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**Serving the citizens of:**

Armstrong, Carson,  
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Hall, Hansford, Hartley,  
Hemphill, Hutchinson,  
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Ochiltree, Oldham, Potter,  
Randall, Roberts, Sherman,  
and Wheeler counties



## REALISTIC NEW YEAR'S RESOLUTIONS FOR YOUR MENTAL HEALTH

Mental Health First Aid.org

40% of Americans set resolutions at the start of the year, and less than half are successful after six months. We all want to make positive and impactful changes in our lives, but how can we make the changes last?



**Use these self-care strategies from the MHFA curriculum to set realistic New Year's resolutions for your mental health.**

**Make time for self-care.**

Brainstorm a list of self-care activities that make you happy and schedule them as part of your daily routine. This could be structured therapy sessions or daily exercise or simply an outdoor walk or time with loved ones.

**Be kind to yourself.**

Change can be hard and often takes time. Allow yourself to have feelings and forgive yourself for mistakes. You are here and doing your best, and that's what counts.

**Make sleep a priority.**

Studies have found that sleep and mental health are connected. In fact, approximately 65% to 90% of people with major depression also experience a sleep problem. This year, try to go to sleep a little bit earlier every night and give your

body the rest it needs.

**Limit your screen time.**

Spending too much time on your phone or computer can impact your quality of sleep, your relationships and even lead to feelings of depression and anxiety.

Be conscious of how much time you're spending online and the impact it has on your mental health and make adjustments, if needed.

**Learn more about mental health.**

One of the best ways to improve your mental health is to understand it. There are online resources available that provide information about common mental health and substance use conditions or you can talk to a medical professional to learn more about your specific situation.

You can also take a Mental Health First Aid course. MHFA teaches people how to understand, identify and respond to signs and symptoms of common mental health and substance use challenges.

Instead of making sweeping New Year's resolutions to achieve overnight, create a few realistic goals that will have a long-lasting impact on your mental health and happiness. You can **#BeTheDifference** for yourself this year and MHFA is here to help you every step of the way.

# The CCBHC Initiative - Quality Measures

Roger Speight, Director, Professional Services

All Certified Community Behavioral Health Clinics (CCBHCs) are required to track a standard set of Quality Measures. These Quality Measures are federally defined public health measures that are widely used in our industry. As part of TPC's CCBHC certification, we'll have to prove that we collect the appropriate types of information to generate these Quality Measures on an ongoing basis.



TPC's new Electronic Health Record (EHR), Credible Behavioral Health, has been certified by the Office of the National Coordinator for Health Information Technology to be able to generate Quality Measures. As TPC configures the new EHR, we plan to incorporate the data collection for these Quality Measures into our clinical workflows so that the appropriate data is collected at the appropriate point in the clinical process. In addition to meeting a CCBHC certification requirement, we plan to use the Quality Measures as tools to assess the quality of the services we provide.

The following is a list of the Quality Measures that TPC will be reporting as a CCBHC:

- Number/percent of new clients with an initial evaluation provided within 10 business days, along with the average number of days until the initial evaluation is performed for these clients.
- Adult Body Mass Index (BMI) screening and follow-up shows how clients' BMI changes over a period of time through services provided and coordinated by TPC.
- Weight assessment and counseling for nutrition and physical activity for children/adolescents shows how these clients' weights are impacted over time through nutrition and physical activity counseling.

- Tobacco use screening and cessation intervention shows how clients' tobacco use is impacted by cessation interventions.

- Unhealthy alcohol use screening and brief counseling shows how clients with unhealthy alcohol use are impacted by counseling.

- Child and adolescent major depressive disorder Suicide Risk Assessment shows how the suicide risk for child and adolescent clients with major depressive disorder is impacted through services provided and coordinated by TPC.

- Adult major depressive disorder Suicide Risk Assessment shows how the suicide risk for adult clients with major depressive disorder is impacted through services provided and coordinated by TPC.

- Screening for clinical depression and follow-up plan shows how clients' clinical depression is impacted through services provided and coordinated by TPC.

- Depression remission at 12 months shows the level of clients' depression remission after 12 months of services provided and coordinated by TPC.

While the above Quality Measures are required reporting requirements for TPC to serve as a CCBHC, we plan to make them available to staff and managers as a way to monitor client outcomes. In addition, we plan to use these Quality Measures as a mechanism for negotiating payment incentives with our payers. For example, if there is a certain level of improvement in a Quality Measure over a period of time, we may be able to negotiate an enhanced payment from a payer. Stay tuned for additional Quality Measure details as TPC continues with our CCBHC certification and EHR implementation.

# The Dreaded Subpoena

Donald Newsome, Director, Quality Management & Compliance

**“You have been served”** ... now what? Receiving a subpoena can be a somewhat common event in our profession and also one that can add uneasiness and confusion to an ordinarily routine day. The good news is that a subpoena, is simply a legal command to attend and give testimony at a deposition, hearing, or trial or to produce and permit inspection and copying of designated



documents (usually from the medical record of an individual served) in the custody or control of the person who receives the subpoena. Subpoenas may not be the most interesting topic to read about today, but hopefully, the information contained in this article will make your first, next, or future receipt of a subpoena less daunting or intimidating.

A subpoena can be issued by the clerk of the appropriate district county, or justice court, an attorney authorized to practice in the State of Texas, as an officer of the court, or by an officer authorized to take depositions in the State of Texas.

A subpoena can be served at any place within the State of Texas by any sheriff or constable of the State of Texas, or by any person who is not a party of the civil action and is 18 years of age or older. The subpoena must be served by delivering a copy to the witness and tendering to that person any fees required by law.

A subpoena may be either a civil or criminal subpoena. Civil subpoenas account for approximately 60% of the subpoenas received by TPC staff. Regardless of the type of subpoena that you receive, the first steps are to notify **Medical Records** and your supervisor. Medical Records will then notify and forward a copy of the subpoena to Quality Management.

Medical Records will make the initial contact with the issuer of the subpoena, and in many cases the court will allow records alone, to be sent without the need for you to appear in court, however, in the case that records only will not suffice, you will have to appear in-person or via video at the court’s discretion. If you must appear, make arrangements with Medical Records to secure the documents you will need to have with you. Your clinical supervisor or the Director of Quality Management can offer basic guidance regarding court protocols and acting as a witness prior to your appearance. Following these steps and knowing what to expect should make the process much easier and less worrisome.

# In Memory of Charles Gill

## 1931-2020

Mr. Charles Gill, Long-time Board of Trustee Member, passed away on December 17, 2020.

Charles was born in Miami, Texas, on December 22, 1931, to Alton and Glynis Gill. He attended Miami schools before attending North Texas College and earning a degree in education. He served in the United States Army from 1955—1957. He married Bette Joyce Jones on June 1, 1957, in Dallas, Texas.

Charles was very open about his Christian faith and was involved in The Gideon's International Ministry, the prison ministry, and served as a deacon at First Baptist Church of Panhandle where he was a member for 55 years. Charles was active with the Texas Baptist Men's organization remodeling and building churches all over Texas. In his early 80's he participated in a mission trip to Haiti.

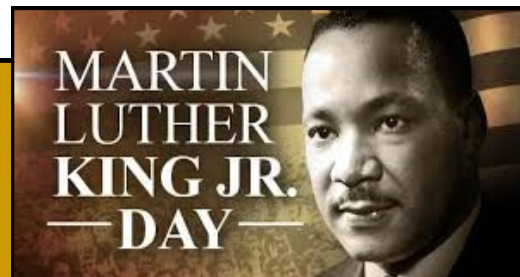


Charles was the Panhandle Jr. High School Principal for 39 years, touching the lives of many families in the Panhandle community. Charles enjoyed going to the New Mexico mountains to snow ski and trout fish.



Mr. Gill contributed greatly to Texas Panhandle Centers by serving on the Planning & Network Advisory Committee for eleven years and then in 2012 was appointed to the Board of Trustees by the Commissioners' Courts of the Western Region of the Texas Panhandle. On the Board, he served as a member of the Personnel Committee and was a strong advocate for Individuals with behavioral health issues. Mr. Gill will be greatly missed.

**In observance of Martin Luther King Jr. Day, Texas Panhandle Centers will be closed on Monday, January 18th.**



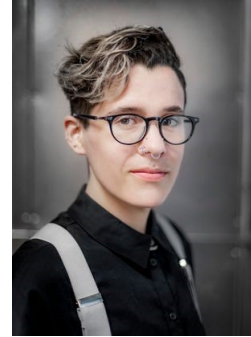
# AGN Media Announces Citizens on the Move Recipients

amarillo.com/Amarillo Globe News

AGN Media is using its Citizens on the Move initiative, presented by Toot n' Totum, to recognize five community members who have made a positive impact—particularly amid the COVID –19 pandemic. One of those recipients is TPC's Lytton St. Stephen.

St. Stephen's nominator cited work with Panhandle Mutual Aid, an organization that helps local families secure a myriad of resources.

"I was surprised and humbled by this nomination," St. Stephen noted in response to a Globe-News query. "When I started Panhandle Mutual Aid in March of 2020, my intention was that it might serve as a grassroots, person-to-person initiative to help members of the community get the things they needed as the COVID-19 pandemic began in earnest. Due to the nature of the virus, it became increasingly clear that we needed to think outside of our usual means of community assistance, which traditionally meant gathering in groups face-to-face. Like so many others, I looked to make use of online platforms, and this proved extremely effective. It has been my fervent belief and guiding principle that we approach one another with love, kindness and compassion. Fear makes us small, but love makes us vast, and we stand to gain so much when we choose to invest in the emancipatory potential of a love praxis."



## 2020 Awards

The 2020 Citizens On the Move is presented by Toot n' Totum. The 2020 Headliners will be announced Jan. 17.

*Lytton St. Stephen is with TPC's Assertive Community Treatment Team (ACT) for Adult Behavioral Health.*

*Congratulations Lytton!*



## TPC Holiday Sock Drive

Many thanks to everyone that donated socks during the TPC sock drive. Socks are often overlooked when considering client needs.



Congratulations to Donna Davis, BH Medication Unit! Her name was randomly drawn as the gift card recipient. Congratulations!

# Palace Coffee 2021 Cause Latte Program



Texas Panhandle Centers Trauma Informed Care Committee was chosen as one of four organizations to participate in Palace Coffee's 2021 Cause Latte Program.

Palace Coffee Company in Amarillo supports local non-profit organizations on a quarterly basis. Their goal is to provide awareness, promote worthy causes and provide support through funding of these organizations.



The funds received will go toward clients who need essential items after obtaining permanent housing. Care packages would include hygiene products, cleaning supplies, pillows/sheets/blankets, pots/pans/skillets, plates/utensils, towels (kitchen & bath), and other essential items.

Many thanks to Palace Coffee Company and to Jesse Greer, TIC TOC Committee, for submitting the application and presenting on behalf of Texas Panhandle Centers.

## Thank you!

Looking for meal prep ideas? This Lemon Garlic Chicken is a perfect make ahead, healthy meal.

### Ingredients:

- 4 chicken breasts boneless, skinless, sliced thin
- 1 tablespoon olive oil
- 2 teaspoons garlic powder
- ½ teaspoon salt
- ½ teaspoon pepper
- 1 large lemon juiced
- 2 sweet potatoes cubed
- 1 bunch medium asparagus (about 40 spears)
- 1 large bell pepper sliced (or 8 mini bell peppers)
- 1/8 cup reduced fat parmesan cheese shredded



### Instructions:

Combine chicken with olive oil, spices, and juice of 1 lemon in a sealed plastic bag. Move the marinade evenly around chicken in the bag and leave in sealed bag while preparing other ingredients. Preheat oven to 425 degrees. Wash vegetables under running water; use a potato brush to clean potatoes well. Cube sweet potatoes in bite sized pieces with skin on. Arrange on a baking pan, spray with cooking spray and sprinkle with pepper. Slice bell pepper and arrange with asparagus on a baking sheet. Spray with cooking spray and sprinkle with shredded parmesan cheese. Remove chicken from bag and place on separate baking sheet. Place all 3 baking sheets of food in oven and bake for 20 minutes. Remove chicken and vegetables, stir potatoes, and roast another 10-15 minutes. Remove potatoes from oven and let cool. Fill 4 shallow plastic containers with: ¾ cup of sweet potatoes, about 10 asparagus spears, 1 chicken breast, and 1/4 of roasted bell peppers.

*Recipe: Lizabeth Gresham, Texas A&M AgriLife Extension/DinnerTonight*

### Nutrition Facts

4 servings per container	
<b>Serving size</b>	<b>1/4 of recipe</b>
<b>Amount per serving</b>	
<b>Calories</b>	<b>320</b>
	<b>% Daily Value*</b>
<b>Total Fat</b> 6g	8%
Saturated Fat 1g	5%
Trans Fat 0g	
<b>Cholesterol</b> 65mg	22%
<b>Sodium</b> 460mg	20%
<b>Total Carbohydrate</b> 31g	11%
Dietary Fiber 7g	25%
Total Sugars 11g	
Includes 0g Added Sugars	0%
<b>Protein</b> 38g	
Vitamin D 0mcg	0%
Calcium 112mg	8%
Iron 5mg	30%
Potassium 873mg	20%
<small>*The % Daily Value tells you how much a nutrient in a serving of food contributes to a daily diet. 2,000 calories a day is used for general nutrition advice.</small>	
<small>Calories per gram: Fat 9 • Carbohydrate 4 • Protein 4</small>	

## Points to Ponder

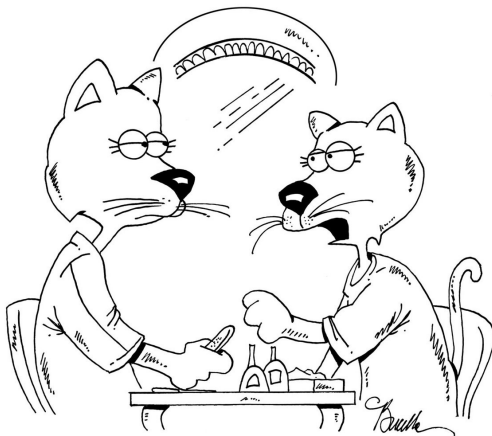
Jana Campbell, Rights Protection Officer



Why is documentation important, and what does documentation have to do with abuse, neglect and exploitation?

When we document, we should consider that everything we write has the potential of being looked at by an investigator. Therefore, we should always write as if we are describing the incident to someone that was not there, and do not know the people involved. For example, the individual came into the kitchen area and was upset that another housemate was in the chair that she usually used, the individual threw her things in the direction of housemates. Instead of, individual came into the kitchen and started throwing things. The more detailed example can let the investigator know that maybe the individual can be upset easily, and if someone was injured by objects thrown it is easily understood who threw the objects and why.

Client Injury Reports and Unusual Activity Reports are often requested by investigators so please try to always document as clearly as possible. If you have any questions or concerns I can be reached at 351-3400 or email me at [jana.campbell@txpan.org](mailto:jana.campbell@txpan.org)



"Trimmed, but not so much that I can't claw up the furniture."



"Are you seeing anyone?"

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. In Compliance Corner 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 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 which you believe may be unethical, illegal, or fraudulent to:

- Your supervisor or
- Donald Newsome, Director, Quality Management & Compliance, (Privacy Officer)  
Phone: (806) 351-3284  
Email: [donald.newsome@txpan.org](mailto:donald.newsome@txpan.org)

**Here is the compliance question of the month:**

### **Question:**

I saw an employee having a couple of alcoholic drinks at lunch, then saw them at work later that afternoon. Is this something I need to report?

### **Answer:**

It is reportable to the employee’s supervisor or Executive Manager.

**Section 3.10.1** of the Center wide Policies and Procedures Manual states that reporting to work under the influence of alcoholic beverages or illegal drugs, inhalants, and narcotics; or the use, sale, dispensing, or possession of these substances or any violation of the substance abuse policy, may subject the employee to disciplinary action up to, and including termination.

Being under the influence at work can easily lead to a Health and Safety risk for those we serve, staff, and visitors.

If you have a question or scenario that you would like to be considered for inclusion in Compliance Corner, email the information to [Compliance.Corner@txpan.org](mailto:Compliance.Corner@txpan.org) or send your question via inter-office mail to the attention of Donald Newsome.



## Welcome these New Employees...

Deann Barber	IDD Service Coordination
Dominic Bitela	HCS Home - Carlton
Samantha Gonzales	Crisis Redesign
Douglas Zetooney	IDD Service Coordination
Lance Dotson	HCS Home - Carlton



## Employee Assistance Program

Through MINES & Associates, you and your household members are entitled to a number of resources at no cost to you.

The use of your Employee Assistance Program is strictly confidential and available 24/7. They are there to help you with everyday issues that come up in your life including:

◆ Stress ◆ Depression ◆ Family Issues ◆ Financial ◆ Substance Abuse ◆ Work Related Issues and more...

**800.873.7138**

[www.MINESandAssociates.com](http://www.MINESandAssociates.com)



**Bianca Saenz, ECI**, 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).

# TICTOC Employee Recognition

Joyce Lopez-Enevoldsen, Team Lead

TPC's Trauma Informed Care Time for Organizational Change Committee recognized the following individual, who were nominated by their peers, for demonstrating one or more of the following as it relates to trauma (empathy, cultural sensitivity, self-awareness, self-care promoting/building resilience, flexibility toward others, collaboration, willing to learn from others, creating a safe space, trustworthiness, respect and courage):



Rick Smithson, YES Waiver Program Manager, was nominated for the TICTOC Employee Recognition. His nomination was quite lengthy and included how he made a significant impact not only on the identified client but the entire family as well. This individual was struggling with various trauma related issues and had received services elsewhere but none of those were helping, according to the mother. Through TPC's Youth Empowerment Services Program this individual was offered various services including, animal assisted equine therapy, art therapy, community living support and skills training, just to name a few. Through the wrap around services, Rick identified underlying needs, strengths and strategies for each family member and appropriate referrals were made for each. The client was quoted to say, "I'm so happy you worked with my parents. When they are happy I am less anxious and depressed. I caught them hugging and showing affection on the couch. I thought that would never happen." The client successfully graduated from the YES Waiver on January 6, 2021.



This intervention not only impacted the client and their family but in many ways the generation that follows. Thank you Rick for *Making Lives Better* for the CLIENTS AND FAMILIES we serve.

*Congratulations Rick!*

# White Hat Award



The IDD Service Coordination Department would like to present **Tami Savage, Trust Fund/Respite Supervisor**, with this month's White Hat Award. Tami is always willing to help the individuals that we serve. She goes above and beyond her responsibilities to help ensure all of our individuals have the best possible quality of life. She is also willing to help Service Coordinators in any way she can. Tami always brings a cheerful and enthusiastic demeanor. Thank you Tami for all you do.

Cecilia Gallegos for IDD Service Coordination.

Answer's to last months questions:

**1) Individualized Care and Training 2) Receipt 3) False**

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



1. TPC's new Electronic Health Record (HER) has been \_\_\_\_\_ by the Office of National Coordinator for Health Information Technology.
2. The first steps when receiving a subpoena is to notify \_\_\_\_\_ and then your \_\_\_\_\_.
3. The phone number for TPC's Employee Assistance Program is: \_\_\_\_\_.

[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.](mailto:joyce.lopez@txpan.org)

## Tax Tips for the Year

January can be misunderstood when it comes to taxes. You can do a lot more than wait for 1099s and W-2s. There's even time to make adjustments to your 2020 numbers.

With a little planning, you can position yourself to be super organized and maybe even snag some late deductions. Consider these tips from TurboTax and others:

- Get your paperwork together. A tax checklist can help immensely--your CPA can provide one or you can find one online. Gather records and receipts and find your forms. A little time spent organizing now will help things move faster later.
- Itemize your tax deductions. January is a good time to scrutinize this list before you feel a deadline crunch. If you are self-employed, own a home or live in a high-tax area, you might find that you'll save a lot by itemizing rather than taking the standard deduction. TurboTax says itemizing is worth it when your
- qualified expenses add up to more than \$12,400 for most singles and \$24,800 for most married couples filing jointly. These include items like mortgage interest, charitable donations and a portion of medical expenses.
- Contribute to retirement accounts. The deadline to contribute to a traditional IRA is April 15. A deductible contribution can help lower your tax bill, but check with your CPA whether yours is deductible or not, and whether it makes sense for you to make a concerted effort. A Roth IRA contribution won't lower your tax bill but may still be a good financial decision, for example.
- Make an estimated tax payment. You typically have until mid-January to make an estimated tax payment and avoid fourth-quarter penalties.
- Read up on COVID-19 tax impacts. Now's a good time to check with your CPA and educate yourself on loan forgiveness, deductions, exemptions and the like that will make the 2020 filing a unique one.



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## School Supplies



The TICTOC Committee has available school supplies for students of TPC employees. If you are in need of school supplies for your student, please reach out to the Committee by emailing [TICTOC@txpan.org](mailto:TICTOC@txpan.org). A committee member will email you a form to be completed and returned. Thank you!

