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Serving the citizens of:

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Randall, Roberts, Sherman,
and Wheeler counties

APPOINTMENT TO BOARD OF TRUSTEES

The Randall County Commission appointed Ms. Alyson Ries to the TPC Board of Trustees at their regular February 25, 2025 Commission meeting. Her appointment was ratified by the TPC Board on March 27, 2025.

Ms. Ries is a resident of Randall County and is employed by WTAMU as the Director of Advising Services. She graduated from West Texas A&M University with a bachelor's degree in biology and an M.B.A. in Healthcare Management. Ms. Ries has served on the WTAMU Behavioral Health Intervention Team and is trained in Mental Health First Aid. She volunteers her time for various organizations including the Lions Club and Relay for Life.



She is married and has a daughter. Her appointment fills the unexpired term of Ms. Amy Hord.

The TPC Board is comprised of nine (9) members who are appointed by local agencies or combination of local agencies who have contracted for the establishment of TPC. Board membership includes: Judge Willis Smith, Chair, Patty Ladd, Vice Chair, Janis Robinson, Secretary/Treasurer, Larry Adams, Jerry Don Williams, Sheriff Terry Bouchard, Sheriff J. Dale Butler, Jim Conner and Alyson Ries.



*In observance of Memorial Day, Texas
Panhandle Centers will be closed Monday,
May 26th.*

Happy Memorial Day!



Another Mental Health Awareness Event In the Books!

The 5th Annual Mental Health Awareness Event was a huge success! It brought the community together and offered an array of resources. Many thanks to myhighplains.com for their coverage highlighting the importance of mental health. You may view the coverage at the following link: <https://www.myhighplains.com/.../texas-panhandle-centers.../>

Thank you to the band, Velvet Funk, the vendors, the food trucks and all those that came together to make this event possible. Here are some scenes from Friday's MH Awareness Event. Visit TPC's Facebook and Instagram pages for more details.



2025 Crisis Intervention Team Association's Mental Health Professional of the Year!



Congratulations to TPC's Magdalena "Magz" Ortega for being honored with the 2025 Texas CIT Association Mental Health Professional of the Year Award.

The Mental Health Awards aim to recognize individuals and organizations that have made significant contributions to the field of Crisis Intervention and mental health support within our community. These awards acknowledge the efforts and dedication of those who have worked towards improving community knowledge and education, providing collaborative mental health support to law enforcement, and making significant improvements to mental health responses within the community. By honoring these individuals and organizations, we hope to inspire others to continue their efforts in promoting mental health awareness, advocacy and education. Through their work, they have made a difference in the lives of those struggling with mental health issues and have contributed to creating a more supportive and understanding community.



May is Mental Health Awareness Month

Libby Moore, Chief Clinical Officer

PLAY TIME! Who knew? There is a National Institute for Play!

Research shows that playing can help reduce stress and improve a person's mental health. As kiddos we are encouraged to "go outside and play" We even dedicate certain times of the day as recess. As adults we tend to feel guilty if we take time out to play. Hopefully, we all have things in our lives that bring us joy and relieve stress and worry but most of us don't think of those activities as play.

Believe it or not we have "play states" There are circuits in our brains that we are born with and are built up by the things that we did as young people that created a sense of contentment, joy, and relief from stress. If there is something you like to do over and over again it is a good sign that could be "play" for you. Think about the things you liked to do as a child or young adult. Those are things that could tell you the type of things you consider as play. Some of us like to do artistic things or athletic or daydreamy kinds of activities that stimulate our imaginations. All mammals play and create dopamine in our brains – it's the feel-good chemical in our brain that we like to have enough of and is missing or too low when someone is depressed.

Here are some examples of what some people define as "play,"

- 84% of people see playing as spending time with their pets
- 48% say organizing is playing



- 37% of people say they don't play enough
- 64% of teens consider social media as play.

Play also is associated with learning and creating ways to accomplish things. It is being encouraged more in places where we work to help solve problems and build teams.

If you want to learn more about play personalities and styles, I encourage you to find out more on the nifplay.org website.

In the meantime, please think about the things in your life that are playful and reduce stress. Spend some time doing these things. If you can't identify things in your life that bring you joy or you haven't done those things in a while I hope you take some time to find ways to play! It will be Fun!!



Police Academy Mental Health Training

Submitted by Bri Albracht, Intercept Team

Twice a year Texas Panhandle Centers assists the Amarillo Police Department with training. Every new recruit is required by state law to participate in a 40 hour mental health course. Three of the five days of their training they are required to go through scenarios in which they practice engaging with individuals displaying signs of psychiatric conditions. TPC recruits staff to assist with these scenarios. Many thanks to Andrew McKinstry, Carly Johnson, Jodi Ladd, April Kowal, Amanda Thetford and Ben Ramos. Below are scenes from the most recent training.

**Firearms depicted are fake and will not fire.*



Carly Johnson, MCOT, 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 Recognition

At the April 24th Board of Trustees meeting, Judge Willis Smith, Chair, along with the Board and Leadership Team, recognized **Terry Zimmerman**, for **15 years** of service with the Center. Terry serves as manager for the Maintenance Department.

Congratulations!
congratulations!



WHITE HAT AWARD

The IDD Service Coordination Department is presenting the White Hat Award to is **Cindy Pulse, Consumer Benefits**. She is always quick to assist our clients with their Medicaid, Disability recertifications and Appeals. She goes above and beyond.



Raul Aguilar on behalf of IDD Service Coordination Department

Welcome these New Employees

Daniel Davis	Veteran Services
Paw Wah	Alternate Living Program
Jodi Moore	Maintenance Department
Stephanie Pern	Alternate Living Program



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

Behavioral Health and Children’s Services

Expired ANSA/CANS and Expired Financials

You may have noticed an increase in emails being sent regarding expired ANSAS, CANS, and Financial Assessments. Without these in place, several of the services we provide to clients are going unpaid/unable to be billed for. It is important to set reminders for these required updates in advance of their expiration. Dan and Brittany will continue to meet with staff individually to discuss a plan of action moving forward. Several of our agency wide audits have focused on these details and will continue to do so in future audits as well. Your efforts are greatly appreciated, and we hope to make significant headway by the end of May. If you have questions on how to look up expired ANSAS/CANS or Financials, please reach out to your respective supervisors or Dan Thompson and Brittany Cotgreave.

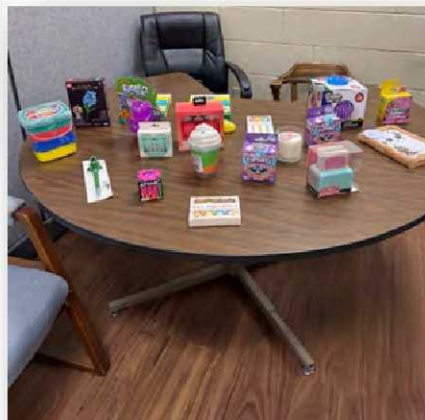
*When looking at a client’s profile on ISERV please utilize the **View** tool at the top right corner to see all information including most recent ANSA/CANS date, last Financial Assessment and other important information all on one screen.



If you have a question/scenario that you would like to be considered for inclusion in the newsletter, email the information to ComplianceCorner@txpan.org.

Easter Egg Hunt

Each year the Friday before Easter, Austin Harp, IDD Supervisor and Catherine Liekhus, Coordinator of Authority Services, hide eggs all over Building 503. That morning staff are challenged to find the eggs hidden in their offices and throughout the building for an Easter Egg Hunt. There are golden tickets hidden in several eggs and the employees can trade them in for prizes. This tradition has been going on for more than 15 years and is looked forward to every year.



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) Fraud 2) April 16 3) Real time

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



1. _____ is associated with learning and creating ways to accomplish things.
2. The individuals we are supporting have the same _____ as you do.
3. Every new recruit is required by state law to participate in a _____ mental health course .

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.

POINTS TO PONDER - AGE APPROPRIATENESS

Vania Beavers, Director of Quality Management

Anyone who has taken the abuse, neglect, and exploitation training over has seen the Ted Talk I have shown from Martin Pistorius about his brain “coming back to life” and the trauma he endured in the care home his parents entrusted with his care. You may have also heard that I am bothered with the audience chuckling when he tells of his story of being in his late teens and forced to watch Barney all day. The audience chuckles because he adds some dry humor to his speech, but it bothers me because when I had little children in my home and they were watching Barney, I could not stand more than one episode. I can only imagine how torturous it must have been for caregivers to be treating him, as a teenage boy, like a toddler.



When providing services to individuals we support, it is important to remember that their perceived level of functioning may not be accurate. We must treat the individuals we are supporting with respect and dignity. Often times, we see individuals we are supporting become aggressive because they do not like the way they are being treated. *Remember, the individuals we are supporting have the same rights you do!*

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 copy 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!



"This is the painting. You're looking at a QR code."



Walk Across Texas kicked off on Friday, April 11th with a walk out on work. 10 teams consisting of 8 members participated. The event is set to wrap up on June 6th. Walk Across Texas is a voluntary program to help employees start moving more and establish physical activity as a lifetime habit. Weekly status updates are provided to team members.

