRR 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 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):



- **Larissa Bernal, HB 13 Behavioral Health**, for facilitating a complicated client situation ensuring the health, safety and continued advocacy for this individual.

- **Eboni Sanders, Adult Behavioral Health**, for taking on additional roles and responsibilities during COVID-19. She has done so with a positive attitude.



The staff of Information Technology, for stepping up in a big way during COVID-19 and making it possible for staff to work remotely in short order. The team deployed laptops, iPhones, flip phones, Mifi's, iPads and other equipment. Without their technical support we would not be able to continue providing critical services to our clients and staying connected to our employees.

- **Jesse Greer, Director, Data Management**
- **Martin Jurado, System Support Specialist**
- **Amanda Arguellez, Consumer Benefits, IT Help Desk**
- **Jamie Levario, Network Administrator**
- **Steve Parker, Director, Information Technology** (not pictured)



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

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.

White Hat Award



The IDD Service Coordination Department would like to present this month's White Hat Award to the **Information Technology Department (Jaime Levario, Martin Jurado, Amanda Arguellez, Jesse Greer and Steve Parker)** with this month's White Hat Award.

The IT department worked to help make it possible for employees to work from home due to Sheltering in Place. They have been patient and eager to help with any issues or concerns. The IT department made it possible for us to quickly begin helping our consumers maintain their health and safety and continue to receive services. We thank you for your hard work and commitment.

Cecilia Gallegos for the IDD Service Coordination Department

Answer's to last months questions:

1) There Is Hope 2) BH Services 3) Farmers and Ranchers

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



1. CCBHC stands for _____.
2. Open Enrollment for employee benefits will occur _____.
3. All documentation will be entered within _____ business days after service provision and will include the _____ and _____.

[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)

Points to Ponder

Jana Campbell, Rights Protection Officer



As an employee of TPC, how could you be accused of neglecting a client?

An allegation of neglect could be called in to the abuse hotline if we allow an individual we serve to go without basic necessities. For example, if it is written in a client's plan that TPC will assist an individual with funds or transportation to obtain food, this needs to happen or it needs to be documented why the individual could not be reached. An employee being out of the office is not a valid reason for an individual to go without their weekly supplies. Another example would be assisting with personal needs. If they are not kept adequately fed, bathed and in dry briefs, this could be considered neglect. We have experienced an unrepresented quarter with no allegations of abuse. I applaud all of you for your great efforts in caring for the individuals we serve, especially in this very difficult time. 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.

First Day of Summer Saturday June 20

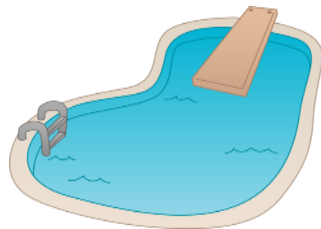


Articles or suggestions for this publication may be submitted by the 1st of each month to:

Joyce Lopez-Enevoldsen • 901 Wallace Blvd., • Amarillo, Texas 79106
Phone: (806) 351-3308 Fax: (806) 351-3345 Email: joyce.lopez@txpan.org

WATER SAFETY

Submitted by Christy Schroeder, QM Coordinator/Safety Director



The month of May was **National Water Safety Month**. Even though most pools may not be opened, and some may not become available for access the entire season, you might have some new questions on how to maintain safety when using pools of any kind given new COVID-19 concerns.

The [Center for Disease Control](https://www.cdc.gov/) updated information will help you and those closest to you keep safe. Also, be sure to watch your local news stations for updated swimming pool schedules or visit the parks and recreation face book or websites at <https://www.amarilloparks.org/>.

You have probably been told at some point about basic water safety such as never leave children unattended around pools of water, especially small children. Did you know that a drowning can occur with just a small amount of water by accidentally inhaling water? This is known as [dry drowning](#) (Click on link for more information). It is best described as having a small amount of liquid enter the lungs causing the voice box and vocal folds to spasm decreasing oxygen that can result in suffocation or drowning.

If you are at a pool or lake with a potential drowning, remember some of these helpful safety tips: Someone who is drowning can pull you under as they are in a state of panic. If you have to attempt to assist with rescuing a potential drowning individual, throw a life saving device like a rope, towel, pool noodle, or floating device for them to grab onto to stay afloat and be pulled to safety first.

Call 911 for assistance. Notify a life guard if there is one on site or at the location for help. Even the most experienced swimmer can be pulled down under the water by a drowning person. If you are the one who is going to go into the water to assist it is best to approach from behind to avoid being tugged or pulled down with the drowning person.

Always use life jackets. Life jackets are essential for use while at or in lakes, rivers, oceans, on boats, and even ponds due to possible undercurrents that can pull a person beneath the water surface. You cannot always tell if there is an undercurrent in a body of water by just looking for water movements along the water's surface. Life jackets should be Coast Guard approved.

Secondary drowning occurs when there is residual water in the lungs long after leaving the pool or water area as this can cause suffocation in adults and especially small children. It is best not to take naps or go to sleep for several hours after going swimming due to the safety potential although very uncommon. Things to watch for would be lethargy, coughing, and issues that a person is having a hard time breathing (labored breathing) as these can potentially be warning signs of secondary drowning. For more water safety information please visit poolsafely.gov.

Have fun & be Safe!

Blueberry Trifle Recipe

Here is a recipe for a pretty blueberry trifle that will look fantastic on your 4th of July table:

Ingredients

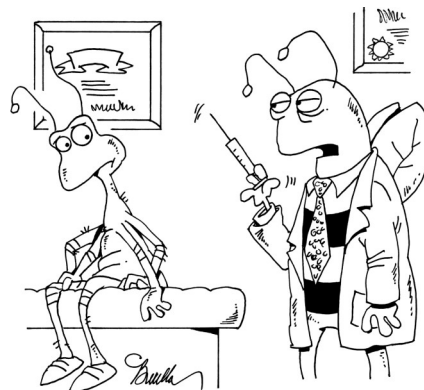
1 Angel Food cake
1 bag frozen blueberries, thawed and drained OR 1-2 pints fresh berries
1 box dry instant vanilla pudding (3.4 oz.)
1 can sweetened condensed milk
1 8-oz. block cream cheese
12 oz. Cool Whip

Directions

Break angel food cake into large chunks.
Put 1/2 of cake on bottom of trifle bowl.
Sprinkle 1/2 of blueberries on top of cake.
Beat cream cheese until smooth, then add dry pudding mix and condensed milk. Beat until creamy.
Stir in about 2/3 of the Cool Whip, reserving the rest for later.
Gently spread 1/2 of mixture over cake and blueberries in bowl.
Layer again as before, keeping a few blueberries aside for garnish.
Top with remaining Cool Whip and garnish with leftover blueberries.
Keep refrigerated until ready to serve.



"What did I learn when my dad took me to work for a day? I learned I never want to grow up."



"This will sting a bit."