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Army PFC Isabella Gonzales, a 19-year-old Army service member from Carrollton, Texas was killed in action on July 17th, 2026, supporting military operations in Jordan. PFC Gonzales is the only publicly identified fallen soldier from Texas in the current conflict.

Texas Panhandle Centers recognizes the impact that this loss has on the veteran community, as well as to fellow MVPNs (Military Veteran Peer Network) and to the Denton and Dallas counties. Texas Panhandle Centers honors her service and supports those that have been affected by this immense loss. Never forget.

For support, please call 806.359.6699 or 988.

Early Childhood Intervention Services

Lindsay Garza, Director, ECI



Please see below information from “The Value of Early Childhood Intervention” brochure developed by HHSC to share more information with families and community partners to share the importance of ECI services. You can find the actual brochure on the HHSC ECI website.

ECI uses evidence-based practices to help families increase children’s rate of growth in key developmental areas, multiplies the opportunities and effects of intervention, increases the return on every dollar spent.

7 Key principles of ECI was developed by the national Principles and Practices in Natural Environments Workgroup.

- Principle 1- Infants and toddlers learn best through everyday experiences and interactions with familiar people in familiar contexts.
- Principle 2- All families, with necessary support and resources, can enhance their children’s learning and development.
- Principle 3- The primary role of a service provider in early intervention is to work with and support family members and caregivers in children’s lives.
- Principle 4- The early intervention process, from initial contacts through transition, must be dynamic and individualized to reflect the child’s and family member’s preferences, learning styles and cultural beliefs.
- Principle 5- Individualized Family Service Plan (IFSP) outcomes must be functional and based on children’s and families’ needs and family-identified priorities.
- Principle 6- The family’s priorities, needs and interests are addressed most appropriately by a primary provider who presents and receives team and community support.
- Principle 7- Interventions with young children and family members must be based on explicit principles, validated practices, best available research, and relevant laws and regulations.



WHITE HAT AWARD

The IDD Service Coordination Department would like to present this month's White Hat Award to **Crystal Canada, Clerk, Developmental Health.**

Her nomination stated that she stepped up to keep everything running smoothly during the recent transition. She is always someone the service coordinators can go to for answers.

Raul Aguilar, for IDD Service Coordination



Welcome these New Employees

**Briana Hawley
Sarah Montano
Kerri Sigler
Lawrence Baca
Yazmin Lira
Ruth Sullivan
Gagy Gumfory
Casey Nelson
Monica Ramos
Hani Abukar
Alisha Davis**

**Respite-On Campus
Intake, Screening & Crisis
SB 292
Maintenance
MH Service Coord. Child
FAYS Program
IDD Service Coordination
OBI Program
Intake, Screening & Crisis
Specialized Services
IDD Respite**



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
joyce.lopez@txpan.org

Answer Correctly



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

1. ECI uses ____ key principals.
2. Tiny pasta shapes are used when making _____.
3. The next TPC blood drive will take place on _____.

Submit your answers to joyce.lopez@txpan.org. Deadline for responses is the 5th of the following month. You must include "Monthly Drawing" in the email subject line to be eligible. Hard copy submissions accepted. The same requirements apply. Please remember to include your name.

Answers to last months questions:

1) 12 months 2) \$16.28 3) July 20 - July 31

Match the Sauce

Do you match the pasta sauce to the shape of the pasta? The heavier the sauce, the sturdier the pasta it needs to cling to.

- Long, thin strands like spaghetti and angel hair want light sauces -- olive oil, garlic, seafood, or a simple tomato -- that coat the noodle without weighing it down.
- Wide ribbons like fettuccine, tagliatelle, and pappardelle carry rich, creamy sauces and slow-cooked meat ragus across their broad surface.
- Tubes and ridged shapes like penne and rigatoni trap chunky, meaty sauces inside and in their grooves.
- Twists like fusilli and farfalle (bow ties) catch bits of vegetable and chopped sauce in their nooks, which also makes them naturals for cold pasta salads.
- Cupped shapes like orecchiette and shells scoop up small, hearty pieces such as sausage, peas, or broccoli.
- Tiny shapes like orzo and ditalini are made for soups.



Congratulations!
TPC's Misty Brown, was accepted
into the 2026 Texas Peer
Transformational Leadership
Cohort.

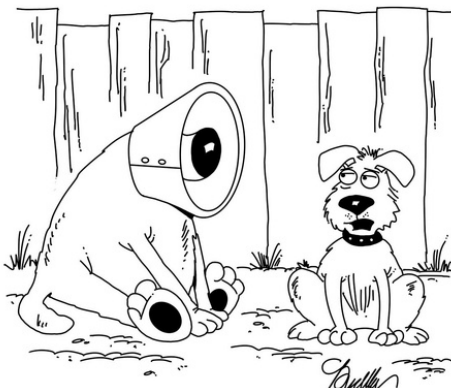


This program supports peer and family partner leaders in building leadership pathways within their organizations, expanding peer services into new arenas, and strengthening their impact across Texas.



**IN OBSERVATION OF LABOR
DAY, TPC OFFICES WILL BE
CLOSED ON MONDAY,
SEPTEMBER 7.**

**WISHING EVERYONE A SAFE
AND RESTFUL LABOR DAY.**



"I couldn't get away with it, but on you it looks good."



"Do you have any idea what it's like to have an itch you can't scratch?"

COMPLIANCE CORNER

Welcome back to the 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, Director of Quality Management/Rights Protection Officer
Phone: (806) 349-5647
Email: brittany.cotgreave@txpan.org

Same Day/Next Day

Entering documentation in a timely manner is an integral part of the services we provide to clients. Documenting services and other pertinent information in the record same day/next day ensures accuracy and quality while preventing fraud and errors.

The Texas Administrative Code (TAC) requires notes to be entered no later than 2 business days after the service is provided. This is known as lag time. This applies to everyone in the Center, regardless of the department. This issue is becoming increasingly more important and subject to scrutiny during audits. We do not want to have to pay back funds because our notes were not entered in a timely manner.

PLEASE take time in your scheduling to ensure the notes are done the same day you provided the service. Please schedule time to do your notes daily!

If you have questions/scenarios that you would like considered for inclusion in the newsletter, email the information to ComplianceCorner@txpan.org.



TPC was recently awarded the Staff Sergeant Parker Gordon Fox Suicide Prevention Grant Program (SSG VA Grant). The SSG-VA grant focuses on access to care at the right place and time for our veteran population who qualify for VA services but have not signed up for these services.

Congratulations to those that worked hard to obtain funding for this valuable service.

Health and Wellness Capacity Building Initiative

Texas Panhandle Centers was selected by the Amarillo Area Foundation to participate in a yearlong Health and Wellness Capacity Building Initiative.

This initiative pairs TPC with other rural non-profits to build partnerships that address health and wellness needs in our area. At the end of the initiative, TPC will be eligible for a grant through Texas Mutual Workers Compensation Insurance to develop specific programs to the identified needs in the Panhandle of Texas.

FRIENDLY
REMINDER

If you have an unused floating holiday, you may want to use it before August 31st.

The Mental Health Floating Holiday and Celebrate Diversity Floating Holiday will need to be taken before August 31st to avoid losing them.

A Day to Remember rolls over into the next fiscal year so that one does not expire. Please check ADP/Time Off Balances, or contact the payroll department if you have questions.



Fall Blood Drive

TPC's Fall Blood Drive
is scheduled for Wednesday, September 9th.

The Blood Mobile will be at TPC's Wallace location in the morning and at Bivins Pointe in the afternoon. Specific details will be forthcoming.

On January 1, 2026, TPC's Employment Assistance Program (EAP) changed from Magellan to ComPsych. ComPsych provides a robust list of benefits including: Counseling, 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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→
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resources



Janice Stoner, Director, ASCI, 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.

The most dangerous spot is right beside the bus

According to the National Safety Council, most children killed in bus-related crashes are young, ages 4 to 7, and on foot -- struck by the bus itself or by a driver illegally passing one that has stopped.



Passing a stopped school bus with its red lights flashing and stop arm extended is illegal in all 50 states. According to NHTSA, more than 1,000 people died in school-transportation-related crashes over the decade ending in 2022, and nearly 200 of them were children.

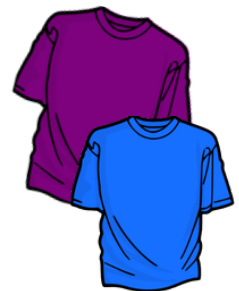


Next month is Suicide Awareness Month



A reminder to order your suicide awareness shirts by August 12th.

Email Steve Garcia at steven.garcia@txpan.org or Ext. 3233



Points to Ponder

Brittany Cotgreave, Rights Protection Officer

Hello, I wanted to let everyone know that I will be taking on the role of Rights Protection Officer. Prior to my time with TPC, I worked for The State of Texas as a Probation Officer for the mental health caseload, working hand in hand with TPC case managers and the TCOOMMI Program for several years. I loved working with TPC and watching those individuals be successful at completing probation due to getting their mental health needs met.



I have been with TPC since October 2021, so 5 years has gone by fast! I began working for TPC as the Clinical Practices Coordinator for the Adult Behavioral Health Clinic, providing services to clients and training staff. In the Fall of 2024, I joined the Quality Management Department. Being a part of QM has allowed me to have a better insight into all of our Agency programs and the amount of services we provide to so many people. I continue to look forward to working with our great staff, and working with our clients to meet their needs no matter the barriers. Please reach out to me with any questions or concerns. We will continue to utilize the 3400 number for the Client's Rights line and new posters for all our locations will be coming soon!

Out and About

IDD Basics
Intake and Eligibility
Texas Medicaid Waivers
Transition Planning
Vocational Training and Community Support
Local Resources and Contacts
Action Items for Families

Jennifer Hunt-Klemp, TPC's new Director of IDD Authority Services, provided a presentation to Amarillo College's First Responders Academy Juvenile Crisis Team on August 4th.

She provided a Power Point Presentation highlighting eligibility requirements and how to get connected with TPC services (and some community resources), as well as age-specific requirements, transition planning, guardianship/supported decision-making agreements, vocational training, and much more.