



Here's What's Happening...

TEXAS PANHANDLE CENTERS
901 WALLACE BLVD. AMARILLO, TEXAS
www.texaspanhandlecenters.org

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Serving the citizens of:

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



SAMSHA Improvement and Advancement (IA) Grant Award

Stacy Sandorskey, Director of Children's/FAYS and Disaster Services



Our agency has been a Certified Community Behavioral Health Center since 2022 and we continue to operate in compliance with the CCBHC certification criteria. To assist in these efforts, our agency was awarded the SAMSHA CCBHC-Improvement and Advancement Grant. This opportunity will help our agency improve trauma-informed and evidenced-based services focusing on adults, children, youth, and families with serious mental illness, serious emotional disturbance, substance use disorders, or co-occurring disorders in our 21-county service area. We will dedicate project resources primarily to accessibility of services for children, youth, and their families. TPC will serve approximately 6,000 children, youth, and adults during each project year and a total of 7,000 unduplicated people across the four-year project. Our team will consist of a team lead, case managers,

family partners, and administrative assistant.

Our focus for this grant will be on (1) improving consumer and family engagement in CCBHC planning, implementation, services, and evaluation activities and advance data capabilities for quality measure reporting (2) improving access to crisis and ongoing services to children, youth, and families who are experiencing emotional or behavioral health crises, (3) expanding integration of behavioral and physical health care to meet the needs of clients and families with serious emotional disturbance- serious mental illness- substance use disorders or co-occurring disorders and who lack primary care and/or screen positive for diabetes, cardiovascular disease, or other health risks, (4) improving accessibility and supports for LGBTQIA+ population by training staff to provide population specific services, (5) and recruit and retain more licensed professional of the healing arts (LPHA) at TPC by increasing the number of credentialed supervisors (LPC-S and LCSW-S) and building our capacity to provide licensing opportunities to aspiring LPHA's.

January is Financial Wellness Month

SET UP A SAVINGS PLAN

MODERATE SPENDING

WAIT FOR SALES AND BARGAINS TO BUY

SEE A FINANCIAL ADVISOR

FIND WAYS TO PAY OFF OLD LOANS

EDUCATE YOURSELF ABOUT FINANCES

Timing is Everything with Credit Card Payments

If you want to whip up a credit catastrophe, miss a payment. On-time payments account for 35 percent of your credit score. It is the biggest single chunk of the score and it can cost your score 100 points. If you have a high credit score, it could cost you 180 points, according to Lending Tree. The easiest way to never make a mistake is to set up automatic payments.



Other ways to devastate your score: Default on a loan or file for bankruptcy. Defaulting on a loan usually happens after 90 days without a payment. By the time you hit default, however, your score has already taken a 200 point drop at 30 and 60 days late. With bankruptcy, you can expect a drop of at least 240 points.

**In observance of Martin Luther King Jr. Day,
TPC Offices will be closed on Monday, January 15th.**



Happy MLK Jr. Day!

“Injustice anywhere is a threat to justice everywhere.”

~ Martin Luther King, Jr.

TPC's 24/7 Crisis Hotline: 806.359.6699 or 988

“The first step towards getting somewhere is to decide you're not going to stay where you are.”

— J.P. Morgan

Benefits of Owning Less

excerpts from becomingminimalist.com

As we enter into 2024 let us reflect on what we can do to improve the status quo. Is it to get physically fit, or is it to eat healthier? Perhaps its getting rid of the things that keep us from living our best, most productive life. How about having less “stuff” to manage?

Minimalism, is countercultural. It is contrary to every advertisement we have ever seen because we live in a society that prides itself on the accumulation of possessions. There may be more joy in minimalist living than can be found in pursuing more.

Minimalism is intentionally living with only the things you really need—those items that support your purpose. The things that remove the distraction of excess possessions to focus on the things that matter most.

Below is a list of benefits of pursuing and living a minimalist lifestyle.

- Spend Less - Choosing to accumulate only the essentials often results in financial freedom. Spending less on things you don't really need will cut your financial expenses.
- Less Stress - A minimalist home is significantly less stressful. Being able to freely move around and enjoy your home is a huge weight off your shoulders.
- Easier to Clean - The fewer things in your home, office or car, the fewer things there are to clean. This makes cleaning a significantly easier chore.
- More Freedom - The sense of freedom that

comes from minimalism is truly refreshing. You will no longer feel tied to the material possessions and you'll feel a new sense of independence.



- Good for the Environment - The less you consume and buy, the less damage that is done to the environment.
- Be More Productive - Our possessions consume our time more than we may realize.
- Example for the Kids - These can be valuable life lessons.
- Support Other Causes— Money is only valuable for what we choose to spend it on.
- Own Higher Quality Things - More is not better... better is better.
- Less Work for Someone Else - Create a less stressful life today and lessen the burden on someone later.
- Do Work You Love - Less stuff to care for allows more time to do what you want.
- Freedom from the Comparison Game - Culture begs us to own more.
- Time for Things that Matter Most - The more stuff you own, the more stuff owns you.
- Visually Appealing - less clutter.

Whether or not you go with the minimalist lifestyle, use this new year to take inventory of what is important to you. If it is not serving you, then get rid of it (donate, sell or throw it away).

For more information visit: becomingminimalist.com

Drink Your Greens!

Lizabeth Gresham, Texas A&M AgriLife Extension



New Year New Health!



Have you had greens today? Green fruits and veggies are an excellent source of anti-oxidants. You can create a tasty smoothie, fresh salad or snack with greens to increase your vitamin absorption.

Try Something New Spinach Smoothie!

Ingredients:

- 1 cup spinach
- 1 banana, medium
- 1 cup low fat milk of choice
- 1 cup plain Greek yogurt, low-fat
- 1 cup plain Greek yogurt, low-fat
- 1 apple, medium (cored and sliced)
- 1 cup frozen pineapple chunks
- 1 tablespoon flax or chia seeds

Instructions:

Wash your hands and clean your preparation area. Blend all ingredients in a high powered blender. Serve and enjoy!

Enjoy Healthy Recipes dinnertonight.tamu.edu





Social Security Checks Increase in January



This month you are going to get more money in your Social Security Check. Sadly, it won't be as high as the cost of living increase of 2023, which was at 8.7 percent. This year the Social Security increase is 3.2 percent. On average, Social Security benefit of \$1,793.51 will see an increase of about \$57.39.





Happy New Year and Healthy Aging!

“Count your age by friends, not years. Count your life by smiles, not tears.”

– John Lennon

Happy New Year and welcome to the January 2024 edition of **TotalWellbeing**, your guide to the [8 dimensions of wellbeing](#). This month we are going to start things off by shining a spotlight on the invaluable journey of healthy aging. Embracing healthy aging is a profound commitment to nurturing the well-being of both body and mind, ensuring a fulfilling and vibrant life as the years unfold. It extends beyond mere longevity, emphasizing the quality of life experienced in each passing moment.

Recognizing the importance of preventative care, mental wellness, and fostering supportive social connections, healthy aging becomes a shared endeavor that enriches not only our personal lives but also the collective experience of aging gracefully and purposefully. The tips in the articles and blogs below will help you get a jump start on empowering yourself with healthy lifestyle habits and really sticking to your goals for a productive and healthy year ahead.

Remember! As part of MINES EAP resources, you have access to personalized wellness coaching to help you with all things wellness, including resolutions and healthy aging. Call or [log in](#) today for more details or to sign up and receive your headset!

To your total wellbeing,
The MINES Team

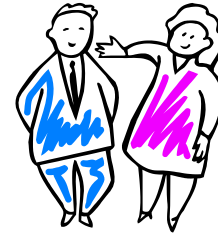
Log in to see More Frequently Asked Questions

Employee Questions	
What kinds of services do people come to the EAP for?	+
What are some of the common life situations addressed in counseling or psychotherapy? What do I talk about?	+
What happens if I (supervisor, employee, household member) have an emergency in the middle of the night or on the weekend?	+
How do I schedule an appointment to see a counselor or coach through the EAP?	+
Can I do an online intake?	+
Can I find an EAP provider through your website?	+
Can I choose a particular EAP counselor or coach?	+
Are the services confidential?	+
How long does it take to be seen?	+
What if I live in an outlying area where MINES does not have coverage?	+
Are my family members covered by the EAP?	+
What does "per life situation" mean?	+

Welcome these New Employees...

Camilla Blackburn
Marisol Morin
Rageya Omar
Bryanna Zufelt

Browning Group Home
IDD Service Coordination
Amherst Group Home
PPI/PADRE Program



WHITE HAT AWARD

The IDD Service Coordination Department would like to present **Loretta Pena, Specialized Services**, with this month's White Hat Award. Loretta is dedicated to the individuals she serves. She shows great knowledge and patience. Loretta goes above and beyond to provide our individuals with fun and engaging activities that are both educational and entertaining. She is always willing to assist the individuals in her care, and always helpful to Service Coordinators, other staff, and families. Thank you for all you do!



Jenny Felton - IDD Service Coordination Department

WORKERS' COMPENSATION



"You say you slipped while walking across your keyboard at work?"

YOU'VE WON!
Please verify your
Social Security
number.



Spam Getting Spam

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/or 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 that 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

Important Compliance Review Update:

To bring TPC into better alignment with the review requirements set forth by HHSC and other external reviewers (MCOs, etc.) who require a score of at least 90% as a passing score, beginning **January 2024**, Quality Management & Compliance will use the same standard for our internal reviews.

Review scores (program reviews, compliance reviews, focused reviews, etc.) will need to meet the **90%** threshold. If the review does not meet the minimum standard, a Corrective Action Plan (CAP) will be required to be submitted and approved by Quality Management.

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).

*If you haven't already picked up
your employee holiday gift
certificate, reach out to Barbara
Napier at Ext. 322 by
January 31st!*



POINTS TO PONDER - FAQ's on REPORTING

Vania Beavers, Rights Protection Officer

Happy New Year! This month I wanted to go over a few questions about reporting that I get asked frequently because it is good information for everyone to have:

Do I have to identify myself when I call to make a report?

No, you can remain anonymous. However, if you witness something and do not report it you can be held just as liable as the perpetrator.

If I tell the hotline my information, will that get back to other staff?

No. When an allegation is made, the hotline does not tell me, or anyone other than the investigator, who the report came from. That is not to say that someone will not suspect or figure out who it was, but they do not tell us. If you tell me what you witnessed, I also will keep your identity confidential. The end goal is to keep the individuals we are supporting safe.

I suspect abuse, neglect, or exploitation, but I do not want to report it because I am worried about retaliation.

Remember, as a TPC employee you have a moral and legal obligation to report any suspicion of abuse, neglect, or exploitation. TPC has a no retaliation policy. If you feel you are being retaliated against, please reach out to Human Resources to report the retaliation.

To report abuse, neglect, or exploitation for individuals with IDD in residential homes and behavioral health services, please call the Department of Family Protective Services at 1-800-647-7418 immediately or within one hour of witnessing the event.

If reporting for an individual in behavioral health services, also email a written report including the DFPS report number to performance.contracts@dshs.state.tx.us. Please cc vania.beavers@txpan.org on the email.

To report abuse of an individual that participates in the ISS (day hab) programs, please call 1-800-458-9858 immediately or within one hour.

Reminder: If you question if you should report something, the answer is YES!





Quality Management would like to recognize those case managers/service coordinators who score 95 or higher on the bi-monthly compliance reviews. All staff who score 95 or higher will have their name put in a drawing. After the two monthly reviews are completed a name will be drawn and the winner will receive a \$25 gift card. A special thank you to the **TICTOC Committee** who made it possible for us to offer this recognition.

The winner for last month is **Antar Oatley, IDD Service Coordination**.
Congratulations, Antar!

Thank you for your hard work! Please reach out to Gaynelle Williams in QM for your gift card.



Happy Retirement Bob! Congratulations on 31 years as a Cost Accountant with TPC!



Mareechia Pennington, BH Adult Med Clinic, 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.

Employee Assistance Program

★ Now Access Your EAP Services Online! ★

MINES and Associates are excited to announce MINES is now offering a new digital intake for EAP services!

This will help make accessing your EAP benefits easier than ever before. [Please click here](#) or use the link below for instructions on how to use the digital intake. Members may still access us via telephone as well.

https://www.minesandassociates.com/Documents/MINES_Digital_Intake_Overview.pdf

Please call us at 800-873-7138 M-F 8:30am to 5:00pm MST if you have any questions about the digital intake, would like assistance completing your intake, or if we can assist with anything else.

Answer's to last months questions: 1) Disrupted 2) Rights 3) Employee Assistance

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

1. TPC has been CCBHC Certified since _____.
2. The threshold for compliance reviews is _____.
3. We live in a _____ that prides itself on the accumulation of possessions.



[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)