

## Board of Trustees

**Chair**  
The Honorable Willis Smith  
Lipscomb, Texas

**Vice Chair**  
Dr. Sam Reeves  
Amarillo, Texas

**Secretary/Treasurer**  
Janis Robinson  
Hereford, Texas

**Patty Ladd**  
Amarillo, Texas

**Larry Adams**  
Amarillo, Texas

**Linda Brian**  
Amarillo, Texas

**Amy Hord**  
Canyon, Texas

**Charles Gill**  
Panhandle, Texas

**Sharon Braddock**  
Clarendon, Texas

**Legal Counsel**  
Don L. Patterson

**Executive Director**  
Bud Schertler

## 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



*In observance of the holidays, Texas Panhandle Centers will be closed on Friday, December 23rd and Monday, December 26th for Christmas. TPC will also be closed on Monday, January 2nd in observance of New Years Day.*

*The Executive Management Team and Board of Trustees wish you and your family a very Merry Christmas and a Happy and prosperous New Year!*



# Peer Support Program

By: Donald Newsome, Director, Quality Management & Compliance and Sarah Pierce, Special Projects Coordinator

Texas Panhandle Centers' Whole Health Peer Support Program began as one of TPC's initial 1115 Waiver Projects. The program provides services to individuals in the community who have a behavioral health and/or mental illness diagnosis and are ready to begin the process of recovery. The goal of the peer provider is to encourage individuals in their journey towards "recovery", based upon the individual's personal definition of recovery. Peer support specialists have similar experiences with those for whom they provide services. They are ready to listen, give hope, and offer guidance toward recovery in a new way. Peer supporters assist individuals with managing daily living skills, link them to community resources, and provide social and emotional support, advocate, and offer the type of encouragement that is sometimes found only in a helper who has walked in similar shoes. TPC's peer supporters receive initial on-the-job training in the basic concepts of peer support. Once he or she has demonstrated an understanding of the core concepts of peer support (several weeks to months later), the peer supporter enters the next phase of training which entails applying for acceptance into the Via Hope credentialing program which includes an additional 40-hours of intensive face-to-face training. At the end of the week, peer supporters must complete and pass a written exam to become Certified Peer Support Specialists. Thereafter, Certified Peer Support Specialists participate in monthly individual and group supervision by a Licensed Professional in the Healing Arts (LPHA) and must earn 20 Continuing Education Units every two (2) years to maintain their certification.



## PEER SUPPORT program

The Whole Health Peer Support Program seeks to help individuals reach both physical and emotional health goals. Primary physical health measures include managing one's Body Mass Index (BMI), hypertension, blood glucose, and tobacco use cessation. Whole health training gives peer supporters the knowledge they will need to work with their peers to set achievable goals and objectives and address health issues. Peer support services are provided individually or in a group setting. Peer support groups include WHAM (Whole Health Action Management) and SIMPLE. WHAM encourages increased resiliency, strategies for good physical

health, and self-management of wellness and behavioral health. SIMPLE (Simplified Intervention to Modify Physical activity, Lifestyle and Eating behavior) is a weight loss and healthy

lifestyle program designed for individuals who have a behavioral health and/or mental health diagnosis. Skills groups address coping skills and education. Support groups help individuals living with the symptoms of depression, bipolar disorder, and schizophrenia come together to support one another in groups facilitated by peers. An additional peer support service is the Dual Recovery Anonymous group for individuals experiencing the day-to-day challenges of co-occurring psychiatric and substance use disorders. Peer Supporters provide their services in both office (2002 Hardy Street, Amarillo) and community settings.

Individuals may be referred to the Peer Support program by their TPC case manager or by contacting Angela Ellis (Peer Support Navigator) at 806-351-3268.

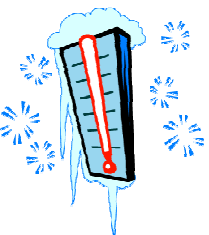
# ASIST Training

ASIST (Applied Suicide Intervention Skills Training) endorses the principal that the more people in the community who have suicide intervention training, the more likely it is they will be able to identify someone at risk and intervene to keep them safe. Direct care staff at the agency have attended this training to practice intervention skills and build their clinical response knowledge. Community members were also invited to these trainings. We were fortunate to have members of the Randall County Sheriff's Department attend the two-day training at TPC.

TPC Instructors include: (*left back row*) Rick Smithson, Youth Empowerment Services Coordinator and (*left front row*) Rhea Nixon, Case Manager with TPC's Mental Health Docket Program.



December 21st - first day of winter





## Shining Star Christmas Tree Project

Area banks have opened their doors to assist TPC in meeting the needs of clients this holiday season.

The Shining Star Christmas Tree Project lists the needs of clients on paper ornaments and are placed on the Christmas trees at area banks. Please stop by any of the following locations and pick up an ornament to help make someone's holiday brighter!

|                                       |                                                                                                                                                     |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Wells Fargo</b>                    | 3429 Bell St; 4140 Coulter                                                                                                                          |
| <b>Bank of America</b>                | 1700 Coulter; 3440 Puckett; 3601 Washington; Polk St                                                                                                |
| <b>Herring Bank</b>                   | 2201 Civic Circle                                                                                                                                   |
| <b>Firstbank Southwest</b>            | 2401 S Georgia; 5701 SW 34 <sup>th</sup> ; 4241 W 45 <sup>th</sup> ; 5725 W Ama Blvd; 7420 SW 45 <sup>th</sup>                                      |
| <b>Happy State Bank</b>               | 2614 S Georgia; 3423 Soncy; 3131 Bell #202; 5050 S Western; 701 S Taylor; 500 Tascosa Rd; 5100 S Coulter; 4302 W 45 <sup>th</sup> ; Downtown Branch |
| <b>TX Panhandle Centers Bldg. 501</b> | 901 Wallace Blvd                                                                                                                                    |

*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:

**Renay Asberry, Community Living**  
**Mark Ellyson, Purchasing**

*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.*

# The Season of Giving

By: Kara Porter, Recreation Specialist

For several years now, First Christian Church in Amarillo has been donating items to TPC's Shining Star Christmas Project. They collect new and gently used items such as sweat shirts, sweat pants, blankets, bags, bed sheets, scarves, hats, gloves and many other items that clients of TPC are in need of and will be able to put to good use.

Judy Greer, a member of the Executive Committee of First Christian Church, reports that members start off by putting the information for donations needed for the month in their weekly church bulletin and blog. At the end of the month they gather all the donations received and take it to the agency that is chosen for that month. They work with 12 different agencies that provide services for individuals with different needs. TPC is the chosen agency for the month of November every year. Without their donations many Shining Star requests might go unfilled. Many thanks go to the members of First Christian Church for giving of their time and donations to those in need!



## Employee Recognition

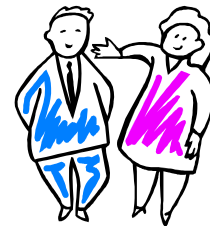
At the November 17th Board of Trustees meeting, Judge Willis Smith, Chair, recognized Stacy Sandorskey, Children's Services Director, for 20 years of service with the Center. Stacy was awarded a plaque, gift card and a day off.

Congratulations!



## Welcome these New Employees...

|                  |                                    |
|------------------|------------------------------------|
| Brian Huguley    | Maintenance                        |
| Jennifer Heredia | IDD Service Coordination           |
| Shelbi Taylor    | Clearwell Group Home               |
| Velma White      | Amherst Group Home                 |
| Teresa Noack     | ECI                                |
| Rogers Atugonza  | IDD Crisis Respite                 |
| Debra Ritchie    | IDD Nursing                        |
| Jozette Wilson   | BH Service Coordination            |
| Mukubano Aballa  | Wayne Group Home                   |
| Rodney Darnes    | Wayne Group Home                   |
| Reba Purvis      | 1115 Waiver Peer Support           |
| Diana Smith      | 1115 Waiver Integrated Care        |
| Joshua Blanco    | BH Children's Service Coordination |
| Eunice Moreno    | Regional Behavioral Health         |

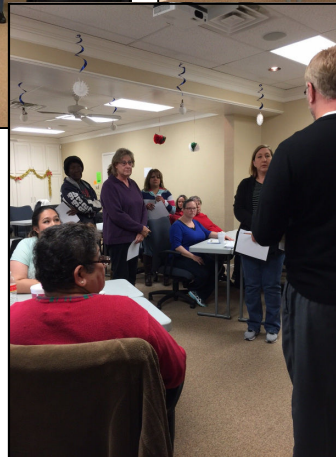
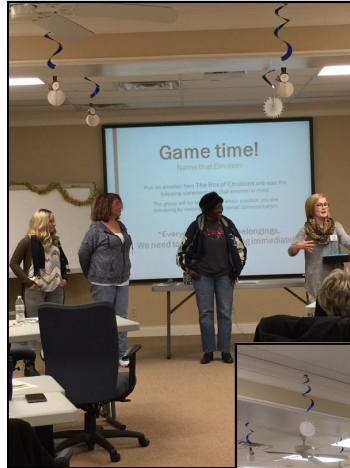


**Angie Banda, Specialized Services**, answered last month's questions correctly and was randomly selected to win a \$25 gift card from Amarillo National Bank.

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

## Front Desk Staff In-service

On Friday, December 9th, twenty-seven (27) front desk staff (Receptionists, Office Managers, and Clerks) heard information about personality styles, customer service as well as safety training in the workplace. Many thanks to the presenters for sharing their areas of expertise with the group.



## 2017 Holiday Schedule

|           |      |                            |
|-----------|------|----------------------------|
| January   | 2nd  | New Years Day Observed     |
| January   | 16th | Martin Luther King Jr. Day |
| May       | 29th | Memorial Day               |
| July      | 4th  | Independence Day           |
| September | 4th  | Labor Day                  |
| November  | 23rd | Thanksgiving Day           |
| November  | 24th | Day After Thanksgiving     |
| December  | 25th | Christmas                  |
| December  | 26th | Day After Christmas        |



# When What to My Wondering Eyes Should Appear, but...

A miniature sleigh, and eight tiny . . . caribou

'Twas the night before Christmas when everyone knew, the sleigh of St. Nicholas was not pulled by caribou. That would be reindeer.

Truth be told, reindeer and caribou are the same species, *Rangifer tarandus*. But the two words are used in different parts of the world to describe the same animal: the arctic deer. As a general rule in North America, wild arctic deer are called caribou and domesticated arctic deer are called reindeer.

Clement Moore wrote that eight tiny reindeer pulled Santa's sleigh in his 1823 Christmas poem "A Visit from Saint Nicholas" and he was probably right.

A brilliant professor of Asian and Greek literature and a biblical scholar, Moore knew caribou were wild, and there was no written record of them ever being tamed, not even by Santa. He also knew reindeer had been domesticated for over 2,000 years and were used by to pull heavy loads, like a sleigh packed with toys.

According to Moore's famed Christmas poem, the reindeer went up on the rooftop 'click click click.' It sounds nicer than it is. Reindeer walk with a clicking sound so loud it resonates up to 150 feet away. (Imagine the sound of the 400,000-strong migration of the North American herd.) The sound is made by tendons snapping over foot bones.

Reindeer are amazingly adapted for living with Santa at the North Pole.



Large four-toed, hairy hooves expand or contract with the weather to act like snowshoes or shovels or water paddles. Specialized noses densely covered with short hair (even the nostrils) to warm cold inhaled breath because they shove these muzzles into the snow all day long to root out food.

Two layers of fur that trap air to provide first-rate insulation from arctic temperatures, keeping them afloat in freezing water or pulling sleighs at light-speed.

They can run up to 50 mph when chased. Caribou calves can follow their mothers an hour after birth and gallop up to 45 miles an hour.

Both males and females grow antlers every year and males lose theirs in early winter or early spring, but females shed theirs in the summer. Santa's reindeer are always pictured with antlers. That means they're probably she-deer or young bulls.

Reindeer use their hooves to paw for precious lichen under the snow, but they love raisins! When you put out cookies and milk for Santa on Christmas Eve, don't forget some raisins for Blitzen and his pals.

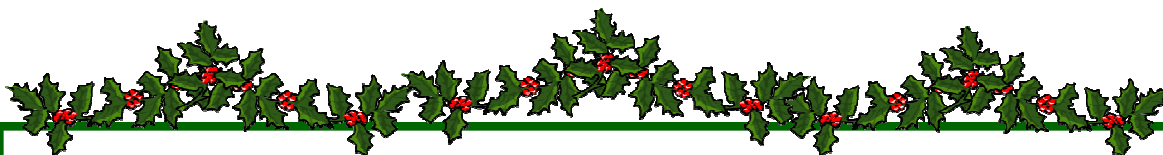


## White Hat Award



The IDD Service Coordination Department would like to give this month's White Hat Award to **Cindy Pulse, Benefits Specialist**, in building 503 on Wallace Blvd. Cindy is always willing to give a helping hand with our client's Medicaid concerns and is always happy to do whatever she can to help. Cindy goes 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 Deakin for IDD Service Coordination



Answer's to last months questions:

1) Nov. 28th—Dec. 2nd 2) 14 3) Community Conversation

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

1. \_\_\_\_\_ have similar experiences with those for whom they provided services.
2. \_\_\_\_\_ can run up to 50 miles per hour when chased.
3. ASIST is the acronym for \_\_\_\_\_.



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.

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](mailto:joyce.lopez@txpan.org)