

PARTICIPANT CORNER

Lucia's beautiful paint by number.



Your Talent is in Demand!

Are you a poet, storyteller, artist or just want to share a picture of yourself doing a favorite activity or maybe some great news? Please submit pictures of your original artwork, short stories, or poems. Submissions to be featured in an upcoming Mi Via Newsletter. Submissions can be sent to: Rachel.gonzales@hdsd.nm.gov

Correction:

In the February newsletter in Participant Corner the participant was incorrectly listed as Rhonda. This was actually Virginia with her fur buddy Bosque.

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FMA-Conduent Contact Information:

Phone: 1-800-283-4465

Toll-free Fax: 1-866-302-6787

E-mail for Form Submission:

docprocessing@conduent.com

Physical Address:

1720-A Randolph Rd SE

Albuquerque, NM 87106



March 2024

Shining Star Employee of the Month:

We would like to give a shout out to JODI GARCIA, our daughter Margaret's consultant with Self Directed Choices.

Jodi has always surprised us with:

- Extremely timely responses to our questions
- Super reliability and punctuality for home meetings
- Creative and timely solutions for logistical hassles
- Helpful advice on streamlining the bureaucracy
- A BRIGHT SMILE in face of time-consuming frustrations

YOU ARE THE BEST, DEAR JODI.

Shining Star Employees of the Month

Do you have a Direct Support Professional (DSP) that you would like to spotlight and allow to shine? DDSD would like to recognize our DSPs who provide above and beyond support to Mi Via Participants. DDSD Mi Via Unit will feature Shining Stars in the Mi Via Newsletter monthly. Submit a brief note of why you would like to recognize your staff. Submissions can be sent to: Rachel.gonzales@hsd.nm.gov

Service Highlight:

Community direct support: Community direct support providers give support to the participant to find, grow and keep community connections and access social and educational options. This service does not include formal education (including home schooling and tutoring related

activities), or career services related to traditional schooling or career training.

- The community direct support provider may be a skilled independent contractor or a hired employee depending on the level of support needed by the participant to access the community.
- The community direct support provider may coach and model social behavior important for the participant to connect with community members or in groups, provide help in additional tasks related to community participation, provide attendant care, and help the participant schedule, set up and meet expectations related to chosen community activities.
- Community direct support services include:
 - Help the participant outside of his or her residence.
 - Boost the progress of social relationships and build connections within local communities.
 - Support the participant in having regular opportunities to grow in their community to build and strengthen natural supports, networks, friendships and build a sense of belonging.
 - Aid in the progress of skills and behaviors that strengthen the participants connection with their community.
- The skills to help someone in a community setting may be different than those for helping a participant at home. The provider will:
 - Show knowledge of the local community and support within that community that are identified by the participant on the Service and Support Plan (SSP).
 - Is aware of the participant's limits to interact and keep health and safety while in the community.



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See Something Say Something

If you or anyone else are experiencing abuse, neglect, or exploitation (ANE) please say something. You, friends, or family **do not** have to live a life of abuse. Know what abuse is and who to report it to. In most cases you may remain anonymous.

“**Abuse**” including **verbal abuse** is knowingly, on purpose, and without basis causing:

- Physical pain
- Injury
- Mental hurt
- Sexual abuse

“**Neglect**” means the failure of the caretaker to provide basic needs of a person such as:

- Clothing
- Food
- Shelter
- Supervision
- Care for the physical
- Mental health of that person

Neglect causes or is likely to cause harm to a person.

“**Exploitation**” means an unfair or unacceptable use of a person's money or property for another person's profit or gain, financial, or otherwise.

Some people are hesitant to report suspected abuse because they are:

- Afraid they are wrong
- They might be causing trouble
- That it's none of their business

In New Mexico, the law requires you to report abuse ANY TIME you suspect or know about any kind of abuse. Most importantly, always do

the right thing. Be your own hero or a loved one's hero.

If you are not sure where to report abuse call Division of Health Improvement (DHI):
800-445-6242 or

- Health Facility Complaints Hotline:
800-752-8649
- Adult Protective Services:
866-654-3219
- Children, Youth and Families Department (CYFD)
800-797-3260

Links:

Warning signs of ANE

<https://www.nmhealth.org/publication/view/training/2198/>

NMAC 7.1.14

<https://www.srca.nm.gov/parts/title07/07.001.0014.html>

ANE reporting guide:

<https://www.nmhealth.org/publication/view/guide/2188/>

Reporting ANE:

<https://www.nmhealth.org/about/dhi/ane/>

JUST FOR LAUGHS

Which type of bow cannot be tied?

A rainbow.

What falls but never gets hurt?

The rain.

Can February March?

No, but April May.



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What is an Employer of Record?

An Employer of Record (EOR) is the person responsible for supervising the work of Mi Via employees and vendors for Mi Via participants. The EOR is not paid. An EOR is the employer of workers who provide waiver services.

The EOR is responsible for:

- Finding Qualified Employees
- Finding Qualified Vendors. A Vendor can be a DOH approved provider or another agency that provides the service that you are looking for.
- Hiring Employees
- Setting Employee Pay Rates
- Training Employees and Vendors in accordance with Mi Via Service Standards.
- Setting Employee Work Schedules
- Approving Employee Timesheets and Vendor Payments
- Letting Employee's go (Must complete Employment Separation Notice)

Although the EOR is an unpaid role, the EOR plays an important role in ensuring that the Mi Via participant gets their services and goods.

Who can be an EOR?

- A Mi Via participant may be his or her own EOR unless the eligible participant is a minor or has an authorized representative (i.e. guardian) over financial matters in place.
- If the participant is not their own EOR, the EOR must be a legal representative of the recipient

- The EOR should be someone who knows the participant, is aware of the participant's supports needs, and has an interest in ensuring that the participant gets their services and goods.

Persons interested in becoming an EOR must complete the Employer of Record packet to establish themselves as the EOR and to use Conduent for payroll and other employment related functions.

Finding Qualified Employees and Vendors

Finding the right employees and vendors takes time. Plan accordingly and consider the following:

- What tasks need to be performed to meet the participant's individualized needs?
- Once the task is determined, what knowledge or skills does an employee or vendor need in order to complete the identified tasks?
- Based on Mi Via's allowed rates, what rate of pay is the participant willing to pay for a specific service?
- What are the required minimum qualifications and training based on the Service Standards for Employees and Vendors.
- Use all the resources available and consider whether the participant wants to hire friends, family members, or look for employees.

Article continued on the next page



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Finding employees is the most important step in the hiring process. It is recommended that EORs consider the following steps before making final decisions to hire an employee:

- Screen potential employees
- Interview candidates
- Check references

Helpful Links:

[EOR Guidebook](#)

[EOR Fact Sheet](#)

[EOR Packet](#)

[Employment Separation Notice](#)

[Mi Via Self-Directed Waiver Service Standards](#)

[Self-Direction Forms](#)

POSITIVE THOUGHTS

Don't be pushed around by the fears in your mind. Be led by the dreams in your heart.

Flowers don't worry about how they're going to bloom. They just open up and turn toward the light and that makes them beautiful.

Nothing is impossible, the word itself says 'I'm possible.'

Join Landmark Musicals under the sea on March 24 at 2pm for a Relaxed Performance of The Little Mermaid!

Location: Rodey Theater, 1 University of NM, Albuquerque

Buy one ticket, get one 50% off with the code "RELAX"!

[Purchase tickets for relaxed performance here](#)

ACTIVITIES IN YOUR COMMUNITY

- National Fiery Foods & BBQ Show 3/1-3/3, Sandia Resort and Casino, 30 Rainbow Rd NE Albuquerque
- Albuquerque Oddities & Curiosities Expo 3/9-3/10, 310 San Pedro Dr. NE Albuquerque
- Sierra County Farmers Market 3/9 @ 8:30am, Ralph Edward Park, Truth Or Consequences
- Charlotte's Web 3/2 @ 3pm, Lensic, 211 W. San Francisco St, Santa Fe
- Mariana Pineda by Federico Garcia Lorca 3/3@2pm
- St. Patrick's Day Bluegrass Jam With the Foggy Memory Boys 3/17@4pm, Marini Tree Room, 6 Ernie Blake Rd, Taos Ski Valley
- Four Leaf Clover Arts & Crafts Fair 3/2-3/3@12pm, 249 US Rt 66, Church Rock
- Centennial Bingo 3/16@5:30pm, Glenwood Community Center, Glennwood
- The Irish 9'er, 3/17@1pm, Broken Spoke Taphouse, 302 S. Main St. Las Cruces
- Easter Extravaganza 3/23@4pm, 114 S. Main St, Roswell
- March Meet 3/10 @ 2pm, 101 Crown Dr, Ruidoso
- March for the Arts 3/2 @ 8am, 310 W Main St, Artesia
- Anime New Mexico 3/15-3/17, Crown Plaza, 1901 University Blvd NE, Albuquerque



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COMMUNITY RESOURCES

HELP NM

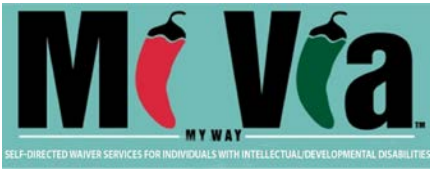
Locations of the HELP community action agency

The main office of HELP-NM is 5101 Copper Ave., NE, Albuquerque, New Mexico, (505) 265-3717. Additional sites are as follows. Each of them will provide struggling families with some form of support around employment, financial aid and more.

- 500 N, Main St., Suite 501, **Roswell**, NM 88201, Phone Number: (575) 208-0997
- 108 E High St, Grants, NM 87020-2453, call (505) 287-7550
- 516 Maxwell, PO Box 442, **Springer**, New Mexico 87747, call (575) 483-5927
- Chaparral - Family Development Center, 250 County Line, **Chaparral**, NM 88081, (575) 824-4197
- Las Cruces FSD, 1252 Barker Rd, **Las Cruces**, NM 88005-3182, main phone (575) 523-2311
- 1000 McNutt Rd, **Sunland Park**, NM 88063, (575) 528-9933
- 410 West Broadway, **Silver City**, NM 88061, dial (575) 388-9005
- PO Box 74, Animas, NM 88020, (575) 548-2795
- Lordsburg - WDD, 512 Main St, PO Box 237, **Lordsburg**, New Mexico 88045, telephone (575) 542-9895
- 726 E Michigan Dr, Suite 117, Hobbs, NM 88240-3467, (575) 393-3392
- Columbus Head Start Center, PO Box 282, **Columbus**, NM 88029, (575) 531-2599
- 601 West Aztec, PO Box 276, **Gallup**, New Mexico 87301, main number: (505) 722-7835 or (505) 722-7083
- Hwy 518 Main St, PO Box 541, **Mora**, NM 87732, (575) 387-229
- Alamogordo Head Start Center, 1800 1st Street, **Alamogordo**, NM 88310, Main Phone Number: (575) 439-6316
- La Luz Head Start Center, 8 Baca Rd, PO Box 471, **La Luz**, NM 88337, (575) 437-4485
- Tularosa Head Start Center, 1050 S Bookout Rd, **Tularosa**, NM 88352, dial (575) 585-4818
- 1302 Calle de Le Merced, Suite C, Espanola, NM 87532, (866) 665-4905
- Las Vegas, 1212 National Ave, **Las Vegas**, NM 87701, Main Phone Number: (505) 425-9307
- Bernalillo County, 149 E Calle Don Francisco, **Bernalillo**, NM 87004, (505) 404-8449
- 501 Airport Dr, Suite 255, Farmington, NM 87401, dial (505) 327-1155
- Santa Fe Center, 664 Alta Vista, Suite C, **Santa Fe**, NM 87505, (505) 986-9003
- Truth or Consequences - WDD, 122 North Broadway, PO Box 3005, **Truth or Consequences**, NM 87901, Telephone - (575) 894-0077
- City - Socorro, 109 Faulkner, Socorro, NM 87801, (575) 835-0067
- Taos FSD, 106 Gusdorf Place, **Taos**, New Mexico 87571, (575) 758-3988
- Moriarty, 109 Tulane, **Moriarty**, NM 87035

Don't forget to submit nominations for "Shining Star Employees" and your talents for "Participant Corner" to Rachel Gonzales at Rachel.gonzales@hsd.nm.gov

YOU make my day with nominations and your submissions of your artwork and pictures.

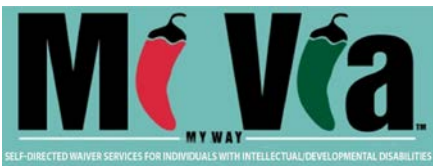


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Mi Via Circle of Support

MI VIA DOH Website: <https://nmhealth.org/about/ddsd/pgsv/sdw>

Consultant Agency Name	Contact Name	Phone	E-mail	Regions(s)
Active Advocates of New Mexico	Alicia Sisneros	505-353-1778	AliciaS@ActiveAdvocatesNM.com	All of New Mexico
CNRAG, Inc. (Care Network Resource Assistance Group)	Fallon Vincell	575-621-3645	fvincell@cnragusa.com	Metro, SE & SW
Consumer Direct Personal Care (CDPC)	Jacqueline Mares	505-553-5695	jacquelinem@consumerdirectcare.com	All of New Mexico
Excel Case Management, Inc.	Jennifer Pennington	505-324-8660 ext 102	jPennington@excelcasemanagement.com	NW & SE Regions
Innovative Self Direction	Frank Aquila	505-850-7662	faquila@innovativeselfdirection.com	All of New Mexico
Los Amigos, LLC	Michelle Rutt	505-920-4511	Michelle@losamigosnm.com	All of New Mexico
Me Town Enterprises, LLC	Kimberly Riebsomer	505-310-9069	riebsomer@gmail.com	Metro & NE
Merit Consulting, LLC	Melinda Broussard	505-288-2889	mbroussard.merit@gmail.com	Metro
Peak Developmental Services	Sarah Martinez	505-281-9962	smartinez@nmddwcm.com	All of New Mexico
Self-Directed Choices	Sandy Skaar Jacob Patterson	505-508-1663	Sandy@sdchoices.com Jacob@sdchoices.com	All of New Mexico
UNM Center for Development and Disability (CDD)	Carrie Roberts Janelle Groover	505-280-6442 505-401-9328	CnRoberts@salud.unm.edu itorresgroover@salud.unm.edu	All of New Mexico
Visions Case Management	Charles Clayton	575-779-7419 888-588-9152	Charles@visionsnm.com	All of New Mexico



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Human Services Department / Medical Assistance Division – Exempt Services and Program Bureau

PO Box 2348, Santa Fe, NM 87504-2348

Toll-free Phone: 1-888-997-2583, Fax: 505-827-7277

HSD manages the FMA/Conduent contract and the TPA/Comagine contract

Deanna DeHerrera	Mi Via & Medically Fragile Waivers Staff Manager Functions: Mi via & Medically Fragile Waiver Oversight	505-629-7260	Deanna.DeHerrera@hsd.nm.gov
Rachel Gonzales	Mi Via Social & Community Coordinator Functions: Conduent, Billing, Payment issues	505-490-3721	Rachel.gonzales@hsd.nm.gov
Jennifer Romero	Mi Via Social & Community Coordinator Functions: Participant Eligibility Issues and Technical Assistance	505-469-8522	Jennifer.Romero3@hsd.nm.gov

Department of Health / Developmental Disabilities Supports Division

5301 Central NE, Suite 203, Albuquerque, NM 87108

Phone: 1-800-283-5548

DOH operates the Mi Via Program for Developmental Disability (DD) and Medically Fragile (MF) Populations
Oversees consultant agency contracts

Elaine Hill	Mi Via Waiver Program Manager Functions: Participant/Consultant Issues and Technical Assistance, and statewide MF WCF & MF CACF	505-506-6103	elaine.hill@doh.nm.gov Fax: 505-841-6523
Rudy Aguilera	Mi Via Waiver Project Coordination Functions: Participant/Consultant Issues and Technical Assistance	505-239-7826	rudy.aguilera@doh.nm.gov Fax: 505-841-6523

Comagine Health

PO Box 20910, Albuquerque, NM 87154-0190

Phone: 1-866-962-2180

Comagine Health is the Third-Party Assessor (TPA) for Mi Via. They are responsible for reviewing and approving the Service and Support Plans (SSP).

Blue Cross Blue Shield	877-232-5518 Option 3	www.bcbsnm.com/community-centennial
Presbyterian	888-689-1523	http://www.phs.org/centennialcare
Western Sky	844-543-8996	http://www.westernskycommunitycare.com/



March 2024

March 2024 Dates to Remember						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 Vendor checks received or deposited	2 Deadline to submit VPRs for 3/15 vendor payment
3 What if Cats & Dogs Had Opposable Thumbs Day	4 National Hug a G.I. Day	5	6	7	8 Paychecks & vendor checks received or deposited, end of the pay period.	9 Deadline for faxed timesheets & mileage for 3/22 payment & VPRs for vendor payments
10 National Hug Your Dog Day	11	12	13	14 Pi Day	15 Vendor checks received or deposited	16 Deadline to submit PRFs for 3/29 vendor payment
17 St. Patrick's Day	18	19 National Let's Laugh Day	20	21	22 Paychecks & vendor checks received or deposited, end of the pay period.	23 Deadline for Faxed timesheets & mileage for 4/5 payment & VPRs for vendor payments
24 National Cheesesteak Day	25	26 Purple Day	27	28 Respect Your Cat Day	29 Vendor checks received or deposited	30 Deadline to submit PRFs for 4/12 vendor payment
31 Easter	1	2	3	4	5 Paychecks & vendor checks received or deposited, end of the pay period.	6 Deadline for Faxed timesheets & mileage for 4/5 payment & VPRs for vendor payments