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Serving the citizens of:

Armstrong, Carson,
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Hall, Hansford, Hartley,
Hemphill, Hutchinson,
Lipscomb, Moore,
Ochiltree, Oldham, Potter,
Randall, Roberts, Sherman,
and Wheeler counties



The CCBHC Initiative

Behavioral Healthcare for Veterans and Active-Duty Members of the U.S. Armed Forces

Donald Newsome, Director, Quality & Compliance

As you've probably come to understand over the past few months when reading the newsletter, the Certified Community Behavioral Health Clinic (CCBHC) model is an alternative payment model which will expand Texas Panhandle Centers' (TPC) current array of services and the population to whom we provide services. Services under CCBHC for individuals who have served in our nation's armed forces, will be similar to what we provide currently, but there are some slight differences regarding process.

Upon certification, TPC will be responsible for providing intensive, community-based behavioral healthcare for certain active-duty members and veterans, particularly those on active-duty who live 50 miles or more from a Military Treatment Facility and veterans living 40 miles or more from a Veterans Affairs medical facility should the individual choose TPC as their behavioral health provider. The care provided to veterans will be consistent with the minimum clinical mental health guidelines as specified by the Veterans Health Administration (VHA).

- All individuals who inquire about TPC services will be asked whether they have ever served in the U.S. military. If the individual states that they are active-duty military or a veteran, they



will be offered assistance to enroll in the VHA for the provision primary, specialty or behavioral health services. Veterans who decline VHA services or are ineligible will be served by TPC consistent with the guidelines as described by the VHA including

the guidelines contained within the Uniform Mental Health Services Handbook.

- Every veteran or active duty member who meets eligibility to receive TPC services, will be assigned a principal behavioral health provider who will coordinate the veteran's or service member's care.
- Behavioral Health services will be recovery-oriented and will be provided in a culturally competent manner.
- A behavioral health recovery plan will be developed for all veterans receiving behavioral health services.

Currently, TPC's Military Veterans Peer Network (MVPN) provides important peer services, however, as we move toward, and eventually become a Certified Community Behavioral Health Clinic, the delivery of behavioral health services will become more accessible and the service array more extensive. Under the CCBHC model, TPC will provide more behavioral healthcare to veterans and active-duty members of the U.S. Armed Forces-Making Lives Better!

Families First Coronavirus Response Act

Toby Wallace, Human Resources Director

On April 1, 2020, in response to the COVID-19 pandemic, the United States government passed legislation to help employees financially deal with not only schools and child care facilities closing down, but also if the employee or someone they are medically caring for contracts COVID-19. At present time, this legislation is set to expire on December 31, 2020.

The **Families First Coronavirus Response Act (FFCRA)** is separated into two sections: the Expanded Family Medical Leave (Expanded FMLA) and the Emergency Paid Sick Leave. For staff who are not able to telework, the Expanded FMLA provides up to 12 weeks (first two weeks must be unpaid leave, PTO, or Emergency Paid Sick Leave) of FMLA if staff is caring for his or her child whose school or place of care is closed (or child care provider is unavailable) due to COVID-19 related reasons. During this 12 weeks, staff will receive 2/3 or their regular rate of pay.

Emergency Paid Sick Leave makes up to eighty (80) hours of paid sick leave available to staff, full-time or part-time (part-time staff will receive their average number of hours worked per week), for the following reasons:

- Is subject to a Federal, State, or local quarantine or isolation order related to COVID-10;
 - Has been advised by a healthcare provider to self-quarantine, related to COVID-19;
 - Is experiencing COVID-19 symptoms and is seeking a medical diagnosis;
 - Is caring for an individual subject to Federal, State, or local quarantine or isolation orders;
 - If staff is caring for his or her child whose school or place of care is closed (or child care provider is unavailable) due to COVID-19 related reasons.
- If staff are not able to telework, Emergency Paid Sick Leave will provide 100% of staff's pay rate if they themselves have been ordered to self-quarantine, isolate, or experience COVID-19 symptoms. If the staff is medically caring for an individual who is subject to one of the above descriptors, staff will receive 2/3 or their regular pay rate. As of October 13, 2020, TPC staff will be allowed to take Emergency Paid Sick Leave on an intermittent basis, which means staff will not be required to use the full eighty (80) hours consecutively.
- If staff have questions, they may contact:
- Aerin Coats at aerin.coats@txpan.org or (806) 351-3231,
 - Rayna Henderson, rayna.henderson@txpan.org or (806) 351-3237,
 - Toby Wallace, toby.wallace@txpan.org or (806) 351-3230.
- Included on the next page is additional information on Employee Rights.

EMPLOYEE RIGHTS

PAID SICK LEAVE AND EXPANDED FAMILY AND MEDICAL LEAVE UNDER THE FAMILIES FIRST CORONAVIRUS RESPONSE ACT

The Families First Coronavirus Response Act (FFCRA or Act) requires certain employers to provide their employees with paid sick leave and expanded family and medical leave for specified reasons related to COVID-19. These provisions will apply from April 1, 2020 through December 31, 2020.

► PAID LEAVE ENTITLEMENTS

Generally, employers covered under the Act must provide employees:

Up to two weeks (80 hours, or a part-time employee's two-week equivalent) of paid sick leave based on the higher of their regular rate of pay, or the applicable state or Federal minimum wage, paid at

- 100% for qualifying reasons #1-3 below, up to \$511 daily and \$5,110 total;
- $\frac{2}{3}$ for qualifying reasons #4 and 6 below, up to \$200 daily and \$2,000 total; and
- Up to 12 weeks of paid sick leave and expanded family and medical leave paid at $\frac{2}{3}$ for qualifying reason #5 below for up to \$200 daily and \$12,000 total.

A part-time employee is eligible for leave for the number of hours that the employee is normally scheduled to work over that period.

► ELIGIBLE EMPLOYEES

In general, employees of private sector employers with fewer than 500 employees, and certain public sector employers, are eligible for up to two weeks of fully or partially paid sick leave for COVID-19 related reasons (see below). Employees who have been employed for at least 30 days prior to their leave request may be eligible for up to an additional 10 weeks of partially paid expanded family and medical leave for reason #5 below.

► QUALIFYING REASONS FOR LEAVE RELATED TO COVID-19

An employee is entitled to take leave related to COVID-19 if the employee is unable to work, including unable to telework, because the employee:

- | | |
|---|---|
| <ol style="list-style-type: none">1. is subject to a Federal, State, or local quarantine or isolation order related to COVID-19;2. has been advised by a health care provider to self-quarantine related to COVID-19;3. is experiencing COVID-19 symptoms and is seeking a medical diagnosis;4. is caring for an individual subject to an order described in (1) or self-quarantine as described in (2); | <ol style="list-style-type: none">5. is caring for his or her child whose school or place of care is closed (or child care provider is unavailable) due to COVID-19 related reasons; or6. is experiencing any other substantially-similar condition specified by the U.S. Department of Health and Human Services. |
|---|---|

► ENFORCEMENT

The U.S. Department of Labor's Wage and Hour Division (WHD) has the authority to investigate and enforce compliance with the FFCRA. Employers may not discharge, discipline, or otherwise discriminate against any employee who lawfully takes paid sick leave or expanded family and medical leave under the FFCRA, files a complaint, or institutes a proceeding under or related to this Act. Employers in violation of the provisions of the FFCRA will be subject to penalties and enforcement by WHD.



WAGE AND HOUR DIVISION
UNITED STATES DEPARTMENT OF LABOR

For additional information
or to file a complaint:

1-866-487-9243

TTY: 1-877-889-5627

dol.gov/agencies/whd



WHI 422 REV 02/20



Karla Carrizales, Mobile Crisis Outreach Team (MCOT)

The Mobile Crisis Outreach Team (MCOT) at Texas Panhandle Centers (TPC) is launching a new program with Real-Time Patient Transfer Updates for patients that require a transfer out of one of our partner hospitals. TPC is launching this program through the XFERALL Patient Transfer Platform available at no cost to all of our partner hospitals. TPC is excited to collaborate with your hospital on the roll out of this new feature on XFERALL.

This new feature will provide substantial improvements in real-time transfer updates and communication between TPC, the transfer hospital and the receiving behavioral health hospital. Previously we spent a great deal of time on the phone providing updates between our respective entities, now, your hospital, our team and the hospital receiving your patient can all see the progress of the transfer in real time. All communication, lab results, assessments, etc. can all be sent within the same XFERALL transfer.

"The Texas Panhandle is the first region in the nation to launch a technology that connects all respective healthcare providers in real-time to coordinate behavioral health patient transfers. We look forward to being leaders with our communities and healthcare partners to provide our patients with the best possible care!"

The Texas Panhandle is the first region in the nation to launch a technology that connects all respective healthcare providers in real-time to coordinate behavioral health patient transfers. We look forward to being leaders with our communities and healthcare partners to provide our patients with the best possible care!

This week, the MCOT team at TPC is attending a training webinar to make sure all of our staff are familiar with the new features. Soon after, the XFERALL implementation team will be reaching out with further information and will be hosting live webinars on this new feature for all of our hospital partners.

This never-before three-way line of communication will help us provide the best possible transfer. We are committed to serving the residents of the upper twenty-one counties of the Texas Panhandle and we are dedicated to Making Lives Better for those we serve.

Happy Halloween!



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 keep hearing about Medicaid fraud. What is it, exactly?

Answer:

Some examples include:

- Billing for medical services not actually performed
- Providing unnecessary services
- Billing for more expensive services – such as billing for skills training when providing case management
- Billing for services separately that should legitimately be included as one billing
- Billing more than once for the same medical service
- Falsifying the time spent providing a service

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.

Welcome these New Employees...

Antonio Graves	PPI/PADRE
Michael Olesen	PPI/PADRE
Magdalena Ortega	SB292
Nicole Garcia	1115 Waiver
Judith Vasquez	IDD Nursing



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



Melissa Sabin, Jail Services, 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 Employee Recognition

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):



Mary Salazar, Receptionist at 901 Wallace, was nominated by more than one individual.

Her nomination was quite lengthy but, included are excerpts from that nomination: As the first point of contact for Bldg. 501, Mary demonstrates empathy towards staff and visitors. She demonstrates cultural sensitivity as well as self awareness. If she is aware that someone is struggling, she provides guidance and direction making them feel like they were taken care of. She's demonstrated resiliency especially during a heightened stressful situation with an extended drill that recently occurred. She creates a safe space by ensuring temperatures are taken of everyone entering the building. She's always wiping down desks, phones and countertops to ensure the area is clean and sanitary. Mary demonstrates trustworthiness, respect and courage; as an employee who works in Human Resources, she must keep a high level of confidentiality.



Thank you Mary for the dedication you provide to the employees and clients we serve. Thank you for *Making Lives Better* everyday!



Congratulations Mary and Josey!

Josey Clark, Office Manager, Crisis Respite, was also nominated for the TICTOC Employee Recognition. Josey's nomination stated that she provided assistance to an individual who was struggling and contemplating suicide. She took the extra time to sit down, talk with this individual and was able to get them to focus on things other than the sadness for that moment until a case manager arrived. Thank you Josey for *Making Lives Better* for those we serve! You are appreciated!

White Hat Award



The IDD Service Coordination Department would like to present **Mellisa Talley, Executive Director**, with this month's White Hat Award. Melissa has a quality of leadership that inspires allegiance and devotion. Even though she only has been Executive Director for a short time, she has implemented new and exciting events for staff and our individuals. Thank you Mellisa for your hard work and commitment. And thanks for the food truck!

Cecilia Gallegos for the IDD Service Coordination Department

Answer's to last months questions:

1) Needs Assessment 2) 80% 3) Suicide

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



1. The Mobile Crisis Outreach Team has launched a new program called _____.
2. Being aware of our _____, and _____ throughout the day is important.
3. Always wash your hands _____ and _____ wearing your mask.

[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



The individuals we serve have the right to be treated with dignity and respect no matter the situation. As employees of TPC, we have to remember to put on our professional hats every day when we report to work. Sometimes this might not be easy, especially if we are facing other stressors. Being aware of our tone and body language throughout the day is important. How's your body language, are your brows furrowed, are you standing with your hands on your hips?

Remember, your smile can't be seen behind a mask so your body language is important. How is your tone, is it level and calm or elevated? In a time of social distancing you may have to raise your voice to be heard, but you should never be shouting because that makes the listener feel your angry. Try looking directly at the person and speak slowly and as clearly as possible. Thank you all for everything you do. If you have any questions or concerns please call me at 806-351-3400, or email me at jana.campbell@txpan.org



Walk Across Texas is in its 7th week! Keep those team pictures coming! A wrap-up event will be forth coming. Watch for details and more chances to win prizes.

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

Texas Panhandle Centers United Way of Amarillo & Canyon Fundraiser



In support of the United Way of Amarillo & Canyon, TPC will host a raffle fundraiser. The raffle will run from October 2nd through October 30th. Tickets are \$5 or 5 for \$20.

Christmas Light Tour by Top Brass Limousine



There will be three drawings:

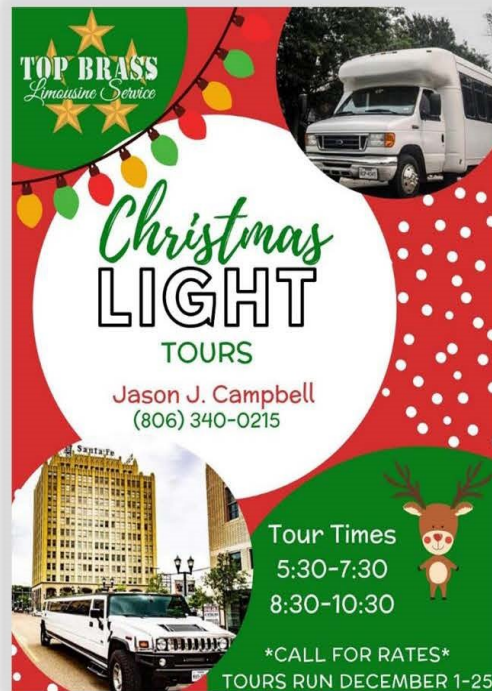


- * 1st: 2 Hour Christmas Light Tour (\$290.00 value)
- * 2nd: 2 Hour Christmas Light Tour (\$290.00 value)
- * 3rd: Gift Card Gift Basket: Longhorn Steak House / Best Buy / 2 American Express Cash Cards / Starbucks (\$225.00 value)

Drawing to be held October 30, 2020

Ticket purchases may be made at 901 Wallace Blvd. or by contacting Steve Garcia at 351.3233.

Checks accepted payable to Texas Panhandle Centers through October 23.



Planning & Network Advisory Committee Welcomes new Member

At the August 27th meeting, the TPC Board of Trustees approved the appointment of Ms. Sally Jet of Amarillo to the Planning & Network Advisory Committee.

Planning and Network Advisory Committee members review, contribute comments and make recommendations on an internal/external network of providers. The committee considers factors in accordance with Senate Bill 1182 and complies with the Performance Contracts. Committee member terms are to be staggered to avoid complications for future appointment processes.

Sally was born in Stinnett and raised in Lubbock. She moved to Amarillo in 1999. She has two young sons and has worked primarily in the restaurant industry. She has taken classes at Frank Phillips College and Amarillo College. Her two sons have been receiving services through TPC's Children's Services for the past 9 years. She is interested in advocating for people who are much like herself and need TPC services.



Educating with Social Media

In an effort to educate, inform and reduce the stigma of behavioral and developmental health services, TPC continues to add to the series of videos that address topics such as:

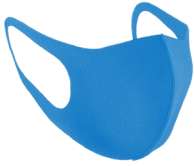
- The warning signs of suicide; what to look for and when to call the crisis hotline
- The Mobile Crisis Outreach Team (MCOT) and what role they play after receiving a crisis call
- Coping Skills – specific techniques for managing and reducing anxiety
- Jail Services and what happens to someone in need of behavioral health services after being incarcerated?
- Peer Support Services



These are just a few of the recent videos created. To view, please visit TPC's Facebook page or YouTube Channel. We hope that these videos will answer many of the questions or concerns that the public may have and are afraid to ask.

Safety Tips – COVID-19 FACE MASKS

Diane Donnell, Director, Utilization Management



The CDC recommends wearing cloth face coverings in public where social distancing is difficult to maintain. Cloth face coverings should fit snugly but comfortable against the side of the face and be secured with ties or ear loops. They should include multiple layers of fabric and allow for easy breathing and be able to be laundered and machine dried without damage to shape.

Follow these tips to stay safe:

- Always wash your hands before and after wearing a mask.
- Use the ties or loops to put your mask on and pull it off.
- Do not touch the front of the mask when you take it off.
- For apartment dwellers, put the mask on and remove it while inside your home. Elevators and stairwells can be high-contamination areas.
- Wash and dry your cloth mask daily and keep it in a clean, dry place.
- Always have the mask cover both the nose and mouth areas.
- Be careful not to touch your eyes, nose and mouth when removing face coverings and wash hands immediately after removing.

Source: Centers for Disease Control and Prevention (CDC)

Sunday, November 1st



"I'd like to have children, but, you know, food allergies..."



"Alex won for the scariest costume. He wasn't wearing a mask."