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**Serving the citizens of:**

Armstrong, Carson,  
Collingsworth, Dallam,  
Deaf Smith, Donley, Gray,  
Hall, Hansford, Hartley,  
Hemphill, Hutchinson,  
Lipscomb, Moore,  
Ochiltree, Oldham, Potter,  
Randall, Roberts, Sherman,  
and Wheeler counties



## Texas Panhandle Centers Blood Drive

**Wednesday, September 17**

**All donors will be entered to win Wicked gift basket.  
Gift basket to include: Cinergy gift card to cover  
tickets, popcorn and drinks for 2, plus other fun prizes.**

**Scan to make an appointment**

**9:00am - 11:30am**



donors get a  
glow-in-the-dark  
wicked t-shirt & a  
free bundtlet from  
nothing bundt cakes!



877-340-8777 • [obi.org](http://obi.org)  
Photo ID required. \*while supplies last.

**2:00pm - 4:00pm**



# September is Suicide Awareness Month



As part of Suicide Prevention Awareness Month, the Health and Human Services Commission (HHSC) will host a series of informative webinars, with one session scheduled each Friday. The webinar schedule is listed below.

## **September 5, 2025: Postvention**

- 10:00 a.m.- 11:00 a.m. Central
- In 1972 Dr. Edwin Schneidman said, “Postvention is prevention for the next generation.” In this webinar, learn about postvention strategies for survivors of suicide loss and survivors of suicide attempt.

Register here: <https://events.teams.microsoft.com/event/d33f7e32-ee5a-4409-bba0-5dadcb61a18@9bf97732-82b9-499b-b16a-a93e8ebd536b>

## **September 12, 2025: Language Matters**

- 10:30 a.m.- 11:30 a.m. Central
- When discussing suicide, language matters. In this webinar, the HHSC Suicide Prevention Team will discuss ways to talk about suicide in a clear and factual manner. Participants will be given tips for safe messaging about suicide prevention.

Register here: <https://events.teams.microsoft.com/event/f68343c4-8eb5-4f73-b0c2-04957def56c1@9bf97732-82b9-499b-b16a-a93e8ebd536b>

## **September 19, 2025: Voices of Lived Experience: Conversations with Survivors of Suicide Attempt**

- 10:00a.m.– 11:30 a.m. Central
- This webinar will feature a panel of survivors of suicide attempt who will share their perspectives on postvention supports and what worked best for them as they live through their experiences with suicide.

Register here: <https://events.teams.microsoft.com/event/84a65abe-c605-46d9-9cc6-f248d3bd5bae@9bf97732-82b9-499b-b16a-a93e8ebd536b>

## **September 26, 2024: The Role of Mindfulness in Suicide Prevention**

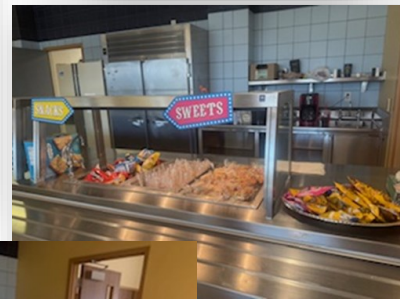
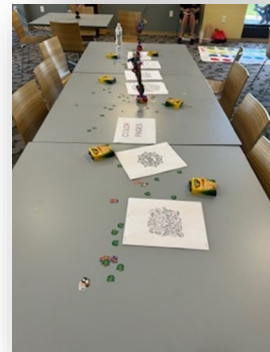
- 10:00 a.m.– 11:00 p.m. Central
- A vast body of research demonstrates that having a consistent mindfulness practice alters brain regions associated with emotional regulation and impulse control. These are key factors in suicide prevention because many people who attempt suicide do so in a heightened state of emotion and distress and often act quickly on their decision to attempt. Therefore, for those with a consistent practice, mindfulness offers a promising avenue for suicide prevention by mitigating impulsive, reactive responses.

Register here: <https://events.teams.microsoft.com/event/4bbf2ab7-5a21-430d-b81d-dba779e26856@9bf97732-82b9-499b-b16a-a93e8ebd536b>

# BACK TO SCHOOL CARNIVAL

Elisha Rivera, IA Program Administrator

Misty Brown, TPC's Improvement and Advancement (IA) Family Partner, held the monthly family support group for July. The topic was a back to school carnival. 10 backpacks of school supplies were raffled off, 20 pencil bags with supplies, and other prizes were awarded by participating in the various games. The event would not have been a success without the donations from staff and others within the community. Approximately 17 families participated in the back to school carnival.





Texas Panhandle Centers  
Halloween themed Employee  
Health Fair

**FRIDAY, OCTOBER 31, 2025**  
**10 A.M.—1:00 P.M. at Bivins Pointe**



Snacks, pumpkin decorating contest, costume contest,  
scavenger hunt, flu shots and more!

Haunted House—enter at your own risk!

Lunch provided

## WHITE HAT AWARD

The IDD Service Coordination Department is presenting the White Hat Award to **Yolanda King, Therapist Tech, Developmental Health**. She is a hard worker and is committed to our clients. She is always going the extra mile when asked. Thank you for all you do!



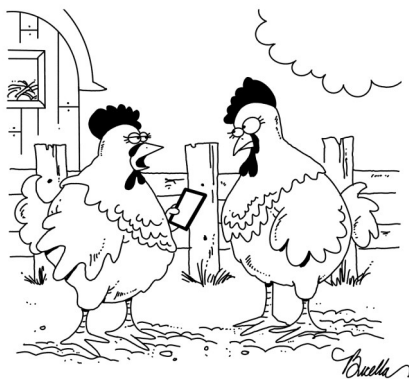
Raul Aguilar on behalf of IDD Service Coordination Department

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## Welcome these New Employees

Michelle Bowles  
Emma Brock  
Amber Ruiz-Flores

MH Provider Billing  
Alternate Living—IDD  
Alternate Living—IDD



"Truth is, I never crossed the road. I made it up to get likes, followers and subscribers."



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](mailto:joyce.lopez@txpan.org)

Group benefits



## Help handling life's ups and downs

**Life can be unpredictable.** And it's not always easy. So it's a big deal to know there's help available when you need it. That's what the employee assistance program (EAP), provided by Magellan Healthcare, is all about.

With an EAP, you and your family have access to **free, confidential** resources to help handle life's everyday—and not so everyday—challenges.

You might use your EAP to help: manage stress, handle relationship issues, balance work and life, work through grief, cope with anxiety, and more. Plus, your EAP gives you access to discounts on major brands and everyday needs.

### Services for you and your family

Your EAP offers these services to help you and your family deal with the big and little things.

#### In-person or virtual counseling

One valuable way to work through personal or work issues is by talking with a professional. You and your family can meet with a licensed, EAP professional in person, via text message, or by live chat, video, or phone sessions. Three counseling sessions per year are included.

- **Financial wellness.** Receive three free 30-minute consultations. This may include help with budget planning, debt consolidation, or retirement planning.
- **Identity theft resources.** Receive a free 60-minute consultation to help restore your identity if stolen.

#### Legal, financial, and identity theft services

You and your family have access to these services:

- **Legal services.** Receive a free 60-minute consultation to help deal with issues such as car accidents or family law.

#### Work-life web services

You and your family can access webinars, live talks, and articles on topics such as child and elder care, education, parenting, and more.

### Help when and where you need it—day or night

Life's challenges don't always happen during regular business hours. That's why you and your family have 24/7 access to your EAP.



**800-450-1327**  
International: 800-662-4504  
TTY: 711



**Member.MagellanHealthcare.com**  
When you create an account, enter  
**Principal Core** as the program name.

# 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](mailto:brittany.cotgreave@txpan.org)  
or
- Vania Beavers, Director of Quality Management, Compliance Privacy Officer  
Phone: 806.351.3400  
Email: [vania.beavers@txpan.org](mailto:vania.beavers@txpan.org)

## Templates-Good or Bad?

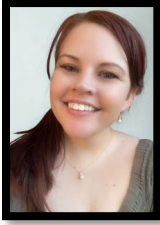
Over the years there have been several templates for note documentation circling around. While templates can provide a great guideline for how to structure things like skills, case management, and recovery plans, they have presented a bigger problem. Using templates often creates documentation that can look so similar that it appears to be cloned. Documentation like this does not represent a person-centered approach to treatment. We have even seen documentation with parts of the template still copied and pasted into the note without any changes made. As we move forward, please do not pass on any previous templates to other staff as we want to make sure that everyone is documenting correctly and specific to the client and services being provided.

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).

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*Others will quit on you. Make sure you never quit on yourself.*

*~ Unknown*

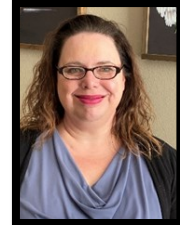


## POINTS TO PONDER

### Quality Management vs. Utilization Management

Vania Beavers, Director of Quality Management and Compliance

Jennifer McKay, Director of Utilization Management



Utilization Management (UM) focuses on the efficient and appropriate use of resources to control costs and prevent waste, while Quality Management (QM) encompasses all activities and processes to maintain and improve the overall quality of services. UM is a component within the broader scope of QM, with UM's role being to ensure that resources are used wisely, contributing to higher quality outcomes and system sustainability. Compliance is under the QM umbrella and is monitored by the QM director.

| Key Differences                                                                                                                                               |                                                                                                                                                                                                                                    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Utilization Management (UM):                                                                                                                                  | Quality Management (QM)                                                                                                                                                                                                            |
| <b>Definition:</b> evaluate the necessity, appropriateness, and efficiency of medical services, procedures, and treatments.                                   | <b>Definition:</b> overseeing all activities and tasks to achieve and maintain a desired level of excellence in products and services.                                                                                             |
| <b>Goal:</b> reduce costs and waste by influencing care decisions and ensuring resources are used effectively and in the right setting.                       | <b>Goal:</b> ensure care meets or exceeds expectations, driving continuous improvement, and establishing a culture of excellence.                                                                                                  |
| <b>Focus:</b> case-by-case evaluation of individual encounters and the care provided.                                                                         | <b>Focus:</b> organization-wide perspective to improve overall quality.                                                                                                                                                            |
| <b>Key Activities:</b> reviewing treatment plans, evaluating the necessity of services, and influencing care delivery to align with evidence-based practices. | <b>Key Activities:</b> determining quality policies, implementing quality planning and assurance, controlling processes, ensuring compliance in all facets across the organization and conducting quality improvement initiatives. |
| <b>Scope:</b> UM is a narrower function that focuses specifically on resource use.                                                                            | <b>Scope:</b> QM is a broader, overarching framework for managing excellence across the entire organization.                                                                                                                       |

For UM, contact Jennifer; while QM items should primarily go to Vania. Rights issues fall under QM and should primarily be reported to Vania, with Jennifer as the back-up RPO when Vania is unavailable. Compliance issues are also a QM function and should be reported to Vania Beavers and Brittany Cotgreave if Vania is unavailable.

As a reminder, to report abuse **immediately or within one hour** via the hotline:

- IDD individuals in residential homes, call 1-800-647-7418. Inform Vania of report by phone.
- IDD individuals in ISS programs, call 1-800-458-9858. Inform Vania of report by phone.
- BH services, call 1-800-647-7418. Inform Vania by phone, then (if the alleged perpetrator is a TPC employee) email a written report including the DFPS report number, to [performance.contracts@dshs.state.tx.us](mailto:performance.contracts@dshs.state.tx.us) and cc [vania.beavers@txpan.org](mailto:vania.beavers@txpan.org) on the email.



ISC

Frequently, the news about retirement is pretty pessimistic. Pensions no longer exist for most workers, we aren't saving enough, and Social Security is going to disappear. However, things may not be as bleak as they are often painted. Retirement plan consultants suggest three ways that anyone can use to help them retire:

1. **Start saving now.** No matter what your age or financial circumstances, you'll improve your retirement prospects if you start saving now. Ideally, you should set aside at least 10 percent of your income, but it's more important to get started than to worry about exactly how much you can save. An employer-sponsored retirement plan can help you by allowing you to save pre-tax dollars, and the interest on your funds also accumulates free of taxes. You will be taxed at your normal rate when you withdraw funds. If your employer matches all or a portion of your contribution, that will immediately boost your savings.
2. **Choose appropriate investments.** It's important to balance your personal tolerance for risk against potential gains. While conservative investors might want to put all their funds into savings, like money market accounts or certificates of deposit, returns on those types of accounts are low, and often barely outpace inflation. Even conservative investors may need to have a portion of their assets in investments with a higher potential return, such as stocks, to help their portfolios grow.
3. **Maximize your retirement income.** One way to increase your income in retirement is to work longer. You'll have more time to save, and waiting to claim Social Security means you'll get a larger benefit later. Even working part-time will help your retirement income. Other ways to maximize your retirement include downsizing your home and/or moving to a location with a lower cost of living.

For more information, visit <http://iscgroup.com> or call (800) 888-3520.

3500 Oak Lawn Avenue Suite 400, Dallas, TX, 75219 | (800) 888-3520 | <http://iscgroup.com>



**Sarah Hernandez, Reimbursement Officer**, 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](mailto:joyce.lopez@txpan.org).

# PHISHING ATTEMPTS/SCAMMERS

Leo Elio, System Support Specialist



Please be aware of phishing attempts being made to companies in and around Amarillo lately. Below is an example of what is being sent.

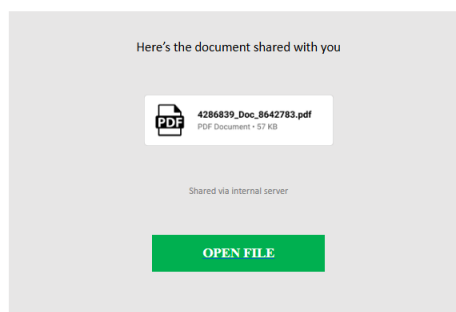
These attempts are being made from compromised accounts from employees at companies you frequently communicate with.

Because of this, we ask that employees be more wary of what they are opening, even if it's from people they are communicating with on a daily basis.

If you ever wonder if an email is legitimate or not, please make sure you're contacting the helpdesk to check.



A file was shared with you



## Answer's to last months questions:

**1) Does not 2) Birth to 3 years 3) 2 business days**

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's next Blood Drive is scheduled for \_\_\_\_\_.
2. When discussing \_\_\_\_\_ language matters.
3. No matter what age or financial circumstances, you'll improve your retirement prospects if you start \_\_\_\_\_ now.

[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)