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## Serving the citizens of:

Armstrong, Carson,  
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Ochiltree, Oldham, Potter,  
Randall, Roberts, Sherman,  
and Wheeler counties

## 2025 Year in Review

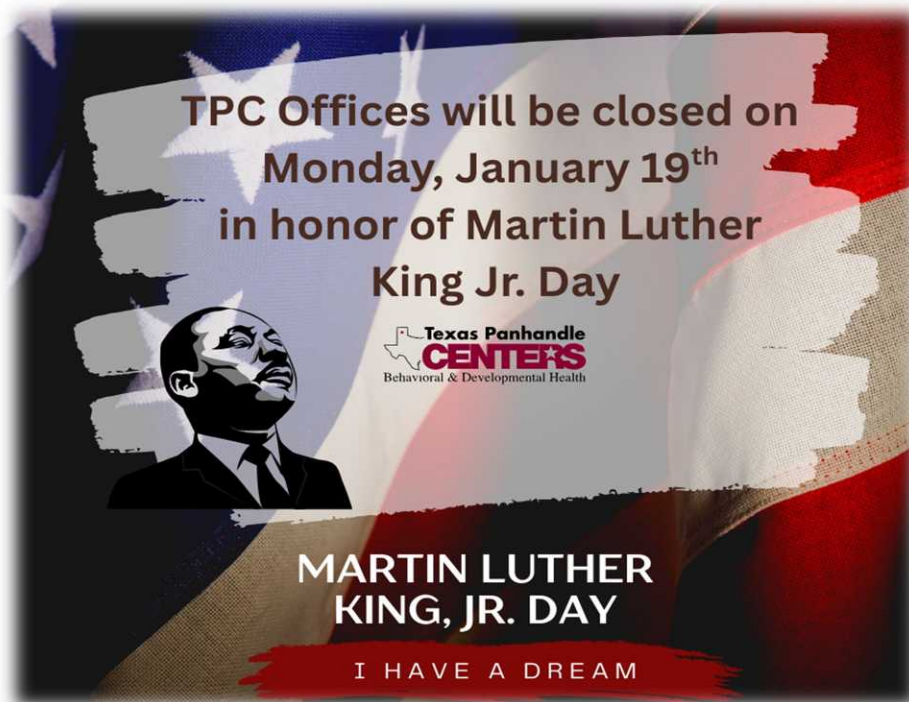
As we enter 2026, it seems fitting to take a moment to reflect on many of the accomplishments and highlights of the past year. There were many but some that come to mind include:

- The award of a facility grant for Bivins Pointe Property.
- All remaining BH staff moved from Polk and Taylor Street locations to Bivins Pointe in January 2025.
- The transition from One America to Empower for TPC's staff retirement accounts.
- Potter County Sheriff, Brian Thomas, recognized TPC's Jail Based Competency Restoration Program (JBCR) at an awards ceremony for TPC's great work and partnership.
- Extensions awarded for the SAMSHA and CMHC grants.
- TPC was recertified as a Certified Community Behavioral Health Clinic (CCBHC).
- TPC participated in A Night to Shine for individuals with IDD hosted by area churches.
- TPC Awarded Best Mental Health Provider second year in a row, as voted by viewers of NewsChannel10.
- TPC hosted its annual Walk Across Texas with 10 teams participating.
- TPC hosted 2 Coffee Memorial Blood Drives benefitting 21 hospitals in the TX, OK, and AR area.
- TPC awarded the 2025 Growth in Giving Award by Coffee Memorial Blood Center celebrating a 46% growth in blood drive numbers.
- The addition of a Diversion Center to TPC's array of services.
- TPC hosted its 5th Annual Mental Health Awareness Event.
- Bivins Foundation Board Recognition by TPC's Board of Trustees.
- ECI's contract metrics changed increasing the required number of children served monthly.
- The 2025 Texas CIT Association's Mental Health Professional of the Year was presented to TPC's Magdalena Ortega.
- The State of Texas responds to the Hill Country following the tragic flooding that occurred over the 4th of July weekend.
- Projects for Assistance in Transition from Homelessness (PATH) Program Relaunch and Open House.
- Amarillo City Transit adds the Killgore and Wallace locations to their route.
- The successful completion of a six-month-long audit which began in February by the Office of Inspector General (OIG) over behavioral health services.
- Board approval of a \$35,540,263.00 Operating Budget for FY 2026.



## 2025 Year in Review Continued

- TPC's Gym at Bivins Pointe, opened to employees.
  - SmartCare Implementation continued detailed training and configuration for TPC's specific service delivery structure with an anticipated go-live date of April 2026.
  - Leadership transition—the retirement of Executive Director, Mellisa Talley in October, and the promotion of Libby Moore in November as the new Executive Director.
  - The closure of the Dumas Day Hab Program.
  - TPC awarded the IDD & PASRR Outpatient Biopsychosocial Interventions (OBI) expansion along with 8 other sites.
  - Board action to terminate the Home and Community-based Services Contract.
  - TPC participated in over 47 Community Events throughout the Texas Panhandle.
  - TPC underwent 8 external audits over the past 12 months.
  - TPC served approximately 10,000 individuals in 2025.
- Just in case you are wondering where the past twelve months went, it is clear that everyone at TPC was busy serving clients, responding to audits, meeting payroll, onboarding new employees, attending meetings, securing data, collaborating with partner organizations, addressing risk management issues, managing budgets, and most importantly delivering safe, cost-effective, high-quality clinical care.
- Thank you to everyone that contributed to TPC's Vision of *Making Lives Better* in 2025!





# TRAUMA INFORMED CARE

Jennifer McKay, Director, Utilization Management & Chair, TICTOC Committee



You may have heard some buzz around the office about TICTOC, but aren't sure what that means. Do you really have *that* many coworkers talking about an app? You might, but this is TICTOC with the C's - and there isn't (usually) dancing involved.

The TICTOC we're referring to is a committee that is made up of employees at TPC from various departments across the agency that oversee trauma informed care initiatives. We meet regularly to discuss ideas and guide the efforts in implementing a trauma-informed approach for the individuals we serve, our staff, and our community.

Let's start from the beginning... What is Trauma? Trauma is defined as an emotional response to a deeply distressing or disturbing event that overwhelms an individual's ability to cope, leading to lasting negative effects on their well-being and functioning. This can include things like physical, sexual, and emotional abuse, domestic violence, car wrecks, hospitalizations, chronic and severe illness, divorce, witnessing violence, and many, many more events. It doesn't even have to be something that happened to you directly – you can experience trauma from witnessing a distressing event or even hearing about it from someone else! When we think about the individuals we serve, our coworkers, and even ourselves, it starts to really hit home how common experiencing trauma really is.

While trauma can have lasting impacts, with appropriate support and treatment, individuals can learn to manage their symptoms and heal from the experience – and this is where we all come in as employees of Texas Panhandle Centers! In general, Trauma-informed care seeks to:

1. Realize the widespread impact of trauma and understand paths for recovery
2. Recognize the signs and symptoms of trauma in individuals, families, and staff
3. Integrate knowledge about trauma into policies, procedures, and practices
4. Actively avoid re-traumatization.

The goal of implementing trauma-informed practices in an organization are to improve engagement of individuals, treatment adherence, and health outcomes, as well as provider and staff wellness. It can also help reduce excess health care and social costs. To help us meet these goals, the TICTOC committee is currently focusing on a couple of different things that we'd love you to be involved in:

- **Virtual training each month with Holly Fullmer:** Our current series focuses on creating Trauma-Informed Workplaces and has been very helpful in teaching us how to apply trauma-informed principals in our daily interactions with each other and with the individuals that we serve. If you haven't attended a training, please join us next time! It's been a great series, and we would love for you to be there!
- **Employee Recognition Program:** This is a program designed to increase our awareness of trauma-informed principals, as well as celebrating our coworkers when we see them being trauma-informed in the workplace. To nominate a coworker, find this poster, scan the QR code, and fill out the brief form to share your story.



To contact the TICTOC Committee, send us an email us at [tictoc@txpan.org](mailto:tictoc@txpan.org)

We would love to hear from you!

Jennifer McKay	Dan Thompson	Gabriela Mireles	Lindsay Garza	Shawrlette Uy	Brittany Cotgreave	Mark Luna	Austin Harp	Sandra Garza
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On January 1, 2026, TPC's Employment Assistance Program (EAP) changed from Magellan to ComPsych. ComPsych provides a robust list of benefits including: Counseling Services, Coaching, Work-life Service (legal and financial), Computerized Cognitive Behavioral Therapy (CBT). Please reach out to Human Resources with any questions.



# Life is challenging. We can *help.*

We're your GuidanceResources® program.  
Talk to us for the tools you need to handle any of life's challenges, big or small.

## Our Services:



### Confidential Counseling

- Anxiety, depression, stress
- Grief, loss, life adjustments
- Relationship/marital conflicts



### Work and Lifestyle Support

- Child, elder, and pet care
- Moving and relocation
- Shelters, government assistance



### Legal Guidance

- Divorce, adoption, family law
- Wills, trusts, estate planning
- Free consultation and discounted local representation



### Financial Resources

- Financial planning, retirement, taxes
- Relocation, mortgages, insurance
- Budgeting, debt, bankruptcy



### Digital Tools and Support

- Immediate connection to counseling, work-life support, and more
- Personalized guided behavioral health and well-being programs
- Interactive articles, videos, on-demand trainings, digital self-care tools
- Accessible resources for anxiety, stress, mindfulness, sleep, and more



### Well-Being Support

- One-on-one Well-Being Coaching for positive lifestyle changes
- Improve mindfulness, nutrition, sleep, exercise habits
- Support for smoking cessation, weight management, and more



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## POINTS TO PONDER -The Right to Privacy

Vania Garza, Rights Protection Officer



Can you imagine having a majority of the people in your daily life only there because they are paid to be? Natural supports are often minimal for people with extensive behavioral and/or developmental health needs, and a lot of people see staff more than they do any friends or family, if they have any. When we are working with individuals in their homes (to include group homes), it is important to remember that they have a right to their privacy. This means they have the right to:

- Have their own things in their own space.
- Call whoever they want (and whenever they want to).
- Visit with visitors privately, without staff around (unless requested).
- Have help with their personal cares in private, so that others are not in the same room, or can see in the room, unless they are helping the individual.
- The right to have their personal and private information remain confidential, including to keep it private from others in the home (and/or their guardians).
- Request a different team member

If there is a health and safety issue in which a right needs to be restricted, it must be approved by the human rights committee and there must be a behavior plan with an obtainable method to remove the restriction (if possible). Please reach out to Vania Garza, RPO, for more information on the human rights committee. Human rights restrictions are only for the individuals participating in our IDD programs.

To report a rights violation, you may speak with your supervisor, or call Vania Garza at (806) 351-3400 (please be sure to leave a message if you receive voicemail!)

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**.



# International Quality of Life is observed every January



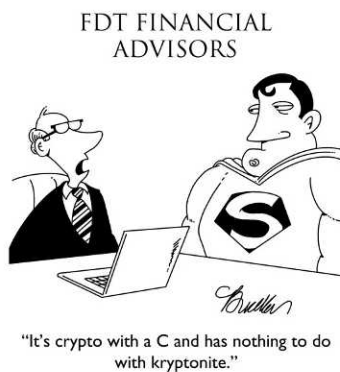
The beginning of a new year is a great time to focus on improving your overall well-being by enhancing physical, mental, emotional, and social aspects of your life; adopting healthier habits, finding purpose, and increasing happiness as you get older. It's a time to review personal lifestyles, commit to new positive routines, and work towards achieving a healthier, more meaningful existence.

Sounds like a lot to strive for, but holistic well-being is not only important but you could say that your life depends on it.

- **Well-being:** Addresses physical fitness, mental health, emotional balance, and strong social connections.
- **Life Enrichment:** Aims to add value to life through small changes, like exercise, reading, or quitting bad habits, to boost happiness.

## How?

- **Self-Assessment:** Reflect on your current life quality and identify areas for improvement.
- **Set Goals:** Commit to small, actionable steps, such as daily walks, reading, or better sleep.
- **Connect:** Strengthen relationships with family and friends.
- **Seek Support:** Explore resources such as TPC's EAP program, friends, trusted family members, or spiritual mentors.



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)

# 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)

## Annual Paperwork Updates

Along with keeping assessments and financials up to date, it is also important to keep necessary forms and documents updated yearly as necessary with “in person” signatures. These forms that are required annually keep clients informed about the services provided and available to them. Best practice is to update these forms at the time of required assessments and/or financials! While there are other forms that may be required annually, these are the most commonly overlooked and often expired. Please see below:

Adult BH
Auth for Treatment
Client Agreement
Release of Information
Medication Consent

Children's BH
Auth for Treatment
Client Agreement
Release of Information
Medication Consent

IDD
Permission for Emergency Treatment
Release of Information
Explanation of Rights
Medication Consent (if TPC Provider)

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).



# TPC's Shining Star Ornament Project 2025

Janice Stoner, Project Coordinator

Due to the kindness and generous support of TPC Employees, Happy State Bank, Family Worship Center, and the Amarillo community, the Shining Star Christmas Project was a complete success. I would like to extend a special thanks to the Elves that did everything from picking up gifts, getting information to the public and TPC staff, picking up gifts, purchasing last minute gifts and sorting for distribution. This would not be possible without your giving hearts and time.



## WHITE HAT AWARD

The IDD Service Coordination Department would like to present this months White Hat Award to **Janice Stoner, Director, ASCI Amarillo**. Janice really stepped up and made sure all of our individuals received Christmas presents through the Shining Star Ornament Project. Janice is always willing to help and is nice to everyone.



Raul Aguilar, for IDD Service Coordination

## Welcome these New Employees

Brooklyn Baker

Kayla Chairez

Cameron Herbert

Ladasha Jeffers

Alternate Living Admin

IDD Service Coordination

IDD Service Coordination

Early Childhood Intervention





## IT'S NOT TOO LATE TO LEARN TO BE ON TIME

If you struggle with lateness, you probably know how stressful and baffling it can be to repeatedly try and fail to get somewhere on time. You might have also noticed that beating yourself up about it hasn't solved anything, and might even make the problem worse.

Chronic lateness isn't just about habits—your personality type and mental health play huge roles. Optimism, thrill-seeking, and anxiety are all associated with lateness, while people with ADHD or depression can also struggle to manage their daily itineraries.



There are tools and strategies that anyone can use and adapt to help them overcome the reasons for their lateness, whether it's simply bad habits or a quirk of brain chemistry.

- Get at least seven hours of sleep to prevent oversleeping.
- Use your evenings to prep for the next day. Lay out your clothes, pack your lunch, prep your breakfast, and put your work devices back in your bag.
- Know how much time your commute takes and allow an extra 10 to 15 minutes every morning for unexpected delays.
- Wear a watch and use alarms to remind you what to do and when.
- Ask a friend or co-worker to hold you accountable for getting to work on time.
- See your healthcare provider if you have any mental health concerns like ADHD, depression or anxiety.
- Be patient with yourself. Changing habits takes time and effort.

*New beginnings don't wait for perfect conditions—start where you are.*

*~Happy New Year!*



**Eboni Sanders, Children's 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](mailto:joyce.lopez@txpan.org).



Be sure to use your United Supermarket holiday gift card as it has a 60 day expiration date!



If you have not picked up your holiday gift card, you have until January 16th to do so.



Thank you for a successful High Plains Food Bank Food Drive! TPC collected over 300 pounds of food at all four TPC locations.

Answer's to last months questions:  
1) Vagus nerve 2) Principle 3) \$25 gift card

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



1. In 2025 TPC participated in approximately \_\_\_\_ community events.
2. TICTOC stands for \_\_\_\_\_.
3. TPC's Privacy Officer is \_\_\_\_\_.

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.