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Serving the citizens of:

Armstrong, Carson,
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and Wheeler counties



September is National Suicide Prevention Month

This month observes National Suicide Prevention Awareness Month. Over the past twenty year period, the total suicide rate in the United States has increased by 35%. Over 48,000 people died by suicide in the United States in 2018. It is the 10th leading cause of death overall according to the National Institute of Mental Health.

Rates of completed suicide were higher among males than females. The prevalence of serious suicidal thoughts among adults across all age groups was highest among young adults aged 18-25.

Suicide is complicated and tragic, but it is often preventable. Knowing the warning signs for suicide and how to get help can save lives.

The behaviors listed may be signs that someone is thinking about suicide.

- Talking about wanting to die or kill themselves
- Talking about feeling empty, hopeless or having no reason to live

- Making a plan or looking for a way to kill themselves
- Talking about great guilt or shame
- Talking about feeling trapped or feeling that there are no solutions
- Feeling unbearable pain (emotional or physical pain)
- Talking about being a burden to others
- Using alcohol or drugs more often
- Acting anxious or agitated
- Withdrawing from family or friends
- Changing eating and/or sleeping habits
- Showing rage or talking about seeking revenge
- Taking great risks that could lead to death such as driving extremely fast
- Talking or thinking about death often
- Extreme mood swings
- Giving away important possessions
- Saying goodbye to friends and family
- Putting affairs in order, making a will

If these warning signs apply to you or someone you know, get help as soon as possible.

1-800-273-TALK (8255) or TPC's Crisis Hotline 806-359-6699.

5

Action Steps for Helping Someone in Emotional Pain

 ASK "Are you thinking about killing yourself?"	 KEEP THEM SAFE Reduce access to lethal items or places.	 BE THERE Listen carefully and acknowledge their feelings.	 HELP THEM CONNECT Save the National Suicide Prevention Lifeline number 1-800-273-8255.	 STAY CONNECTED Follow up and stay in touch after a crisis.
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www.nimh.nih.gov/suicideprevention

The CCBHC Initiative

Identification and Staffing of Community Needs

Roger Speight, Financial Services

A key requirement for Certified Community Behavioral Health Clinics (CCBHCs) is that they have ongoing processes to identify needs for services in their communities. Due to the wide variety of ethnicities, cultures, economic conditions, large cities, small towns, and expansive rural areas that exist in Texas, there is no “one size fits all” set of needs that apply to the entire state. The CCBHC requirements recognize the fact that community-based providers are in the best position to understand the unique needs of the populations that they serve. Here at TPC, the close relationships we build with the individuals we serve, their families, and other involved parties generate ongoing feedback regarding the effectiveness of the services we provide.

In addition, TPC’s involvement with other healthcare providers, substance abuse providers, community organizations, school districts, police departments, and court systems provides us with ongoing sources of information for identifying met and unmet needs. These met and unmet needs coupled with the service effectiveness feedback we receive from the individuals we serve are incorporated into a Needs Assessment that describes our service area, the populations we serve, and the services important to our community. The Needs Assessment guides how we allocate staff and resources. As part of TPC’s application to become a CCBHC, we’ll define an ongoing process for creating a Needs Assessment that is formally updated at least once every three years.

Another key requirement for CCBHCs is that

they maintain a Staffing Plan that describes the staffing necessary to be responsive to needs identified in the Needs Assessment. In addition to providing details of services that TPC should provide, the Needs Assessment will assist TPC in determining the qualifications of staff required to provide these services and where staff should be located to address our large service area.



Through TPC’s Policies and Procedures, we must ensure that our staff maintain the appropriate licensure to provide our services without interruption. In addition, these Policies and Procedures must describe how we assist providers that are working

toward licensure and make sure that they are receiving the appropriate supervision. It’s important to note that there may be instances where TPC contracts with outside providers, called Designated Collaborating Organizations (DCOs), for certain types of services. These DCOs fill gaps for services that won’t be directly provided by TPC and they help us confirm that we’re providing all services identified in the Needs Assessment. Through our certification efforts, we’ll define TPC’s ongoing process for maintaining a Staffing Plan that supports our Needs Assessment.

A clear intent of the CCBHC Certification Process is to require that TPC closely monitors the needs in our service area and provides appropriate staffing, through our own staff or DCOs, to make these services available to our populations. The Needs Assessment and Staffing Plan are designed to ensure that the TPC meets these requirements.

Educating with Social Media

In an effort to provide awareness and education to the community, TPC is excited to feature a series of videos that are aimed to inform and to destigmatize behavioral and developmental health.

In observation of National Suicide Prevention Month, the discussion is around suicide prevention. This is a difficult but important topic. Many thanks to Sara Northup, Misty Galindo and Taylor Cowell who are featured in the videos. The videos will reside on TPC's YouTube channel and featured through Facebook or Instagram.

https://youtu.be/on9YPOG4N_c



TPC Facilities Tour

Dr. Ronnie Jackson, physician and retired US Navy rear admiral and the nominee for 13th congressional district in the U.S., was at TPC on Tuesday, September 8th to tour TPC's Crisis Respite as well as the Wallace location.

Dr. Jackson heard about TPC's Crisis Respite, Mobile Crisis Outreach Team (MCOT) and developmental health services.



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 got a low score on a compliance review last month, and now it seems like I’m being included in every single review. Am I being targeted?

Answer:

Staff are not “targeted” related to compliance reviews. For the purpose of training, Continuous Quality Improvement, and to guard against the submission of claims which do not meet state and federal documentation requirements, TPC’s Compliance Plan requires that the following processes related to low scores on compliance reviews be followed by the review team:

If a provider scores below 80% via the compliance review tool, the provider will have at least one chart included in the next review cycle. An email will be sent to the provider, supervisor and the Director of Quality Management and Compliance.

Should the same individual again score below 80% during the following review, two of the providers’ charts will be included during the next review cycle. An email will be sent to the provider, supervisor and the Director of Quality Management and Compliance.

You are not being “targeted”. A score of less than 80% will require that at least one of your charts be included in a subsequent review.

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...

Kai Vrede	MCOT
Crystal Fabela	IDD Services
Jack Shupp	Maintenance
Anne Thomas	IDD Service Coordination
Robert Woods	IDD Services



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



Pat Schumann, Purchasing & Materials Management, 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

Joyce Lopez-Enevoldsen, Team Lead

TPC's Trauma Informed Care Time for Organizational Change Committee recognized the following individual, who was nominated by her 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):



Nancy Hand, ASCI Amarillo, was recognized by the TICTOC Committee for her creativity and keeping those we serve safe during this pandemic. The Day Hab's closed due to COVID-19 and the staff were relocated to the group homes to provide in-home day hab services. During this time, Nancy came up with multiple craft projects including growing beans from seeds that are now thriving, healthy plants.

One individual has talked to his plant daily and even carries it around. Through these projects the residents and staff have grown closer. This has benefited their mental health because they have found new things they enjoy and are good at. The residents look forward to attending Day Hab daily.

Nancy has done an excellent job of taking a difficult situation and making it positive for everyone. Thank you Nancy for *Making Lives Better* for those we serve!

Congratulations!



TICTOC Employee Recognition

At TPC there are many good deeds that happen every day and the TICTOC Committee wants to hear about the people behind those good deeds.

If you observe a fellow employee doing a good deed as it relates to trauma (trauma sensitivity/education/training/etc.), send an email to the TICTOC Committee letting us know what you observed to TICTOC@txpan.org. The committee will review the submissions and select those are demonstrating trauma principles and **Making Lives Better** for those we serve and employ. The Committee will reward those individuals with a gift card and/or other form of recognition! *We look forward to hearing from you!*



White Hat Award



The IDD Service Coordination Department would like to present **Julie Ray, IDD Records Clerk**, with this month's White Hat Award. Julie has played an integral part in the Service Coordination Department; both with maintaining records and providing information. She assists with managing and organizing the records for all the individuals we serve. She is always willing to assist the IDD Service Coordination Department with providing necessary information all year long and during our audit. Thank you Julie for your commitment and dedication.

Cecilia Gallegos for the IDD Service Coordination Department

Answer's to last months questions:

- 1) Health Care Disparities
- 2) Employee Assistance Program 24/7
- 3) Float Day

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 _____ and Staffing Plan are designed to ensure that TPC meets said requirements.
2. A score of less than _____ will require that at least one of your charts be included in a subsequent review.
3. _____ is complicated and tragic but is often preventable. .

[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

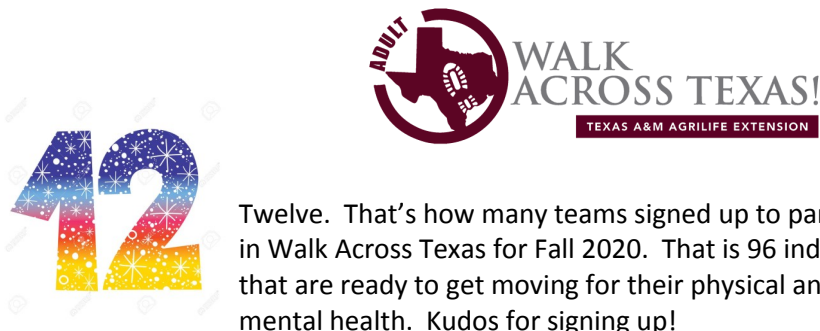


When should abuse, neglect, or exploitation be reported?

The correct answer is **IMMEDIATELY**. The Department of Family and Protective services is very clear that abuse of any kind needs to be reported immediately.

If it is not reported immediately there needs to be a **VERY** good reason why it was not reported immediately.

For example, you had to get the individual to a safe place first, or you did not have access to a phone, in which case you would need to get to a phone as quickly as possible. Remember abuse of any kind needs to be taken seriously and it is important to report it immediately. I am more than happy to answer any questions that you might have. Please feel free to call me at 806-351-3400, or email me at jana.campbell@txpan.org.



Twelve. That's how many teams signed up to participate in Walk Across Texas for Fall 2020. That is 96 individuals that are ready to get moving for their physical and mental health. Kudos for signing up!

Rebecca Ellery, ECI, was the recipient of the first prize drawing. She received a yoga mat.



Congratulations Rebecca!



The virtual kick-off meeting on Friday, September 11th was successful with 24 team members participating. Notification for the drawing for the exercise ball will be forthcoming. Stay tuned!

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

Successful School Supply Drive!



TPC's Trauma Informed Care Time for Organizational Change Committee would like to extend a huge *Thank You* to everyone that donated toward the school supply drive over the past two weeks. Because of your generosity, there were several students of our TPC employees that received school supplies.



"Sleep, sleep, sleep, kick litter out of box, sleep...wait, I'm free from 2:15 to 2:30."



PowerPointless Presentation

TAKE 3 ACTIONS TO

FIGHT FLU

Influenza (flu) is a contagious disease that can be serious. Every year, millions of people get sick, hundreds of thousands are hospitalized, and thousands to tens of thousands of people die from flu. CDC urges you to take the following actions to protect yourself and others from flu.

GET YOURSELF AND YOUR FAMILY VACCINATED!

A yearly flu vaccine is the first and most important step in protecting against flu viruses.

Everyone 6 months or older should get an annual flu vaccine. Protect Yourself. Protect Your Family. Get Vaccinated. #FightFlu

STOP THE SPREAD

Take everyday preventive actions to help stop the spread of flu viruses!

Avoid close contact with sick people, avoid touching your eyes, nose, and mouth, cover your coughs and sneezes, wash your hands often (with soap and water).



ASK YOUR DOCTOR ABOUT FLU ANTIVIRALS

Take antiviral drugs if your doctor prescribes them!

Antiviral drugs can be used to treat flu illness and can make illness milder and shorten the time you are sick.



iMS WELLNESS WORKS
www.imspa.com • 1-800-687-3020
WWW.CDC.GOV/FLU

#FIGHT FLU



Community Corner



La Esperanza

Grupo de apoyo al dolor para la perdida de un ser querido.

Grupo en Español para personas que ha perdido un ser querido por fallecimiento.

Los Miercoles, - 6 p.m.- 7 p.m. comenzando 16 de Septiembre, hasta 21 de Octubre, 2020.

Ubicacion por determinar.

Para registrase contacto Leticia Ruiz (806) 567-6446.

Grupo proporcionado por Amarillo Wesley Community Center Counseling Services en alianza con BSA Hospice of the Southwest.



La Esperanza

Spanish grief support group for the loss of a loved one.

Wednesdays, 6 p.m. – 7 p.m., starting September 16, through October 21, 2020.

Location to be determined.

To register contact Leticia Ruiz (806) 567-6446.

Group offered through Amarillo Wesley Community Center Counseling Services in partnership with BSA Hospice of the Southwest.