

Aging and Long-Term Services Department

Legislative Finance Committee

November 13, 2018

Kyky Knowles

Acting Cabinet Secretary



*Partners in Lifelong Independence and Healthy
Aging*

Introductions

- Carlos Moya, *Director of Operations and Consumer and Elder Rights Director*
- Bryan Maestas, *Administrative Services Division Director and CFO*
- Lisa Lujan, *Aging Network Division Director*
- Emily Floyd, *Adult Protective Services Division Director*
- Diego Velarde, *Chief Information Officer*
- Rebecca Martinez, *Capital Projects Bureau Chief , Office of Indian Elder Affairs Interim Director, and Tribal Liaison*
- Karen Etcitty, *General Counsel*

Mission

The New Mexico 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

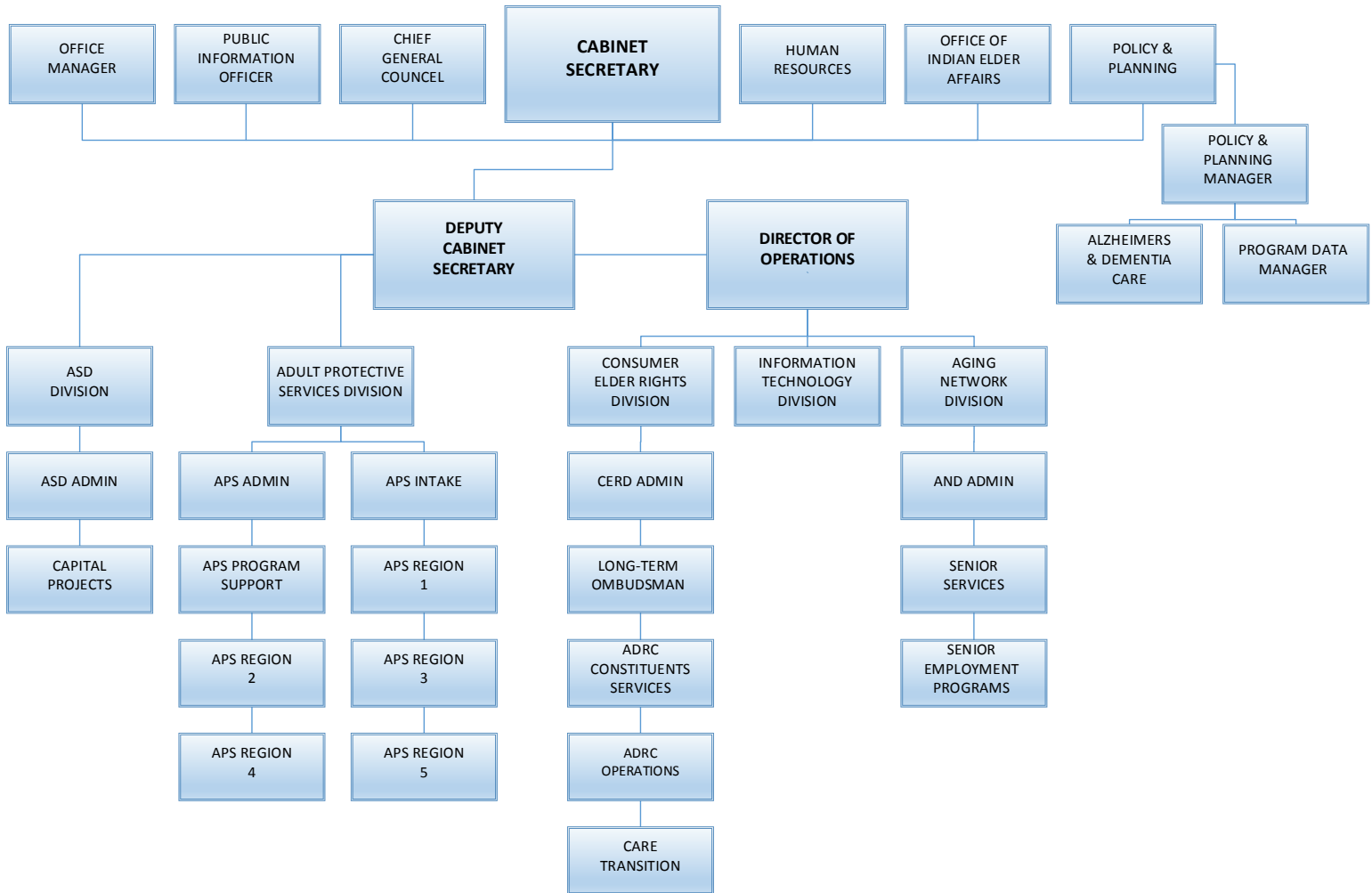
Lifelong independence and healthy aging

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

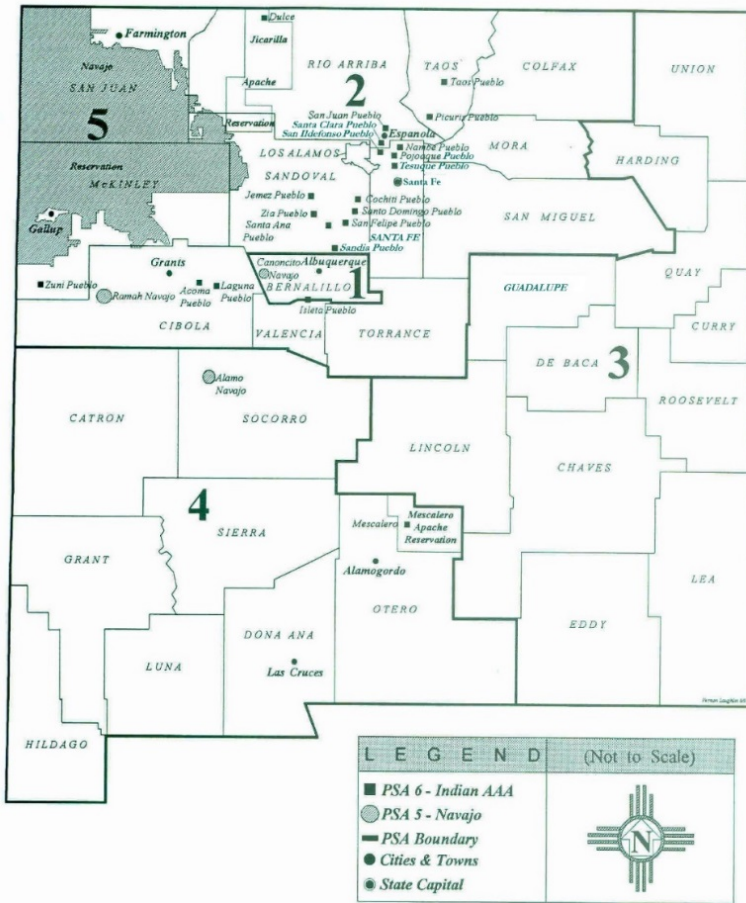
Older Americans Act

- Congress passed the Act in 1965 with the intent to promote the dignity of older adults by assisting to secure equal opportunity to remain independent and productive as productive as possible, and full citizen engagement within their communities
- ALTSD is NM's designated State Unit on Aging (SUA), responsible for developing and administering the multi-year state plan, that advocates for and provides assistance to older residents, their families, and caregivers
- Most states are divided into planning and service areas (PSAs), so that programs can be tailored and coordinated to meet the specific needs of people residing in those areas
- Federal funding is allocated to each SUA based on the number of persons over the age of 60 in each state



New Mexico PSAs

Planning and Service Areas (PSAs)



PSA 1: Bernalillo County

PSA 2: Cibola, Colfax, Los Alamos, McKinley, Mora, Rio Arriba, Sandoval, San Miguel, San Juan, Santa Fe, Taos, Torrance and Valencia Counties

PSA 3: De Baca, Chaves, Curry, Guadalupe, Eddy, Harding, Lea, Lincoln, Quay, Roosevelt and Union Counties

PSA 4: Catron, Dona Ana, Grant, Hidalgo, Luna, Otero, Sierra and Socorro Counties

PSA 5: The New Mexico portion of the Navajo Nation, which includes areas within Bernalillo, Cibola, McKinley, Sandoval, San Juan and Socorro Counties. PSA 5 is an interstate planning and service area established under a tri-state agreement with the states of Arizona and Utah

PSA 6: New Mexico's 19 Pueblos and 2 Apache Tribes

A Growing Population

By 2030 in New Mexico:

- 32.5% of the population will be 60 and older (Proximity, 2013)
- 60+ population will be the **3rd largest in the nation** by percentage (Pew Research Center, 2010)
- More people 65+ than under 18 (Administration on Aging, 2011)
- 85+ population will have more than **tripled** from 23,306 in 2000 to 75,629 in 2030 (U.S. Census Bureau)

According to the New Mexico Department of Health, approximately 224,160 American Indian/Alaska Natives (AI/AN) reside in New Mexico, with approximately 17,650 individuals identified as AI/AN elders, age 65+ (2014)

Growing family caregiver population:

- ✓ 419,000 New Mexicans - **20.8% of the population** - served as family caregivers in 2009
- ✓ Family caregivers **provide 80% of all long-term care**

Strategic Planning

| Strategic Priorities | Accountability |
|--|--|
| Safeguard Vulnerable Adults and Elders | New Mexico State Plan for Aging and Long-Term Services |
| Encourage Healthy and Independent Aging | Key Performance Agency (24 AM, 7 QM) |
| Combat Senior Hunger | State Program Report (FFY) |
| Support Caregivers | Policies and Procedures |
| | Contract Oversight |

FY20 GF Request

| General Fund Request | PCode | Programs | FY20 |
|----------------------------------|-------|---|-------------------|
| Program Support | P591 | Fiscal Controls Procurement Capital Projects Office of Indian Elder Affairs (including Indian AAA) Policy and Accountability Office of Alzheimer's and Dementia Information Technology Human Resources | \$7,958.7 |
| Consumer and Elder Rights (CERD) | P592 | Ombudsman Program Aging and Disability Resource Center (ADRC) Veterans Self-Directed Program Care Transitions Bureau State Health Insurance Program Senior Medicare Patrol Prescription Drug Assistance | \$1,941.9 |
| Adult Protective Services (APS) | P593 | Investigations APS Intake | \$10,732.6 |
| Aging Network Division (AND) | P594 | Senior Services Bureau (Contracts with AAA, Volunteer Programs, NMSO) Senior Employment Programs | \$24,672.3 |
| ALTSD GF TOTAL | | | \$45,305.5 |

ALTSD Funding

| Opbud | FY17 | FY18 | FY19 | FY20 Request |
|--------------|-------------------|-------------------|-------------------|-------------------|
| State | 44,409.0 | 44,398.7 | 44,603.5 | 45,305.5 |
| FF | 12,551.9 | 12,259.2 | 13,149.9 | 13,187.7 |
| OSF | 3,191.3 | 3,493.4 | 3,508.6 | 3,376.3 |
| Other | 128.9 | 80.0 | 115.8 | 115.8 |
| Fund Bal. | 21.1 | 273.4 | 0 | 0 |
| TOTAL | \$60,302.2 | \$60,504.7 | \$61,377.8 | \$61,985.3 |

Contracts-Services

| | FY18 Opbud | FY20 Request | Variance | Explanation |
|--------------------------------|-----------------|-----------------|---------------|--|
| P591-Program Support | 271.7 | 4,433.7 | +4,162.0 | I-AAA and Navajo contracts (OIEA), legal resource contracts |
| P592-Consumer & Elder Rights | 703.3 | 1,333.7 | +630.4 | Expand Veterans Self-Directed, Ombudsman program and increase Medicaid match |
| P593-Adult Protective Services | 5,135.0 | 4,860.0 | (-275.0) | Aligning contract home care and adult day care (RFP) |
| P594-Aging Network | 38,793.4 | 34,676.0 | (-4,117.4) | OIEA and legal resource contracts transitioned out of AND |
| TOTAL | 44,903.4 | 45,303.4 | +400.0 | |

P591 Program Support

| | FY17 Opbud | FY18 Opbud | FY19 Opbud | FY20 Request |
|------------|---------------|---------------|---------------|-----------------|
| State Fund | \$3,544.7 | \$3,404.1 | \$6,183.9 | \$7,958.7 |
| FF | \$624.0 | \$610.5 | \$349.4 | \$98.5 |
| TOTAL | \$4,168.7 | \$4,014.6 | \$6,533.3 | \$8,057.2 |
| FTE | 59 | 54 | 42 | 42 |
| *Rent | \$0 | \$0 | \$0 | \$0 |
| Waitlists | N/A | *None OIEA | *None OIEA | *None OIEA |

Vacancy Rate

| FY19 | FY20 |
|-------|------|
| 19.2% | 8.5% |

Office of Indian Elder Affairs

Indian AAA and Navajo Nation Contracts

- Achieved standard calculation rates (PM 26 & 31) for cost per unit of meals and transportation achieved utilizing FY2018 data.
- Provided quality professional development opportunities for contractors through the Conference on Aging, Fall and Spring Training Sessions, and other training opportunities for topics such as SAMS Database Proficiency, Units of Service & Finance, Advocacy, Identity Theft Protection, Family Caregiving, and Dementia.
- Conducted outreach efforts at 10 different events disseminating ALTSD & OIEA information to over 2,800 people.
- Four Town Halls were held in tribal communities with translators available to seek input regarding elder needs.
- State Tribal Consultation held with Navajo Nation in reference to contract administration and support services transfer to Office of Indian Elder Affairs

CPB Application Process

2019 STB Capital Outlay Application Process

Application, guidance and other required documents posted to ALTSD website January 2018. DEADLINE: April 13, 2018

Training provided state-wide in 6 different locations – Santa Fe, Albuquerque, Truth or Consequences, Roswell, Farmington, Taos, and by Webinar

Training emphasized project readiness, local coordination, asset management, and provided on-going technical assistance. AAA's & COG's assisted with TA.

112 applications were received, totaling \$28,608,654

RECOMMENDATION: \$3,917,608 for 35 projects

Project Review Team comprised of Capital Projects Bureau and Senior Services Bureau Staff; DFA Capital Projects Bureau Staff; AAA's participate in review but do not submit a score.

Rating Criteria: Criticality of need; leverage or matching funds; readiness to proceed; project oversight; and project management of existing capital outlay projects

P592 Consumer and Elder Rights

| | FY17 Opbud | FY18 Opbud | FY19 Opbud | FY20 Request |
|------------|---------------|---------------|---------------|-----------------|
| State Fund | \$1,809.8 | \$1,660.2 | \$1,562.9 | \$1,941.9 |
| FF | \$1,370.3 | \$1,533.0 | \$2,027.0 | \$2,053.3 |
| Other | \$692.7 | \$1,000.0 | \$1,010.0 | \$1,200.0 |
| TOTAL | \$3,872.8 | \$4,193.2 | \$4,599.9 | \$5,195.2 |
| FTE | 53.5 | 50.5 | 47.5 | 53.0 |
| Rent | \$71.2 | \$73.6 | \$78.0 | \$52.0 |

Vacancy Rate

| FY19 | FY20 |
|------|------|
| 5.2% | 5.4% |

Consumer and Elder Rights

FY18 Highlights

➤ **State Long-Term Care Ombudsman Program**

- 1,995 complaints were resolved for residents of nursing homes and assisted living facilities
- Out of the 1,995 complaints, 1,835, or 92% were resolved within sixty days
- Visited 100% of the 275 nursing facilities, with new facilities being opened regularly
- Logged 24,600 repeat visits with residents, trained 11 new volunteer ombudsmen and had 5,705 consultations

➤ **Care Transitions Bureau**

- 748 nursing home residents requested transition assistance from a nursing facility to the community
- 613 or 82% of the residents who requested transitional assistance remained in the community during the six month follow-up

➤ **NM Veterans Self-Directed Program**

- 10 veterans are receiving home and community based services enabling them to avoid institutionalization and continue to live in their home and community

Consumer and Elder Rights

provides access to information and resources

The Aging and Disability Resource Center (ADRC) assists elders, persons with disabilities and caregivers in finding services and resources to help them live well and independently. Helping people understand their long-term care options, pointing them in the right direction, advocating on their behalf, and improving their quality of life in some way.

- 51,330 clients received assistance by the ADRC and community offices within CERD with 21,205 of these clients being in rural areas
- The ADRC assisted 27,983 callers (average of 112 per day), of which 19,868 or 71% were answered by a live counselor
- 96% of people receiving options counseling indicated the information they received regarding long-term support services made a positive difference in their decisions
- 2,142 clients were provided assistance by the ADRC Web Chat Program, of which 96% of chats were answered by a live counselor

Consumer and Elder Rights FY19 Priorities

- Track performance measurement data
- Increase outreach and expansion of ADRC, CTB, and Ombudsman service deliveries across New Mexico
- **Improve programmatic coordination of services**
- Ongoing evaluation of overhead cost including leases
- Update protocols, procedures for all CERD programs that will ensure consistency statewide
- Update volunteer protocols, procedures for the Ombudsman and SMP/SHIP volunteers

P593 Adult Protective Services

| | FY17 Opbud | FY18 Opbud | FY19 Opbud | FY20 Request |
|------------|---------------|---------------|---------------|-----------------|
| State Fund | \$10,525.3 | \$10,931.8 | \$10,864.0 | \$10,732.6 |
| Other | \$2,498.6 | \$2,493.4 | \$2,498.6 | \$2,176.3 |
| TOTAL | \$13,023.9 | \$13,425.2 | \$13,362.6 | \$12,908.9 |
| FTE | 133.0 | 132.0 | 132.0 | 132.0 |
| Rent | \$638.7 | \$628.3 | \$645.9 | \$633.0 |

Vacancy Rate

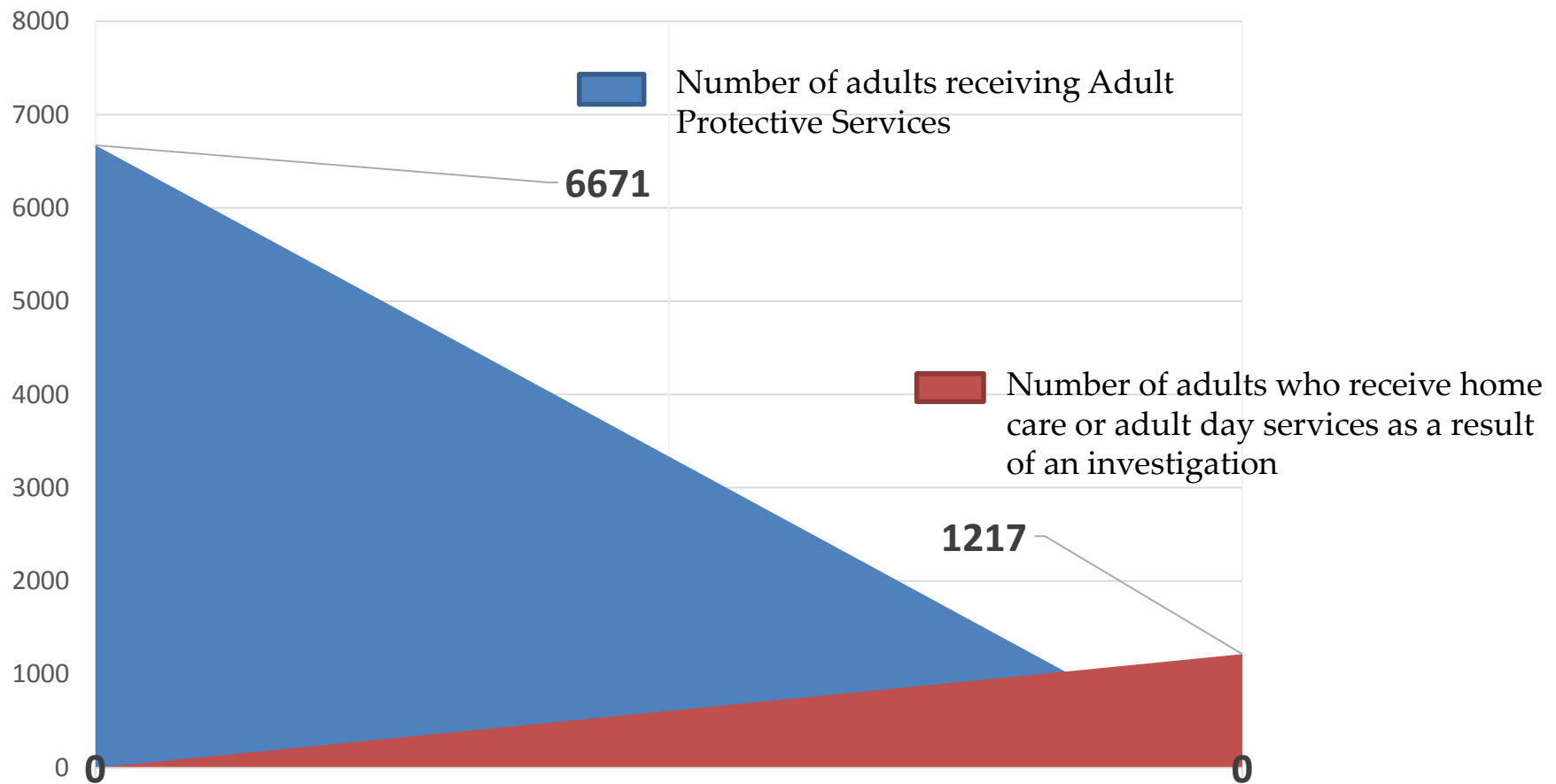
| FY19 | FY20 |
|-------|-------|
| 11.4% | 14.2% |

Adult Protective Services FY18 Highlights

- Continue to monitor Phase I & II of Quality Improvement for the APS field
- Continue to modify and update Adult Services and Investigation Procedures
- All APS Supervisors attended and completed the Leadership Institute Training offered via SPO
- Continued to concentrate on standardization of processes and documents throughout the program
- Completed transition of APS Intake from CERD to APS
- Initiation of implementation of smart mobile devices throughout the field
- Major modification of the program's after hours process resulting in a cost saving of \$100,000 a year

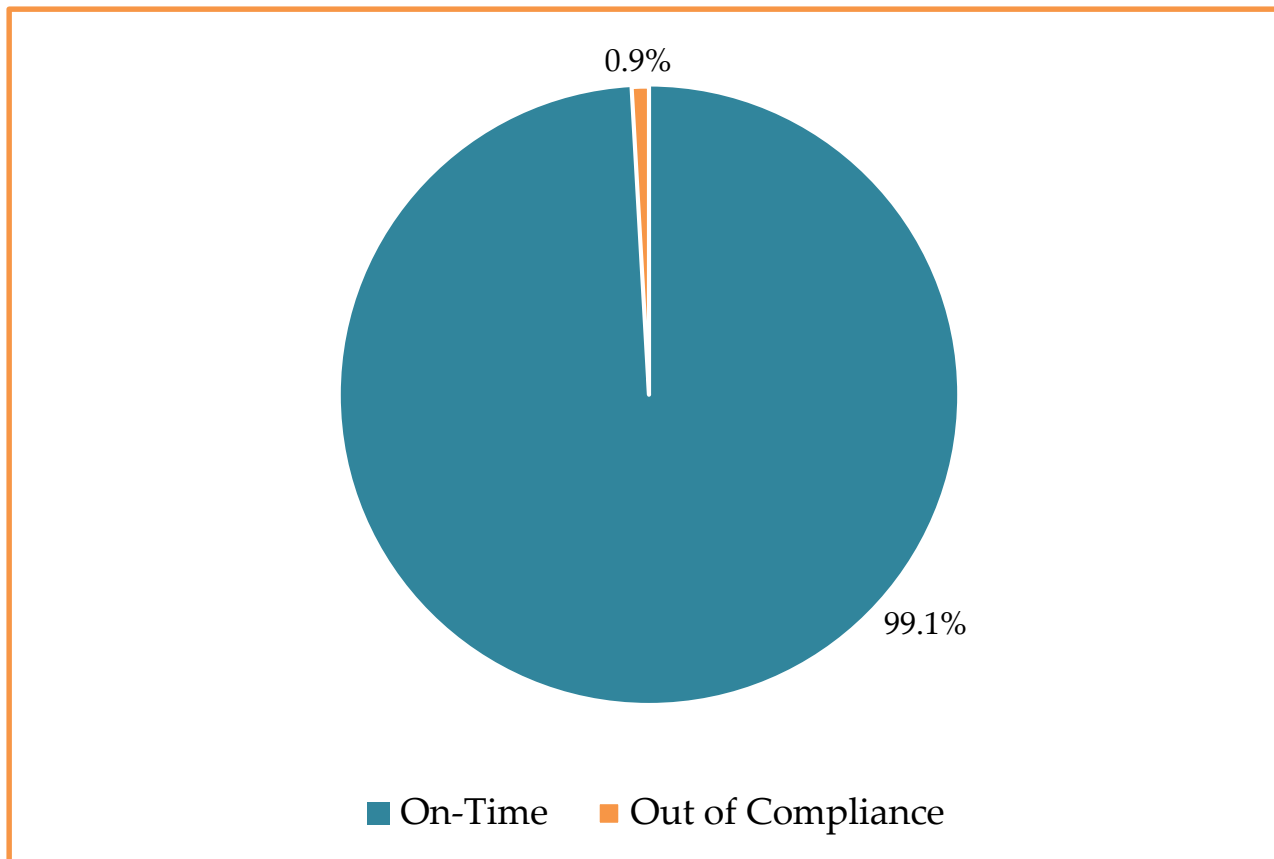
Adult Protective Services

6,671 – The number of adults receiving adult protective services investigations of abuse, neglect, or exploitation in FY18



Adult Protective Services

99.1%-Percentage of emergency priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed time frame



Adult Protective Services

FY19 Priorities

- Continue to fill APS vacancies
- Complete update of APS policies and procedures including legal
- Continue to provide outreach throughout the state in partnership with other programs
- Increase collaboration with other community partners state-wide
- Solidify FY19 Homecare/Adult Day Care RFP's
- Continuous evaluation of overhead cost including leases
- Continue updates to technology for the field

P594 Aging Network Division

| | FY17 Opbud | FY18 Opbud | FY19 Opbud | FY20 Request |
|-----------------|-------------------|-------------------|-------------------|-------------------|
| State Fund | \$28,529.2 | \$28,402.6 | \$25,992.7 | \$24,672.3 |
| FF | \$10,557.6 | \$10,115.7 | \$10,773.5 | \$11,035.9 |
| Other | 128.9 | \$80.0 | \$115.8 | \$115.8 |
| Fund Balance | \$21.1 | \$273.4 | 0 | 0 |
| TOTAL | \$39,236.8 | \$38,871.7 | \$36,882.0 | \$35,824.0 |
| FTE | 1.0 | 1.0 | 16.0 | 14.0 |
| Rent | \$72.3 | \$82.6 | \$69.4 | \$60.0 |

Vacancy Rate

| FY19 | FY20 |
|------|------|
| 7.1% | 0 |

Aging Network Division

FY18 Highlights

➤ **Senior Services Bureau**

- Special Audit and Implementation Plan for Non-Metro AAA to ensure timely reimbursements to providers
- AND has issued separate contracts for each of the PSAs they administer
- Collaborated with AAAs on nutrition initiatives, and intergenerational activities

➤ **Senior Employment Programs Bureau**

- The US Department of Labor granted federal funding of the Senior Community Service Employment Program
- Nearly half of individuals exiting the federal program obtained employment

➤ **Office of Alzheimer's and Dementia Care**

- The New Mexico State Plan for Alzheimer's Disease and Related Dementias, originally released in 2013, was updated to reflect progress in meeting goals, and to establish new goals
- First "Alzheimer's Research in New Mexico" workshop sponsored by the NM Consortium

AAA Federal Funding NMAAA and ABQ/Bern. Co.

| State Fiscal Year | DATES | Title III Awards | Title III NSIP Awards |
|-------------------|---|------------------|-----------------------|
| FY16 | Late October February Late April-NSIP ONLY | 3 | 4 |
| FY17 | Late October Late December June | 4 | 4 |
| FY18 | Late October January Late February May Late May-NSIP ONLY | 5 | 5 |

Aging Network Division

FY19 Priorities

- ***Ensure valuable services and programs grow and expand to the seniors who need them most, and that those services are not disrupted. AND will continue to work closely with the AAAs and providers in the planning and administration of all state and federal funding**
- Provide technical assistance, training, and sharing of best practices at Aging Network Training events and other venues to assist providers in enhancing their capacity
- Nutrition Services Incentive Program (NSIP) funding will be issued separately from Title III funding for each of the PSA
- The Intrastate Funding Formula was applied to both federal and state funds for each PSA. This allowed a equitable distribution of funding to each PSA. *Adding rurality as a factor is being assessed
- Title III and Title VI Coordination

Partnerships

- Office of Indian Elder Affairs:

Department of Health, Department of Indian Affairs, National Indian Council on Aging, National Resource Center on Native American Aging, Title VI Coalition and NM Indian Council on Aging

- Senior Services Bureau:

Department of Health, ALTSD Capital Projects Bureau, AAAs, OIEA, HSD, Administration for Community Living

- Consumer & Elder Rights Division:

Department of Veteran Services, Governors Commission on Disabilities, HSD, National Council on Aging, and the Administration for Community Living

- IT leads the agency's collaboration with HSD in the HHS 2020 Project

- Capital Projects Bureau:

Department of Finance and Administration to assure transparency and accountability of the annual capital outlay application process

Working Together
for
Lifelong Independence and Healthy Aging

Grow
Expand
Training and Technical Assistance
Assess
Coordinate
✓ Accountability

Aging and Long-Term Services Department

<http://www.nmaging.state.nm.us/>

ADRC **1-800-423-2080**

APS Intake **1-866-654-3219**

Ombudsman **1-866-451-2901**

<http://www.nmaging.state.nm.us/office-of-policy-and-planning.aspx>