



# Alegria News

## From the CEO

As we approach the end of yet another year, I want to take this opportunity to wish you and your family our best! May your holidays be happy and safe. We are all working through the COVID-19 issue and hope to reach some end point for it in the near future.

Also, from all of us here at Alegria we want thank you for being with us and part of the Alegria family. We look forward to serving you and your family in the upcoming year. Don't hesitate to contact us if you need anything.

We are especially proud of our new office space and hope that each of you will have the opportunity to come and visit us.

Larry

Happy Holidays From Alegria!

## Palco and Mi Via

As most of you should know, Palco New Mexico has provided the EVV portal for Mi Via Waiver time verification for the last year. Many of you have reported small issues with using this web portal, and many of you are experiencing some of the same issues as others using the system. Alegria has been working with the State of New Mexico to identify and track repeat issues that may be occurring in the Palco portal in order to document patterns and behaviors that may lead to a better, more user friendly system. We need your help to do this. Please notify Richard Salazar **within 24** hours of a missed clock in or out.

Please include the following information to better assist us in documenting issues: **Your first and last name, your individuals name, date, Time In, Time Out, and what prevented you from recording your time properly for each missed clock.**

Please email this information to:  
[richard@alegriafamily.com](mailto:richard@alegriafamily.com). Thanks for your help and understanding.



*~Please Remember~  
Client Activity sheets must be completed if the client is on vacation, hospitalized or the provider is unable to provide services.  
Please notify us as soon as possible.*

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### Alegria Family Services Holiday Schedule

- The AFS offices will be closing at noon on Thursday 12/23/2021 and will reopen on Monday, 12/27/2021
- We will also close at noon on Thursday 12/30/2021 and will reopen on Monday, 01/02/2022
- Alegria wishes everyone a safe and happy holiday season and we will see you all in 2022!



## Mi Via Documentation

As we are moving into 2022, it is important that our providers realize that proper documentation is vital on the Mi Via waiver.

Although Mi Via requires far less documentation than other waiver services in New Mexico, completing your paperwork properly is very important and ensures that you are paid on time and without interruption. Common mistakes include neglecting to complete the section titled "How I Assisted" for your individual each day. This cannot be left blank, and should contain details. Please ensure that you fill out this portion of your form everyday. Another common mistake is neglecting to include the proper "Assist Type" for your individual. This is an important requirement of the State of New Mexico. Re-

### IHLS Contact Log

MONTH: \_\_\_\_\_  
(Begins MM/01/YYYY)

Incident:			
Therapy:			
Assisted ✓ = Yes w/ Assist Type	Medications:	Grooming:	
	Bathing:	Oral Care:	
	Clean Room:	Laundry:	

**Assist Type Key:**  
I - Independent  
P - Prompt  
H - HandOverHand  
F - Full Assist

member, neglecting your IHLS Contact Log or any other documentation could be justification for an interruption in pay. If you need help, please come to our offices during regular business hours and our staff will assist you with any questions you may have.

*Always complete this section and give FULL details.*

How I assisted give full details.			
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## Isolation Instructions if You Were Notified You are Positive for COVID-19

Symptoms of COVID-19 may include cough, fever, upset stomach, headache, body aches, and/or loss of taste or smell. Pick one of the three situations below that fits you best and follow the instructions.

**1.) You have symptoms of COVID-19 but you haven't been hospitalized in an Intensive Care Unit, you aren't currently getting chemotherapy, and you don't have uncontrolled HIV.**

Stay at home in isolation until all 3 of the following are met:

- At least 10 days have passed since your symptoms first appeared; AND,
- At least 1 day (24 hours) has passed since you no longer have a fever without the use of fever-reducing medication (like Tylenol, Advil, Aleve, or aspirin); AND,
- Your symptoms have improved

**3.) You have no symptoms of COVID-19.**

Stay at home in isolation until:

- 10 days have passed since the date you got your positive COVID-19 test, as long as you don't develop symptoms in the meantime.
- If you do develop symptoms, then switch to the isolation instructions for those with symptoms. Your ten days of isolation at home will begin from the first day you have symptoms, not from the day you were tested.
- Note: If you have a **severe immunocompromising condition** without symptoms, you must isolate **20 days** from the date of you were tested.

**2.) You have symptoms of COVID-19 and were hospitalized in an Intensive Care Unit, are currently getting chemotherapy, have uncontrolled HIV, or your doctor says you are severely immunocompromised.**

Stay at home in isolation until all 3 of the following are met:

- At least 20 days have passed since your symptoms first appeared; AND,
- At least 1 day (24 hours) has passed since you no longer have a fever without the use of fever-reducing medication (like Tylenol, Advil, Aleve, or aspirin); AND
- Your symptoms have improved

Lets all stay safe and healthy in 2022. Remember, someone loves and depends on you, and we cannot take care of our individuals if we don't first take care of ourselves.

Visit our new website at:  
[www.alegriafamily.com](http://www.alegriafamily.com)



### Do You Know The Signs?

This helpful video posted on YouTube by the good people at BBC Scotland explains in detail, and from the eyes of an autistic adult, what an autistic meltdown is, how it effects the autistic person, and the stereotypes surrounding the concept. Weather you are autistic, or are dealing with someone with autism or crushing anxiety, you will find this video helpful.

[www.youtube.com/watch?v=Z8Vc4rzdnd4I](https://www.youtube.com/watch?v=Z8Vc4rzdnd4I)