

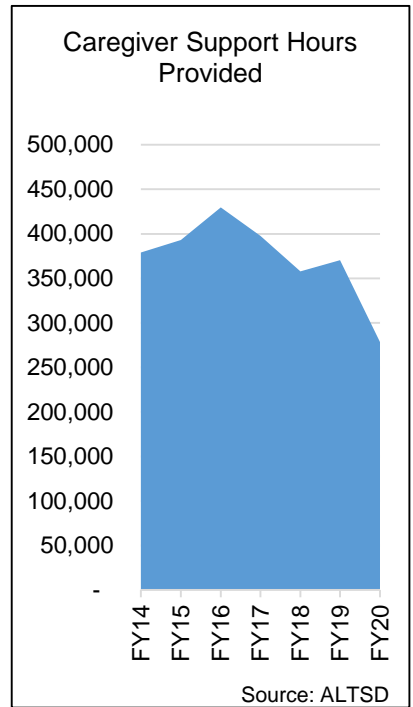
**ACTION PLAN**

Submitted by agency?	Yes
Timeline assigned?	Yes
Responsibility assigned?	Yes

The Aging and Long-Term Services Department (ALTSD) mission is to serve older adults and adults with disabilities so that they can remain active participants in their communities, age with respect and dignity, be protected from abuse, neglect, and exploitation and have equal access to health care. ALTSD did not meet a majority of performance targets at the close of FY20.

**Aging Network**

The Aging Network did not meet targeted performance for the hours of caregiver support for FY20, and fell far below previous fiscal years. Services included in this measure are home care, adult day care, respite care, and counseling and support groups. These services are provided by area agencies on aging (AAA) contract providers and the New Mexico chapter of the Alzheimer’s Association. The agency reported the COVID-19 pandemic and executive emergency declarations closed adult day care centers and the remaining services were affected by the stay at home and social distancing orders. This resulted in the significant decline in FY20 performance results. In addition, due to the pandemic, nutritional support by the Aging Network shifted from senior centers to home delivered, grab and go, and pick-up meals and children’s meals. In FY20, 107,862 unduplicated consumers were served 4,120,654 meals. In addition, the agency is also supporting delivering food and groceries boxes to the homes provided by meal sites, senior centers, and ALTSD. The number of new seniors accessing meal services (grab and go and home delivered) has increased by 49 percent.



<b>Budget:</b> \$40,195.2	<b>FTE:</b> 16	<b>FY18 Actual</b>	<b>FY19 Actual</b>	<b>FY20 Target</b>	<b>FY20 Actual</b>	<b>Rating</b>
Older New Mexicans whose food insecurity is alleviated by meals received through the aging network		100%	86%	98%	100%	<span style="color: green;">●</span> <b>G</b>
Hours of caregiver support provided		357,721	370,538	423,000	278,513	<span style="color: red;">●</span> <b>R</b>
<b>Program Rating</b>						<span style="color: yellow;">●</span> <b>Y</b>

\*Measure is classified as explanatory and does not have a target.

**Consumer and Elder Rights**

The percent of calls to the Aging and Disability Resource Center (ADRC) that are answered by a live operator continued to decline in the fourth quarter. With the onset of the pandemic during the third quarter, the program reported a decline in calls being answered by a live operator, due to personnel working remotely and an increase of calls. With over 32,981 calls per month, or an average of 550 per day in the fourth quarter, the agency reported the number of calls were over four times the amount of calls the ADRC typically receives. During the fourth quarter, the majority of ADRC personnel were working remotely, taking calls via voicemail, and doing callbacks. The agency reported the top topics of concern for callers continued to be related to Medicaid or Medicare benefits, senior center services, prescription assistance, and COVID-19.

**Budget:** \$5,150.3 **FTE:** 50

	<b>FY18 Actual</b>	<b>FY19 Actual</b>	<b>FY20 Target</b>	<b>FY20 Actual</b>	<b>Rating</b>
Ombudsman complaints resolved within sixty days	92%	96.8%	99%	100%	<span style="color: green;">G</span>
Residents requesting short-term transition assistance from a nursing facility who remained in the community during the six month follow-up	82%	84%	90%	82%	<span style="color: red;">R</span>
Calls to the aging and disability resource center that are answered by a live operator	71%	79%	90%	55%	<span style="color: red;">R</span>
<b>Program Rating</b>					<span style="color: yellow;">Y</span>

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**Adult Protective Services**

The program does not report on repeat maltreatment, and current data and performance measures make it difficult to assess the effectiveness of the program in preventing maltreatment. However, Adult Protective Services (APS) has agreed to begin reporting repeat substantiations within six months of a previous substantiation of abuse or neglect in FY21. In the fourth quarter, the program met the performance target for priority investigations making face-to-face contact quickly. However, APS fell below targeted performance in investigations of abuse, neglect, or exploitation and adults receiving services because of an investigation. During the fourth quarter, APS completed 985 investigations, the previous three quarter were closer to 1,500. The department reported the decline from previous quarters was a result of the restrictions on in-person interactions resulting from the pandemic. Previously, APS would receive many of its referrals for potentially abused, neglected or exploited adults from doctors or banks. However, during the pandemic, the way the public interacts, doctors and banks has changed, and the agency believes it is resulting less referrals for investigation.

**Budget:** \$13,829.6 **FTE:** 132

	<b>FY18 Actual</b>	<b>FY19 Actual</b>	<b>FY20 Target</b>	<b>FY20 Actual</b>	<b>Rating</b>
Adult protective services investigations of abuse, neglect or exploitation	6,671	6,636	6,150	5,494	<span style="color: red;">R</span>
Emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed time frames	99%	99%	99%	99%	<span style="color: green;">G</span>
Adults receiving in-home services or adult day services as a result of an investigation of abuse, neglect or exploitation	1,213	3,663	1,500	837	<span style="color: red;">R</span>
<b>Program Rating</b>					<span style="color: yellow;">Y</span>

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