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Serving the citizens of:

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



Transformation Leader Award

Congratulations!



Congratulations!

Back Row L to R: Sonja Young, Luz Betancourt, Stephany Sena, Carly Johnson
Front Row L to R: Magdalena Ortega, David Bustos

On behalf of the XFERALL team, I extend our warmest congratulations to the Texas Panhandle Centers Team for achieving the **XFERALL 2024 Transformation Leader Award**.

Through the collaborative work the Texas Panhandle Center provides throughout 21 counties, your team collaborated with community hospitals and behavioral health facilities in your region to **achieve a decrease in the time to place behavioral health patients in crisis from 2 hours 19 minutes in 2023 to 13 minutes 39 seconds in 2024!** Your team and community hospital partners achieved a **90% decrease** from 2023 to 2024 for patient placement times! This accomplishment signifies the significant strides your Local Mental Health Authority has made in expediting access to care for behavioral health patients and providing exceptional customer service to your patients, community, and hospital partners.

We commend your commitment to excellence.

- Shana Palmieri, CCO & Co-Founder, Xferall



CONTRACTS

Dan Thompson, BH/IDD Liaison to the Executive Director

Texas Panhandle Centers maintains around 240 contracts at any given time. These contracts range from contracts with the State of Texas which provide funding for the majority of our programs to contracts with cleaning agencies to keep our offices clean. I know what you're thinking. That sounds very boring and like a lot of paper is involved. The truth is, though, each contract is important to ensure that TPC provides the services that we do.

When it comes to the services that we provide, a lot of those services are defined and required by our state contracts. In most cases, performance measures are built into our state contracts. These performance measures set standards that the state uses to determine whether we are holding up our end of the agreement. These measures are very specific and are calculated down to 0.1%.

Examples of these performance measures can be found in our Performance Contract Notebook with Texas Health and Human Services for the provision of Behavioral Health services as a Local Mental Health Authority. Under this agreement, there are a number of measures that we are required to meet. An example of this measure is Community Tenure which the contract defines as, "At least 96.8% of individuals authorized in a full level of care shall avoid hospitalization in a HHSC Inpatient Bed throughout the measurement."

We track each performance measure in this contract individually and report our progress weekly to leadership. If we fail to meet the performance measure requirements laid out in our contract, then HHSC has the right to recoup a portion of what they pay us in that contract. Some measures leave open the potential of other types of sanctions.



When it comes to the contracts that we have with other companies, these contracts are with agencies that can provide a service that TPC either can't provide or is unwilling to provide at this time and the majority of these contracts relate directly to requirements found in our contracts with the state. Because these contracts are a lot of times connected to a state contract, we are required to have similar performance measures in place with those companies. These requirements allow us to measure how effective and beneficial those contracts are. Because of the number of contracts at Texas Panhandle Centers, almost everything that we do as an agency is connected to at least one contract in one way or another.

So, while contracts do include a lot of redundant information and are definitely a lot of paper, they also provide direction for TPC as an agency and also provide us with the funding and opportunities that allow us to do our part in *Making Lives Better.*



Potter County Sheriff's Office Personnel Commendation

Sheriff Brian Thomas recognized TPC's JBCR Team for their dedication and hard work.
Congratulations JBCR Team!



L to R: Selene Marquez, Keslee Dunavin, Gloria Fulmer, Sandra Garza

The Jail Based Competency Restoration (JBCR) Program provides competency restoration services to adults who are deemed incompetent to stand trial pursuant to Texas Code of Criminal procedure 46B. The primary aim of services is to ensure the provision of intervention and evidence-based practices with empirical support to introduce treatment and promote recovery from psychiatric disorders and resilience from emotional disturbances to individuals incarcerated at Potter County Detention Center who are on the State Hospital waitlist in attempts to eliminate the need for state hospitalization.



Norma Dominguez, Therapist Tech, 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.

TPC was again nominated for The News Channel 10 Viewers Choice Award for 2025. Voting is now open through February 28th to nominate your favorite businesses.

<https://www.newschannel10.com/page/2025-viewers-choice-awards-cast-your-vote-now/>

NewsChannel 10 VIEWERS CHOICE AWARDS 2025

Each year, daylight saving starts on the second Sunday in March. "Spring forward" is set for **Sunday, March 9, 2025**. After losing an hour of sleep early in the year, people will get a later sunrise and sunset until autumn.

*Spring Forward
March 9th*



Welcome these New Employees...

Phyllis Chennault	Med Clinic—Adult
Beatrice Dominguez	Amherst Group Home
Jessica Gutierrez	Alternate Living –Pampa
Brianna Hawthorne	Alternate Living
Sierra Adams	ECI
Damon Ford	MCOT
Jihan Sheikh	Canode Group Home
Jessica Trent	Ward Group Home



WHITE HAT AWARD

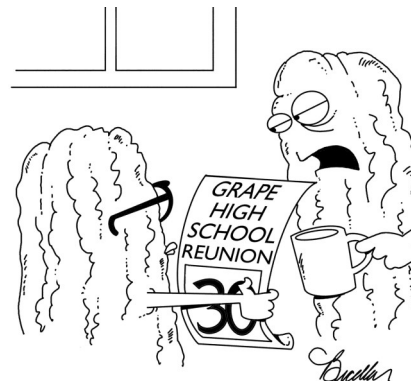
The IDD Service Coordination Department would like to present this months What Hat Award to **David Kee, Maintenance Department**. He walks the grounds in the early morning taking care of the buildings' door codes and does it swiftly. Thank you for all you do!



Raul Aguilar on behalf of IDD Service Coordination Department



"Putting away our phones during dinner was an interesting experiment. Let's never do that again."



"It's been 30 years. I'm sure you won't be the only raisin there."

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
- Brittany Cotgreave, Coordinator of Compliance and Planning
Phone: 806.349.5647
Email: brittany.cotgreave@txpan.org
or
- Vania Beavers, Director of Quality Management, Compliance Privacy Officer
Phone: 806.351.3400
Email: vania.beavers@txpan.org

IDD and Behavioral Health Services

When is it acceptable to accept money from individuals or individual’s families? NEVER!

When working with individuals one on one, it is natural to build relationships with those we serve. However, we must remember that those relationships must remain professional, which means not entering into anything that could be considered a conflict of interest. All Center staff shall conduct Center business and personal business in a manner that will avoid potential or actual conflicts of interests.

- Employees should never be in any type of financial relationship with a consumer
- Giving or receiving monetary gifts like gift cards or cash, or favors is NEVER acceptable.
- Exploitation is defined as the illegal or improper act of using an Individual/Client or the resources of an Individual for monetary, personal benefit, profit, or gain.
- Any exchange of money between a person served, and/or their family, and a staff member can give the appearance of exploitation and should therefore be avoided.

TPC Policy and Procedures:

Receiving any fee, gift, or other thing of monetary value in the course of or in connection with his/her work for his/her personal use from any Individual of prohibited conduct, the violation of which may subject the employee to disciplinary action up to, and including termination.

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.

EMPLOYEE RECOGNITION

At the January 30th Board of Trustees meeting, Judge Willis Smith, Chair, along with the Board and Leadership Team, recognized **Yolanda King for 45 years with the Center**. Yolanda serves as a Therapist Technician in IDD Services.



Also recognized was **Julie Ray for 15 years of service with the Center**. Julie is a Clerk in Medical Records.

Also recognized but not present were:

Norma Sloan, FAYS Program, 15 years and Lupe Martinez, Therapist Technician, IDD Services, 15 years.

They were awarded a plaque, gift card and a day off.

Congratulations!

Congratulations!

EMPLOYEE ASSISTANCE PROGRAM



<https://minesandassociates.com>

Office Hours

Monday – Friday: 6:30 am – 5:00 pm MT

Need help now? Please call:
(800) 873-7138

Counseling, service intake, and crisis
support are available 24/7

Answer's to last months questions:

1) Contributions 2) January 10, 2025 3) Tricks

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 manages approximately _____ contracts.
2. JBCR stands for _____.
3. Other signs of _____ can include apathy, irritability, and even physical signs of feeling sick.

[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 and remember to include your name.](mailto:joyce.lopez@txpan.org)

Be Your - Heart Healthy - Valentine



Your heart gets a double dose of attention in February.

For centuries, the world has equated this month with Valentine's Day. If you have a spouse, partner or significant other, your first dose of attention comes in the form of love or a declaration thereof. But remember your friends, too, because love doesn't have to be romantic!

Your heart has another focus of attention, too. In the last 45 years, your heart has been at the center of American Heart Month every February.

It's a good time to get serious about following up with your doctor about your lifestyle and general health. Both can give clues as to the condition of your heart.

Don't be surprised if the doctor advises you to move more. That doesn't mean you have to join a high energy gym class -- nothing of the sort! What you might need to do is just increase your steps every single day. That will help your heart by boosting your strength, endurance, balance, and energy. If nothing else, just plan a series short walks. Take breaks between walks if needed, but remember all steps count.

You might even find that more steps translate to a bit of weight loss. That will give your body renewed flexibility and reduced pain, especially in the knees and hips.

Follow up with a good heart healthy diet. Try lean meats, more fiber, and less sugar. Get good quality sleep. Lack of sleep or getting poor-quality sleep increases the risk of having high blood pressure, heart disease and other medical conditions. Try to aim for 7-9 hours of sleep a night. Go to bed and wake up at the same time each day. Avoid caffeine, nicotine and quit smoking.

Daily acts of self care can benefit your heart because self care is heart care. Studies show that having a positive social support, close relationships, and feeling connected to others makes it easier to stick to heart-healthy habits.

For more information about keeping your heart healthy visit hearttruth.gov

Happy
Valentine's
Day

POINTS TO PONDER - Preventing Burnout

Vania Beavers, Director of Quality Management

Many of us have heard the word “burnout.” At the end of an exhausting week, or even at the end of an exhausting day, it is common to consider yourself burned out. What many people do not realize is that burnout is actually a condition that can affect a person mentally, and not just short term. Beyond lack of energy or exhaustion, other signs of burnout include apathy, irritability, and even physical signs of feeling sick.

We work in a high stress, high burnout field. It is important that everyone take the time for self-care to avoid burnout; *you can't pour from an empty cup!* This will also help to prevent abuse, neglect, and exploitation. Here are some tips from the National Institute of Health (NIH) on self-care:

- Exercise regularly
- Keep a regular sleep schedule
- Eat a healthy diet and stay hydrated
- Set goals and priorities
- Do things that you enjoy during your time off
- Practice gratitude and positivity

It can also be helpful to “remember your why.” Why are you in this field? Every position at TPC somehow takes care of the individuals in our services. Remembering why you chose this career can be a good motivation during the stressful moments.

TPC cares about their employees and has trainings available to help with stressful situations. Human Resource Development has classes available for anger management, stress management, and time management. Please reach out to your supervisor if you are interested in these additional trainings.



To report a rights violation, you may speak with your supervisor, or call Vania Beavers at (806)351-3400 (please be sure to leave a message if you receive voicemail!)

To report abuse 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.

Kindness is the language which the deaf can hear and the blind can see.

~Mark Twain