Strategic Plan
State Fiscal Year 2013

Partners in lifelong independence and healthy aging

Aging and Long-Term Services Department Senior Management
August 24, 2012
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Cabinet Secretary’s Letter

Mission and Priorities
At the heart of the Aging and Long-Term Services Department’s mission is the belief that New Mexico’s older adults and adults with disabilities have the right to remain active participants in their communities, to age with respect and dignity, to be protected from abuse, neglect, and exploitation and to have equal access to health care. The Department is a leader in developing programs and building partnerships that support lifelong independence and healthy aging.

This five year strategic plan has been updated to address current and projected challenges with the following strategic priorities.

- Services in Homes and Communities
- Prevention of Adult Abuse, Neglect, and Exploitation
- Caregiver Support
- Person-centered Planning for Long-term Care Services
- Active and Healthy Lifestyles
- Economic Security – Food, Transportation, Employment and Community Living

Serving New Mexicans
The Department is an essential resource to growing numbers of New Mexicans age 50 and older and adults with disabilities. The Department currently serves more than 200,000 New Mexicans annually. Geographic, economic, language and cultural barriers often prevent access to adequate food, transportation, housing and health care. These barriers are particularly pronounced in aging and disability populations whose complex and varied needs are addressed by the Department’s programs and services, which are highlighted in this plan.

New Mexico continues to be a leader in spending the majority of Medicaid long-term care funding on home and community based services. Although the Personal Care Option, CoLTS C Waiver, Brain Injury Services, PACE and Mi Via programs moved to the Human Services Department in FY11, the long-term services part of our mission continues. ALTSD’s long-term services now consist of providing information, assistance and referral through the Aging and Disability Resource Center provides services and transitioning New Mexicans who wish to leave institutions and return to their own communities through the State Ombudsman Program.

In FY12, The Aging and Disability Resource Center received over 43,000 calls, 40% of which were requests for multiple daily living services. About 53,000 people were served 3.5 million congregate and home delivered meals through 314 Senior Centers and 6,000 adult protective services investigations were conducted for alleged abuse, neglect, or exploitation. The State Long-Term Care Ombudsman Program resolved over 3,700 complaints and made 51,000 resident contacts at nursing homes and assisted living facilities. Volunteers provided over 1,839,277 hours of service in communities throughout New Mexico for an estimated value of $35,884,294.
Forward-looking Initiatives

**Partnerships:** The Department actively partners with a variety of organizations to provide an integrated approach to delivering quality and cost-effective services. Some of our partners are the Area Agencies on Aging, The Governor’s Commission on Disabilities, and the Departments of Veterans’ Services, Workforce Solutions, Human Services and Health as well as the newly created federal Administration for Community Living (ACL). ACL has the goal of increasing access to community supports and full participation of all Americans, with special attention and resources focused on the unique needs of older Americans and people with disabilities.

**Options Counseling:** Options-counseling is the term for providing high quality, personalized, in-depth service to New Mexicans in need. We recently applied for a multi-year grant, which will further develop the Aging and Disability Resource Center (ADRC) as a high-performing, national model. The goals are to provide long-term services support (LTSS) Options Counseling to all State residents with LTSS needs; create the capacity to serve people of all ages, disabilities and income levels; streamline eligibility determinations and increase access to lower cost community-based alternatives that help avoid institutional care, preserve personal resources and meet national performance standards, training and certification requirements.

**Alzheimer’s disease:** In April 2012, the Department established an Alzheimer’s disease Task Force, which the New Mexico Legislature requested under House Memorial 20 during the 2012 Legislative Session. The purposes of the task force are to assess the impact of, and make policy recommendations regarding Alzheimer’s disease in the State, and develop a State Dementia Plan by November 2013.

**Disease Prevention and Health Promotion:** The federal Administration on Community Living is stimulating innovation by providing seed money to test new approaches in disease prevention and health promotion services, such as innovative fitness programs, health technology, and healthy aging screening, which appeal to older adults as well as adults of all ages. The emphasis is on evidenced based programs, which have demonstrated effectiveness by improving health and well being or reducing disease, disability and/or injury among older adults. These types of programs are ready for translation, implementation and/or broad dissemination by community-based organizations using appropriately credentialed practitioners.

We are extremely grateful to our Policy Advisory Committee, volunteers, committed staff, advocates, and collaborative partners including the Governor and the Legislature. Their dedication and commitment ensure the Department’s continued success in addressing our strategic priorities.

Please join us in the quest to promote healthy aging and lifelong independence.

Retta Ward
Cabinet Secretary
Mission

The Aging and Long-Term Services Department provides accessible, integrated services to older adults, adults with disabilities and caregivers to assist them in maintaining their independence, dignity, autonomy, health, safety and economic well-being, thereby empowering them to live on their own terms in their own communities as productively as possible.

Vision

Lifelong independence and healthy aging - The Aging and Long-Term Services Department is a leader in achieving lifelong independence and health aging for all adults.

Guiding Principles

- Protect the safety and rights of those we serve
- Promote personal choice and self-determination
- Treat all persons with respect, embracing cultural diversity
- Encourage collaborative partnerships
- Provide fiscally responsible services
Department Overview

By the year 2030, New Mexico’s percentage of population over age 65 will move from 29th to the 4th largest in the nation.

More than one quarter of the state’s population will be age 65 or older. This will have an impact on New Mexico’s entire care system. It will be essential to have an integrated system of services and qualified service providers to meet the complex social, medical and behavioral needs of a burgeoning older population.

For over 20 years, constituents, providers, state agencies, tribal representatives and legislators participated in numerous bi-partisan task forces to determine how state government could efficiently and effectively support older adults, adults with disabilities and their caregivers. In 2004, the New Mexico State Legislature created the Aging and Long-Term Services Department (ALTSD) to provide a clear and focused approach to meet the needs of these New Mexicans. This forward thinking enabled the Department to create an integrated system of services for constituents with the ability to address their concerns in a timely manner, prevent duplication of services and maximize economic efficiency.

As an equal partner with other cabinet-level departments, the Aging and Long-Term Services Department provides a direct voice and access to critical resources for older adults and persons with disabilities. The Department’s Aging and Disability Resource Center (ADRC), which serves more than 3,600 people a month, connects constituents to a broad array of services and is a “visible and trusted” source to which people turn for objective information. The ADRC is recognized nationally as an innovative single-point-of-entry for all New Mexicans and is the link that integrates ALTSD services, as well as the services of other state agencies and public/private partners. Individuals call the ADRC toll-free number for many reasons, such as accessing a home-delivered meal, obtaining in-home and community-based care or volunteering in a local community. The ADRC also includes the Adult Protective Services Intake Unit, which receives reports of suspected adult abuse, neglect, or exploitation made to the toll-free APS hotline.

The ALTSD is the designated state agency for the protection of adults who are victims of abuse, neglect, or exploitation. The Adult Protective Services Division (APS) provides a statewide system of protective services for adults and elders without the capacity to protect themselves. The Division receives and screens over 10,000 reports of adult abuse, neglect and exploitation each year and conducts about 6,000 investigations. Short-term, in-home and community-based supportive services are provided to more than 1,500 victims annually, preventing continued maltreatment and reducing the likelihood of institutionalization. The Department’s Long-Term Care Ombudsman Program promotes and protects the rights of persons living in nursing homes and other institutional settings. Specially-trained Ombudsmen work with New Mexicans who wish to leave institutions and return to their own communities. Ombudsman volunteers provide over a quarter of a million dollars of service to long-term care residents annually.
During FY12 more than 300 Aging Network organizations, funded by the Department, provided services to over 115,400 older adults throughout the state, particularly in rural, tribal and frontier areas. Congregate and home-delivered meals are one of the most critical services – more than 3.6 million meals are provided each year. Employment Services for older adults promote economic security and economic development, particularly in rural areas. 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. More than 5,200 older New Mexicans sponsored by the Department’s volunteer programs contributed over 1,839,277 hours of volunteer service in communities throughout New Mexico. The estimated value of these services is $35,884,294.

The Aging and Long-Term Services Department is an essential resource for over 200,000 New Mexicans every year.
Department Organization

The Aging and Long-Term Services Department provides outreach, advocacy, access, programs, and services, including adult protective services, through an organization that consists of the Office of the Secretary and four divisions. ALTSD has developed a coordinated, statewide system of services for older adults and adults with disabilities and is federally designated as New Mexico’s State Unit on Aging through the Older Americans Act of 1965.

Office of the Secretary
The Office of the Secretary provides policy development, planning, legal counsel, information technology, legislative coordination, quality and performance management and communications support to the Department. The Secretary’s office includes the Long-Term Care Ombudsman.

The Long-Term Care Ombudsman Program is federally and state mandated to provide oversight and advocacy and to provide resident-centered protection of the rights of New Mexicans living in long-term care facilities. Staff and certified volunteers strive to fulfill this responsibility every day by providing prompt and fair investigation of residents’ complaints, advocating for their wishes and providing a voice for those who often go unheard. Advocacy support is offered to residents living in institutions who wish to return to living in their own homes and communities.1

The Office of the Secretary also is responsible for directing an Alzheimer’s disease Task Force, which was established in 2012 by House Memorial 20 to “assess the impact of and make policy recommendations regarding Alzheimer’s disease in the state.”

Administrative Services Division
The Administrative Services Division delivers fiscal, human resource and other administrative support to the Department in the areas of personnel, budget, procurement and contracting.

Aging Network Division
The Department, as New Mexico’s State Unit on Aging, serves older individuals through cooperative arrangements with Area Agencies on Aging for the provision of supportive services, such as meals, transportation, caregiver support, and multipurpose senior centers. The Division includes the Senior Services Bureau, Employment Programs Bureau, Capital Projects Bureau, Indian Area Agency on Aging, HIV/AIDS Outreach and Education Program and the New Mexico Conference on Aging. The Senior Services Bureau supports all Older Americans Act programs, Area Agencies on Aging, Foster Grandparent Programs, Senior Companion Programs, Retired

1 Although the Long-Term Care Ombudsman Program is located in the Office of the Secretary, the budget is under the Consumer and Elder Rights Division (P Code 592).
Senior Volunteer Programs, and other Aging Network contractors, such as Senior Olympics and the New Mexico Alzheimer’s Association. Employment Programs include subsidized training placements for older workers and the 50+ Employment Connection.

**Adult Protective Services Division**
Adult Protective Services is mandated by New Mexico statute 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 receives and investigates reports of adult abuse, neglect, and exploitation 24 hours a day, 7 days a week through its statewide network of five regions and 22 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. Interviews are also conducted with alleged perpetrators and others during the course of investigations. When necessary, APS provides short-term services, including emergency protective placement, home care, adult day care, attendant care, and filing of guardianship petitions in district court.

Adult Protective Services works with health care providers, law enforcement, the judicial system, behavioral health agencies, senior centers, and a wide range of community organizations to prevent continued abuse of adults who do not have the capacity to protect themselves.

**Consumer and Elder Rights Division**
The New Mexico 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. ADRC information services are available to older adults and adults with disabilities regardless of income and regardless of eligibility status for publicly funded long-term care. Families, friends, caregivers, providers, and others who work with or care about older people or adults with disabilities have access to the services offered by the ADRC.
Strategic Priorities

The Department’s strategic plan focuses on priorities that demonstrate a comprehensive approach to the long-term care needs of older adults, adults with disabilities, and caregivers, through a continuum of integrated services. This section of the plan highlights major challenges and describes the goals and objectives associated with the following strategic priorities. Collectively, these priorities support lifelong independence and healthy aging in concert with federal agencies, state executive and legislative agencies, and ALTSD’s network of partners. Priorities are not listed in order of importance.

Services in Homes and Communities
The need for home and community based long-term care can more than double an older adult’s expenses, significantly increasing the income needed to meet basic needs. The overall percentage of people with a disability ages 65 to 74 in NEW MEXICO was 31.9 % in 2009. Based on the 2010 Census, this equates to 49,060 of the 153,461 individuals ages 65 to 74 in New Mexico having one or more disabilities.

Prevention of Adult Abuse, Neglect, and Exploitation
In New Mexico last year, 63% of substantiated Adult Protective Services cases involve persons age 60 or older, with the largest single group of victims (24%) age 80 or older. Fifty seven percent of victims were women; 43% men.

Caregiver Support
In 2009, studies estimated that 287,000 people in New Mexico, or 14% of the population, served as family caregivers, totaling about 274 million hours of caregiving during the year. The estimated economic value of the unpaid care provided by these caregivers in New Mexico was about $3 billion.

Person-Centered Planning for Long-term Care Services
During FY12, the Aging and Disability Resource Center received 43,220 calls, of which 40% of the callers were in need of information, referral and/or assistance for two or more daily living services. This reflects a 38% increase since FY08 in calls by New Mexicans with complex needs.

Active and Healthy Lifestyles
The top six chronic health conditions for those age 65 and older are arthritis, hypertension, heart disease, cancer, diabetes, and breathing disorders. Adults with disabilities have a higher rate of chronic conditions, such as diabetes, elevated blood pressure, depression, obesity, tooth loss, and vision and hearing impairments. Contrary to popular belief, disease and disability are not inevitable outcomes of the aging process. As much as 75% of the way people age is related to lifestyle.
Economic Security – Food, Transportation, Employment and Community Living
In most counties in New Mexico, older adults cannot meet basic living expenses if they live at the federal poverty level or the level of the average Social Security benefit. This is true statewide, whether they rent or own a home. In 2010 New Mexico ranked second in the nation in poverty, with 20.4% below the federal poverty level. In New Mexico, 16% of adults over 65 years old live in poverty. Although this is a lower proportion than the population at large, poverty rates for older adults are higher than rates based on official poverty levels when medical costs are factored in.

Food Insecurity: In 2010, New Mexico ranked second in the nation with 21.2% of seniors age 60 and older experiencing the threat of hunger. This equates to 83,187 New Mexicans.

Transportation: By 2015, more than 15.5 million Americans ages 65 and older will live in communities where public transportation service is poor or non-existent. That number is expected to continue to grow rapidly as the baby boom generation “ages in place” with few mobility options for those who do not drive. In the Albuquerque metropolitan region, more than 44,000 older adults are projected to have poor access to transit by 2015. Other metropolitan areas within New Mexico fare worse.

Employment: In January 2012, 7.3% of the oldest Americans had jobs, the highest level since 1966. Since 2007, unemployment rates doubled and remain higher than before the recession for workers aged 55 or over. The median duration of unemployment tripled for older workers (from 11 weeks to 31 weeks). The proportion of adults 55-64 working or seeking work has increased from 56% to 65%. Adults 65 and older who are working or looking for work have increased from 12% to 17% and 1.31 million people aged 75 or older are working; a 25% increase for that age group from 2005.

Community Living: In 2012, the U.S. Department of Health and Human Services established the Administration for Community Living (ACL) with the goal of increasing access to community supports and full participation of all Americans, with special attention and resources focused on the unique needs of older Americans and people with disabilities.

With the needs and motivations of the aging population to remain in homes and communities, older adults have found that the village living concept offers an alternative living arrangement. Members of such villages can continue to live in their homes while receiving assistance that supports independent lifestyles and helps with home maintenance. The arrangement provides help that bridges the gap for individuals with enough assistance from the village to remain in their homes.
Services in Homes and Communities

Goals

- Increase access to person-centered home and community based services in order to minimize the need for more restrictive long-term care services and navigation through the health care system. (Consumer and Elder Rights Division, Aging Network Division, Office of the Secretary – State Long Term Care Ombudsman)
- Provide a telephonic, web-and community-based, single-point of entry system to enable consumers to access long-term care services. (Consumer and Elder Rights Division)
- Prevent continued abuse, neglect, and exploitation of adults by providing home and community based service interventions which support older adults and adults with disabilities in remaining safely in their own homes. (Adult Protective Services Division; Office of the Secretary – State Long Term Care Ombudsman)
- Collaborate with the Department of Veterans Services to support veterans and their families in accessing self-directed long-term care services. (Consumer and Elder Rights Division, State Long Term Care Ombudsman, Aging Network Division, Office of the Secretary)
- Increase the Department’s capability to recruit, train, and retain qualified and committed volunteers to augment and effectively deliver programs and services, especially in support of the State Ombudsman, Benefits Counseling and Aging Network Providers. (All Divisions)

Objectives

- Collaborate with Area Agencies on Aging, Independent Living Centers, other State Agencies and local service providers to facilitate the provision of home and community based long-term care services. (Aging Network Division, Consumer and Elder Rights Division; Office of the Secretary – State Long Term Care Ombudsman)
- Increase the utilization of the Aging and Disability Resource Center’s web-based Social Services Resource Directory by Aging Network providers, hospital discharge planners, correction transition case workers, pharmacies, and case managers. (Consumer and Elder Rights Division)
- Increase the number of volunteers who serve in local communities including, retired senior volunteers; senior companions who support frail elders; foster grandparents who support children, families and schools; benefits counselors who provide assistance with the health care system and Ombudsman who advocate for residents in nursing homes. (Aging Network Division, Consumer and Elder Rights Division, State Ombudsman)
- Provide input to the Governor’s Health Reform Leadership Team and the Centennial Planning Team regarding home and community based opportunities in the Patient Protection and Affordable Care Act and the need for access to behavioral health care for older adults and adults with disabilities. (Office of the Secretary, All Divisions)
Prevention of Adult Abuse, Neglect, and Exploitation

Goals

- Strengthen the capacity of Adult Protective Services to respond to the growing numbers of older adults and adults with disabilities or incapacities, who are abused, neglected, or exploited. (Adult Protective Services Division)
- Prevent repeat abuse, neglect, and exploitation of persons with complex medical and psychosocial concerns through multidisciplinary team intervention and assistance with access to appropriate services. (Adult Protective Services Division)
- Establish case consultant role for review of and technical assistance on high risk, high profile APS investigations. (Adult Protective Services Division)
- Ensure that all long-term care facility residents have regular contact with an Ombudsman to support and protect their civil and resident rights, including the right to be free from harm. (Office of the Secretary – State Long-Term Care Ombudsman)
- Educate and empower New Mexicans to prevent health care fraud. (Consumer and Elder Rights Division)

Objectives

- Develop and implement a plan to support recruitment and retention of Adult Protective Services field staff essential to the prevention of adult abuse, neglect, and exploitation. (Adult Protective Services Division)
- Design and implement supervisory training and leadership development plan for APS supervisors. (Adult Protective Services Division)
- Provide annual training to Adult Protective Services caseworkers and client service agents in areas such as behavioral health and safety, as well as targeted training to meet specific regional needs. (Adult Protective Services Division)
- Provide APS specific elder abuse trainings to law enforcement and domestic violence advocates as part of three year Office of Violence Against Women federal training grant coordinated by the NEW MEXICO Coalition of Sexual Assault Programs. (Adult Protective Services Division)
- Complete evaluation of and develop and field test a Harmony intake portal for selective referrals sources. (Adult Protective Services Division, IT, CERD)
- Increase marketing and outreach to New Mexicans to provide better access to counselors trained to resolve complex Medicare, Medicaid, and private insurance billing issues, appeals, and grievances and to educate beneficiaries to protect their personal identities, report errors on their health care bills, and identify deceptive health care practices or fraud. (Consumer and Elder Rights Division)
- Continue to prioritize outreach to Aging Network providers as part of public education regarding how to recognize, report, and prevent adult abuse, neglect, and exploitation. (Adult Protective Services Division)
Caregiver Support

Goals

- Collaborate with state and local partners to plan and deliver a coordinated system of supportive services to caregivers. *(Aging Network Division – Senior Services Bureau)*
- Assist caregivers so that homebound individuals can remain in their own homes in dignity and delay the need for institutional care. *(Aging Network Division – Senior Services Bureau)*
- Foster innovation in evidence-based caregiver support initiatives. *(Aging Network Division – Senior Services Bureau)*
- Increase awareness of the needs of caregivers and services available to meet their needs. *(Aging Network Division – Senior Services Bureau, Consumer and Elder Rights Division)*
- Increase access to a coordinated system of supports and services for family caregivers. *(Aging Network Division – Senior Services Bureau)*

Objectives

- Provide technical assistance to Area Agencies on Aging and Independent Living Centers in the development of new programs designed to assist caregivers, including systems of care coordination and evidence-based programs. *(Aging Network Division – Senior Services Bureau)*
- Solicit input from stakeholders regarding needs of people with Alzheimer’s disease, dementias, or chronic diseases, and their caregivers, with regard to planning and service delivery. *(Aging Network Division – Senior Services Bureau)*
- Support training and technical assistance to Aging Network providers, regarding development of caregiver services and supports, including those for caregivers of people with Alzheimer’s disease or other dementias. *(Aging Network Division – Senior Services Bureau)*
- Support coordination with and among state and local evidenced-based health promotion, disease prevention and disease management programs for caregivers. *(Aging Network Division – Senior Services Bureau)*
- Provide training to ALTSD staff to increase their understanding of and ability to access supports and services for caregivers. *(Aging Network Division – Senior Services Bureau)*
- Support Senior Companions in providing community caregiver support. *(Aging Network Division – Senior Services Bureau)*
Person-centered Planning for Long-term Care Services

Goals

- Improve access to long-term support services for older adults, adults with disabilities and caregivers utilizing options counseling to assist them in making informed decisions. *(Consumer and Elder Rights Division)*
- Advocate for the civil and human rights of individuals living in long-term care facilities or settings who wish to transition to home and community based services. *(Office of the Secretary – State Long Term Care Ombudsman, Disability Liaison)*
- Facilitate training and collaboration with the Indian Affairs Department, tribes, pueblos, and the Navajo Nation to enhance and improve the delivery of self-directed programs and services. *(Office of the Secretary – Office of Indian Elder Affairs)*

Objectives

- Provide short-term options counseling so that individuals who are unable to identify specific needs or possible solutions, or who may not have the capacity to resolve their problems, can access appropriate services. *(Consumer and Elder Rights Division)*
- Develop Options Counseling that adheres to national standards including training and certification. *(Consumer and Elder Rights Division)*
- Expand Ombudsman coverage to additional long-term care settings, including assisted living facilities, board and care homes, and shelter homes. *(Office of the Secretary – State Long Term Care Ombudsman)*
- Advocate for stronger regulations that reflect residents’ needs in assisted living facilities and shelter homes. *(Office of the Secretary – State Long Term Care Ombudsman)*
- Expand the number of trained and certified Ombudsman volunteers to insure resident access to advocacy services. *(Office of the Secretary – State Long Term Care Ombudsman)*
Active and Healthy Lifestyles

Goals

- Support the health and wellness of New Mexico’s older adults, adults with disabilities and caregivers through a focus on nutrition, fall prevention, physical activity, chronic disease management, and medication management. (All Divisions)
- Foster innovation in evidence-based health promotion and disease prevention interventions that are inclusive of people with mobility limitations. (Aging Network Division – Senior Services Bureau)
- Promote models of care that integrate physical health and behavioral health services. (Office of the Secretary, All Divisions)
- Partner with the Healthy Aging Collaborative to offer wellness and disease management programs statewide. (All Divisions)

Objectives

- Provide increased outreach and education to Medicare beneficiaries regarding disease prevention and wellness coverage, with no co-payment or deductible. (Consumer and Elder Rights Division)
- Promote appetizing congregate meals that meet the nutritional requirements and dietary guidelines for older adults. (Aging Network Division – Senior Services Bureau)
- Promote physical fitness for adults age 50 and older, including adults with disabilities, through Senior Olympics and other health-promotion activities. (Aging Network Division – Senior Services Bureau)
- Identify and create options for older adults and adults with disabilities to engage in meaningful volunteer activities to address the needs of New Mexico’s diverse communities. (Aging Network Division – Senior Services Bureau)
- Provide information and education to New Mexico’s older adults and adults with disabilities about preventing HIV/AIDS. (Aging Network Division)
- Provide outreach and education to reduce prescription drug interactions and address other medication management issues. (Consumer and Elder Rights Division)
- Collaborate with community-based programs to identify and develop fall prevention and chronic disease management best practices and programs. (Aging Network Division – Senior Services Bureau, Consumer and Elder Rights Division)
- Coordinate and collaborate with state and local partners to deliver evidence-based health promotion and disease prevention services and supports. (All Divisions)
Economic Security—Food, Transportation, Employment, and Community Living

Goals

- Support public policies and programs to promote the economic security of older adults and adults with disabilities. (All Divisions)
- Support access to affordable and accessible food, employment, community living and transportation options for older adults and adults with disabilities. (All Divisions)
- Support Aging Network food and transportation services. (Aging Network Division)
- Increase enrollment of older adults in state programs and services that assist them in gaining access to nutritious foods, such as the Supplemental Nutrition Assistance Program and farmer’s market subsidies. (Aging Network Division; Consumer and Elder Rights Division)

Objectives

- Assist older workers in preparing for, and securing, meaningful employment, including transition from subsidized employment, to foster economic security. (Aging Network Division)
- Increase employment opportunities for older adults statewide, by educating employers about the value of hiring older workers and by connecting older workers with employers wishing to hire them. (Aging Network Division)
- Provide employment training to older individuals with low incomes entering or reentering the workforce. (Aging Network Division)
- Increase screening for, and enrollment in, subsidy programs to assist New Mexicans, who have limited income and resources, with the costs of their prescription drug coverage, premiums, yearly deductibles, coinsurance and co-payments and prevent gaps in coverage. (Consumer and Elder Rights Division)
- Increase access to certified volunteers who assist people in their homes to organize and pay bills. (Consumer and Elder Rights Division)
- Increase access to counselors trained to resolve complex Medicare, Medicaid, and private insurance billing issues, appeals, and grievances so that insurance fraud, error, and abuse is reduced. (Consumer and Elder Rights Division)
- Increase access to prescription drug assistance programs so that older adults and adults living with disabilities can obtain the medications they need at costs they can afford. (Consumer and Elder Rights Division)
- Improve nutritional health, alleviate hunger and prevent malnutrition by providing nutritionally adequate meals through the Aging Network. (Aging Network Division – Senior Services Bureau)
Department Support Services

Department Support Services consist of the Administrative Services Division (Fiscal and Human Resources) as well as the Office of the General Council (OGC), Information Technology (IT), Policy and Planning and Communications, which reside in the Office of the Secretary. Collectively these services support consumer driven, quality and cost effective services; statutory and regulatory compliance and continuous improvement.

Goals

- Develop and foster stakeholder networks and relationships, which address topics and issues of importance to older adults, adults with disabilities, caregivers, and the public. (Office of the Secretary)
- Develop formal, systematic processes for obtaining, analyzing and responding to consumer, client and stakeholder feedback for providing quality programs and services, which meet the needs and expectations of those ALTSD serves. (Office of the Secretary, All Divisions)
- Develop and sustain a Department-wide strategic and operational planning capability, which provides an integrated, forward looking, innovative and proactive approach to the accomplishment of the Department’s mission. (Office of the Secretary – Policy and Planning)
- Develop, implement, and sustain a comprehensive quality/performance management strategy and capability. (Office of the Secretary – Policy and Planning; All Divisions)
- Support strategic and operational priorities through cost-effective and secure information technology systems. (Office of the Secretary – IT)
- Provide quality, timely and proactive legal advice, counsel, and representation in the areas of law that the Department is mandated to administer and enforce. (Office of the Secretary – OGC)
- Maintain and continuously improve the effectiveness of the financial management system, including accounting and budgeting processes and practices in compliance with federal and state requirements and the internal operational management requirements of the Department. (Administrative Services Division)

Objectives

- Support the development and delivery of proactive programs and services by forecasting, tracking, and analyzing changing demographics and issues facing New Mexico’s older adults, adults with disabilities, caregivers, advocates, and service providers. (Office of the Secretary – Policy and Planning)
- Leverage and align information technology resources to improve customer service, quality, productivity and cost effectiveness in support of business processes and the design, implementation and utilization of systems for data collection, analysis and reporting. (Office of the Secretary – IT, All Divisions)
• Improve consumer access to long-term care services through a combination of integrated IT system(s) development and distribution of educational, information and publicity materials. (Office of the Secretary – IT and PIO)
• Create and/or upgrade systems for the acquisition, analysis, and application of information and data collection. (Office of the Secretary – IT ; Policy and Planning)
• Conduct periodic reviews of Department procedures and contractor operations, to ensure conformance to regulations and quality/cost effective performance in the delivery of services. (Administrative Services Division, All Divisions)
• Attract, train and retain professional talent in support of core capabilities and emerging program and service initiatives and requirements. (Office of the Secretary, All Divisions)
• Provide legal representation to the Department in administrative and court cases and legal review of contracts, proposed regulations, statutory amendments, and other documents as requested. (Office of the Secretary – OGC)
• Monitor, analyze, and report on relevant federal and state legislation, best practices, issues, information, and programs affecting the Department’s ultimate customers. (Office of the Secretary – Policy and Planning)
Performance Measures

The Accountability in Government Act [6-3A-1 NMSA 1978] provides for cost-effective and responsive government services by using the state budget process and defined outputs, outcomes, and performance measures to evaluate the performance of state government programs annually.

Performance measures, which relate to ALTSD strategic priorities, are listed in the table below. These measures are used to evaluate performance and assess progress in achieving goals and objectives, integrated into the planning and budgeting process, maintained on an ongoing basis, and periodically revised. ALTSD performance measures can be accessed by contacting the Department at 1-866-451-2901.

<table>
<thead>
<tr>
<th>ALTSD Performance Measures FY13</th>
<th>Target</th>
<th>Division</th>
<th>Reporting Cycle</th>
<th>Type of measure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent of contractors assessed with no significant findings.</td>
<td>100%</td>
<td>ASD</td>
<td>Annual</td>
<td>Output</td>
</tr>
<tr>
<td>Number of working days between payment of state funds and the drawdown of federal funds.</td>
<td>30</td>
<td>ASD</td>
<td>Annual</td>
<td>Output</td>
</tr>
<tr>
<td>Number of Ombudsman complaints resolved.</td>
<td>3,900</td>
<td>CERD</td>
<td>Quarterly</td>
<td>Output</td>
</tr>
<tr>
<td>Percent of resident requested transitions from nursing homes to home and community based services completed to the satisfaction of the resident within nine months.</td>
<td>85%</td>
<td>CERD</td>
<td>Annual</td>
<td>Outcome</td>
</tr>
<tr>
<td>Percent of people accessing consumer and elder rights programs in need of two or more daily living services who are satisfied with the information, referral and assistance received.</td>
<td>40%</td>
<td>CERD</td>
<td>Annual</td>
<td>Outcome</td>
</tr>
<tr>
<td>Percent of calls to aging and disability resource center that are answered by a live operator.</td>
<td>85%</td>
<td>CERD</td>
<td>Quarterly</td>
<td>Quality</td>
</tr>
<tr>
<td>Percent of critical Medicare cases resolved within three hundred sixty days.</td>
<td>75%</td>
<td>CERD</td>
<td>Annual</td>
<td>Outcome</td>
</tr>
<tr>
<td>Percent of eligible Medicare beneficiaries who received assistance in completing an application for low income subsidy</td>
<td>90%</td>
<td>CERD</td>
<td>Annual</td>
<td>Outcome</td>
</tr>
<tr>
<td>Number of families served through the grandparents raising grandchildren initiative.</td>
<td>600</td>
<td>OOS</td>
<td>Annual</td>
<td>Output</td>
</tr>
<tr>
<td>Number of adults receiving Adult Protective Services investigations of abuse, neglect, or exploitation.</td>
<td>6,050</td>
<td>APS</td>
<td>Quarterly</td>
<td>Output</td>
</tr>
<tr>
<td>Number of adults, who receive in home services or interventions, through adult protective services as a result of an investigation of abuse, neglect, or exploitation.</td>
<td>1,100</td>
<td>APS</td>
<td>Annual</td>
<td>Outcome</td>
</tr>
<tr>
<td>ALTSD Performance Measures FY13</td>
<td>Target</td>
<td>Division</td>
<td>Reporting Cycle</td>
<td>Type of measure</td>
</tr>
<tr>
<td>-------------------------------</td>
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<td>-----------------</td>
</tr>
<tr>
<td>Percent of emergency or priority one investigations in which a caseworker makes initial face to face contact with the alleged victim within prescribed time frames.</td>
<td>95%</td>
<td>APS</td>
<td>Quarterly</td>
<td>Outcome</td>
</tr>
<tr>
<td>Percent of contracted home care and day care service providers receiving a satisfactory rating during annual on-site audit by adult protective services.</td>
<td>90%</td>
<td>APS</td>
<td>Annual</td>
<td>Output</td>
</tr>
<tr>
<td>Number of individuals receiving free or low cost drugs through the MedBank program</td>
<td>5,150</td>
<td>AND</td>
<td>Annual</td>
<td>Output</td>
</tr>
<tr>
<td>Percent of individuals exiting from the federal older worker program who obtain unsubsidized employment.</td>
<td>25%</td>
<td>AND</td>
<td>Annual</td>
<td>Outcome</td>
</tr>
<tr>
<td>Community service hours provided by the state older worker program as a percent of work hours budgeted.</td>
<td>80%</td>
<td>AND</td>
<td>Annual</td>
<td>Outcome</td>
</tr>
<tr>
<td>Percent of older adults served by the 50+ older worker connection who obtain employment</td>
<td>20%</td>
<td>AND</td>
<td>Annual</td>
<td>Outcome</td>
</tr>
<tr>
<td>Number of hours of respite care provided.</td>
<td>115,000</td>
<td>AND</td>
<td>Quarterly</td>
<td>Output</td>
</tr>
<tr>
<td>Number of one-way trips provided to community services for eligible consumers.</td>
<td>750,000</td>
<td>AND</td>
<td>Annual</td>
<td>Output</td>
</tr>
<tr>
<td>Number of hours of service provided by senior volunteers, statewide.</td>
<td>2,700,000</td>
<td>AND</td>
<td>Annual</td>
<td>Output</td>
</tr>
<tr>
<td>Number of persons receiving aging network community services.</td>
<td>95,000</td>
<td>AND</td>
<td>Annual</td>
<td>Outcome</td>
</tr>
<tr>
<td>Percent of older New Mexicans whose food insecurity is alleviated by meals received through the aging network.</td>
<td>55%</td>
<td>AND</td>
<td>Quarterly</td>
<td>Output</td>
</tr>
</tbody>
</table>

AND = Aging Network Division  
APS = Adult Protective Services Division  
ASD = Administrative Services Division  
CERD = Consumer and Elder Rights Division  
OOS = Office of the Secretary
## Services by Age

<table>
<thead>
<tr>
<th>Service</th>
<th>Program Description</th>
<th>Ages Served</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Adult Protective Services</strong></td>
<td>Investigates reports of abuse, neglect, and exploitation of adults who are unable to protect or care for themselves; provides short-term services that prevent continued abuse and address health and safety needs of incapacitated adults. Also provides outreach to teach public to recognize and report adult abuse, neglect, and exploitation.</td>
<td>18+</td>
</tr>
<tr>
<td><strong>Aging and Disability Resource Center</strong></td>
<td>Provides individuals, families, caregivers, providers, and advocates access to information, assistance, referrals, resource coordination and advocacy in those areas of daily living that will maximize personal choice and independence for older adults and adults with disabilities.</td>
<td>Any age</td>
</tr>
<tr>
<td><strong>Alzheimer’s Disease and Dementia Program</strong></td>
<td>Provides caregiver and provider training, information and assistance, supports groups, advocacy and outreach, and education.</td>
<td>Any age</td>
</tr>
<tr>
<td><strong>Benefits Counseling/State Health Insurance Program</strong></td>
<td>Certified volunteers and staff provide group and one-on-one information, education and enrollment assistance for Medicaid, public benefits, Medicare, and other benefit services for which older adults and adults with disabilities may be eligible.</td>
<td>18+</td>
</tr>
<tr>
<td><strong>Bill Payer Program</strong></td>
<td>Certified volunteers and staff provide assistance with monthly bill preparation, payment, and record keeping for individuals with low-incomes.</td>
<td>55+</td>
</tr>
<tr>
<td><strong>Caregiver Counseling, Support Groups, and Training</strong></td>
<td>Provides support groups to help caregivers make decisions, resolve problems, and develop skills to care effectively for loved ones.</td>
<td>Any age family caregiver of older adults, an elder caring for a child or a younger adult with a disability</td>
</tr>
<tr>
<td><strong>Congregate and Home-delivered Meals</strong></td>
<td>Provides breakfast, lunch and/or dinner in a variety of settings including senior centers, community centers or in homes.</td>
<td>60+ (55 + for Native Americans), and spouses of any age and persons with disabilities of any age who live with eligible elders</td>
</tr>
<tr>
<td><strong>Foster Grandparent Program</strong></td>
<td>Trains and certifies volunteers; gives one-to-one, daily attention to children with special needs in schools, child care centers and other community settings.</td>
<td>55+</td>
</tr>
<tr>
<td><strong>HIV/AIDS Consumer Advocacy and Volunteer Network</strong></td>
<td>Provides peer support and information, assistance and referral to individuals with HIV/AIDS and their families. Provides outreach to the general public.</td>
<td>Any age</td>
</tr>
<tr>
<td><strong>Homemaker Services</strong></td>
<td>Provides non-medical care such as housekeeping, personal care and errands.</td>
<td>60+ (55 + for Native Americans)</td>
</tr>
<tr>
<td>Service</td>
<td>Program Description</td>
<td>Ages Served</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>--------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------</td>
</tr>
<tr>
<td>Home Modifications/ Retrofitting</td>
<td>Modifies living space to promote safety and accommodate special needs such as installing grab bars, wheelchair ramps, safety rails and other supportive equipment.</td>
<td>60+ (55+ for Native Americans)</td>
</tr>
<tr>
<td>50+ Employment Connection</td>
<td>Provides employment counseling, job training, interviewing and computer development skills and support groups (job clubs)</td>
<td>50+</td>
</tr>
<tr>
<td>Legal Services</td>
<td>Provides advocacy and legal representation of older adults so that they may secure and maintain government benefits, housing, health care, basic human rights, consumer protection and domestic relations protection.</td>
<td>55+</td>
</tr>
<tr>
<td>Long-Term Care Ombudsman Program</td>
<td>Certifies volunteers and staff advocate for recognition, respect and enforcement of civil and human rights of people living in long-term care facilities.</td>
<td>Any age person living in a long-term care facility</td>
</tr>
<tr>
<td>Prescription Drug Assistance</td>
<td>Provides access to free or low cost prescription drugs and $300 vouchers to bridge the gap in the transition period prior to prescription drug coverage.</td>
<td>Any age</td>
</tr>
<tr>
<td>Respite Care</td>
<td>Provides caregivers with relief from caregiving responsibilities.</td>
<td>Any age family caregiver of older adults, and older adults caring for children or younger adults with disabilities</td>
</tr>
<tr>
<td>Senior Companion Program</td>
<td>Trains and certifies volunteers; provides assistance and friendship to frail adults who have difficulty with daily life skills.</td>
<td>55+</td>
</tr>
<tr>
<td>Senior Employment</td>
<td>Provides employment training to older individuals with low incomes entering or reentering the workforce.</td>
<td>55+</td>
</tr>
<tr>
<td>Senior Olympics</td>
<td>Provides state and local game competitions, sports programs and wellness and health promotion activities.</td>
<td>50+</td>
</tr>
<tr>
<td>Seniors Saving Medicare</td>
<td>The Aging and Disability Resource Center’s Senior Medicare Patrol (SMP) helps beneficiaries avoid, detect, and prevent health care fraud.</td>
<td>Medicare and Medicaid beneficiaries of any age and their representatives</td>
</tr>
<tr>
<td>Transportation</td>
<td>Provides transportation to medical appointments, shopping, educational opportunities, and the like.</td>
<td>60+ (55+ for Native Americans) and spouses of any age and persons with disabilities of any age who live with eligible elders</td>
</tr>
</tbody>
</table>

For more information about the services listed above and ALL eligibility requirements, call the

**Aging and Disability Resource Center**

1-800-432-2080
The Aging and Long-Term Services Department thanks its dedicated employees, community partners, Policy Advisory Committee, volunteers, and all who contribute to its mission of promoting healthy aging and lifelong independence.

**Partners**

- Albuquerque Department of Senior Affairs
- Area Agencies on Aging
- AARP
- Behavioral Health Collaborative
- Centers for Medicare and Medicaid Services (CMS)
- Children, Youth and Families Department
- City of Las Cruces Senior Programs
- City of Santa Fe Senior Programs
- Commission on the Status of Women
- Concilio CDS
- Department of Health
- Department of Veterans Services
- Department of Workforce Solutions
- Department of Transportation
- Developmental Disabilities Planning Council
- Governor’s Commission on Disability
- Human Services Department
- Independent Living Resource Centers
- Indian Affairs Department
- Jewish Family Services
- New Mexico Alzheimer’s Association,
- New Mexico Legislature
- NEW MEXICO Senior Olympics
- Office of the Governor
- U.S. Administration on Aging (AoA)

**Policy Advisory Committee (PAC)**

The Policy Advisory Committee, which was formed in 1989, provides continuing advice to the Secretary and the Department regarding services, activities, and programs. The PAC consists of members appointed by the Governor for staggered, four-year terms who represent a cross-section of geographic locations, ethnic backgrounds, ages, and abilities.

**Policy Advisory Committee Members**

Mr. Russell Boor (Las Cruces)  
Ms. Joie Glenn (Albuquerque)  
Mr. James Hassenger (Lordsburg)  
Mr. Darel Devenport (Roswell)  
Ms. Cookie Johnson (T or C)  
Mr. Ron Montoya (Albuquerque)  
Mr. William Waugh (Taos)  
Ms. Sally Schutte (Las Cruces)

**Volunteers**

A statewide network of thousands of volunteers supports the Department’s mission by providing outreach, creating quality programs, and delivering services. The scope and complexity of attracting, selecting, training, deploying, and managing volunteers is a continuing challenge that depends on and utilizes grass roots volunteer leadership, and creative, engaged employees.
New Mexico Aging and Long-Term Services Department
2550 Cerrillos Road • Santa Fe, New Mexico 87505
www.nmaging.state.nm.us • 1-866-451-2901

Adult Protective Services Intake: 1-866-654-3219
Ageing and Disability Resource Center: 1-800-432-2080

References
AARP Magazine • AARP Public Policy Institute • American Medical Association • Centers for Disease Control • Federal Interagency Forum on Aging Related Statistics
Harvard School of Public Health • National Center on Caregiving • National Center on Elder Abuse • National Institute of Health • NEW MEXICO Health Policy Commission
US Department of Labor • US Department of Veteran Affairs