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Serving the citizens of:

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and Wheeler counties



CHILDREN'S MENTAL HEALTH FAMILY PARTNER SUPPORT SERVICES

Stacy Sandorskey, Children's, FAYS and Disaster Services

Family partner support services are for the primary caregiver of a child who is receiving behavioral health services. These may include introducing the family to the mental health treatment process, modeling advocacy skills, providing information, making referrals, providing skills training and helping to identify support for the child and family. Services are not provided directly to the child.

A family partner is a parent, guardian, or other primary caregiver with lived experience raising a child with a mental, emotional, or behavioral health challenge who provides peer support, guidance, and advocacy to other families navigating similar challenges. Certified Family Partners (CFPs) help families understand and access services, model advocacy, provide support groups, and act as a bridge between families and various child-serving systems, making their personal experiences a valuable tool for others' recovery and resiliency.

What a Family Partner Does:

- **Provides Support & Encouragement:** Offers hope, encouragement, and understanding to parents who are navigating difficult situations with their child's mental health.
- **Navigates Systems:** Helps families understand and access the complex systems of care, including the mental health system, the foster care system (CPS), juvenile justice, and independent school districts.
- **Models Advocacy:** Shows families how to advocate for their child's needs within various systems.
- **Offers Education & Information:** Provides information on mental health, recovery, and available resources.
- **Facilitates Recovery:** Supports the recovery

process for both the youth and the family.

Who They Are:

- **Individuals with Lived Experience:** They are parents, adoptive parents, or foster parents who have successfully raised a child with serious emotional or behavioral health needs.
- **Certified Professionals:** They undergo specialized training and certification to provide these services.
- **Supportive Partners**

Key Services:

- One-on-one support and guidance for caregivers.
- Leading and participating in support groups.
- Assisting in the wraparound process, a holistic approach to care planning.
- Making referrals to community resources and services.

If you have questions about Family Partner Services, please reach out to Misty Brown, TPC's Certified Family Partner that works in the CCBHC Improvement & Advancement Grant Project through the Children's Behavioral Health Department at 806-674-2038.



OUT AND ABOUT

TPC's Crystal Morton and Barbara Napier participated in Dia del la Salud on September 20th at the Amarillo Civic Center. The event was tailored to Hispanic women where free screenings, medical information and lunch were provided.



October is Domestic Violence Awareness Month. TPC participated in the DVC and Family Support Services walk on October 1st. The group was honored to welcome Representative Caroline Fairly as a special guest speaker at this year's event. TPC's Sara Vargas is pictured below.



Don't Take Muscle Loss for Granted

LIVE LONGER, GET STRONGER WITH TRAINING



Beginning as early as age 30, your muscle mass begins to decline. As years go by, you may begin to look soft or flabby. These changes can start as early as your 30s, but most people see the more differences in their 40s and 50s. Unless you do something about it, you will lose about 1 percent of your lean muscle mass per year after age 40.

It doesn't have to happen. Only 30 percent of muscle loss is due to aging. The other 70 percent is up to you to maintain. Even if loss has begun, this percentage can be regained through strength training.

If you want to start a program, get your doctor's OK first. Consider scheduling time with a certified trainer or physical therapist who can help you design a routine, especially if you are a beginner or have health issues.

At the start, take it slow. The goal is to gradually and consistently improve over time. Always begin with five to 10 minutes of gentle exercise to warm up your muscles.

You can do strength training at home or in the gym. Consider using:

- Your body weight to do exercises such as push-ups, sit-ups, leg squats, or side and back strengthening exercises.
- Resistance tubing, which can be found at sporting goods stores and department stores.
- Free weights, such as barbells or dumbbells. Start with light weights.
- Weight machines.

Mayo Clinic studies show these to be some of the benefits:

- Stronger bones. Strength training increases bone density and reduces your risk of osteoporosis.
- Weight control and fat reduction. Muscle burns calories, making it easier to reduce body fat and control your weight.
- Fewer injuries. You will have better balance, coordination and agility. Your joints will be more stable and will be able to give muscles a greater role in absorbing stresses on joints.
- Less back pain. Strengthening the lower back muscles is a proven way to ease back pain.
- Better brain activity. Studies show that strength training and exercise improve cognitive function.

TPC's Bfit Gym opened on October 1st. Reach out to Steve Garcia for access.

WHITE HAT AWARD

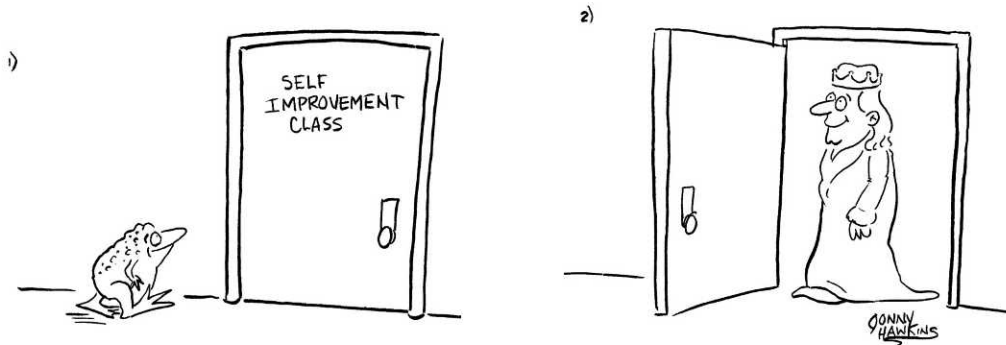
IDD Service Coordinators would like to present this months White Hat Award to **Jennifer Heredia, Coordinator of Provider Services**. She is a committed staff member that helps our clients in everything that they need and is always willing to answer any questions



Raul Aguilar on behalf of IDD Service Coordination Department

Welcome these New Employees

Arianna Chavez	ASCI Amarillo
Martha Garcia	Alternate Living Admin.
Jennyfer Munoz	Alternate Living Admin.
Robert Powell	Alternate Living Admin.
Caleb Bort	BH Service Coordination— Adult
Tammi Donoghue	BH Adult Intake—Borger
Myha Frederic	IDD Service Coordination
Talandria Hall	Alternate Living Admin.
Barbara Martinez	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

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.

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.

- **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.

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
or
- Vania Garza, Director of Quality Management, Compliance Privacy Officer
Phone: 806.351.3400
Email: vania.garza@txpan.org

Submission Calendar

As we move into the new fiscal year, please make sure to keep an eye out for submission calendar due date reminders sent out every Monday. Submissions should be sent with the following requirements:

- Ensure your Performance Contract deliverables are submitted to the Performance Contract's mailbox (Performance.Contracts@hhsc.state.tx.us), not the MH Contracts mailbox (mhcontracts@hhsc.state.tx.us).
- IDD: IDDPerformance.Contracts@hhs.texas.gov / Marselena.Hernandez@hhs.texas.gov
- BH: Performance.Contracts@hhsc.state.tx.us / Paula.Ar buckle@hhs.texas.gov
- Don't forget to Cc: your Contract Manager! It is essential to copy your contract manager on submitting deliverables or other related contract correspondence. This will ensure your contract manager is notified upon the submission of deliverables.
- 3.1. Please attach one (1) deliverable per email submission.
- Subject Line: Naming Convention:
 - ◇ 4.1. Start with your 3-digit Comp Code – 020
 - ◇ 4.2. Vendor Short Name – Panhandle
 - ◇ 4.3. Document Name – Title your Form Name as indicated on the Submission Calendar (Information Item S - LMHA/LBHA Submission Calendar (Excel))
 - ◇ 4.4. Document Period – Examples: Monthly - (FY23 – April), Quarterly - (FY23 Q1), Semi-Annually - (FY23 Q1-Q2), Annual - (2023) Example: 020 Panhandle Form LL FY23 April

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.

POINTS TO PONDER

Defining Neglect

Vania Garza, Director of Quality Management and Compliance



Neglect is defined as failure to provide adequate clothing, nutrition, healthcare, or a safe environment; or failure to carry out agreed upon goals or medical orders. I see more allegations of neglect than I do of any other reportable event, because there are several other incidents that can fall into the category. These incidents include:

- Failure to seek appropriate medical care
- Failure to do bed checks and/or brief checks
- Staff sleeping on shift
- Failure to provide supervision as outlined in their PDP and/or behavior plan
- Staff throwing away food as a punishment
- Staff showing up to work under the influence of alcohol or drugs (if you know of this happening, please report it to the supervisor immediately)
- Failure to provide individual's medications

How do we prevent it?

It is our duty to ensure that the individuals we are supporting are safe and free from harm. When something can cause harm, it can be considered neglect. Neglect is the most common report we get, probably because it is the easiest to let happen. Staff are working a lot of hours caring for others, and it is easy to get burned out. Remember to take time for yourself and decompress. You cannot efficiently and effectively care for others when you are exhausted. Know your limits.

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.garza@txpan.org on the email.

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

You are not stuck where you are unless you decide to be.

~ Wayne Dyer

EMPLOYEE RECOGNITION

At the August 28, 2025 Board of Trustees Meeting, Judge Willis Smith, Chair, recognized **Linda Van Marter, Physical Therapist VI, Early Childhood Intervention Program**, for 25 years of service.

Also recognized was Jennifer Ross (not present), Case Worker II, Developmental Health Services for 20 years of service. They were both presented with an award, gift card and a day off.

Congratulations!



October is Cybersecurity Awareness Month

Passwords are like toothbrushes; don't share them, and change them regularly. Over 184 million passwords were leaked across Facebook, Google and more this year, leaving millions of accounts vulnerable to takeover.

Recognize and report Phishing. Phishing is a game of "Don't Click". If it feels off, don't click – report it to the Help Desk.

Keep Software Updated

Updates are your digital security patrol – constantly fixing weak spots before attackers sneak in.



WHAT TO KNOW ABOUT MEDICARE OPEN ENROLLMENT

As the Medicare Open Enrollment Period approaches (Oct. 15 to Dec. 7, 2025), it's time to review your health and prescription drug plans to ensure they meet your needs for 2026. This year brings significant changes that could save you money and improve your care.

1. Save on prescription drugs with a \$2,100 cap

Thanks to the Inflation Reduction Act, Medicare Part D plans (prescription drug coverage) capped your out-of-pocket costs at \$2,000 per year starting January 1, 2025. However, for 2026, this cap is adjusted for inflation and increases to \$2,100 per year. Once a Medicare Part D enrollee reaches this \$2,100 out-of-pocket limit in 2026, they will pay \$0 for covered Part D prescriptions for the remainder of the year. This cap applies to deductibles, copayments, and coinsurance for covered drugs under Part D plans, but it does not apply to drugs covered under Medicare Part B or non-covered medications.

Once you hit this limit, you'll pay nothing for covered Part D medications for the rest of the year -- no copays or coinsurance. The 'donut hole' coverage gap is also gone, meaning no surprise costs for expensive drugs. Plus, a new Medicare Prescription Payment Plan lets you spread your drug costs into monthly payments, making budgeting easier. Contact your Part D plan to opt in if this helps you manage costs.

Check your plan's drug list (formulary) during open enrollment, as fewer Part D plans are available in 2026, and some may cover different medications or have higher premiums.

2. More flexibility for low-income seniors

If you're enrolled in both Medicare and full Medicaid or qualify for the Part D Extra Help program, you'll have new options in 2026. Starting January 1, you can change your Medicare Advantage or Part D plan monthly, not just quarterly, to better match your health needs or coordinate benefits.

Call 1-800-MEDICARE to see if you qualify for Extra Help, which can lower drug costs to \$4.90 for generics and \$12.15 for brand-name drugs.

3. Fewer Medicare Advantage plans

In 2026, there will be fewer Medicare Advantage plans to choose from, and some may change their provider networks or benefits. Review your Annual Notice of Change (ANOC) letter, sent by September 30, 2025, to confirm your doctors and services are still covered.

Use Medicare's Plan Finder tool at [Medicare.gov/plan-compare](https://www.medicare.gov/plan-compare) to compare plans by your ZIP code, medications, and preferred pharmacies.



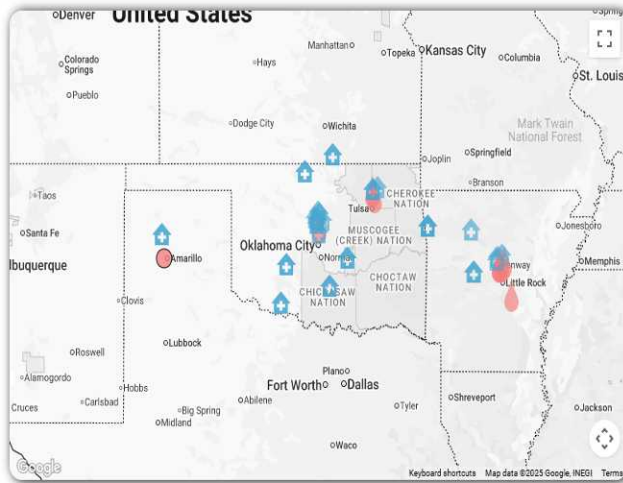
Yolanda King, Therapist Tech, answered last month's questions correctly and was randomly selected to win a \$25 gift card.

To claim your card, contact Joyce Lopez-Enevoldsen at 806.351.3308 or email: joyce.lopez@txpan.org.

TPC's Blood Drive

TPC hosted a blood drive on Wednesday, September 17th at two locations; the Wallace and Bivins Pointe Locations. The map below illustrates the impact your donations are making not only in the Texas Panhandle but in Oklahoma, Kansas and Arkansas. Thank you for Making Lives Better by your gift of blood.

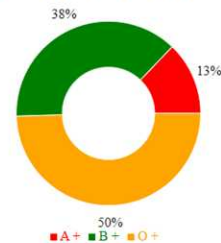
Hospitals That Have Received Your Blood



The above map shows hospitals that have been impacted by your blood donations from your most recent drive



Donor Breakout by Blood Type Last Drive



The above shows breakout of donors from your last drive.

Answer's to last months questions:

1) September 17th 2) Suicide 3) Saving

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 Employee Health Fair is set for _____.
2. Thirty percent of muscle loss is due to _____. The other seventy percent is up to _____ to maintain.
3. Staff sleeping on shift is considered _____.

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.