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Serving the citizens of:

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Randall, Roberts, Sherman,
and Wheeler counties



FLOODS AND THEIR IMPACTS

24/7 Crisis Hotline

**806.359.6699 or 800.692.4039 or
988**



Our hearts go out to every individual, family, and community member touched by the devastating July 4–7 flash floods along the Guadalupe River in Kerr County where more than 100 lives have been lost and many remain missing, including children and counselors from Camp Mystic. During this unimaginably painful time, we stand with you, offering strength, compassion, and hope. Various relief organizations and local churches are mobilizing resources to provide meals, shelter, cleanup aid, and emotional support. If you've experienced loss, or sense of security, please know the broader community is here to help. You are not alone. TPC's 24/7 Crisis Hotline: 806.359.6699 or 800.692.4039 or 988. Additional Texas resources:

[Texas Division of Emergency Management](#)

General information about July flooding and individual and family resources

[Individual State of Texas Assessment Tool Damage Surveys](#)

Contains form for reporting damage to homes and businesses

[Central & South Texas | Texas Region | American Red Cross](#)

Contains information about giving donations and volunteering

[United Way of San Antonio and Bexar County](#)

Contains information about giving donations and volunteering.

[Find Assistance](#)

Disasterassistance.gov

[SAMHSA's National Helpline / Treatment Referral Locator](#)

1-800-662-HELP (4357) / TTY: 1-800-487-4889 Utilize the Helpline/Treatment Referral Locator when you cannot locate a local 2-1-1 and/or Lifeline-network crisis center located near from where the caller/texter is located.



PATH Program Relaunch (Projects for Assistance in Transition from Homelessness)

Sara Northrup, LCSW-S, Program Administrator

TPC's PATH Program is designed to reduce or eliminate homelessness and imminent risk of homelessness for individuals with serious mental illness or co-occurring mental health and substance use disorders through federal grant funds from the



Substance Abuse and Mental Health Administration (SAMHSA).

PATH programs across the country are not always affiliated with a mental health center. TPC was initially awarded the grant over 20 years ago and continues the commitment and delivery of compassionate, and accessible care tailored to the needs of individuals experiencing homelessness. With this grant, TPC is able to provide outreach activities, case management, co-occurring psychiatric and substance disorder (COPSD) services, housing, and employment-related assistance, as well as prescriber and medication services.

With a new office space that is both welcoming and accessible, and where walk-in intakes are offered, the PATH Program has been able to refocus its processes to providing quality ser-

vices to this specialized population.

Our office is located at 723 N. Taylor, Suite C in Amarillo which is downtown near the shelters and the recently opened Transformation Park. We are located in the same office complex as Regence Health Care. Regence provides physical health services to individuals that are unhoused.

Jaqueline Cullum, former ACT Team Lead, is the new Program Administrator for PATH. Jacqueline and our long-time office manager, Cindy Rue, work together to creatively provide non-traditional avenues to mental health and substance use services. We are in the process of hiring a part-time case manager to assist with the more than one hundred individuals we serve each year.

TPC collaborates closely with community partners to include the City of Amarillo Community Development, the Coming Home Program, HUD, Martha's Home, The Haven, Patsy's Place, Another Chance House, Guyon Saunders Resource Center, and many other community partners that also serve the homeless population. We exchange referrals, resources and conduct outreach together. The PATH Program is a member of our local Continuum of Care to collaborate as a community to collectively address the needs of those that are unhoused.

For more information, please contact Jacqueline Cullum, Program Administrator, at 806.351.5632.

July is UV Safety Month

Find the right shades to protect your eyes.

Sunglasses aren't just a fashion statement -- they help prevent eye strain, improve vision in bright light, block ultraviolet rays, and protect the fragile skin around the eyes from skin cancer. They can also shield your eyes from floating debris like dust, pollen, and insects. Whether you're scrounging a convenience store rack or browsing in a high-end department store for your next pair of shades, here's what to look for:



- Check the labeling to ensure that the lenses fully block UV rays. The tag may say it offers 100 percent UV protection, UV absorption up to 400nm, or UV400 protection. If the glasses aren't labeled with the protection level, choose something else.
- Choose lenses that block enough (but not too much) light. The amount of light that filters through sunglasses is called visible light transmission, or VLT. Sunglasses with 20 to 40 percent VLT are good for all-purpose use, but lower than 20 percent may only be appropriate for very bright conditions.
- Check the label to see if the lenses are polarized. This anti-glare coating can reduce eyestrain and make objects appear clearer in bright light, which makes it especially useful for outdoor activities. But polarized objects can also make it difficult to see some screens and car dashboard controls, so they may not be the best choice in every instance. Both polarized and non-polarized lenses can be equally effective at blocking UV rays, so it's good to have both options on hand.
- Look for larger lenses that provide more coverage. Wraparound sunglasses are also a good choice and can block UV light along your temples.
- If you wear glasses, consider investing in a pair of sunglasses with prescription lenses or buy sunglasses that are designed to fit over your regular glasses. Make sure that your prescription sunglasses or over-the-glasses sunglasses provide appropriate UV protection.



"My phone is not only spying on me, I also think it took the last donut."



"It just dawned on me. How do I know you're not an AI generated deep fake?"

July 24 is International Self-Care Day

Wait what? There's an International Self-Care Day? You may be thinking to yourself, who has time for a self-care day? Most of us don't have that kind of time. So what can you do instead? Perhaps self care moments. How about being mindful of small things you can do for yourself throughout the day? The goal is to increase these as time goes on. For many of us, taking time for ourselves leaves us feeling guilty or thinking it's selfish. How about, if I take time for me, I'll be better able to be there for my family, friends, and those I care for including my clients? On July 24th see how many things you can do to recharge your batteries and maintain your health and wellbeing.





DID YOU KNOW?

If you receive a donation on behalf of TPC, that donation needs to be documented. TPC tracks donations for various reasons. We want to be sure to acknowledge the donation as tax deductible and with a thank you letter. It is also important to note, if it is a monetary donation or something TPC would record as in-kind, the Accounting Department needs to know where it should be recorded. It may also be appropriate to recognize the donor on TPC's social media sites depending on the situation.

Should you receive a donation on behalf of TPC, be sure to notify **LaDonna Cortez (ladonna.cortez@txpan.org)** with the following information: Name of the donor, their address and phone number, the item donated, and if monetary, the amount of the donation.

*TPC also accepts monetary and memorial contributions through TPC's website:
www.texaspanhandlecenters.org/donations-and-memorial-contributions*

WHITE HAT AWARD

The IDD Service Coordination Department is presenting the White Hat Award to **Judy Wilkinson, Clerk III, IDD Service Coordination**. She is always willing to go above and beyond to assist everyone.



Raul Aguilar on behalf of IDD Service Coordination Department

Welcome these New Employees

Kaneshia Johnson	Alternate Living, IDD
Jesse Munoz	Alternate Living, IDD
Sam Sananikone	Alternate Living, IDD
Avery Boles	Service Coordination, IDD
Jeffery Healy	Alternate Living, IDD
Kimberly Perez Johnson	Peer Support, BH
Erin Smith	FAYS
Terry Rocky	Reset Diversion



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

***New* Open Enrollment Dates**

As a reminder, open enrollment for group health benefits will take place during the month of July. Please be aware of the following changes that have been made to the open enrollment schedule:



- The dates for Open Enrollment have changed **FROM** July 20th – July 25th **TO** Monday, July 28th – Friday, August 8th.
- Staff are REQUIRED to attend at least one of the eight open enrollment benefits meetings:
 - Thursday, July 31st at 9:00am
 - Thursday, July 31st at 1:30pm
 - Friday, August 1st at 9:00am
 - Friday, August 1st at 1:30pm
 - Thursday, August 7th at 9:00am
 - Thursday August 7th at 1:30pm
 - Friday, August 8th at 9:00am
 - Friday, August 8th at 1:30pm
- Each of these meetings will be conducted via Microsoft Teams. For staff who may not have access to a computer, Human Resources will also be simulcasting the meetings in the TPC Training Room, in the Administration Building, building 501. Staff who wish for face-to-face interaction, who have questions regarding the changes in benefits for FY 2026, may also attend each of the meetings in the training room.
- Once the TPC Board of Trustees approves the group health benefits package on Thursday, July 17th, benefits information packets will be made available to all staff via email and through ADP.
- Please keep in mind, even if staff are going to waive one or all of their benefits, they are still REQUIRED to log into ADP and waive the coverages.
- Finally, TPC expects to see many changes to the group health benefits for FY 2026. If you have any questions, feel free to reach out to Human Resources.



Tonya McMasters, Specialized Services, 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.

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:

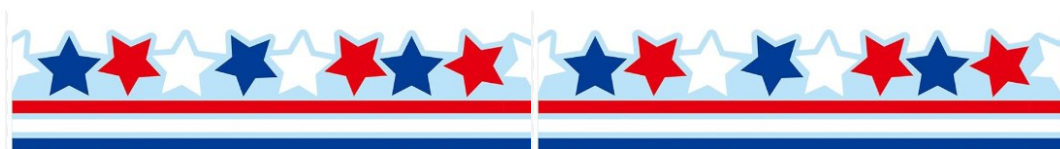
- Your supervisor or
- Brittany Cotgreave, Coordinator of Compliance and Planning
Phone: 806.349.5647
Email: brittany.cotgreave@txpan.org
or
- Vania Beavers, Director of Quality Management, Compliance Privacy Officer
Phone: 806.351.3400
Email: vania.beavers@txpan.org

Adult Behavioral Health

What follows the ANSA/Recovery Plan Update?

As reflected in our recent process changes, the 122 code is to be used for the ANSA and Recovery Plan development, but the appointment with the client doesn't stop there. You can follow up the ANSA and Recovery plan by providing a Skills Training (1506), Psycho-social Rehab (152), or Case Management (142) service. This service, however, CANNOT reflect the creation or development of new goals and objectives on The Recovery Plan per Medicaid guidelines. Please make time to start providing services to the client that date to start working and making progress towards their newly developed Recovery Plan.

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).



POINTS TO PONDER - COMPLAINT PROCESS

Vania Beavers, Rights Protection Officer

When people who receive services from TPC have a complaint, it is important to follow these guidelines:

- Transfer the person to the Rights Protection Officer and encourage them to leave a message.
- We make every effort to return phone calls in a timely manner. If they do not receive a return phone call within 48 hours, please ask them to call again.
- We have to hear the complaint from the person in services. Staff can assist with following up as needed, but the complaint has to come directly from the person. This goes both for formal complaints and requests to change prescribers.
- Jennifer McKay is Vania Beavers' back up. Which means, if Vania is out of the office, Jennifer is available. *However, Jennifer has many other duties so please give Vania a couple of hours to return your phone call before calling Jennifer.*



Some complaints are reportable to the state, and may require additional follow up. Therefore, it is imperative that the complaints be received by the Rights Protection Officer.

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!

To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others.

— Tony Robbins

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) TPC's Smart Care 2) July 21—July 25 3) June 2

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



1. PATH is an acronym for _____.
2. The new Open enrollment dates for FY2026 Group Health Benefits will be _____.
3. Who is the back up Rights Protection Officer? _____

[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)