

TEXAS PANHANDLE MHMR

901 WALLACE BLVD. AMARILLO, TEXAS
www.tpmhmr.org

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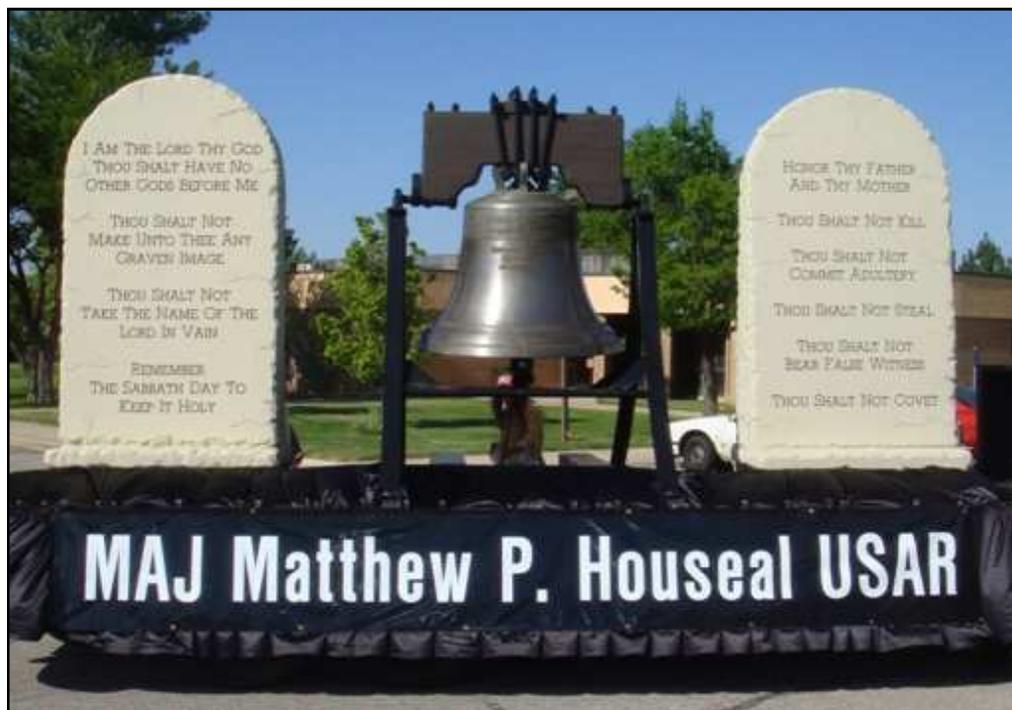
Serving the citizens of:

Armstrong, Carson,
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Deaf Smith, Donley, Gray,
Hall, Hansford, Hartley,
Hemphill, Hutchinson,
Lipscomb, Moore,
Ochiltree, Oldham, Potter,
Randall, Roberts, Sherman,
and Wheeler counties

The staff and Board of Trustees of TPMHMR wish to express their deepest condolences to the family and friends of Dr. Matthew Houseal.

Those who knew him are deeply saddened by this loss.

Because many of you have expressed the desire to contribute in some way, Jim Womack, Planning & Public Information Officer for TPMHMR is coordinating efforts of cards, flowers and monetary donations from the staff. An education fund has also been established for his children. Please contact Jim at 806.351.3326.



From the Executive Director

LEGISLATIVE UPDATE

We are currently in the midst of the 81st Legislative Session. There are several important pieces of legislation in the hopper that directly impact the MHMR Community Service system and those we serve. The most significant legislative action for all residents of the State of Texas is, of course, approving SB I. This is the budget in which the state will operate over the next biennium. The budget will be worked through what is called *conference committee* after which, it will be brought back to the full House of Representatives and the Senate for respective votes. Other pieces of legislation of note include:

- HB 2407 by Representative Zaffirini. This bill transfers all Home and Community Based case management to the local Mental Retardation Authority as well as provides significant resources to reduce the HCS waiting list and to support people who choose to move from State Schools into the community. This bill has passed through the Senate and will now go to the House of Representatives.
- HB 2039 by Representative Truitt allows for the transfer of bond facility properties (42 in total) from the state to the respective MHMR Center (ten centers total). Texas Panhandle MHMR has four of these eligible properties and this transfer would ultimately lead to lower overhead in the operation of the HCS program.
- HB 2303 by Representative Truitt provides legislative intent and direction to clarify that Community Centers may provide health and human services and supports through contracts with local, state, and federal agencies in addition to operating for the purpose and performing the

functions defined in the center's plan.

There are several other pieces of legislation related to health and human services that have an important impact on our Community MHMR system. To stay abreast of the latest legislative news go to www.capitol.state.tx.us.

PERFORMANCE INCENTIVE PROGRAM

After a great deal of time and collective effort, I am pleased to announce that we will be introducing a Performance Incentive Program (PIP) effective September 1, 2009. A financial incentive program has been high on the agency priority list for a long time. The program will initially be implemented on the mental health side of the house. Our state contract requirements were the deciding factor in determining where to begin the program. In general, eligible participants will be selected from adult/child mental health case management/rehabilitation programs. We will start gradually and as we are successful we will be working on other opportunities for incentive programs/processes in other areas of the agency. This program is designed to reward organization efficiency and quality service delivery. Ultimately, the PIP is designed to produce better clinical outcomes for those we serve. It will take an all-agency effort to support and implement a successful Performance Incentive Program. Other MHMR Centers have had great success and satisfaction with their programs and we expect no less. Thank you for your part in *Making Lives Better!*

Bud Schertler
Executive Director

May is National Mental Health Month

The National Council for Community Behavioral Healthcare is partnering with Freedom From Fear to promote National Anxiety and Depression Awareness during the month of May. In an effort to bring awareness and create venues for public education about anxiety and depressive illnesses, Freedom From Fear created National Anxiety and Depression Awareness Week. This program, which began in 1994, is now celebrating its 15th successful year. Each year, more than 40 million Americans will live with an anxiety disorder and over 20 million will suffer from some type of depressive illness. The cost to the economy of these diseases is billions of dollars each year; the cost to human suffering is immeasurable.

Fear and anxiety are a normal part of life, even adaptive in many conditions. Who among us has not studied for a test with some anxiety—and scored better for it? Who has not walked down a dark street in a high crime district without mounting fear? Normal anxiety keeps us alert: it makes us question whether we really have to walk down that street after all.

Mental health professionals are not concerned with normal anxiety. Rather, they attend to fear and anxiety that has somehow gone awry; that inexplicably reaches overwhelming levels; that dramatically reduces or eliminates productivity and significantly intrudes on an individual's quality of life; and for which friends, family and even the patient can find no obvious cause.

Clinicians recognized about 12 relatively distinct subtypes of anxiety disorder: Panic Disorder, with and without Agoraphobia; Agoraphobia Without a History of Panic Disorder; Specific Phobia; Social Phobia; Obsessive-Compulsive Disorder; Post Traumatic Stress Disorder; Acute Stress Disorder; Generalized Anxiety Disorder; Anxiety Disorder due to a General Medical Condition; Substance-Induced Anxiety Disorder; and Anxiety Disorder Not Otherwise Specified.

Frequently, these disorders are made more complex and difficult to treat because they are accompanied by depression, substance abuse and suicidal thoughts.

Human Resource Development

Adult Protective Services

Friday, June 5, 2009
10:00am—12:00pm

HRD Training Room, 901 Wallace

Presented by Wendi Edwards
Resource/External Relations Specialist
Adult Protective Services, Region I

Discover issues related to Adult Protective Services (APS) reporting, abuse/neglect indicators, and the Adult Protective Process.

2.0 CEU's

Dealing with Difficult People

Friday, July 24, 2009
1:30pm—5:00pm

HRD Training Room, 901 Wallace

Presented by Jacqueline D. Briggs
Assistant Director, HRD

Are you dealing with people who are abrupt, impatient, whiners or pessimistic? What can you do to handle these behaviors?

3.5 CEU's

Contact Carmen at 351.3244 or email carmen.nichols@tpmhm.org to register

Welcome these New Employees...

Kimberly Hall
Justin Humphries
Herman Luna
Sandra Meyers
Crystal Roberson
Myrna Ruiz
Nakia Wright
Joshua "Caleb" Barnes
Jazz Blue
Jennifer Brooks
Urusla Carter
Katherine Daniels
Paula Dewey
Linda Dudley
Sharmin Harp
Billy Laminack
Cayley Phillips
Brandum Pierson
Marisella Rodriguez

ECI
Carlton Group Home
Atkinsen Group Home
MR Service Coordination
While A Way Group Home
ECI
Wayne Group Home
Summer Program/Amarillo
Summer Program/Dumas
Summer Program/Amarillo
Camp Lane Group Home
Summer Program/Amarillo
Somerset Group Home
OSAR
Respite
Club Meadows Group Home
Summer Program/Dumas
ASCI-Amarillo
Canode Group Home



This Month's Winner Is...

Barbara Wells, ASC Industries-Amarillo, was chosen by random drawing for the month of May. Barbara will receive a \$25.00 gift card from Amarillo National Bank.



To claim your gift card, please contact Joyce Lopez at 806.351.3308.

Each month a random drawing will be held. All full and part-time employees are eligible to win. Winners are published each month in *Here's What's Happening*.

Watch for future drawings...you could be next!

2-Day Common Sense Parenting Seminar

Dates: Saturday, June 13, 2009 AND Saturday, June 27, 2009
Time: 8:45am to 4:00pm each day

Where: TPMHMR Children's Services Bldg. 1500 S. Taylor Street

Instructor: Janice James, MA, QMHP

Get new ideas and skills, hone old ones, and gain confidence "to do what really matters; create bonds, enhance the relationships and teach the values of your family that will be handed down for generations to come."

—The Authors of Common Sense Parenting

Limited
Seating!

Adults Only

Must attend both sessions for certificate
CEU's offered for LPCs, MSWs, Childcare Workers and General

Must Pre-register
call 359.2005

NO CHARGE

No Childcare

Sponsored by: S.T.A.R. (Services To At Risk) Youth and their Families

TPMHMR

Invites you to the New Parent Partner Support Group
where you decide what to talk about...

Where Parents unite in support of each other,
and their families

For information call 806.354.2191 or 806.349.5663

Ask for Charles

Starting May 9, at 4:00pm

1500 S. Taylor, Amarillo, TX



Friendly Reminders

Friendly Reminders

Performance Enhancement Program...

In order for a PEP recognition form to be included in the newsletter, please route it to the respective Executive Manager. The Executive Manager will submit it to be included in the newsletter.



Donations - monetary or otherwise...

All contributions need to be reported to Bonnie Lasher, Community Relations Director. Contributions include: cash, food items, clothing, equipment, or in-kind gifts such as tickets or entertainment.

Bonnie tracks all donations and also sends thank you notes. Call Bonnie if you have received a donation and have questions at 806.351.3284.



Ideas for Improvement - Solution Suggestion Process...

The Purpose of the Suggestion Process provides a formal method for identifying ideas/barriers and implementing solutions in a timely manner. As TPMHMR encourages a solution-focused approach to problem solving, staff is encouraged not only to identify a barrier, but also to suggest possible solutions. Such an approach assists staff in supporting the validity of a barrier and empowers them as participants in the decision-making process. The steps taken to address the idea/barrier and feedback provided to staff will also be documented. Review by the Executive Management Team (EMT) ensures accountability and that all levels of management have the opportunity to assist in addressing the idea/barrier.



For more information on the Ideas for Improvement - Solution Suggestion Process, please visit TPMHMR's intranet page for the explanation of the process in its entirety. It can be found on TPMHMR's intranet page under Departments/Ideas for Improvements.

In observance of Memorial Day, TPMHMR Offices will be closed on Monday, May 25th.

There is more to it than flowers, wreaths and 'Taps.' In the hearts of American's, the memory of loved ones who have died in battle is still fresh, though it could have occurred decades ago. On this day we remember and we honor all those that have gone before us.



Employee Recognition

Carol Cobb, Financial Services, was recognized at the April 23rd Board of Trustees meeting for twenty-five (25) years of service with the Center. Dr. Sam Reeves, Vice Chairman, awarded Carol with a plaque, gift card, and a day off.

Congratulations Carol for 25 years!



Walk Across Texas



Twenty three (23) teams of eight (8) have formed and have started walking. That's approximately 180 TPMHMR's employees! Employees walked out on work at 2:00pm on Friday May 1st. The official date of the event started Sunday, May 3rd and ends June 27th.

Submit photos of your team or walking groups to joyce.lopez@tpmhmr.org for inclusion in the newsletter. Way to go walkers!

Star Sapphire Anniversary

Congratulations to Charlene Brownlow, Planning & Network Advisory Committee member, and her husband Gene for celebrating sixty-five (65) years of marriage on Sunday, April 5.



Since the economy has slipped into a recession, more Texans are searching for personal finance information as evidenced by the recent surge in traffic to TSCPA's (Texas Society of Certified Public Accountants) consumer website in the last three months. Below is information that may be helpful to you in these economic times:

THREE SCAMS TO AVOID IN TOUGH TIMES

Many people have lost their jobs in the last few months as the economy has turned sour. Scam artists are still fully employed, however, in good times and bad. In fact, the Texas Society of CPAs warns that the threat of being defrauded by a scam artist probably rises during a recession, as money becomes tight and thieves work overtime to get their hands on yours. CPAs caution against three scams—and offer advice on how to avoid becoming a victim.

SCAM #1: WE CAN REPAIR YOUR CREDIT!

During a recession, a lot of people fall behind on their payments for credit cards and other debt. If you miss enough payments, it can harm your credit rating, which will mean you face higher interest rates or may fail to qualify for a new loan. You may also find yourself sued for payment or harassed by debt collectors.

Scam artists take advantage of this situation by creating fake companies that offer to “clean up” your credit. This can be confusing, because there are legitimate, accredited credit counseling agencies that do advise people on how to improve their debt situation. The real agencies might, for example, help you create a more manageable payment plan for your debt. No one can quickly “erase” information from your credit record, however, or repair it immediately, so be wary of offers to do so.

And remember that if there are mistakes on your report you can resolve this problem yourself by contacting the three national credit bureaus. You should also be suspicious when a company demands a large up-front payment. For more information, the National Foundation for Credit Counseling site (www.nfcc.org) contains debt

advice and a list of ethical credit counseling agencies.

SCAM #2: WE'RE YOUR NEW BANK!

Due to troubles in the banking industry, many financial institutions have been taken over by an entirely different organization. You may find that the institution you've banked with for years may suddenly have a new name.

Not surprisingly, scam artists have figured out a way to take advantage of this situation, according to the Federal Trade Commission.

Scammers send e-mails to consumers pretending to be an organization that has just

bought your bank or even your mortgage. The emails demand that you verify or confirm your personal financial information, such as your account or credit card numbers, Social Security number, account password or other confidential information that they will then use to access your accounts and steal your identity.

The FTC warns that you should never respond to these “phishing” e-mails. Don't click on the links in the email, open any attachments or call any phone numbers listed in it. Instead, it's best to contact your bank or lender directly, using the phone number listed on your bank mortgage statements, and ask if they truly require information from you.

SCAM #3: YOU CAN WORK FROM HOME!

Many people make a living working in their homes, but there are also scam companies that claim you can make thousands of dollars immediately by doing so. Once again, the dead giveaway is the large up-front payments that many of these scammers demand, usually for materials or equipment that you supposedly will need to do the work. As in all of these cases, if it seems too good to be true, it almost certainly is.

These are just a few of the consumer scams you may encounter, especially during a recession. If you are uncertain about any financial decisions, remember that CPAs have the financial expertise to identify suspicious promises or requests.

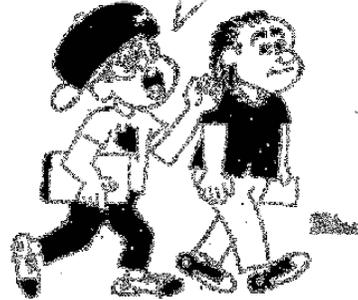


The price of a first class stamp increased by two cents on Monday, May 11. The price of a U.S. First Class postage stamp went from 42 cents to 44 cents.



The Forever Stamp purchased before May 11, 2009 will get your mail delivered. The Forever stamp purchased after May 11 will cost you 44 cents.

I THINK MY BABY SISTER IS READY FOR THE COMPUTER / LAST NIGHT SHE SAID, "BOOBY!"



Congratulations!

The following employees were recognized through the Performance Enhancement Program for one or more of the following: Core Competencies, Safety, Critical Thinking, Communication, Client Rights, Continuous Quality Improvement, Professional Behavior, Customer Service:

Debra Cooksey, Dumas Mental Health
Trisha Wilson, HCS Case Management
Janie Diaz, Medication Clinic - Children's

White Hat Award

The MR Service Coordination department would like to give this month's White Hat Award to **Phyllis Clark, Director of Alternate Living**. The department would also like to broaden this award to include HCS transporters, **Debbie Hiatt Rexroad, Tracy McDonald and Linda Smith**, and her Respite staff, including **Jennifer Long**. The department appreciates their efforts to accommodate us when ever possible.

When there is an emergency, you can count on Phyllis to be supportive and generous. Phyllis's staff will go the extra mile to find ways to meet our client's needs. Thank you for all you do.



Sharon Guinn for MR Service Coordination

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

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Phone: (806) 351-3308 Fax: (806) 351-3345 Email: joyce.lopez@tpmhmr.org