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Serving the citizens of:

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Randall, Roberts, Sherman,
and Wheeler counties

35 Years

Judge Willis Smith, Chair of TPC's Board of Trustees for the past 22 years, announced his retirement from the Board. Judge Smith has served Texas Panhandle Centers in various capacities for the past 35 years. He was appointed to the Board by the Eastern Division of the Texas Panhandle in August 1991. He served on the Personnel Committee, the Policy Committee, as Secretary/Treasurer, and most recently, Chair.

As a rancher, a veteran and a public servant, Judge Smith's strong advocacy for frontier communities has had an enormous impact on TPC's ability to reach vulnerable populations that would otherwise go underserved. He is a true representation of rural Texas and Panhandle values. He personifies TPC's Vision of *Making Lives Better* for those we employ and are entrusted to serve.

Judge Smith was presented with a Resolution of Appreciation from the Board of Trustees of the Texas Council of Community Centers. Patty Ladd, Vice Chair, read and presented him with the Resolution. A reception was held in his honor.



Who You Gonna Call? Meet MCOT!

Andrew McKinstry, CCBHC Clinical Access Manager

PC's Mobile Crisis Outreach Team (MCOT) is a central part of our community's behavioral health crisis services. Throughout the upper 21 counties of the Texas Panhandle, MCOT provides 24/7 crisis support to children and adults experiencing acute behavioral health needs. MCOT ensures individuals and families have access to help exactly when they need it most.

MCOT is activated through our 24-hour crisis hotline and rapidly responds when someone is in need of crisis intervention. MCOT meets people where they are, both physically and emotionally, offering compassionate support during some of life's most challenging moments. These services help promote stabilization and a path forward. Crisis assessments are completed in person or through LifeSize telehealth platform, ensuring access to care regardless of location.

In addition to crisis intervention, MCOT also provides transitional services such as intensive

case management, skills training, and care coordination.

MCOT works closely with law enforcement, hospitals, schools, and community partners to deliver timely and effective crisis response. When it's possible, the team helps individuals avoid emergency room visits, inpatient hospitalizations, or justice involvement by stabilizing crises and connecting people to ongoing community-based supports.

MCOT is led by David Bustos, who has been with the Center for 9 years. David started off as an LOC 3 Case Manager before moving over to MCOT in 2019. MCOT has a great team of case managers including Carly Johnson, Jodi Ladd,

Stephany Sena, and Jady Favela. Each team member brings unique strengths, approaches, and a strong commitment to person-centered and trauma-informed care.

Our 24/7 crisis hotline number is (806) 359-6699 or 988.



From left to right - Carly Johnson, Stephany Sena, Jodi Ladd, Jady Favela, & David Bustos

NewsChannel 10 VIEWERS CHOICE AWARDS 2026

TPC was once again nominated for the NewsChannel 10 Viewers Choice Award for 2026. Voting is now open. Cast your vote now for your favorite local businesses including best mental health provider.

<https://www.newschannel10.com/page/viewers-choice-awards-2026-voting>

Voting ends 2/28/2026

Services Testimonial

January 27, 2026

Hi,

I just wanted to reach out and give you our testimony and thanks for all that y'all do. TPC has made it possible for my husband and I to have a wonderful long lasting marriage.

My husband is a paranoid schizophrenic and without his medication our marriage would not last, because of y'all's program for mental health, he has been able to find stability with his mental health and my fears of being married to a schizophrenic have been pacified. I'm so grateful for the services that y'all fight for because its truly making a very personal difference in my life, my husbands life, and our daughter's life. Its has given us the ability to grow together as a family. Without y'all we couldn't of had each other. You all are a gift from God.

Thank you for all that y'all are doing, it is not going unnoticed and I/we can definitely be available for any testimonial you might need for whatever. Thank you so much again. - A

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

Explore your program:
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POINTS TO PONDER

The Rights Protection Officer's Role

Vania Garza, Rights Protection Officer



Did you know that the Rights Protection Officer (RPO) role involves more than just investigations? The RPO role advocates for clients when they cannot advocate for themselves. Some of our clients do not have natural supports, so the RPO is here to assist the client in that instance. This could be in regards to the rights they have as individuals (remember... they are the same rights you have!) or it could branch out in some cases for advocacy. If you need an advocate, or have a client who needs an advocate, please reach out to Vania Garza or Jennifer McKay. Jennifer is the back up RPO and should only be contacted if Vania is unavailable.

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. 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. **then call Vania Garza with the report number**.

WHITE HAT AWARD

The IDD Service Coordination Department would like to present this month's White Hat Award to **Jennifer Heredia, Program Administrator, Developmental Health**. She is here early and stays late to make sure all of her clients receive all of their services in a timely manner. She steps in to assist other service coordinators to ensure that everything is completed. She provides collaterals and works with families to make decisions on other providers.



Raul Aguilar, for IDD Service Coordination



*"You don't love someone because they're perfect, you love them in spite of the fact that they're not."
— Jodi Picoult*

Black History Month Marks 100 Years

This year, Black History Month will mark 100 years of educating Americans about the history of the African-American community. During the past century, Black History Month has evolved from an observance into an American institution -- and it all started with Carter G. Woodson, a determined historian with an idea.

Born in 1877 to formerly enslaved parents in Virginia, Woodson's early schooling was sporadic at best, and had to delay his high school education until age 20 to work in a coal mine. He went on to earn a bachelor's degree in literature in 1903, and graduate degrees from the University of Chicago in 1908. And in 1912, he became the second African-American student (after W.E.B. DuBois) to earn a doctor-



ate from Harvard University.

Disappointed with the limited career opportunities for African-American history scholars and the absence of any structured Black history research program in higher education, Goodson

decided to create his own. He founded the ASLNH, now known as the Association for the Study of African American Life and History. And in 1926, Goodson promoted a new big idea -- Negro History Week, which grew into today's Black History Month.

The celebration has evolved and expanded over the years, but the central idea remains unchanged: that African-American history is inseparable from the American story, and a scholarly pursuit worth fighting for.

Are You Addicted to Your Phone?

It's not exactly news that phones are addictive, or that they can distract you from your real-life responsibilities at work and at home.

Most of us spent more than three hours on our phones each day, and pick up our phones about three minutes after we put them down. But you don't have to spend your life chained to the tiny box of distractions. Try some of these strategies to reclaim your time, boost your productivity, and remind yourself what the real world has to offer.

- Detox for one day each week. Choose a day (a weekend probably works best), and just put it away. Do it every week, and you'll probably appreciate the day off.
- Track your usage for a month. The raw numbers might be shocking enough to convince

you to do something else with your time. For example, does two hours of social media every day really enhance your life?

- Try the right app. It sounds counterintuitive, but there really are apps for this, too. Space, Flipd, Screentime and others can help you set limits and goals, block your access to distracting apps during the workday, and create incentives for you focus on the world around you.
- Put a hair elastic on your phone. It's a low-tech trick that can yield surprising results. A simple hair tie wrapped around your phone allows you to answer calls easily, but makes scrolling physically difficult -- and serves as a reminder not to do it.



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

Service Notes and Transportation

If you are a staff member that provides transportation for clients and provides services, please make sure that your documentation time does NOT include transportation time. When providing transportation, please include in your service documentation, the following information: “Transportation not included in service time.” If you have questions about how to document your time providing transportation separately from your service note please ask your supervisor.

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.



Streamline SmartCare Electronic Health Record

In October of 2024, TPC purchased the Streamline SmartCare Electronic Health Record. The SmartCare EHR is utilized by human service organizations nationwide and many of its customers are Certified Community Behavioral Health Clinics (CCBHCs). SmartCare is currently used in nineteen (19) other Texas Community Centers which helps ensure a wide variety of Texas-specific software requirements will be met. TPC began the implementation of SmartCare in January of 2025.



TPC's SmartCare EHR implementation is in "high gear". In preparation for a "go live" date of April 6, 2026, there are many concurrent tasks being performed. One of the more significant of these tasks is training TPC's entire organization in how they will use SmartCare. To address this training task, TPC identified a group of twenty staff to serve as Super Users. These Super Users represent TPC's geographic and program areas and they will train TPC on the use of SmartCare. In addition, Super Users will serve as the first line of support as questions arise during TPC's ongoing use of SmartCare. Stay tuned for additional updates as the implementation process continues.



Happy Valentine's Day!

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

Peer & Family Parter Programs

HHSC was at Bivins Pointe on Monday, February 9th for a Peer Support Program site visit.

The purpose of the site visit was to learn more about our peer support program and it allowed us to highlight the work being done in our communities. HHSC provided support, answered questions, and helped strengthen collaboration across the peer support network.



Personal Mission Statement

By this time of year, most everyone's resolutions have fallen by the wayside. That's pretty typical. The saying goes, "If you don't know where you're going, you probably won't get there." You've probably heard that before, but how do you know where you should be going?



Thinking about and writing a personal mission statement gives you a clear purpose, a basis for defining all of your activities, who you are and what you are about.

The statement should be short and to the point. You should be able to say it to yourself immediately. Abraham Lincoln's mission was to preserve the union. FDR's mission was to end the war. The statement should be easily understood.

Consider what inspires you, what your vision of yourself may be and what your resources are. Then write your mission statement. Remember you can't know where you're going, if you don't know how to get there.

Maria Aguilar, 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.

Welcome these New Employees

Stacy Dennis SB 292
Kimi McGinley Diversion Center
Kayla Moody IDD Service Coordination
Christina Dettmer Adult Behavioral Health Perryton
Haven Jenkins Children's Behavioral Health Pampa



"I hope you like it. It was prepared with AI."



"My wife's really mad at me. Instead of the couch, I'm sleeping on the keyboard tonight."

Answer's to last months questions:

1) 47 2) Trauma Informed Care 3) Vania Garza

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



1. MCOT stands for _____.
1. The individuals we serve have the same _____ as you.
2. Voting ends for the Viewers Choice Awards on _____.

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.