



Here's What's Happening...

TEXAS PANHANDLE CENTERS

901 WALLACE BLVD. AMARILLO, TEXAS

www.texaspanhandlecenters.org

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and Wheeler counties



There is no time more fitting than now to say

~ Thank You for Making Lives Better ~

We wish you a happy holiday season,
and a new year of health, happiness and prosperity.

The Board of Trustees &
Executive Management Team



HEREFORD - ASCI

Submitted by: Trisha Wilson, Director of Community Services

One of TPC's Dayhab facilities is located in Hereford, Texas. Tammy Martinez and her staff members, Taryn Smith and Charlene Hudson, provide a friendly and inviting environment for clients that attend. While at Dayhab clients enjoy socializing with one another in many ways. They enjoy activities such as playing bingo, cooking special meals and desserts together, taking care of plants and flowers they grow on their back patio, bowling on the Wii Gaming Center and completing craft projects. Dayhab staff members are also there to provide individualized care and training in several life skill areas. Although the clients participate in many fun activities while at the Dayhab facility, community integration is the primary goal of Dayhab services. Tammy, Taryn, and Charlene do a great job of finding interesting events in the community for the clients to become involved with. Recently they went to the Festival of Trees at the Senior Citizen Center in Hereford. They were also invited to the high school to hear and watch the choir sing Christmas songs.

More common monthly outings include going to the movie theatre, shopping in various stores around town, visiting the library, and when the weather is nice, going to garage sales in and around Hereford. Not only are these community outings enjoyable for the clients, but they also provide them with great opportunities to practice communication and social skills outside of the Dayhab setting.

The staff at Hereford ASCI provide transportation, assistance with shopping, support at doctor appointments, and training in the home to clients that may or may not attend



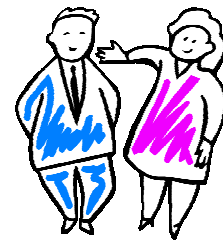
the Dayhab. Another aspect that contributes to the success of Hereford ASCI is the Advisory Board. The Hereford Center Advisory Board is made up of a terrific group of individuals from the community who are responsible for the maintenance and upkeep of the facility that houses the Dayhab Program. However, their involvement does not stop there. The Advisory Board also focuses on fundraising throughout the year in various ways. Through fundraising events money is raised that is used to benefit the clients in many ways. Whether it is replacing an air conditioning unit, upgrading the restrooms, preparing holiday meals for the clients and their families, or just spending time at the Dayhab visiting. The Advisory Board's influence is far reaching.

Tammy, Charlene, Taryn and members of the Advisory Board have done a wonderful job in providing quality services to our clients in Hereford. One always leaves with a smile and a warm heart after visiting the clients and staff at Hereford ASCI.



Welcome these New Employees...

Cedric Asberry	Alternate Living
Brigitte Brown-Erickson	BH Med Clinic Adult
Marisa Martinez	Community Living
Babbrah Muigai	Carlton Group Home
Nadine Mvukire	Community Living
Sandra Santistevan- Andrews	SB292
Julie Cleveland	Adult Behavioral Health
K'Lee Gonzales	First Episode Program
Brianna Ray	MCOT
Mckinli Thomas	ASCI Pampa
Emma Trejo	Browning Group Home - Pampa



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

COMPLIANCE CORNER

Welcome back to Compliance Corner. Each month 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've been told that I have to address on the Recovery Plan or in my progress note every need that rates a 2 or higher on the ANSA. I have clients that have multiple needs that frequently rate 2 and 3 on most items. Is this really required?

Answer:

Yes. According to the Texas Administrative Code, Title 25, Part 1, Chapter 448, Subchapter H, Rule §448.804:

(2) The client record shall contain justification when identified needs are temporarily deferred or not addressed during treatment.

It is important to know that time spent completing the ANSA/CANS is not billable. Therefore, the best practice is to document in your progress note the time spent completing the ANSA/CANS, but the start and end times should reflect the actual time that it takes the provider to complete the Recovery Plan.

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.



White Hat Award



The IDD Service Coordination Department would like to give this month's White Hat Award to **Jeff Young in Motor Pool**. Jeff is very helpful with issues that come up with the agency cars and is always willing to answer any questions from staff including questions about their own vehicles as well. Jeff is friendly and approachable and makes working with the Motor Pool Department a pleasure. Jeff has gone above and beyond his 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) December 14, 2018 2) Diabetes 3) S: Drive

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



1. There are many ways to reduce holiday stress and one of those is learning to say _____.
2. _____ is the primary goal of the Dayhab Program in Hereford.
- 3 Preventing weight gain during the holidays can include never going to a party _____.

[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)

Parking Lots Are Riskier Than You Think

Submitted By: Desire' Winslow, Safety Director

More than 50,000 crashes occur in parking lots and garage structures annually, resulting in 500 or more deaths and more than 60,000 injuries. And, around the holidays, parking lots become even more dangerous.

So Many Distractions: Thousands of pedestrians end up with broken bones, tissue damage or even worse because of cell phone or other distractions in parking lots. In a National Safety Council public opinion poll, 66% of drivers nationwide said they would make phone calls while driving through parking lots. Respondents also said they would:

- o Program GPS systems (63%)
- o Text (56%)
- o Use social media (52%)
- o Send or receive emails (50%)
- o Take photos or watch videos (49%)



Stay Alert: Safety isn't guaranteed just by driving slowly in parking lots. Following are some safety tips for drivers courtesy of the Oswego (IL) Police Department:

- o Stay in lanes and avoid cutting across lots
- o Drive slowly and use directional signals
- o Anticipate the actions of other drivers
- o Obey stop signs and no-parking signs
- o When backing out, be mindful of vehicles and pedestrians
- o Watch for small children and parents with baby strollers

Tapping into Technology: NSC analysis of government data indicates more than one-third of pedestrian deaths in parking lots result from backup incidents. Many vehicles today are equipped with backup cameras, which provide a wide view behind a vehicle operating in reverse, but that view may not be clear if the camera lens becomes obstructed.

- It's best to conduct a quick, 360-degree walk-around before backing, keeping an eye out for low-lying objects
- Don't rely completely on technology; look over your shoulder and use your mirrors as you back up
- When parking, pull through on arrival whenever possible and if it works with the flow of traffic

Monitoring systems can alert drivers of vehicles in blind spots. Typically, drivers are warned of another vehicle's presence via symbol, sound or vibration. These systems may not detect motorcycles, smaller objects or people, however.



Congratulations!

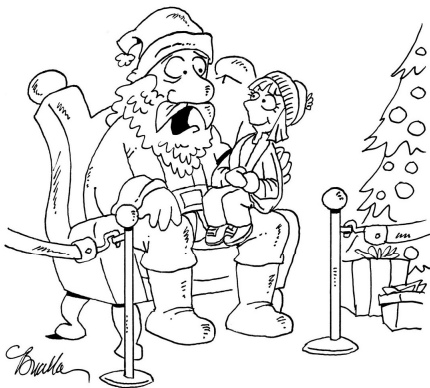
The following employee was recognized through the Performance Enhancement Program for one or more of the following: Core Competencies, Safety, Critical Thinking, Communication, Client Rights, Continuous Quality Improvement, Professional Behavior, Customer Service:

Cindy Pulse, IDD Consumer Benefits
Rick Smithson, YES Waiver

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.



Texas Panhandle Centers will be closed on Monday, December 24th and Tuesday, December 25th for the Christmas holiday and on Tuesday, January 1st for New Years Day.



"Did I hear you right? You want an educational toy?"



"WE INSIST ON GETTING AN ANT REPORT."



Brittany Weaver, MH Service Coordination, 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.

Community Corner



It's the Holiday Season Which Could Mean Stress for You!

The holiday season is a joyful time of the year for many however for many adults it brings added stress. This stress could be from managing money, time, holiday activities and travel. There are many simple steps you can take to help manage or even reduce the stress of the Holidays. The first thing is learn to say "NO". If there are holiday tasks that you just can't or don't want to do then let them go and then don't commit to new things just because you feel you have to. Second choose only holiday family activities that are fun for your family. If it brings more stress and conflict to make cookies as a family for go that activity and simply order or buy cookies. Everyone in your household will be happier and you can replace the activity with one everyone enjoys like wrap-

ping presents together or volunteering your time with a local charity. Third maintain your children's routines as best a possible. There are lots of extra activities during the holiday but doing your best to stick to your bedtime routine not only allows your children to get the rest they need it also gives you some time to relax. Lastly, be sure to take some time for yourself during the holidays it can be as simple as going to bed at a reasonable time or enjoying coffee with friends. These are just a few tips to help reduce the stress during the holiday season so you can focus on what's important spending time with friend and family.

Happy Holidays from all of us with Texas A&M AgriLife Extension, **Lizabeth Gresham**

Preventing Holiday Weight Gain

Lizabeth Gresham, Texas A&M AgriLife Extension

You attend parties and office gatherings to share a few festive moments with family, friends, colleagues and lots and lots of food. But when the holiday season is finally over, the bathroom scale reveals that you've gained some weight again, much to your chagrin. Here are some helpful tips from Julia Renee Zumpano, RD, LD, registered dietitian, Preventive Cardiology and Rehabilitation to help you keep not only the pounds off but on track with your healthy lifestyle.

1. **Get moving** – Exercise for 30 minutes a day 3 to 5 times a week
2. **Always plan ahead** – Never go to a party hungry, have a healthy snack before the party like fruit, fat-free yogurt, whole grain granola bar.
3. **Be in charge of your party choices.** Pick up a small plate and stick with vegetables and fruits. Limit desserts to low-calorie choices like fruit, pudding, shortbread cookies, angel food cake and ginger snap cookies. Limit alcohol to one to two servings then stick with water, hot tea, coffee or unsweetened ice tea after it.
4. **Say No Politely -Learn to say "No thank**

you, I've had enough. Everything was delicious", or "I couldn't eat another bite. Everything tasted wonderful".



You'll find saying no isn't so hard to do after all. **5. Focus on socializing** - Don't stand around the food table when you are at a party – focus your energies on making conversation with others instead of focusing on foods. Conversation is calorie-free.

Remember, the holidays are meant to celebrate good times with family and friends. Enjoy the holidays and plan effective strategies to help you achieve your weight loss goals. Achieving what you sought out for will give you one more good reason for holiday cheer! Happy Holidays!

Source: <https://my.clevelandclinic.org/health/articles/steps-to-prevent-holiday-weight-gain-heart-health>

Door decorating at Children's Behavioral Health Services

