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Serving the citizens of:

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



The CCBHC Initiative

The CCBHC Application Process and Staff Training

Donald Newsome, Director, Quality & Compliance

Texas Panhandle Centers (TPC) continues to work towards meeting the requirements to become a Certified Community Behavioral Health Clinic (CCBHC). We plan to submit our initial application in late January and hope to be reviewed for certification by Texas Health and Human Services (HHSC) sometime in late March to April 2021. This article describes a few steps TPC must take along-the-way to become certified.

After TPC submits the initial application for certification, HHSC will respond with a written initial response regarding our readiness to continue the process based upon the contents of our application. The application requires a description of the services TPC provides to children (ages 0-3), adolescents (ages 13-18), and adults (18+). The CCBHC application also asks for a delineation of TPC's funding sources, includes questions regarding our Needs Assessment Process to identify gaps/needs in services, requests information about the credentials, certifications and licensure of our providers. The application also requires that TPC provide specific descriptions of our use of evidence-based behavioral health practices to include the types of services we provide within our catchment area. The application process

appraises our community and interlocal collaborations and formal partnerships, as well. A brief description of the data reporting capabilities of TPC's Electronic Health Record, and the Center's organizational authority, governance, and accreditation must be similarly particularized in the application.

We anticipate that in March or April 2021, HHSC will request the updated TPC Center wide Policies and

Procedures Manual which will describe in detail, how we are meeting and/or plan to meet the "6 CCBHC Program Requirements". The Program Requirements include Staffing, Availability and Accessibility of Services, Care Coordination, an enhanced Scope of Services, Quality & Other Reporting, and Organizational Authority & Governance. We will be required to score 90% or above based upon our Policies and Procedures and staff interviews to earn CCBHC status. Certification remains active for three years; after which we will have the opportunity to recertify.

HHSC will interview TPC staff as a part of the certification process to assess

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knowledge of CCBHC philosophies, services, processes and requirements. The questions will be germane and applicable to the particular staff's job responsibilities at TPC. HHSC will interview at least six management or supervisory staff, and at a minimum, eight additional staff who directly provide behavioral health services. In anticipation of the interviews, please continue to read the CCBHC articles in the "Here's What's Happening" TPC newsletter. The TPC Executive Management Team is preparing to develop teams and training curricula to continue the education process related to CCBHC. The training will address the expanded service array, and other important modifications within the CCBHC model to include ways in which the expansion will affect staff and those we serve-in other words, how as a Certified Community Behavioral Health Clinic, TPC will continue to **"Make Lives Better!"**.

World Kindness Day: Friday, November 13, 2020

"Love and kindness are never wasted. They always make a difference. They bless the one who receives them, and they bless you, the giver." - Barbara De Angeles

What is World Kindness Day?

World kindness Day, November 13, 2020, is the day to promote the importance of being kind to each other, yourself and the world. The purpose of this day is to highlight and encourage good deeds and to remember that simple acts of kindness have power.

COVID Safe Acts of Kindness

- Smile
- Share positive messages
- Call in and check on those you have been distanced from due to COVID-19
- Compliment someone
- Send positive or encouraging messages
- Offer to help someone
- Practice gratitude
- Volunteer
- Thank someone for the difference they make
- Pay it forward
- Be a good neighbor
- Support local business
- Remember to be kind and take care of yourself!

For more information, visit: inspirekindness.com





VETERANS DAY

HONORING ALL THOSE WHO SERVED



Michael Heard, Accounting, Army



Kai Vrede, Crisis Redesign, Afghanistan



Elvire Sanders-Blakemore
Director, Developmental Health



Gary Fox, Adult Behavioral Health
Kaiserslautern, Germany



Tousha Barnes, Veterans Services, Afghanistan



Josey Clark, Office Manager, Crisis Redesign, Air Force



Mark Cobb, BH Med Clinic



Libby Moore, Chief Clinical Officer

November has a couple of big holidays most people recognize! One is Thanksgiving where we get to eat too much, take naps and safely interact with our loved ones. Happy Thanksgiving to all.

The other is Veterans Day. Veterans Day is always celebrated on the 11th of November. It was originally called Armistice Day. Armistice Day is commemorated every year on November 11 to mark the armistice signed between the Allies of World War I and Germany at Compiègne, France at 5:45 am, for the cessation of hostilities on the Western Front of World War I, which took effect at eleven o'clock in the morning—the "eleventh hour of the eleventh day of the eleventh month" of 1918. This is a day to remember all Military and Veterans who have served our country.

Texas Panhandle Centers was one of the first to recognize the need for more Behavioral Health Services for Veterans in our Panhandle communities. Traditionally TPC left the care for Veterans to the Veteran Administration (VA). We have learned that some veterans do not qualify or do not choose to go to the VA. TPC wants to be there for them.

Below is a description of the program provided by Tousey Barnes our TPC Military Veteran Peer. "In 2009, the Texas State Legislature directed Texas Health and Services to implement a behavioral health initiative for Texas Veterans based on peer counseling. This was in response to a significant increase in Veterans struggling with PTSD, TBI and community reintegration issues as a result of combat actions in Afghanistan and Iraq.

The program, the Military Veteran Peer Network, was extremely effective, leading the Legislature to expand it statewide in 2011. The primary executors of the program were called Peer Service Coordinators (PSCs) and they were charged with recruiting Service members, Veterans and their family members (SMVF) for training in order to expand peer support, peer groups and making referrals to vetted community partners for additional resource needs. The PSCs, proven leaders within their communities, bridged gaps in services, built trusted relationships and created a safety net for SMVF in need of supportive behavioral health services.

The State Legislature called for multiple MVPN program enhancements between 2013 – 2017, eventually increasing the number of PSCs to 37, adding 7 part-time PSCs and 6 Veteran counselors. PSCs (and APSCs, where funded) are colocated with community Local Mental Health Authorities throughout Texas. The Military Veteran Peer Network is part of the Texas Veterans Mental Health Program that is administered through a partnership between HHSC and the Texas Veterans Commission (TVC). HHSC contracts with LMHAs to run the program through a Peer Service Coordinator while the TVC provides annual training and certification to individual PSCs."

Here are some of the services a person can benefit from in the MVPN program:

- One-on-one Peer Support (Crisis Services, Suicide Prevention)
- Group Facilitation - offered via zoom meetings during pandemic

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- Face-to-face groups at VRC, twice a week
- Community Referrals

Trainings

- Basic Training: 8 hours, certificate upon completion
- Train the Trainer for (basic training) BT, 20 hours, certificate upon completion
- Mental Health First Aid: 8 hours, certificate upon completion, renewal every 2 years
- ASIST/ASK training from additional TPC staff for suicide awareness
- Calm training, provided by Erin McGann (TVC staff)
- Moral Injury, provided by TVC staff
- Military Informed Care, provided by TVC staff

Special Programs

- Justice Involved Veterans (Jails, Re-Entry, Diversion Programs)

- Participate on monthly committee Veteran Treatment and Intervention Program (VTAIP)
- Offer peer groups to Justice Involved Veterans, training and mentorship opportunities for candidates that meet criteria upon graduation of VTAIP
- Volunteer Recruitment and Sustainment (Supervision)
- Sponsor Monthly Veteran Service Provider (VSP) Meetings

Primary office located at Veterans Resource Center (VRC), currently located at 200 South Tyler Street, Amarillo, Texas 79101

***May relocate to different location in November 2020**

Hours are Monday to Friday, 0800-1600 hours, occasional weekends and holiday, depending on the event, training, etc.

Contact Tousha Barnes at 341-0581 to learn more about this program and ways you can help.

Points to Ponder

Jana Campbell, Rights Protection Officer

Personal protective equipment, (PPE) is essential in working with clients to prevent the spread of infectious disease. If we choose not to wear our PPE could this not only go against TPC infection control policies, but also be considered neglect by the State of Texas? It could be. The definition of Neglect does include failure to provide a safe environment. Therefore, we are responsible for wearing appropriate PPE, and practicing proper hygiene in order to provide a safe environment for our clients. Thank you for practicing good infection control, and keeping our clients and coworkers safe. If you have questions for Jana, please contact her at jana.campbell@txpan.org.



Congratulations

The raffle drawing benefiting the United Way of Amarillo & Canyon was held Friday, October 30th. The following names were drawn:

Jaime Levario—Christmas Light Tour (\$290 value)

Terry Zimmerman - Christmas Light Tour (\$290 value)



Christy Schroeder—Gift Card Gift Basket (\$225 value)

Thank you to everyone that purchased tickets! All proceeds will go directly to the United Way of Amarillo & Canyon.

In observance of the Thanksgiving Holiday, Texas Panhandle Centers will be closed Thursday, November 26th and Friday, November 27th.

Wishing everyone a safe and peaceful holiday.



HALLOWEEN 2020

Photo Costume Contest



1st:



Submitted by: Desire Martin

2nd:



Submitted by: Terry Zimmerman (Scott)
"Host of Halloween"

3rd:



Submitted by: Lindsay Garza

Honorable Mention



Submitted by: Libby Moore

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 a breach of HIPAA for my supervisor to ask me why I have been out for the last 3 days, and if I have been seen by a physician?

Answer:

No. Generally, the Privacy Rule applies only to disclosures made by your health care provider, not to questions from your employer.

The Privacy Rule does not prevent your supervisor (including your chain of command), human resources, or their designee from asking you for a prescriber’s note or other information about your health if your employer needs the information to administer sick leave, workers’ compensation, wellness programs, or health insurance.

However, if your employer asks your health care provider directly, for information about you, your provider cannot legally disclose information without your authorization.

Covered health care providers must have your authorization to disclose Protected Health Information (PHI) to your employer, unless other laws require them to disclose it.

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](mailto:ComplianceCorner@txpan.org).

Welcome these New Employees...

Angel Gardner	Adult BH Med Clinic
Selene Marquez	Adult MH Service Coordination
Oscar Rodriguez	IDD Service Coordination
Schronda Traylor	Specialized Services
Jennifer Helms	ECI
David Hundley III	Maintenance



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



Yolanda King, Respite On Campus, 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.

The Board of Trustees and Executive Management Team of TPC are pleased to present employees with a holiday gift.

This year your choice of a semi-boneless, spiral sliced ham or turkey will be delivered to the following locations on the following dates:



Polk/Taylor: 12/3/2020 3:30 p.m. - 4:15 p.m.
Wallace Blvd: 12/3/2020 4:00 p.m. - 4:30 p.m.

Respite &
ASCI Amarillo: 12/4/2020 3:45 p.m. - 4:00 p.m.

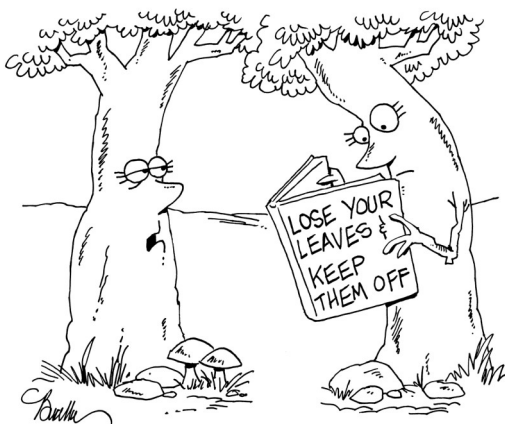
N. Tayler St. & Santa Fe Building: 12/4/2020 During regular mail delivery



All Regional Sites: Schedule through your respective supervisor

Group Home Staff & Others: May pick up during regular business hours at any of the above designated times or from the Purchasing Dept. starting December 3rd.
The last day to pick up your ham or turkey is Friday, December 18, 2020

*** Please note: Each employee will be issued a card which is to be signed and presented at the time of pick up or delivery.**



"Another Diet?"



"Wow, that's a lot of channels for such a little TV."

White Hat Award



The IDD Service Coordination Department would like to present **Nick Montoya, Director, Alternate Living**, with this month's White Hat Award. Nick is dedicated to helping provide a safe and happy living environment for our individuals. He is also always willing to assist our individuals, family members, and service coordinators with implementing personalized plans to ensure the best quality of life for the individuals that we serve. Thank you Nick for your dedication and commitment.

Cecilia Gallegos for the IDD Service Coordination Department

Answer's to last months questions:

1) Xferall 2) Tone and body language 3) Before and after

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



1. _____ will interview TPC staff as part of the _____ to assess knowledge, philosophies, services, processes and requirements.
2. MVPN stands for _____
3. _____ is key to coping with changing demands.

[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)



8 Weeks of Walk Across Texas wrapped up on Friday, October 30th .

Teams with the most miles were recognized as well as the individual with the most miles overall.

Prizes were awarded to the teams that came in 1st, 2nd and 3rd.

Many thanks to Lizabeth Gresham with Texas A&M AgriLife Extension, for her guidance, encouragement and never-ending support for promoting healthy lifestyles.

Congratulations to all and to the following teams:

Congratulations to **The Energizers** for coming in at first place!

- Team Captain: Steve Garcia
- o Misty Galindo
- o Carol Cobb
- o Crystal Morton
- o Valerie Spanel
- o Mary Salazar
- o Jeff Young
- o Carlos Arenivar

Congratulations to **Quaranteam** for coming in at second place!

- Team Captain: Angela Ellis
- o Mellisa Talley
- o Joyce Lopez-Enevoldsen
- o Barbara Napier
- o Martin Jurado
- o Julie Curbo
- o Bud Schertler
- o Jesse Greer

Congratulations to **Quarantine Crew** for coming in at third place!

- Team Captain: Gracie Chavez
- o Annette Gutierrez
- o Jennifer Lane
- o Eboni Sanders
- o Kim Hall
- o Mark Cobb

Congratulations to Jesse Greer as the individual with the most miles overall!

Many thanks to everyone for participating! The goal is for everyone to continue the healthy habits you created over the past 8 weeks.



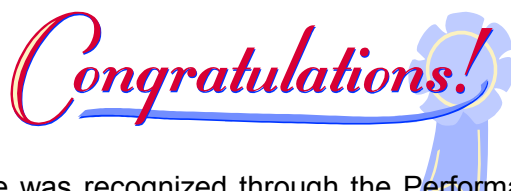
November 16th - the Great American Smoke-out

You can commit to quit! According to the Mayo Clinic, cigarette smoke delivers over 40 known cancer-causing chemicals, poisons such as arsenic and cyanide and 4,000 other substances. Most smokers want to quit and November 16 is a great day to do it! To learn about the available tools, contact the American Cancer Society at 800.227.2345.

Employee Recognition

The Board of Trustees along with the Executive Management Team, recognized the following individuals at the October 22nd Board Meeting via zoom and in person. They were recognized with an award, gift card and a day off.

Mellisa Talley	Executive Director	30 Years
Libby Moore	Chief Clinical Officer	30 Years
Ricky Burrough	Purchasing & Materials Mgmt.	30 Years
Diane Donnell	Utilization Management	25 Years
Julie Taylor	Continuity of Care	25 Years
Rachel Hill	Office Manager	20 Years
Linda Van Marter	Early Childhood Intervention	20 Years
Alicia Huckabay	IDD Intake	20 Years
Sylvia Martinez	Direct Support Professional	15 Years
Sharon Guinn	IDD Service Coordination	15 Years
Aaron Plumley	IDD Services	15 Years
Jennifer Ross	Continuity of Care	15 Years



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:

Celia Herrera, IDD 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**

Resilience: An Important Quality During a Pandemic

In the era of a pandemic and lockdowns, resilience is the key to coping with changing demands.

The Workforce Institute recommends that employees cultivate resilience by learning certain skills.



1. Regulate emotion. Most everyone is facing their own challenges, whether at work or at home. Learn to stay calm.

2. Control your impulses. Learn to moderate behavior when you face challenges. Don't press 'send' impulsively when emailing. Learn not to burn bridges with inappropriate emotional reactions.

3. Learn to look carefully for the root causes of problems. Workout what you can change or control and what you can't. Put your energy into the things you can control.

4. Believe in yourself. Address setbacks--or major work changes--by seeing yourself as competent to succeed.

5. Practice balanced optimism—the ability to realistically assess what can go wrong or deter success while remaining optimistic.

6. Understand what others think and feel. Be empathetic to others and what they may be experiencing.

7. Adaptability. Willingness to change in the face of adversity or circumstance.

Resilience also means adopting positive emotion. This may mean you have to seek out the things and situations that have made you feel positive, happy, engaged or grateful. Even old movies or sitcoms might put you in that mood. Exercising or dancing could help you feel joy. Completing a home project might help stir a sense of competence.

We're all in this together!