

*Contact Us—Free & Confidential Information is  
Just a Phone Call Away!*

For general information:

- 866-451-2901 Toll-Free
- 505-476-4799

Aging and Disability Resource Center:

- 800-432-2080 Toll-Free
- 505-476-4937 TTY

Adult Protective Services Statewide Intake:

- 866-654-3219 Toll-Free
- 505-476-4912

Ombudsman Program:

- 866-451-2901 Santa Fe & NE NM
- 866-842-9230 Albuquerque & NW NM
- 800-762-8690 Las Cruces & Southern NM

Visit us online:

[www.nmaging.state.nm.us](http://www.nmaging.state.nm.us)

[www.nmresourcedirectory.org](http://www.nmresourcedirectory.org)



2550 Cerrillos Road  
Santa Fe, NM 87505



*Partners in Lifelong Independence  
and Healthy Aging*

The New Mexico Aging and Long-Term Services Department (ALTSD) is dedicated to promoting the independence and dignity of elders and individuals living with a disability.

As the nation's baby boomers age, New Mexico is predicted to have one of the highest percentages of persons over the age of 65.

ALTSD is an essential resource for more than 200,000 New Mexicans every year. We are dedicated to helping New Mexico lead the nation in healthy aging, and support for older adults and adults with disabilities.

We are proud of the many programs and services available throughout New Mexico, from congregate and home-delivered meals, to transportation, Senior Olympics and volunteer opportunities.

The Department funds more than 300 Aging Network organizations that provide

## *Aging and Long-Term Services*

services to 115,400 older adults throughout the state, particularly in rural, tribal and frontier areas.

Congregate and home-delivered meals are among the most critical services – more than 3.6 million meals are provided each year.

Health promotion initiatives help older New Mexicans maintain their ability to actively contribute to their local communities, serving as valuable resources rather than utilizing publicly funded resources.

The Department offers several volunteer opportunities throughout the state, including Foster Grandparents, Senior Companions, Benefits Counseling, HIV/AIDS, Long-Term Care Ombudsman, and Retired Senior Volunteer (RSVP). Volunteers come from all walks of life and receive extensive training for the various programs.

## *Long-Term Care Ombudsman*

### *The Voice of Residents in Long-Term Care Facilities*

The Ombudsman Program is a resident-centered program designed to advocate for the civil and human rights of individuals living in long-term care facilities.

Ombudsmen provide a voice to vulnerable adults who might otherwise go unheard. Through regular visits to nursing homes and assisted living facilities, they assist residents by advocating for their rights, investigating complaints, helping to resolve concerns, and ensuring they receive the quality of care they deserve. Services are free, confidential and provided statewide by more than 100 certified volunteers and 12 state staff.

The Ombudsman Program also offers advocacy services to residents wishing to transition from a nursing home to a less restrictive care setting in the community. Ombudsmen provide support and coordination among all parties involved to ensure a safe and successful transition.

## *Aging Network*

The Aging Network serves older individuals through cooperative arrangements with community partners for the provision of supportive services, such as meals, transportation, caregiver support, and multipurpose senior centers.

Included in the Aging Network are the Caregiver Support Program, Employment Programs, HIV/AIDS Outreach and Advocacy, Senior Services, the Alzheimer's Disease Program, the Senior Nutrition Program, Senior Olympics, and Volunteer Programs.

Some of the many services offered through Aging Network partners include:

- Adult Day Care
- Homemaker/Chore Services
- Caregiver Support
- Respite Care
- Transportation
- Health Promotion/Disease Prevention
- Case Management
- Congregate Meals
- Home Delivered Meals
- Nutrition Education
- Legal Assistance

## *Adult Protective Services*

Adult Protective Services (APS) is mandated by New Mexico law to provide a system of protective services to persons over the age of 18 who are unable to protect themselves from abuse, neglect, or exploitation. APS remains on call for emergent reports of adult abuse, neglect, and exploitation 24 hours a day, 7 days a week.

Investigations are conducted through a network of regions and field offices covering all New Mexico counties. Caseworkers meet with alleged victims in their homes to investigate allegations, perform assessments, and address immediate safety needs. When necessary, APS may provide short-term services, including emergency placement, home care, adult day care, attendant care, and legal services related to filing of guardianships.

APS works with health care providers, law enforcement, the judicial system, and a wide range of community agencies to prevent continued abuse, neglect, or exploitation of adults who lack the capacity to protect themselves.

## *Aging and Disability Resource Center*

*Serving all of New Mexico – Connecting People with Resources to Maximize Personal Choice and Independence*

The Aging and Disability Resource Center (ADRC) is a single point of entry to the complex and often daunting long-term services system.

The ADRC provides access to information, assistance, referrals, resource coordination, and advocacy in areas of daily living to maximize personal choice and independence for New Mexico's older adults, adults with disabilities, and caregivers.

ADRC staff offer options, coordinate the State's aging and disability service systems, provide objective information and assistance, and empower people to make informed decisions. The ADRC offers one-on-one counseling and assistance to people and their families.

The ADRC administers the intake portion of the Adult Protective Services program

and is a key part of the state's 24/7 coverage and system of safety for New Mexico's most vulnerable residents.

The ADRC Can Help You Find Out About:

- Long-Term Care Options
- Medicare and Medicaid Help
- Social Security
- Veterans Services
- Homemaker Assistance
- Home Modifications
- Prescription Drug Assistance
- CoLTS-C Waiver Registry
- Senior Centers
- Independent Living Centers
- Legal Services
- Transportation
- Home-Delivered Meals
- Assisted Living and Long-Term Care Facilities
- Respite Care
- Other Caregiver Resources
- and much more!