



Alegria News

From the CEO

Well, we are now into the Spring of 2022, and we appreciate your continuing this journey with us. Some good things are happening:

Covid issues and restrictions appear to be fewer and more face-to-face interactions are now taking place. Individuals are able to get out into the community more and we are all glad for that! As we point out in this newsletter, EVV is going away for In-Home Living Providers! I know we are all pleased.

DDSD is distributing temporary funds to ease the burden on agencies and providers for the hardships we incurred over the last two years with Covid issue. Alegria will be sending out a special disbursement to providers in June.

In this newsletter we are announcing the winners and their prizes in our three-month documentation accuracy contest.

So, some things to be happy about!

One final thing we need to announce is that **DDSD IS STARTING TO AUDIT ALEGRIA AND OTHER AGENCIES**, just like they do on the DD Waiver! So, you really need to take your documentation, classes, and other DDSD requirements seriously. DDSD will be auditing them!

With audits coming, Alegria's move to digital documentation for providers should make things easier for you in doing your daily documentation. Read more about that in this newsletter.

As we announced in the last newsletter, we are trying to grow Alegria and its Mi Via program. If you know of a potential family for the Mi Via Waiver, please let them know about us. We will remember you fondly!

We look forward to continuing to serve you, and please don't hesitate to contact us if you have any questions or concerns.

Larry



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April Holidays for the Faithful

In April 2022, many religious communities the world over have something to celebrate!

- First Day of Ramadan - April 1st. Ramadan is the ninth month in the Islamic calendar and Muslims fast, pray and practice introspection during this month.
- Passover - April 15. A Jewish holiday that celebrates the Jewish exodus from slavery in Egypt. Passover is a 7 day holiday involving holiday meals, prayer services, and abstention from work.
- Easter - Sunday, April 17. A Christian holiday that celebrates the belief in the resurrection of Jesus. Easter concludes Lent, a 40-day period of fasting, prayer and sacrifice.



Meet Richard Salazar Communications Officer

Richard joined the Alegria Family Services Staff in September of 2011. Working as an independent, part-time project contractor, Richard began the long and difficult task of developing a process to digitally manage the massive amount of documentation required by the State of NM for the various waiver programs AFS participated in at that time. From server platform installation to software standardization, Richard has had a lead role in developing the technology and processes used by Alegria to safely and securely manage the valuable data gathered daily by providers and staff.

What began as a part-time limited role with Alegria, has blossomed into a decade long relationship that continues to grow and change. As Communications Officer, Richard is responsible for AFS marketing, website

development, EVV management, State of NM Training Requirements for providers, and so much more.

Richard holds an Applied Science degree in Computer Management (graduating with honors), and is a Microsoft Certified Systems Engineer, HP/Compaq Networking Engineer, and holds many other industry certifications with over 25 years experience. Richard is also a self-taught programmer working with VBS and Java-scripting regularly.

Until recently Richard was a single parent, raising many children with disabilities, and understands the challenges faced with the NM Waiver programs first hand. He recently married and continues to raise and support his many children.

Each quarter we will feature two Alegria staff members and discuss their histories and what brought them to Alegria. We hope you enjoy learning more about your staff!



While some countries have a multi-century history of a day to celebrate mothers, the modern American version of the holiday began in the United States in 1907 at the initiative of Anna Jarvis, who organized the first Mother's Day service of worship to celebrate and honor the mother of the family, as well as motherhood and the influence of mothers in society. Jarvis regretted the commercialism that grew from her idea, and expressed that this was never her intention. So, in the original spirit of Mother's Day we wish all the mothers in the AFS family a happy Mother's Day!

Meet Jeanne Sergeant Mi Via Administrative Assistant

Jeanne began her carrier with Alegria Family Services in 2014 and has helped move the company from the Coal office to the Carlisle office, and finally settling at our new address in the Bank of Albuquerque building. Over the years Jeanne has helped implement a number of important changes in state documentation, waiver requirements and DDS training requirements. After all that experience she had to this to say: "I feel the Mi Via program is a great fit for our clients with less paperwork and less training, focusing more on quality time."



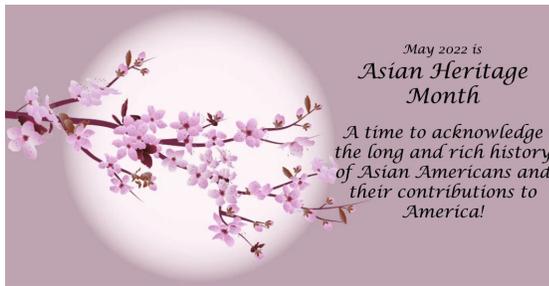
Jeanne currently works with AFS part-time answering telephones, e-mails, reviewing and mailing documents, calling Conduent and Palco, assisting with verification of income, the newsletter, and any other needs the agency may have. During her time with Alegria Family Services, Jeanne has meet with both providers and individuals participating on the waiver programs, and is looking forward to a time when we can all once again actively socialize safely.

Jeanne has many diverse interests which she pursued through a broad range of study including Environmental law and Microbiology at UNM, as well as Electronics at TV-I. Jeanne enjoys traveling, camping, reading, photography and painting. By far, Jeanne's favorite thing to do (when not working at AFS of course) is spending time with her granddaughter.

You can find past issues of our newsletter at:
<https://www.alegriafamily.com/news-letter-archive>

Vendor/Provider Agreements

During this second quarter of the year you may receive (or you already have received) an updated Vendor/Provider Agreement from the staff at Alegria Family Services. This is basically a renewed contract for you to provider services on the Mi Via Waiver. Why is this being done? Any contract currently on file that you may have signed years ago, signed to provide a different service than you are currently providing, or that is simply missing a signature or date must be re-drawn and re-signed. This will be an ongoing process as each contract on file ages. If you received a new contract, please read it carefully. While this document is simple and straight forward, please do not hesitate to contact our office if there is anything you do not understand. Once satisfied with the wording, please sign and date the contract, and return it to our office as soon as possible. We appreciate your quick response in this and as always, we appreciate all you do for the individuals you serve.



Digital Documentation is coming to Alegria.

We at Alegria Family Services have always embraced technology whenever possible. Over the years, we have found that documentation for all aspects of the waiver programs have been more efficient and less time consuming when using digital methods. We have long believed this would be true for the Mi Via Waiver as well, but until recently we have been unable to implement it. In the last few months we have overcome some of the barriers that have held us back, and are excited to announce that an online digital documentation system for our Mi Via in-home providers will be available soon.

What does this mean for you, the Mi Via provider? Soon you will be able to login to an internet portal and access your monthly progress notes via an online form. Data entered is saved for you from one day to the next, keeping it secure and protected. While standard paper documents can be lost, ruined by an unexpected accident, and even eaten by your dog, your notes and hard work are always kept safe on our servers.

Entering your documentation directly into our



servers has another benefit as well. Once your documentation is digitally signed by you, Alegria staff can access it from our offices and add it your billing documentation. No more trips to the office each month, and lost paperwork will no longer be an issue.

We are beta-testing this program now, and expect to have a final version available by June 1st. If you would like to participate in the digital documentation program, please contact Alegria and express your interest. You can be one of our early users!

What's happening in May?

While we are all aware of Mothers Day and Memorial Day, but did you know about these other great days to celebrate in May?

May 06 - National Provider Appreciation Day. Celebrating all providers on this day include teachers, nannies, and caregivers, who are essential workers in helping working families.

May 7 -National Explosive Ordinance Disposal Day honors members of the U.S. Armed Forces who have risked their lives in disposing explosives.

May 10 -National Clean Your Room Day is a random, yet fun commemorative day that is celebrated by, yes you guessed it, cleaning up your room.

May 20 -Bike-to-Work Day is right in the middle of **National Bike Month**, and encourages us to bike to work, but it also raises awareness of cyclists as they commute to and from work each day.

May 25 -International Wine Day. The name says it all! On may 25th be sure to enjoy a glass of your favorite wine with friends and family. Finally, an excuse to have some wine!



May 30 2022

June 19th is Fathers Day!

Credit for originating Father's Day is generally given to Sonora Smart Dodd of Spokane, Washington, whose father, a Civil War veteran, raised her and her five siblings after their mother died in childbirth. She is said to have had the idea in 1909. Local religious leaders supported the idea, and the first Father's Day was celebrated on June 19, 1910, the month of the birthday of Dodd's father.

- **1924** U.S. Pres. Calvin Coolidge gives support for Fathers Day.
- **1966** Pres. Lyndon B. Johnson issues a proclamation that recognized the day.
- **1972** Pres. Richard Nixon signed legislation designating the third Sunday of June as Father's Day.

AuthentiCare/Palco New Mexico News

Over the last two years or so we have seen great effort by NM to use the Electronic Visit Verification (EVV) system at the AuthentiCare/Palco website. As you probably know, agency's around New Mexico have invested countless hours learning this system and getting our providers to use it. This has not been without its difficulties, but our providers did rise to the challenge and become proficient in the use of this system, and AFS has been proud of all the hard work you have done.

Recently we at Alegria, along with many of you, have been hearing a rumor that the state of New Mexico would no longer be requiring In Home Living Support providers to use the AuthentiCare/Palco system to track hours worked with individuals. It seems that many consultants have told providers that they can stop using the system now. Alegria reached out to DDSD and has confirmed that this

rumor is true. Soon after confirming the rumor, AFS also received an official notification from DDSD shortly before publication of this newsletter, and it has been posted on our website for you to review under the news archive section.



If you are currently providing Mi Via IHLS services for your individual, you may discontinue using the AuthentiCare/Palco system to track your hours. This should come as good news to most of you. We understand that it has not been an easy process and we appreciate your hard work and diligence.

If you have questions please contact our office and we will do our best to provide accurate information. As is always possible, this situation could change again. If we do receive further information we will of course notify you via email.

Alegria Family Services Drawing Winners!



In our last quarterly newsletter Alegria announced that we would be holding a drawing this quarter with prizes to be awarded for the providers whose documentation has been most accurate and timely.

The Rules were simple:

- 1) Have your documentation in to Alegria by the 5th of each month.
- 2) Be accurate and complete with all documentation. Avoid repetition
- 3) Be current with DDSD required trainings.

Everyone did a wonderful job with documentation the last few months, and Alegria would like to thank all of you for your hard work. It was a difficult task to draw only the following 3 winners.

- 1st Anna Tsutsumi - \$100 gift card
- 2nd Ana Rascon - \$50 gift card
- 3rd Hortencia Davenport - \$25 gift card

Congratulations to all our winners. Be watching our website and this newsletter for more drawing opportunities and announcements.

Don't forget that Alegria has updated our website!

<https://www.alegriafamily.com>

Here you can find contact information, employment opportunities, past newsletters, and even drawing and contest winner announcements! If you haven't already, check us out!



New Mexico's Day Services Programs

Mandy's Farm is a nonprofit organization based out of the south valley in Albuquerque and serves adults with developmental disabilities.

Website: mandysfarm.org

Ability First Day Center offers plenty to choose from at their facility as well as a variety of opportunities to go out into the community on excursions.

Website: ability1st.com

Adelante offers community-based day programs for people with disabilities in Albuquerque, Los Lunas, and Belen.

Website: goadelante.org/

Please note that Alegria Family Services does not endorse or recommend any of the above resources. They are listed for informational purposes only.