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and Wheeler counties

Memorial Day: Honoring the past, recognizing the present

On Memorial Day, one of our nation's most revered holidays, we reflect upon the true cost of freedom. We honor those who made the ultimate sacrifice to protect it.

The day is a time to remember not only the past sacrifices made by our war heroes, but also those who are actively serving us right now.

Our attention this Memorial Day should include those who are volunteering to serve in Afghanistan and Iraq and other countries to keep us safe.

Through April 2011, approximately

1,498 service people have lost their lives in Afghanistan and from 2004 through April 2011, approximately 4,439 lost their lives in Iraq. The recent deaths of these heroes are fresh in our minds on this Memorial Day, as well as the thousands of others who were injured.



Our military men and women have volunteered to risk their lives for America. They and their families have courage and strength that are honored, respected and appreciated.

Memorial Day is not about the wars; it's about the warriors.

May is National Mental Health Month

Mental Health America is proud to continue the tradition of celebrating May as Mental Health Month since 1949 to raise awareness of mental health conditions.

Do more for 1 in 4, is a call to action to help the 1 in 4 American adults who live with a diagnosable, treatable mental health condition and the fact that they can go on to live full and productive lives.

Live Well! It's Essential for Your Potential, focuses on the importance of mental wellness and the steps everyone can take to improve their well-being and resiliency in the face of difficult times and challenges.

Mental Health America's *Live Your Life Well* program offers ten science-based tools to manage stress and help you relax, grow and flourish. Visit: www.mentalhealthamerica.net for more information.

WANTED

The fastest legs in the West!

How the West Was Run

*5K Run/ One & Sum'thn
Mile Fun Walk*

Saturday, May 21, 2011

8:30 AM

901 Wallace Blvd
(9th and Wallace)
Amarillo, TX



To Benefit Clients of the TPC Autism Program

For More Information. Call 351-3284

To Register, go to www.texaspanhandlecenters.org

\$ 15 early registration/ \$25 day of event

Packet Pick-Up 7:30-8am

"Dealing With Difficult People"



Presenter:
Jacqualine Briggs

Friday, June 3, 2011
9am to 12noon
CEU 3.0



HRD Training Room, 901 Wallace Blvd

Class will cover:

- The definition of difficult people
- 4 Basic options for dealing with difficult people
- 3 Basic steps to stay on track
- Successful formula for communication
- A variety of difficult people types
- Behavior styles of difficult people

3.0 continuing education credits will be provided to participants who attend.

Contact Jackie Briggs to schedule for this course at 351-3282 or
e-mail at Jackie.briggs@txpan.org

May 21, 2011
Armed Forces Day



Day of Caring

The 2011 United Way Day of Caring is
Friday, June 17th! Everyone that can
participate is welcome and needed!

Let's show Amarillo how fabulous

Texas Panhandle Centers is,
and participate in this worthwhile effort
that impacts agencies that help us, our
clients and our families! If you can
spare an hour, or a day, please contact
Bonnie Lasher (351.3284) so she can
get you registered.



Employee Recognition

David Isom, Safety Director



The Safety Committee would like to recognize Becky Dyson, Rhonda Osmus, and Jeremy Thorton in Specialized Services, for their quick thinking and first aid skills.

On April 7th, during lunch, a consumer started choking and was having trouble breathing. Staff quickly identified the problem and performed the Heimlich maneuver to restore breathing. Great job!

Make Parenting a Pleasure Parent Training For parents of children from birth through age 6

WHEN: Thursday nights beginning June 9, 2011 through
August 11, 2011 - 6:00 PM to 8:00 PM



WHERE: TPC Children's Services Bldg
1500 S. Taylor Street
Amarillo, Texas 79109



Sponsored by **S.T.A.R.** (Services-To-At-Risk Youth & Their Families)

Instructor: Janice James, MA, QMHP, UCAP Coordinator

(Must attend all sessions for certificate)

NO CHARGE

Call 359-2005 to register.

Limited seating available.

No Childcare

How to handle a difficult conversation with skill

Talking to a neighbor, co-worker or relative about a problem is one of the most dreaded conversations. But handled calmly and with respect for the other person, the conversation can lead to an improved state of affairs for everyone involved.

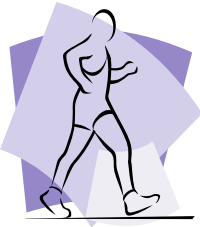
Choose the time and place. Don't talk with a person who is angry or upset. Go to a private place where you can talk face to face.



- Don't sugarcoat the problem or mix bad news with good news.
- Be prepared for different perceptions of the problem and what should be done about it, but keep your own solution in mind. Don't back down just because the other person gets upset.
- Let the friend, co-worker or your employee tell his side of the story. Don't interrupt.
- Consider passive responses, such as saying nothing or playing along for a time even if you don't agree.
- Try for a win-win solution. Aim for a compromise, if possible, that satisfies you both.
- Show empathy. Usually this leads to a person accepting responsibility.
- Always maintain eye contact.
- Stay calm when stating the problem or hearing the response.

**Texas Panhandle Centers
will be closed Monday,
May 30th in honor of
Memorial Day.**

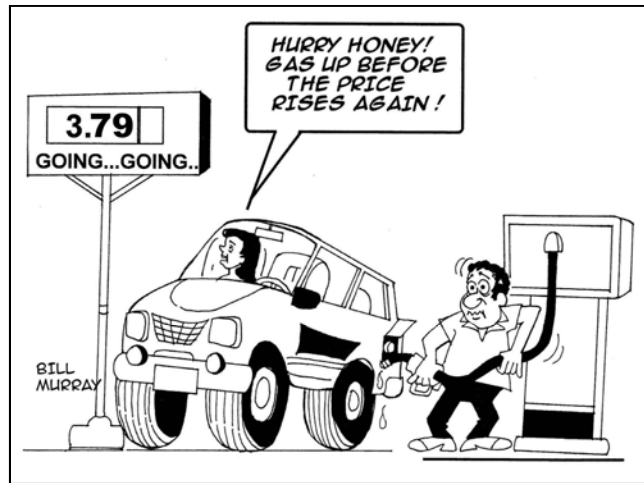




Start getting your teams ready!
Walk Across Texas begins
in July!



"Mommy is very upset! Off to your room and no downloading apps for an hour!"



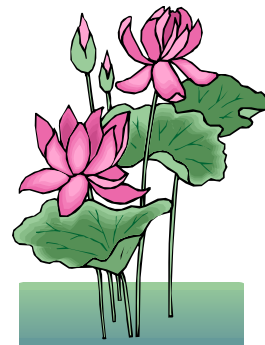
This Month's Winner Is...

Carmen Nichols, Human Resource Development, was chosen by random drawing for the month of May. Carmen will receive a \$25 gift card from Amarillo National Bank.

To claim your gift certificate, please contact Joyce Lopez at 806.351.3308.

Each month a random drawing will be held. All full and part-time employees (except executive management) are eligible to win. Winners are published each month in *Here's What's Happening*.

Watch for future drawings...you could be next!



Welcome these New Employees...

Bonnie Bird	Respite
Lisa Garcia	MH Intake Hereford
Frankie Moore	Westcliff Group Home
Monique Rodriguez	Respite Pool
Bill Aaron	50th Group Home
Betty Raulston	Respite
Sheila Rodriguez	Respite Pool
Prestocia Thompson	Respite Pool



Congratulations!

The following employees were 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:

Caroline Frigo, MH Service Coordination
Sherrie Perdue, IDD Nursing
Diana Johnson, GR Nursing
Betty Gonzales, Alternate Living
Donald Newsome, PHP
Janie Cobb, Alternate Living



White Hat Award

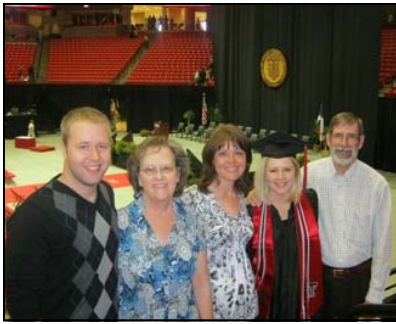
The IDD Service Coordination Department would like to present this months White Hat Award to Rhonda Osmus, LVN, IDD Nursing. We appreciate how quickly she follows up with consumers who are experiencing difficulties with their medications, pharmacies, or at times having side effects. She is quick to return calls, and calls the doctors to share pertinent information. She demonstrates compassion and is very kind to the consumers. We also feel that the IDD Psychiatric Department is very organized because of her. Thanks Rhonda, we appreciate you!

Sharon Guinn for IDD Service Coordination

Articles, or suggestions for this publication may be submitted by the 1st of each month to:

Joyce Lopez • 901 Wallace Blvd., • Amarillo, Texas 79106
Phone: (806) 351-3308 Fax: (806) 351-3345 Email: joyce.lopez@txpan.org

Congratulations to Cayley Phillips, daughter of Jim and Michelle Warnica. Cayley graduated from Texas Tech University's Department of Education on Saturday, May 14, 2011. She graduated Summa Cum Laude with a 4.0 GPA all four years at the top of her class. She obtained a Bachelor of Science degree in Multidisciplinary Studies. She hopes to secure a teaching position with Amarillo ISD.



Cayley worked for Texas Panhandle Center's Summer Program.

I want to thank all of my co-workers who have been so kind and compassionate to me during this whole ordeal with my foot. I never cease to be amazed by the kindness that has been shown to me and want each of you to know how much it means to me. Richard in Purchasing stops by each day to ask if there is anything he can do for me... Mark in Purchasing is always right there if I need supplies and stops by frequently also. Kelli is kind enough to help me with ordering...even though it has nothing to do with my foot! Debra unlocks my door every morning. I could go on and on and although I can't wait until this ordeal is finally over and I can do all of these things for myself...I am awfully spoiled by your kindness and help and will always be grateful.

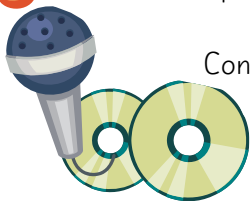
Kay Annen



Carmen Nichols, Human Resource Development, has two songs that have been published by Paramount Song.com in Nashville Tennessee.

 The first song is "Refuse to be Silent" which focuses on domestic violence and her second song is "My Daughter" about her daughter.

 Don't be surprised if we start to hear her songs on the radio in the future.

 Congratulations to Carmen, it is not an easy process to get music, lyrics, vocals written and produced from Amarillo to the Nashville scene.

~ Submitted by Lea Ann Crosser, HRD