

Board of Trustees

Chair
The Honorable Willis Smith
Higgins, Texas

Vice Chair
Patty Ladd
Amarillo, Texas

Secretary/Treasurer
Janis Robinson
Hereford, Texas

Larry Adams
Amarillo, Texas

Jim Conner
Amarillo, Texas

Alyson Ries
Canyon, Texas

Jerry Don Williams
Amarillo, Texas

Sheriff J. Dale Butler
Deaf Smith County

Sheriff Terry Bouchard
Ochiltree County

Legal Counsel
Amy Shelhamer

Executive Director
Libby Moore

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

TPC Board Names New Executive Director

Texas Panhandle Centers Board of Trustees announced the selection of Libby Moore as the next Executive Director of Texas Panhandle Centers Behavioral & Developmental Health.

The transition took effect on November 1, 2025. Mellisa Talley, former Executive Director of TPC, retired after five (5) years as Executive Director and (35) years with the Center.

Libby previously served as the Center's Chief Clinical Officer of Behavioral Health and is in her 35th year with the Center. She successfully served in multiple roles during that time. Libby earned her psychology degree from New Mexico State University in Las Cruces, New Mexico and her master's in education from West Texas State University in Canyon, Texas. She has been a Licensed Professional Counselor since 1992 and an approved supervisor since 2002.

While employed at Texas Panhandle Centers, Libby has been part of the TPC team designing and providing psychosocial rehabilitation programs, peer support programs, crisis intervention programs, and helping to set up numerous grants that support comprehensive community behavioral health services.

Please join us in congratulating Libby Moore as the next Executive Director of Texas Panhandle Centers.



**In observance of Thanksgiving, TPC Offices will be
closed, Thursday, November 27th and Friday,
November 28th.**

Wishing everyone a happy Thanksgiving holiday.

Appointment to the Planning & Network Advisory Committee (PNAC)

At the October 30th meeting, the Board of Trustees appointed Amanda Chisum to the Planning & Network Advisory Committee.

Amanda is currently a Sales Manager with Acme Brick in Amarillo. She has worked in accounting and sales for the majority of her life. She is a member of Hillside Christian Church where she teaches Sunday School and was the previous treasurer for Jeep Exclusive. She married her husband Ron in 2023, who is a pilot for Amazon. They have two children, Kloe age 20 and Savanna age 17. Amanda enjoys spending time with her family, off-roading, camping, and days at the lake. She also loves gardening and doing interior design for her customers.



Planning and Network Advisory Committee members review, contribute comment, and make recommendations on an internal/external network of providers. The Committee considers factors in accordance with Senate Bill 1182 and complies with the Performance Contracts of the Texas Health and Human Services Commission. Chair(s), as elected within the PNAC, will provide an oral report to the Board of Trustees on a quarterly basis.

Out and About



Kaysea Christopher and Barbara Napier participated in the Donley County Health Fair on October 23rd. There were several organizations represented to provide free health screenings and resource information.



Monika Saenz and Sara Vargas attended the 3rd Annual Foundation for Suicide Prevention West Texas Chapter Out of the Darkness Amarillo Community Walk at Sam Houston Park. The event was well attended.



Halloween from Borger

Jenifer Heredia, Coordinator, Provider Services, Developmental Health

We would like to thank the Borger and Amarillo ASCI staff for hosting the Halloween Bashes. The people enrolled in our day hab/ISS programs had a great time. The short time together is always enough for everyone to have haunting fun. The people came from Pampa, Amarillo, and Perryton to celebrate Halloween, but mostly to enjoy the food and see old friends. We would also like to thank the staff and volunteers who are always present for lending helping hands to the people we serve and to assist in providing decorations and food. We appreciate you very much.



We all recognize the solemn moment of "the 11th hour of the 11th day of the 11th month."



the U.S. Census Bureau, there are approximately 18 million living veterans in the United States as of 2025. This represents about 6 percent of the

We bow our heads in recognition of the end of World Wars I and II. Most of all, on Veterans Day, we remember and honor the veterans of all American wars and conflicts. We show our gratitude in many ways.

Some of us will attend parades, ceremonies or prayer services. Others will take time to remember family members and friends who served in past and present conflicts. Many of us will just say, "Thank you for your service."

You won't have a hard time finding a veteran. According to the most recent data from the U.S. Department of Veterans Affairs (VA) and

adult population.

Veterans Day celebrations at the VFW (Veterans of Foreign Wars) and the American Legion clubs include music, dancing, dining and more, often arranged by the women's auxiliaries.

The revelry, however, comes to an abrupt silence for a few moments in recognition of "The 11th Hour."

Thank you veterans for your service and for our freedom.



TPC COMMUNITY OUTREACH - PEER SERVICES

The people in our peer program have made a huge contribution to the outreach events TPC attends. One Peer in particular has been a valued ambassador for promoting recovery and reliance. Sara Vargas recently attended an event and here is what she said....

"I had the honor to attend this amazing Open House Event with some of my favorite people today here at Another Chance House. ACH was founded in 1988 and provides a positive path to a self-sufficient life for men here in Amarillo Texas. Some of the men who reside here gave us wonderful testimonials about their experiences while staying here and Steve Smart the Executive Director, gave us a tour of the houses that ACH provides for these awesome guys! I have also had the privilege to serve alongside Leo Rice who is the Program Director here with ACH. These men on staff here show their dedication for service to these local men and go above and beyond for the greater good and give these men a fighting CHANCE for a better quality of life and freedom in aiming for independent structured living when they are ready to live on their own. I was greeted with the best hospitality from the entire TEAM and the men who reside here were kind and show wonderful support for one another."



Pumpkin Decorating Contest



TPC's Annual Employee Health Fair is always a fun time. Part of the health fair, included a pumpkin decorating contest. The following 8 entries were submitted. As you can see they were all very creative! Thank you to all that submitted an entry. As voted by the staff:

- 1st Place Winner was Oscar the Grouch by Caitlin Claypool, Children's Services
- 2nd Place Winner was Pumpkin Bubble Gum by Elishia Rivera, Children's Services



WHITE HAT AWARD

The IDD Service Coordination Department would like to present this months White Hat Award to **Julia Gore: Behavior Support Therapy Tech and Day Habilitation Tech.** Julia always has a smile on her face and is willing to do anything for the client. She is a motivated, hard worker.



Raul Aguilar, for IDD Service Coordination

Welcome these New Employees

Athena Joseph

Sheryl Porter

Jayden Favela

Alecia Gipson

Marlene Ramos

Amanda Whitney

Courtney Vanderford

Karma cox

Trang Bui

Audrey Townzen

Germaine Padilla

Annica Tucker

Med Clinic— Adult

Intake, Screening & Crisis

MCOT

Diversion

FAYS

Accounting/Payroll

MH Service Coordination—Children

Specialized Services

Continuity of Care - RS

Alternate Living - Admin.

Adult Probation/Parole

MH Service Coordination— Children



Congratulations to Janice Stoner, ASCI. She was the winner of the United Way of Amarillo & Canyon gift basket.

A random drawing was held for all those that contributed to the United Way. Thank you to all that participated!



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

Documentation

Here in Quality Management we love the saying “If you didn’t document it, it didn’t happen.” We stress this concept in New Employee Orientation as well. Here are some helpful tips when documenting:

- Document *all services* rendered that are clinically pertinent, even if it “doesn’t count” for billing or productivity purposes.
- Do not misrepresent the service that was rendered, or the time it takes to provide the service. (use actual times-not rounded estimations)
- Document all services promptly to ensure accuracy.
 - ◊ TAC Code 412.326 requires notes to be entered **no later than 2 business days** after the service was provided. This is known as lag time.
 - ◊ TPC has a **95%** compliance expectation for lag time.
- All forms and documents must be signed, credentialed, and dated.
- Clients and/or guardians must sign and date client forms and documents.
 - ◊ Verbal consent for signatures is no longer accepted. If the person is not there to physically sign a document, there are some instances where an electronic signature may suffice via OneSpan, DocuSign, etc.
- Do not leave blank spaces or incomplete documentation on forms or documents.

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 October 30, 2025 Board of Trustees Meeting, Judge Willis Smith, Chair, recognized the following staff for their years of service with the Center.

- Sarah Hernandez, Reimbursement Officer III, 15 years
- Sylvia Martinez, Therapist Tech, 20 years
- Rachel Hill, Secretary IV, 25 years (not present)
- Mellisa Talley, Executive Director, 35 years (not present)
- Libby Moore, Chief Clinical Officer, 35 years

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



Sarah Hernandez

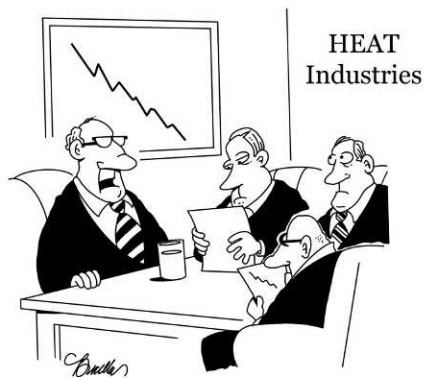


Sylvia Martinez



Libby Moore

Congratulations!



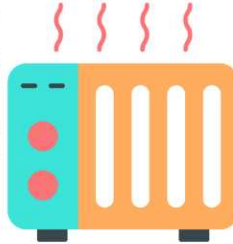
"Then it's agreed. We blame it on the humidity."



"Ever feel like even when you're barking at something you're still barking at nothing."

Safe Use of Space Heaters

As temperatures drop, space heaters become a go-to solution for quick warmth in homes and offices. However, according to safety experts, these devices are linked to thousands of fires each year.



- Plug properly: Connect the heater directly into a wall outlet; avoid extension cords or power strips. Never run cords under rugs.
- Never leave unattended.

The U.S. Consumer Product Safety Commission reports that space heaters are involved in about 21,800 residential fires annually, often due to misuse like improper placement or faulty wiring.

Here's how to use space heaters safely:

- Choose the right heater: Opt for models with safety features like automatic tip-over switches, overheat protection, and guards around heating elements to prevent direct contact with flames or coils.
- Place on stable surfaces
- Maintain clearance: Keep at least three feet of space between the heater and anything flammable.
- Avoid misuse: Don't use heaters in bathrooms or wet areas.
- Install alarms: Ensure working smoke and carbon monoxide detectors are in place, as heaters can produce harmful gases or trigger undetected fires.
- Inspect regularly: Check for damaged cords or plugs before use, and have fuel-burning heaters professionally serviced annually.

Incorporating these habits can drastically reduce fire hazards. Remember, if a heater shows signs of malfunction, replace it immediately. Staying vigilant keeps your home warm and safe potentially saving lives and property this season.

Growth means recognizing when your role needs to evolve.



Terry Zimmerman, Support 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.

HEALTH ALERT!

Health Alert: Increase in Pertussis Cases in Texas

November 3, 2025

Summary

The Texas Department of State Health Services (DSHS) is reporting a significant increase in cases of pertussis, or whooping cough, in 2025. According to provisional data, Texas has had more than 3,500 reported pertussis cases through October this year, roughly four times the number reported for the same period last year. This is the second consecutive year that Texas is experiencing high year-over-year increases in reported pertussis cases and the second consecutive year DSHS has issued a health alert (see [Increase in Pertussis Cases, Nov. 12, 2024](#)).

The best way to protect against pertussis is immunization. Parents should ensure children are up-to-date on pertussis immunizations, and pregnant women and others who will be around newborns should get a booster dose to protect babies from what can be a deadly infection. Clinicians should consider pertussis in people with compatible symptoms and report all suspected cases to the local health department within one work day.

The full health alert can be found here: [Health Alert: Increase in Pertussis Cases in Texas | Texas DSHS](#)

Answer's to last months questions:

1) October 31st 2) Aging/You 3) Neglect

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



1. The _____ make recommendations on an internal/external network of providers.
2. Document _____ rendered that are clinically pertinent.
3. The U.S. Consumer Product Safety Commission reports that space heaters are involved in about _____ residential fires annually.

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.