

## 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'S SHINING STAR CHRISTMAS PROJECT

Celebrate the season of giving with our Ornament Tree Project. Stop by any one of the following **Happy State Bank** or **TPC** locations to pick up and fill an ornament request. Benefiting the clients of Texas Panhandle Centers.

### Amarillo:

- **Taylor** - 701 S. Taylor Street
- **Buchanan** - 1000 S. Buchanan Street
- **I-40 & Grand** - 3375 I-40
- **N.E. 24<sup>th</sup>** - 3503 N.E. 24<sup>th</sup> Ave. Bldg. 2
- **Georgia** - 2614 S. Georgia Street
- **Western** - 5050 S. Western Street
- **Tascosa** - 500 Tascosa Road
- **Teckla** - 4302 S.W. 45<sup>th</sup> Ave.
- **Bell** - 3401 Bell Street
- **Coulter** - 5100 Coulter Street S.
- **Soncy** - 3423 S. Soncy Road

### Canyon:

- **Canyon** - 1908 4<sup>th</sup> Avenue

### TPC:

- 901 Wallace Blvd., Bldg. 501
- 6600 Killgore Drive-Bivins Pointe



**Now through December 15th!**

All ornaments are due back to the banks by December 15th.

*Thank you!*

TPC's Shining Star Ornament Project was featured on [NewsChannel10](http://NewsChannel10) 2nd Cup this morning where Janice Stoner, Event Coordinator, shared about this important holiday initiative. Many thanks to Happy State Bank for hosting the ornament trees. If you would like more information or to donate please call TPC at 806.358.1681.



[NEWSCHANNEL10.COM](http://NEWSCHANNEL10.COM)

Texas Panhandle Centers, Happy State Bank partnering for 'The Shining Star Christmas Project'



# STATE CONTRACTS

Dan Thompson, BH/IDD Liaison to the Executive Director

Texas Panhandle Centers currently has 17 contracts with the State of Texas. These contracts provide us with both the framework from which we build out our service array and the funding to provide those services. While TPC is able to bill for some services that we provide, the majority of our funding comes from these state contracts.



Most of our state contracts directly relate to the services that we provide from day to day in our Behavioral Health, IDD, and ECI programs. For the purposes of this article, I want to look at what are likely some of our lesser known state contracts.

Earlier this year, the State awarded TPC funding for a construction project. While all of the work up to this point has been behind the scenes, beginning next year, you may see and hear of construction taking place on our Bivins Pointe Campus. This construction grant was awarded to centers that provide services such as jail diversion and crisis respite. We will be able to utilize these funds to remodel and update certain areas of the Bivins Pointe facility as well as the culinary center. We are hopeful that construction will begin in the first half of 2026.

Another agreement that we have with the State is our Disaster Crisis Counseling Grant Program. The purpose of this grant is to support funding to TPC in the event of a State Emergency or a

Federal Disaster Declaration in our catchment area. In the event that one of these declarations is made, funding is provided by the State to allow TPC to begin providing counseling to those affected by that disaster, including first responders. For additional information on this program, you can contact Stacy Sandorskey.

Finally, we'll take a look at Mental Health First Aid (MHFA). Many of you may know about MHFA and/or have completed an MHFA training. TPC has an agreement with the State which provides funding allowing us to train and certify employees and/or contracted providers to provide these MHFA trainings. A high priority is placed on ensuring that employees of public school districts and higher education institutions have completed this training. For those who may not know, MHFA provides education on how to help individuals that may be struggling. It teaches how to recognize, understand, and respond to signs of mental health or substance use challenges and to offer the first level of support. For more information on the services provided under this contract, you can contact Crystal Morton.

The services that you provide are invaluable, especially to the individuals that are receiving them. Thank you for all that you do to ensure that TPC is **making lives better.**

**Happy Holidays!**  
**May your happiness be large and your bills be small.**





# The High Plains Food Bank Food Drive Continues

High Plains Food Bank Food Drive 2025

# FOOD DRIVE

LETS FEED THE HUNGRY



- Peanut Butter
- Canned meat (tuna, chicken, etc.)
- Shelf-able milk
- Canned or dried beans
- Canned fruits in their own juice (no sugar added)
- Canned vegetables, low sodium
- Rice, Cereal, Pasta, Soup, Chili and Stew
- 100% fruit and vegetable juice
- Macaroni and cheese
- Boxed meals
- "Pop Top" food items



## TO ENSURE SAFETY, NO:

- HOME CANNED OR HOMEMADE GOODS
- RUSTY OR UNLABELED CANS
- ALCOHOLIC BEVERAGES OR MIXES
- OVER THE COUNTER PRESCRIPTION DRUGS

**Dates:**  
**Nov. 19 - Dec. 17**

Locations:

Bivins Pointe: 2<sup>nd</sup> and 1<sup>st</sup> Floors  
501 Wallace, 503 Wallace and ASCI Amarillo



# Holiday Gift Cards

The Board of Trustees and Executive Management Team of TPC are pleased to give staff a \$25 gift card to any United Supermarket (or partner store).

Watch your email for details.



## AMBUCS - TURKEYS



For the past several years, Southwest AMBUCS has generously donated turkeys for those we serve. This year was no different. 17 boxes of turkeys were delivered on Thursday, November 13<sup>th</sup> in time for the Thanksgiving Holiday. **Many thanks to Vance Hall with Southwest AMBUCS and the TPC Service Coordinators for facilitating the timely deliveries.**

# POINTS TO PONDER

## Reporting Requirements and Reminders

Vania Garza, Rights Protection Officer



When a reportable event happens, sometimes we can be wrapped up in our emotions and forget important requirements. Here are some important reminders:

- ALL ANE reports to the state are to be reported immediately or within one hour. This isn't something you can "sleep on". Feel free to staff the situation with your supervisor or the Rights Protection Officer.
- Jennifer McKay is the **back-up** RPO. If Vania is not reachable, Jennifer can be reached at (806) 351-3386. Please give Vania some time before automatically calling Jennifer, as this is not Jennifer's primary role.
- Cooperating with investigators (both internal and external) is a condition of employment. Failure to do so may lead in disciplinary action, leading up to or including termination if warranted.
- Be discreet. If you need to consult with someone on the situation, you can consult your supervisor or the Rights Protection Officer. **Do not discuss with others.** This is to protect the integrity of the investigation.
- **Follow your gut.** If you think it is a reportable situation, report it. There are no ramifications for reporting something in good faith.
- If you see something, say something! We are ALL state mandated reporters!
- Remember, you are the voice for people who many not be able to advocate for themselves!

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, **then call Vania Garza with the report number.** 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](mailto:performance.contracts@dshs.state.tx.us). Please cc [vania.garza@txpan.org](mailto: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 **then call Vania Garza with the report number.**



## WHITE HAT AWARD

The IDD Service Coordination Department would like to present this months White Hat Award to **Norma Dominquez, Therapist Tech.** Norma is always smiling and willing to help out. She is always going the extra mile and full of energy.



Raul Aguilar, for IDD Service Coordination

## Welcome these New Employees

Hailey Casarez	Early Childhood Intervention
Nicole Martinez	Med Clinic Adult
Nadia-Ranae Sullivan	Veteran Services
Sonia Savala	PATH Program
Sharon Graves	Reset Diversion Program
Tabitha Sanders	Intake, Screening & Crisis
Rylea Shepard	IDD Nursing
Phyllis (Chennault)	
Baten	Med Clinic Adult
Sheriff Sherifatu	Alternate Living Administration



"It started with shoplifting which led to stealing cars and the next thing you know..."



"Which came first, the chicken, the egg or the nog?"

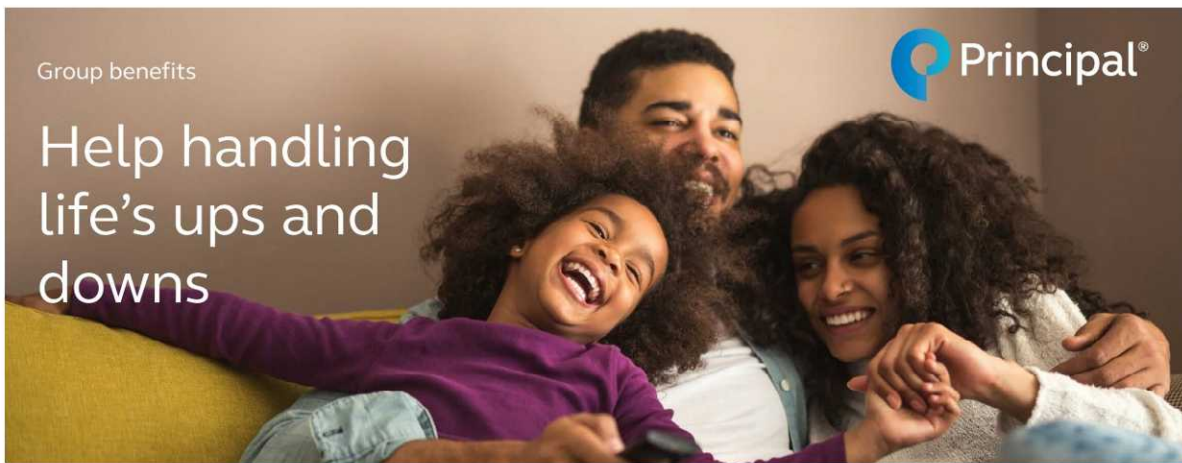
Articles or suggestions for this publication may be submitted by the 1st of each month to:

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 Garza, Director of Quality Management, Compliance Privacy Officer  
Phone: 806.351.3400  
Email: [vania.garza@txpan.org](mailto:vania.garza@txpan.org)

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:Compliance_Corner@txpan.org).

## ANSA/CANS/Financials Expiration

We have made extra efforts to keep track of expired paperwork for those we serve. Please remember that **if Assessments and Financials expire, then any services provided can not be submitted for billing**, which means we are working for free! Financials and Assessments must be up to date for us to bill. It is important to keep track of expiration dates and make notes to update these ahead of the expiration date, not after. Good practice is to update all necessary paperwork at the same time so you don't have to keep track of different expiration dates. We have too many expired ANSA's and CAN's every month. Let's make every effort to get clients in early to update all their necessary paperwork to make sure everyone is getting credit for the great services they provide to our clients!

---

Congratulations to April Kowal, Adult Behavioral Health. April was recognized by a peer through the TICTOC (Trauma Informed Care Time for Organizational Change) Committee for exhibiting trauma-informed care principals. She was recognized for taking the time to make sure the individuals we serve feel important and heard. Congratulations!



# Managing Holiday Stress the Simple Way

Dr. Laura Ricci, PT, DPT, NBC-HWC, WHNC

*Practical tips anyone can do, even on the most abundant days.*

The holiday season is fun, but let's be real; it can also be stressful. Between work deadlines, family plans, travel, and shopping, it's easy to feel overwhelmed, stretched thin, or low on energy. The good news? You don't have to overhaul your entire life to feel better.

Small daily habits make a surprisingly big difference. Here are a few simple, science-backed strategies to help you manage stress this season, even if you're short on time, energy, or motivation.

First, when stress spikes, your brain sends your body into "alert mode." The fastest way to calm this is by resetting your nervous system, and it only takes a minute. Try taking a deep breath in through your nose, and then taking a slow exhale out. The trick is to make your exhale longer than your inhale. This breathing pattern signals your brain that you are safe, lowering stress hormones and easing tension.

Slow exhalation activates the vagus nerve, which plays a major role in relaxation. Research shows it can reduce stress, lower heart rate, and improve clarity. The best part, it only takes 60 seconds and you can do it anywhere, at any time.

Second, take a nature break and go outside. You don't even have to go on a long walk, just step outside for a few minutes.

Fresh air with movement releases muscle tension, increases oxygen to the brain, and can improve your mood almost

immediately. Studies show that even 2–5 minutes outside can lower stress levels.

**Bonus Tip:** If you can, look at something far away. This relaxes eye muscles and helps reset mental fatigue, especially after long hours at a screen.

Third, aromatherapy is one of the simplest, quickest ways to help your body shift out of stress mode. The best part: it's simple, and you don't need to know anything complicated.

When you inhale an essential oil, the scent goes straight to the limbic system, the part of the brain that controls stress, emotions, and mood. This pathway is why certain scents help you feel calmer within seconds.

Simply open a bottle and inhale the oil. You can also put a drop in your hands, rub your palms together, and take a slow inhale. That's it.

Want an easy button for aromatherapy? Add a few drops to a diffuser and diffuse the essential oil in your room or office for ongoing stress and mood support throughout the day.

A few of my favorite oils to help with stress include Adaptiv, Balance, or Shinrin-Yoku (which smells like walking in a forest).

Find a lavender oil that is also a pharmaceutical grade, which means it is safe to take internally. Most oils are

*(Continued on page 10)*



*(Continued from page 9)*

not pharmaceutical grade so be sure what you are buying is safe. Pure oils support your nervous system. Synthetic ones don't, and can even do harm. Most oils on the market are synthetic. Quality matters and high purity means better results. Be sure you know what you are putting on or in your body.

If you carry stress in your neck, shoulders, or jaw (most people do), applying a calming oil topically can help soften tension. Try applying 1 drop of Lavender, Balance, or Adaptiv oil with about 1 tablespoon of carrier oil (fractionated coconut oil is my personal favorite) on the back of the neck, shoulders, or jaw. Massage for 15-30 seconds. Topical application of the essential oils can help ease tight muscles and relieve aches and discomfort.

Another great tip is to give yourself an ear massage with the oils. Please note, we never put essential oils inside the ear, but you can apply 1 drop of an essential oil to your fingers, dilute lightly with a carrier oil if your skin is sensitive, and then apply it externally to the outer ear lobe.

An ear massage is another way we can help stimulate the vagus nerve branch that sits right behind and around the ear. This signals your nervous system to move out of fight-or-flight mode and into rest-and-digest. This helps your body create a slower heart rate, deeper breath-

ing pattern, and feel more grounded and safe.

Lastly, most people are mildly dehydrated, which increases fatigue, irritability, cravings, and brain fog. A simple tip that can make a big impact? Drink one full glass of water when you wake up and one glass with lunch. That's it. Two extra glasses a day can noticeably improve mood, energy, and stress resilience.

Don't love the taste of plain water? Add a drop or two of your favorite citrus essential oil like Lemon, Lime, Wild Orange, or Grapefruit to a glass or stainless steel container with water (avoid plastic). It will make your water taste amazing and also give your body an antioxidant boost to support your immune system during the winter season.

Holiday stress can feel heavy, but you don't need a complicated wellness routine to feel better. Even one or two of these tools can make a meaningful difference in how you handle the season.

Small steps count, and keeping it simple works.

*Dr. Laura Ricci, PT, DPT, WHNC is a doctor of physical therapy, a national board certified health & wellness coach and a doTerra Essential Oil Wellness Advocate in Amarillo, Texas. For more information: 806.316.4954 or [womenshealthcoach@gmail.com](mailto:womenshealthcoach@gmail.com), Instagram, Facebook & YouTube @drlauraricci.*



**Debra Dye, 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](mailto:joyce.lopez@txpan.org).



In observance of the Christmas and New Year holiday, TPC  
Offices will be closed on Wednesday, December 24th,  
Thursday, December 25th and Thursday, January 1st.

*Merry Christmas &  
Happy New Year!*

Answer's to last months questions:

1) Planning & Network Advisory Committee 2) All Services 3) 21,800

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



1. Slow exhalation activates the \_\_\_\_\_, which plays a  
major role in relaxation.
2. The \_\_\_\_\_ is the new Employee Assistance Program.
3. Staff are receiving a \_\_\_\_\_ to be used at any United Supermarket as a  
holiday gift.

Submit your answers to [joyce.lopez@txpan.org](mailto: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.