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September is Suicide Prevention Awareness Month

The month of September is recognized as Suicide Prevention Awareness Month. It is a time to raise awareness and to call attention to the many resources available to support those in need.

The 988 Lifeline was launched in July of 2022 and since that time the 988 Lifeline has answered over 13 million calls, texts and chats from people in need of support across the U.S.

**NO JUDGMENT.
JUST HELP.**

**TEXT, CALL, CHAT
988**

Abby Molina with ABC 7 News in Amarillo, recently highlighted the 988 hotline in an interview with TPC's David Bustos. David is the Program Administrator for TPC's Mobile Crisis Outreach Team (MCOT). David explained what happens when someone calls the crisis line. Anyone experiencing a mental health crisis can call the hotline. *The full interview is on TPC's Facebook page.*

On September 10th at 7p.m. Panhandle PBS will feature Episode One-Crisis and Coping: The Space They Left, a documentary that explores suicide loss, survivorship, intergenerational trauma, and healing. This is a three-part series. TPC's Sara Northrup, Program Administrator, Adult Behavioral Health, participated as a moderator for the public film screening of episodes 1 and 2 on September 9th. More information can be found on *Panhandle PBS You Tube Channel*.

Words matter. The language used when discussing suicide matters because it directly affects public stigma, emotional well-being, and whether people in crisis feel safe enough to seek help.

Phrases like "committed suicide" place more blame, shame or guilt, causing more harm. Unintentional or not, language can reinforce stigma. The preferred language is to say that a person died by suicide. The wording recognizes suicide as a cause of death rather than a moral failing.

For more information on suicide prevention visit TPC's Facebook; 988lifeline.org; sprc.org; samhsa.org.

Respite: Support for Individuals and the People Who Care for Them

Robert Powell, Administrative Technician III



Caring for a loved one with an intellectual or developmental disability can be incredibly rewarding, but it can also require a great deal of time and energy. Everyone needs time to rest, attend to personal responsibilities, or simply recharge. Our Respite Program provides families and caregivers with that opportunity while ensuring their loved one is in a safe, supportive, and welcoming environment.

The program provides short-term respite services for individuals with intellectual and developmental disabilities (IDD), offering families and caregivers a dependable option when they need temporary support. Creating a home-like environment is an intentional part of our approach. Every part of the space, from the furnishings and decor to shared meals and everyday activities, was designed to feel less like a facility and more like a home away from home.

Each person who stays with us brings their own personality, interests, routines, and preferences. Staff work to make the respite experience enjoyable and individualized. Depending on a person's interests, that may include simple outings in the community, watching favorite movies or television shows, playing games, listening to music, or simply spending time together. Nutritious meals are provided during each stay, and staff are available to assist with medication administration and other daily needs.

Just as importantly, our staff provide companionship. A respite stay is not simply about providing supervision. We want the individuals we serve to feel comfortable, respected, and included while they are with us. For some, a respite visit can even be an opportunity to enjoy a change in routine and spend time away from home while their caregiver receives a much-needed break.

Continued on next page

Respite: Support for Individuals and the People Who Care for Them *Continued*

The program also maintains space for individuals who need assistance during an unexpected crisis. Sometimes circumstances change quickly. A caregiver may experience a medical emergency, a family may encounter an unforeseen situation, or an individual's current living environment may suddenly become unsuitable. Having crisis respite available provides a safe, temporary option while the immediate situation is addressed and longer-term plans can be made when necessary.

As the only program of its kind in our community, we recognize the unique responsibility that comes with providing respite and crisis services. Families and caregivers are trusting us with someone who is important to them, often during times when they need support the most. We take that trust seriously. It means maintaining a high standard of care every day and ensuring that each individual who stays with us is treated with dignity, respect, and compassion.

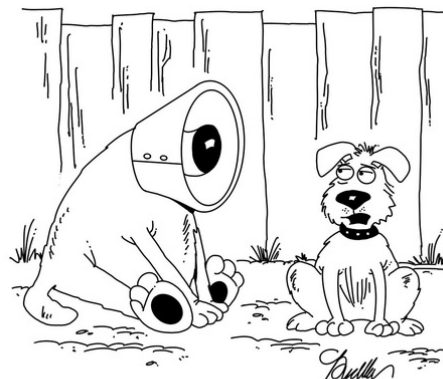
At its heart, respite is about supporting both individuals and families. By providing a safe, home-like environment, dependable care, meaningful interaction, and assistance when unexpected situations arise, the Respite Program helps strengthen the support system surrounding the individuals we serve.

Sometimes, giving someone the support they need also means giving the person who cares for them a chance to rest.

For more information regarding respite services, please call Robert at 806.351.3368.



"In your price range, you stay home and I sprinkle sand inside your car and shoes."



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



WHITE HAT AWARD



The IDD Service Coordination Department would like to present this month's White Hat Award to **Dan Thompson, BH/IDD Liaison to the Executive Director**. Dan demonstrates kindness, professionalism, and respect in his interactions with others. He is always willing to assist when support is needed and goes above and beyond to help his colleagues.

His positive attitude, dependability and commitment to teamwork makes him a valuable asset to our organization.

Raul Aguilar, for IDD Service Coordination



Welcome these New Employees

Bryza Salinas
Connie Kelley
Dessie Muniz
Berenice Patino

ECI
Diversion Center
Respite-On Campus
Accounting/Payroll



Save the Date!



TPC's Employee Health Fair is set for
Friday, October 30th from 10am -1pm.

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. Per TAC, multiple attempts using multiple methods must be documented over _____ before beginning the discharge process.
2. _____ is the only program of its kind in our community.
3. Phrases like "committed suicide" places _____, _____ or _____ causing more harm.

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) 7 key principals 2) soups 3) September 9, 2026

The Coffee Memorial Blood Mobile was at TPC on Wednesday, September 9th. The turnout for donations was impressive. Thank you TPC for showing up when needed.

Making Lives Better



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 Villarreal, Director of Quality Management and Compliance/Rights Protection Officer
Phone: (806) 349-5647
Email: brittany.villarreal@txpan.org

Discharge Process/Engagement Efforts

We will be updating our discharge process and engagement letters this month. The days of 5 day letters are long gone, YAY! Per The Texas Administrative Code, multiple attempts using multiple methods must be documented over 60 days before beginning the discharge process.

We have several clients coming back through the intake process due to lack of contact. QM will begin reviewing all requests for discharge to ensure all engagement efforts have been documented. QM will then approve the discharge, complete the agency discharge in SmartCare, mail the required DRT paperwork to the client, and forward to medical records. QM may also return the request for discharge as not approved if all engagement efforts have not been documented accordingly. Training with QM or your supervisor will take place before September 18th.

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.

*First Day of
Autumn
September 22nd*



The Papers You Would Grab In Ten Minutes

If you had to leave home in a hurry, could you put your hands on the documents that prove who you are, what you own, and what you are insured for?

Assembling a grab-and-go file is one of the simplest preparedness steps.



The grab-and-go file should hold identification and birth certificates, insurance policies, property deeds or leases, a list of medications and medical contacts, bank account information, and copies of a few irreplaceable photos.

Keep originals in a waterproof, fireproof container, and store a second set in a grab-and-go zippered envelope.

One more step protects the income that many seniors rely on: switching Social Security and other benefits to direct deposit, so a disrupted mailbox never interrupts a payment.

Standing Counts, But Walking Counts More

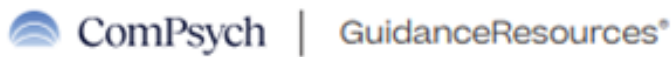


Getting out of the chair is not quite the same as moving. In studies that interrupted long stretches of sitting in older adults, short bouts of easy walking outperformed simply standing up, according to research published in Sports Medicine. Standing still beat sitting. A lap around the room beat both.

A reasonable target is to break up sitting every 30 minutes, even briefly. Stretching while lying down or reclining is not a cop-out either -- it moves the hips and shoulders through their full range without requiring the back to hold up body weight.



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



Explore your program:
Scan for video tour!



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→
Scan for more
resources



Kerri Sigler, BH Case Manager, 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.

Out and About

TPC sponsored and participated in the Moore Miles for Mental Health in Dumas on Saturday, August 29th.



Sara Vargas and Mark Luna hosted a TPC resource table at the 2nd Annual Overdose Awareness Day at Sam Houston Park on August 22nd.

TPC was part of Discovery 5.0 celebrating 50 years of the Don Harrington Discovery Center on Saturday, September 5th. There were booths, science demos, kid zones, food trucks and a drone show that evening.

