



Aging and Long-Term  
Services Department

# Strategic Plan

State Fiscal Year 2012





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## Secretary's Letter

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 committed to developing programs and building partnerships that support lifelong independence and healthy aging.

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 many programs and services. In FY 11, for example, 25,000 persons were served 3.6 million congregate and home delivered meals through 300 Senior Centers. Volunteers provided over 2,282,000 hours of service in communities throughout New Mexico for an estimated value of \$41,737,000.

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, Housing, Transportation, and Employment

We are extremely grateful to our Policy Advisory Committee, our volunteers, our committed staff, our advocates, and our 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  
Secretary-designate



## **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

## **Guiding Principles**

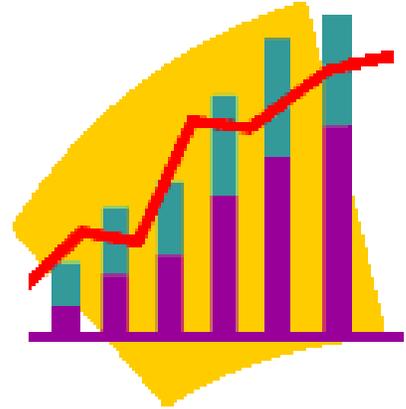
Protect the safety and rights of those we serve  
Promote personal choice and self-determination  
Treat all persons with respect, embracing cultural diversity  
Encourage collaborative partnerships  
Provide fiscally responsible services



## Department Overview

*By the year 2030, New Mexico's percentage of population over age 65 will move from 29th to 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 4,200 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 reporting adult abuse, accessing a home-delivered meal, obtaining in-home and community-based care or volunteering in a local community.

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 close to 10,000 reports of adult abuse, neglect and exploitation each year and investigates about 6,000 reports. 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.

More than 300 Aging Network organizations, funded by the Department, provide 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 provide over 2,282,000 hours of volunteer service in communities throughout New Mexico. The estimated value of these services is \$41,737,000.

The Aging and Long-Term Services Department is an essential resource for well 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, communications, and constituent services to the Department. The Secretary's office also includes the Long-Term Care Ombudsman, Indian Elder Affairs and the Behavioral Health Director.

Established through the Older Americans Act of 1965, 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.<sup>1</sup>

## 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, contracting, and capital projects.

## 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 Employment Programs Bureau, the Senior Services Bureau, HIV/AIDS Consumer Advocacy, 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 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.

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<sup>1</sup> 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).

## **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, legal services, and filing of guardianship or conservatorship 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 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. The ADRC is a single point of entry to the complex and often daunting long-term services system.

ADRC staff offer options, perform intake for eligibility for the Prescription Drug Assistance Program, coordinate New Mexico's aging and disability service systems. They provide objective information and assistance, and empower people to make informed decisions. The ADRC offers one-on-one counseling and assistance to people covered by Medicare and their families. Coordinators provide benefits counseling on Medicare, Social Security, Medicaid, and Veterans programs. Staff provide information on how to identify and detect health care fraud. The ADRC ensures that older New Mexicans receive accurate, unbiased information about health care options and other entitlements. It does not sell, endorse or recommend any specific insurance or health plan.

# Strategic Priorities

The Aging and Long-Term Services 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 contains a description of the goals, objectives and impacts 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
- Prevention of Adult Abuse, Neglect, and Exploitation
- Caregiver Support
- Person-centered Planning for Long-term Care Services
- Active and Healthy Lifestyles
- Economic Security – Food, Housing, Transportation, and Employment



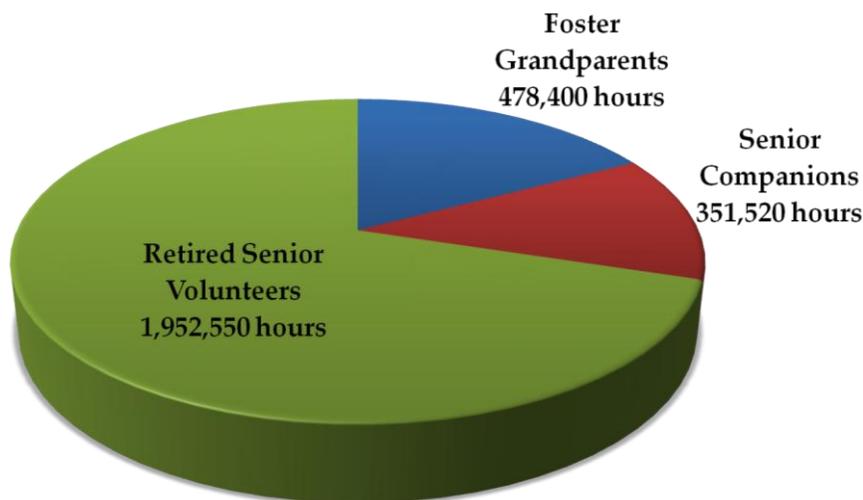


# Services in Homes and Communities

## Goals

- Increase access to person-centered Services in homes and communities in order to minimize the need for more restrictive long-term care services.  
(Consumer and Elder Rights Division, Aging Network Division, Office of the Secretary – State Long Term Care Ombudsman)
- 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)
- 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)

Volunteer Programs Annual Service Hours



- Assure that New Mexico has a service delivery system that addresses the behavioral health service needs of older adults and adults with disabilities.  
(Office of the Secretary – Behavioral Health Director, All Divisions)



**By the year 2030**  
New Mexico will go from having one of the lowest percentages of older adults to having one of the highest.

The Census Bureau estimates that New Mexico’s population will age at a higher rate than most other states over the next few decades.

The percentage of New Mexico's population over age 65 rose to 13.2 percent (271,811) in 2010 from 11.7 percent in the previous census. The number of households with people over age 65 grew from 22.4 percent in 2000 to 25.3 percent.

The number of people in New Mexico over age 60 is 368,410 or 17.9%. Projections for 2015 indicate that 16.8% of New Mexicans will be age 65 and older – 343,000 individuals – increasing to 26% (550,000 individuals) in 2030.

267,500 (13.6%) New Mexico residents of all ages are living with a disability; 41.4% of those 65 and older are living with a disability. [29% are ages 65 to 74(40,600) and 56.4% are ages 75+ (65,000)].

Working-age civilian veterans with a VA determined service-connected disability comprise 21.6% of the population.

In 2008, New Mexico led the nation in spending 73% of Medicaid long-term care funding on Services in homes and communities.

The price of an adult day health center is \$67 a day on average, compared with \$229 a day for a private room in a nursing home. (MetLife Inc 2010 survey)

# Services in Homes and Communities

## Objectives

- Work with Area Agencies on Aging, Independent Living Centers, 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)
- Offer options counseling (a person-centered, interactive, decision-support process) to older adults, adults living with disabilities and their caregivers so that they receive accurate and unbiased information to help them make informed long-term support choices based on their preferences, strengths and values. (Consumer and Elder Rights Division)
- Provide input to the Governor’s Health Reform Leadership Team regarding application for home and community based opportunities in the Patient Protection and Affordable Care Act including behavioral health opportunities for older adults and adults with disabilities. (Office of the Secretary – Behavioral Health Director)
- 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 and Ombudsman who advocate for residents in nursing homes.  
(Aging Network Division, Consumer and Elder Rights Division, State Ombudsman)
- Enhance coordination and collaboration with behavioral health core service agencies and managed long-term care organizations by tracking the number of clients who receive comprehensive community support services.  
(Office of the Secretary – Behavioral Health Director, Adult Protective Services Division, Office of the Secretary – State Ombudsman, Aging Network Division)

Overall, Medicaid spending on nursing homes came to \$46.5 billion in 2007, the latest figures available, while home health services cost \$6.3 billion. (U.S. Department of Health and Human Services)



*For the same amount of money, Medicaid can pay for one person to live in a nursing home or for **three** people to live and receive services in their own homes*

## IMPACTS

- Money saved
- More people served
- Choice provided to individuals
- Increased access to social services and benefits
- Unnecessary, more costly institutional care is avoided
- More people living safely at home
- More people living in dignity

# Prevention of Adult Abuse, Neglect, and Exploitation

## Goals

- Strengthen the capability 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 reports of abuse, neglect, and exploitation of persons with behavioral health concerns through multi-disciplinary team intervention and assistance with access to behavioral health services.  
(Adult Protective Services and Office of the Secretary – Behavioral Health Director)
- 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 Medicare, Medicaid and private insurance beneficiaries 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 workers essential to the prevention of adult abuse, neglect, and exploitation.  
(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)
- Evaluate the Harmony product for on-line Adult Protective Services intake and the feasibility of a pilot project to offer on-line reporting for health care providers.  
(Adult Protective Services Division; Consumer and Elder Rights Division)

New Mexico’s Adult Protective Services Act contains a “Duty to Report” provision, which means that any adult, not just licensed professionals, has the duty to report suspected adult abuse, neglect, or exploitation.

In FY11, 31% of reports of adult abuse, neglect, or exploitation were made by health care professionals and service providers, 22% by facilities, 13% by family members, 10% by the general public, 5% by an alleged victim, and 19% by anonymous reporters.



*In FY11, Adult Protective Services received 10,400 reports of abuse, neglect, or exploitation, resulting in over 6,000 investigations.*

Self-neglect cases comprised 33% of substantiated investigations; neglect 26%; exploitation 22% and abuse 19%.

The percentage of Adult Protective Services investigations requiring a response within 24 hours or less increased from 10.5% in FY09 to 12.5% in FY10, and has risen to 14.7% in FY11. While there is no national measure of acuity for Adult Protective Services cases, investigations requiring a rapid response generally require more skill and caseworker time to successfully resolve.

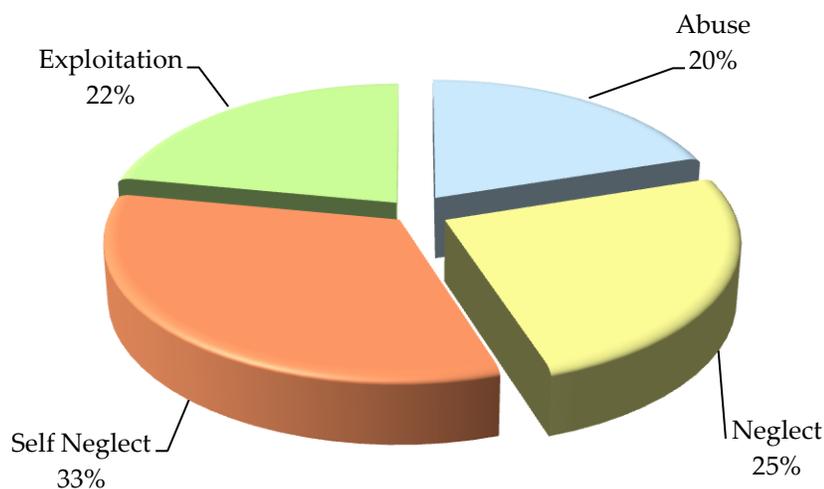
Complex Adult Protective Services cases occur as frequently in rural New Mexico as they do in urban areas; however, rural and frontier service areas lack critical resources, such as access to assistive housing and behavioral health care, needed to mitigate risks.

# Prevention of Adult Abuse, Neglect, and Exploitation

## Objectives (continued)

- Continue to develop and expand community-based, multi-disciplinary teams to ensure maximum coordination with existing community resources. (Adult Protective Services Division)
- Increase 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)
- Intensify 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)

Types of Investigations by Adult Protective Services in FY11



Reports of exploitation to Adult Protective Services increased from 16% of all reports in FY08 to 22% in FY11. Substantiated exploitation cases rose from 15% to 19% for the same period.

Family members were the perpetrators in 43% of cases.

Most exploitation victims are over age 60 and most perpetrators are under age 60.

National data indicates that the oldest elders, those 80 years and older, are abused and neglected at 2-3 times the proportion of others. Ninety percent of abuse and neglect is at the hands of known perpetrators, usually family members—two thirds are adult children or spouses.

In New Mexico, 70% of substantiated Adult Protective Services cases involve persons age 60 or older, with the largest single group of victims between 80 and 89 years old.

Fifty nine percent of victims are women; 41% are men.

## IMPACTS

- Prevention of continued abuse by perpetrators
- Financial exploitation reduced
- Protection of right to self-determination
- Reduced isolation and self-neglect of vulnerable adults and elders
- Reduced premature institutionalization
- Independence maintained

# 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)



*Family caregivers are the primary long-term care providers for older adults. An estimated 200,000 New Mexicans have served as a family caregiver.*

Caregivers face many challenges and the needs of families and individuals affected by Alzheimer’s disease and related dementias add complexity to caregiving.

60% of family caregivers are women, substantially increasing a woman’s risk of living in poverty.

Businesses lose money every year due to employees’ need to care for family members. Two-thirds of family caregivers reduce their work hours to provide care.

The National Alzheimer’s Project Act of 2011 requires a national plan for addressing Alzheimer’s disease with annual updates to be submitted to Congress.

5.3 million Americans live with Alzheimer’s disease (one in eight over age 65) and this number could reach 16 million by 2050.

Alzheimer’s disease is the sixth-leading cause of death in the United States. People with Alzheimer’s disease are high users of hospital, nursing home and other health and long term care services, resulting in high costs to Medicare, Medicaid and other insurers.

# Caregiver Support

## Objectives (continued)

- 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)

As more U.S. troops survive war injuries, parents and spouses increasingly are thrust into the role of long-term caregivers. Care for a veteran, whose condition is service related, is a longer term endeavor than family caregiving, with 30% of caregivers of veterans in their role for 10 years or more, compared to only 15% for caregivers of others.



*Family caregivers report chronic health conditions at twice the rate of their equal-aged counterparts.*

Elderly caregivers have a 63% higher mortality rate than non-caregivers of the same age.

96% of caregivers of veterans are women, and 70% are providing care to their spouses or partners. This contrasts with the national picture of family caregivers in which 65% are women and only 6% are providing care to their spouses or partners.

## IMPACTS

- Money saved
- More New Mexicans served
- Fewer children in foster care
- Healthier caregivers

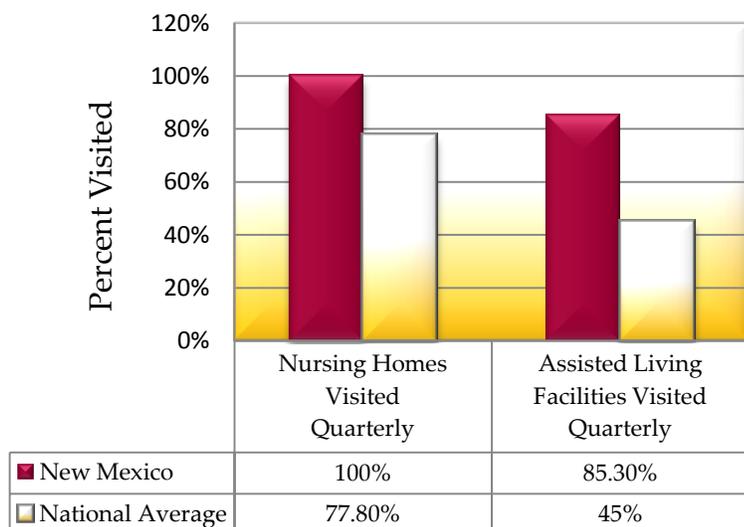
# Person-centered Planning for Long-term Care Services

## 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)
- 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)
- Advocate for the civil and human rights of individuals living in long-term care facilities or settings who wish to transition to Services in homes and communities.  
(Office of the Secretary – State Long Term Care Ombudsman, Disability Liaison)

### Facility Visits:

#### New Mexico vs. National Average



- 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)
- Identify and develop long-term service options for adults with multiple medical and behavioral health care needs.  
(Office of the Secretary – Behavioral Health Director)

Options Counseling is an interactive, person-centered process whereby individuals, family members and /or significant others are informed of all long term care options available and are supported in their decisions to choose appropriate long term care resource(s).

(Title II, Section 202b of the Older Americans Act (Public Law 109-365), the Federal Administration on Aging through Aging and Disability Resource Centers)



*The Department's Aging and Disability Resource Center offers person-centered planning to more than 4,200 people each month. In FY11, 50,175 consumers contacted the Center and 34.1% required more complex assistance than callers the previous year.*

Person-centered Planning is an approach that highlights the strengths of individuals and their ability to determine personal goals, express preferences and make choices. The model originated from the Disabilities Rights Movement, which fought for self-directed, independent and community living for those with disabilities.

The Person-centered approach reinforces that each individual can contribute to the community, and has the ability to choose how supports and services may help her or him.

# Person-centered Planning for Long-term Care Services

## 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)
- 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)
- 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; Office of the Secretary – Behavioral Health Director)
- 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)
- Provide clinical consultation through a cross-agency, multi-disciplinary team for adults with high and complex needs that exceed the resources of the current system of care.  
(Office of the Secretary – Behavioral Health Director)

# 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 – Behavioral Health Director)



## 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.

Adults with disabilities are more likely to be uninsured or underinsured and to use the health care system for preventive services less frequently than others.

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.



*The top six chronic health conditions for those age 65 and older are arthritis, hypertension, heart disease, cancer, diabetes, and breathing disorders.*

Currently 25.6% of New Mexico adults are obese and 49 states have obesity levels above 20%. In 1995, no state had an obesity level above 20%. More than 80 percent of people with Type 2 diabetes, the most common form of the disease, are obese or overweight.

Half of older men and one-third of older women reported trouble hearing. 20% of elders have vision problems and 25% do not have their natural teeth.

168 new cases of HIV were diagnosed in New Mexico in 2009, 20% more than 2005. During 1999-2010, there were 400 deaths in the state from HIV. 75% of those with HIV/AIDS are at least 40 years old. 84% of new HIV/AIDS diagnosed each year in New Mexico are among men.

64% of those age 65 or older report getting a flu shot in the past year. 57% of those 65 and older have received a pneumonia vaccination.

## Active and Healthy Lifestyles

### Objectives (continued)

- 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)
- Work in partnership with the Behavioral Health Collaborative and the Behavioral Health Services Division (NM Human Services Department) to identify and develop behavioral health best practice prevention programs, services and treatments for older adults and adults with disabilities.  
(Office of the Secretary – Behavioral Health Director)
- Coordinate and collaborate with state and local partners to deliver evidence-based health promotion and disease prevention services and supports.  
(All Divisions)
- Partner with the Healthy Aging Collaborative to offer wellness and disease management programs statewide.  
(All Divisions)



*Older adults with significant depression have **50% higher** healthcare costs and higher use of services in all categories of care.*

When untreated, depression worsens other medical conditions. It is a stronger predictor of mortality among heart attack victims than a second heart attack; it contributes to poorer rehabilitation after hip fractures, worse pain control, poorer quality of life, and increased hospitalization for persons dealing with cancer.

# Economic Security: Food, Housing, Transportation, and Employment

## Goals

- Support public policies and programs to promote the economic security of older adults and adults with disabilities.  
(All Department Divisions)
- Support access to affordable and accessible food, employment, housing and transportation options for older adults and adults with disabilities.  
(All Divisions)
- Support Aging Network food and transportation services.  
(Aging Network Division)

The need for long-term care services can more than double an older adult's expenses, significantly increasing the income needed to meet basic needs.

For elder couples in good health, the statewide New Mexico Elder Index is \$23,904 for homeowners without a mortgage, \$26,928 for renters and \$31,752 for homeowners with a mortgage. This represents the living expense costs (housing, health care, transportation, food and miscellaneous) for couples age 65+ in New Mexico.

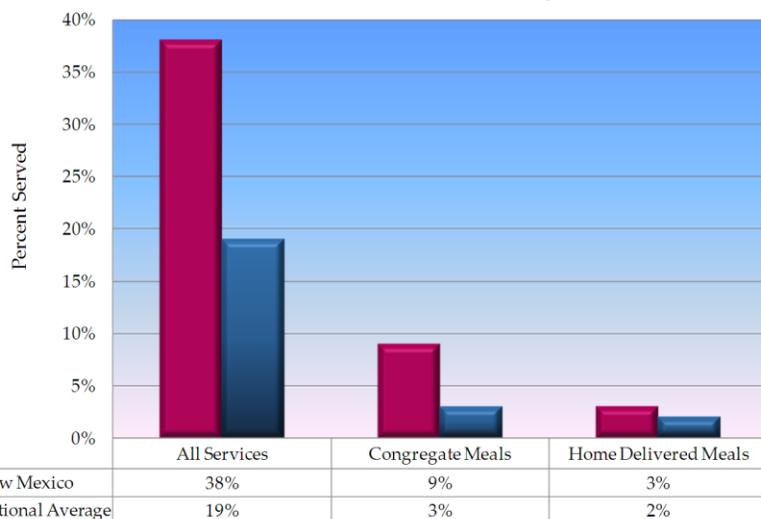


*In most counties in New Mexico older adults cannot meet basic living expenses if they live at the level of the average Social Security benefit.*

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.

Percentage of population age 60 and older served  
New Mexico vs. National Average



- 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 and Consumer and Elder Rights Divisions)

# Economic Security: Food, Housing, Transportation, and Employment

## 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 Medicare beneficiaries, 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)

In the greater Las Cruces metropolitan area, over 70% of seniors are projected to have poor access to transit by 2015, and in the Santa Fe region, 60% of older adults will lack adequate access.

The median annual income of households which include working-age people with disabilities is \$36,200.



*The poverty rate among working-age people with disabilities is 25.2%*

In rural and frontier areas, and smaller towns and cities, increasing demographic strains as baby boomers age also present transportation challenges.

Nationwide, 23% of all older adults live in rural areas. Forty percent of rural residents nationwide live in counties with no public transportation services of any kind. Those who live in rural areas face the same transportation needs as other older adults as they age and are increasingly unable to drive, but there are fewer transportation options in rural areas.

# 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 their needs and expectations of those ALTSD serves.  
(Office of the Secretary, All Divisions)
- Develop and sustain Department-wide strategic and operational planning capability, which provides a 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)

# Department Support Services

## 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 providers.  
(Office of the Secretary – Policy and Planning)
- Leverage information technology resources to improve productivity and cost effectiveness in the design, implementation and utilization of systems and 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.

ALTSD Performance Measures FY12	Target	Division	Reporting Cycle	Type of measure
Percent of contractors assessed with no significant findings	100%	ASD	Annual	Output
Number of working days between payment of state funds and the drawdown of federal funds	0	ASD	Annual	Output
Number of Ombudsman complaints resolved	3,900	CERD	Quarterly	Output
Percent of resident requested transitions from nursing homes to services in homes and communities completed to the satisfaction of the resident within nine months	80%	CERD	Annual	Outcome
Number of persons accessing the Aging and Long-Term Services Department's Resource Center	25,000	CERD	Quarterly	Outcome
Percent of critical Medicare cases resolved within three hundred sixty days	75%	CERD	Annual	Outcome
Number of individuals assisted with application for low-income subsidy	10,000	CERD	Annual	Output
Number of individuals receiving free or low cost drugs through the Prescription Drug Assistance Program	5,000	CERD	Annual	Output
Number of families served through the grandparents raising grandchildren initiative	285	OOS	Annual	Output
Number of adults receiving Adult Protective Services investigations of abuse, neglect, or exploitation	6,000	APS	Quarterly	Output
Number of incapacitated adults who receive in-home services or interventions through Adult Protective Services as a result of an investigation of abuse, neglect, or exploitation	1,100	APS	Annual	Outcome

AND = Aging Network Division  
 APS = Adult Protective Services Division  
 CERD = Consumer and Elder Rights Division

ASD = Administrative Services Division  
 OOS = Office of the Secretary

## Performance Measures (continued)

ALTSD Performance Measures FY12	Target	Division	Reporting Cycle	Type of measure
Percent of Adult Protective Services investigations requiring emergency or priority response within twenty-four hours or less	10.5%	APS	Quarterly	Outcome
Percent of individuals exiting from the federal older worker program who obtain unsubsidized employment	18.5%	AND	Annual	Outcome
Community service hours provided by the state older worker program as a percent of work hours budgeted	76.5%	AND	Annual	Outcome
Number of older adults placed in meaningful employment	150	AND	Annual	Output
Number of hours of respite care provided	110,000	AND	Annual	Output
Number of one-way trips provided to community services for eligible consumers	705,000	AND	Annual	Output
Number of children served through the Foster Grandparent Program	1,600	AND	Annual	Output
Number of persons receiving aging network community services	50,000	AND	Annual	Outcome
Number of persons whose food insecurity is alleviated by meals received through the aging network	25,000	AND	Quarterly	Output

AND = Aging Network Division

APS = Adult Protective Services Division

CERD = Consumer and Elder Rights Division

ASD = Administrative Services Division

OOS = Office of the Secretary

## Services by Age

Service	Program Description	Ages Served
<b>Adult Protective Services</b>	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.	18+
<b>Aging and Disability Resource Center</b>	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.	Any age
<b>Alzheimer's Disease and Dementia Program</b>	Provides caregiver and provider training, information and assistance, supports groups, advocacy and outreach, and education.	Any age
<b>Benefits Counseling/State Health Insurance Program</b>	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.	18+
<b>Bill Payer Program</b>	Certified volunteers and staff provide assistance with monthly bill preparation, payment, and record keeping for individuals with low-incomes.	55+
<b>Caregiver Counseling, Support Groups, and Training</b>	Provides support groups to help caregivers make decisions, resolve problems, and develop skills to care effectively for loved ones.	Any age family caregiver of older adults, an elder caring for a child or a younger adult with a disability
<b>Congregate and Home-delivered Meals</b>	Provides breakfast, lunch and/or dinner in a variety of settings including senior centers, community centers or in homes.	60+ (55 + for Native Americans), and spouses of any age and persons with disabilities of any age who live with eligible elders
<b>Foster Grandparent Program</b>	Trains and certifies volunteers; gives one-to-one, daily attention to children with special needs in schools, child care centers and other community settings.	55+
<b>HIV/AIDS Consumer Advocacy and Volunteer Network</b>	Provides peer support and information, assistance and referral to individuals with HIV/AIDS and their families. Provides outreach to the general public.	Any age
<b>Homemaker Services</b>	Provides non-medical care such as light housekeeping, personal care and errands.	60+ (55 + for Native Americans)
<b>Home Modifications / Retrofitting</b>	Modifies living space to promote safety and accommodate special needs such as installing grab bars, wheelchair ramps, safety rails and other supportive equipment.	60+ (55+ for Native Americans)

## Services by Age (continued)

Service	Program Description	Ages Served
<b>50+ Employment Connection</b>	Provides employment counseling, job training, interviewing and computer development skills and support groups (job clubs).	50+
<b>Legal Services</b>	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.	55+
<b>Long-Term Care Ombudsman Program</b>	Certifies volunteers and staff advocate for recognition, respect and enforcement of civil and human rights of people living in long-term care facilities.	Any age person living in a long-term care facility
<b>Prescription Drug Assistance</b>	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.	Any age
<b>Respite Care</b>	Provides caregivers with relief from caregiving responsibilities.	Any age family caregiver of older adults, and older adults caring for children or younger adults with disabilities
<b>Senior Companion Program</b>	Trains and certifies volunteers; provides assistance and friendship to frail older adults who have difficulty with daily life skills.	55+
<b>Senior Employment</b>	Provides employment training to older individuals with low incomes entering or reentering the workforce.	55+
<b>Senior Olympics</b>	Provides state and local game competitions, sports programs and wellness and health promotion activities.	50+
<b>Seniors Saving Medicare</b>	Certifies volunteers and staff identify waste, fraud, abuse, and misuse in the Medicare and Medicaid programs and provide education to beneficiaries and their caregivers regarding how to become better health care consumers.	Medicare and Medicaid beneficiaries of any age and their representatives
<b>Transportation</b>	Provides transportation to medical appointments, shopping, educational opportunities, and the like.	60+ (55+ for Native Americans), and spouses of any age and persons with disabilities of any age who live with eligible elders

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

- Area Agencies on Aging
- Behavioral Health Collaborative
- Centers for Medicare and Medicaid Services (CMS)
- Children, Youth and Families Department
- Commission on the Status of Women
- 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
- The New Mexico Legislature
- The 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 disabilities.

## Policy Advisory Committee Members

- |                                 |                               |
|---------------------------------|-------------------------------|
| Mr. John Aquino (Ohkay Owingeh) | Ms. Cookie Johnson (T or C)   |
| Mr. Russell Boor (Las Cruces)   | Mr. Ron Montoya (Albuquerque) |
| Ms. Dorothy Bitsilly (Tohatchi) | Mr. William Waugh (Taos)      |
| Ms. Joie Glenn (Albuquerque)    | Ms. Gil Yildiz (Albuquerque)  |
| Mr. James Hassenger (Lordsburg) |                               |

## 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](http://www.nmaging.state.nm.us) • 1-866-451-2901

Adult Protective Services Intake: 1-866-654-3219

Aging and Disability Resource Center: 1-800-432-2080

### **Citations**

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 • NM Health Policy Commission • US Department of Agriculture • US Department of Commerce • US Department of Defense • US Department of Health and Human Services • US Department of Justice • US Department of Labor • US Department of Veteran Affairs