



OPPORTUNITIES TO IMPROVE PERFORMANCE DURING COVID-19  
LEGISLATIVE HEALTH & HUMAN SERVICES COMMITTEE

August 21, 2020

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# AGENDA

1. ALTSD's Leadership
2. Long-Term Care Ombudsman Program
3. Adult Protective Services
4. Other Agency Highlights
5. Role in Long-Term Care Facility Testing
6. Key Budget Priorities
7. Questions



# AGING AND LONG-TERM SERVICES DEPARTMENT

## Mission

*To provide accessible, integrated services to older adults, adults with disabilities, and caregivers to assist 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.*

## Our 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*



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# ALTSD LEADERSHIP TEAM



**Katrina Hotrum-Lopez**  
Cabinet Secretary



**Sam Ojinaga**  
Deputy Secretary



**Sarah Jacobs**  
General Counsel



**Zack Quintero**  
Acting Long-Term Care  
Ombudsman



**Dolores Gonzales**  
Office of Planning  
and Policy



**Anthony Romero**  
Acting Consumer and  
Elder Rights Director



**Denise King**  
Aging Network  
Director



**Donna Vigil**  
Human Resources  
Director



**Emily Floyd**  
Adult Protective  
Services Director



**Tim Struck**  
Chief Information  
Technology Officer



**Valerie Garcia**  
Administrative  
Services Director



# AGENCY HIGHLIGHTS

**4,120,654**

## Total Meals to Seniors in FY20

In April and May the aging network provided **306,743** meals and **36,419** nonperishable food boxes

**150**

## Tablets Provided

Provided tablets to assist Ombudsman, Care Transitions, and DOH with complaint follow up, compliance and enforcement

**350**

## iPads Provided

Provided to seniors with internet capability for socialization

## Senior Services

Adapted senior services to keep seniors safe during COVID-19



# LONG-TERM CARE OMBUDSMAN

Resident Rights

**11,000+**

Residents across 340 long term care facilities

- ❑ 345 non-covid related complaints since March
- ❑ Current process is using digital (phone and camera) and closed window visits for communication

Advocacy

Complaints and Investigations

Quality of Care

Access to Justice

**8**

Designated statewide ombudsman. 18 active volunteers, 35 inactive due to COVID, and 25 unpaid volunteers undergoing training

**5,341**

Contacts with residents and families needing assistance

**74**

Involuntary discharges from March 1<sup>st</sup> 2019 - August 12 2020

\*Involuntary discharge is a discharge from a facility without consent of resident



# LONG-TERM CARE OMBUDSMAN

## PAST

- In-person access to facilities and one-on-one in-person meeting with residents
- Undercover work at facilities to gather information regarding abuse, neglect, and substandard care
- Meetings with multiple families at facilities or designated locations to discuss concerns
- Recruitment efforts in local and county communities

## PRESENT

- Window visits, virtual visits via tablets, digital spot checks
- Close contacts with family members and residents for monitoring facilities
- Digital team of 30+ volunteers statewide
- 15 volunteers that support our window visitation efforts
- Facility visitation plans – the ombudsman receives these plans and ensures distribution to families
  - 20 facilities have submitted plans
- Weekly town halls with resident families

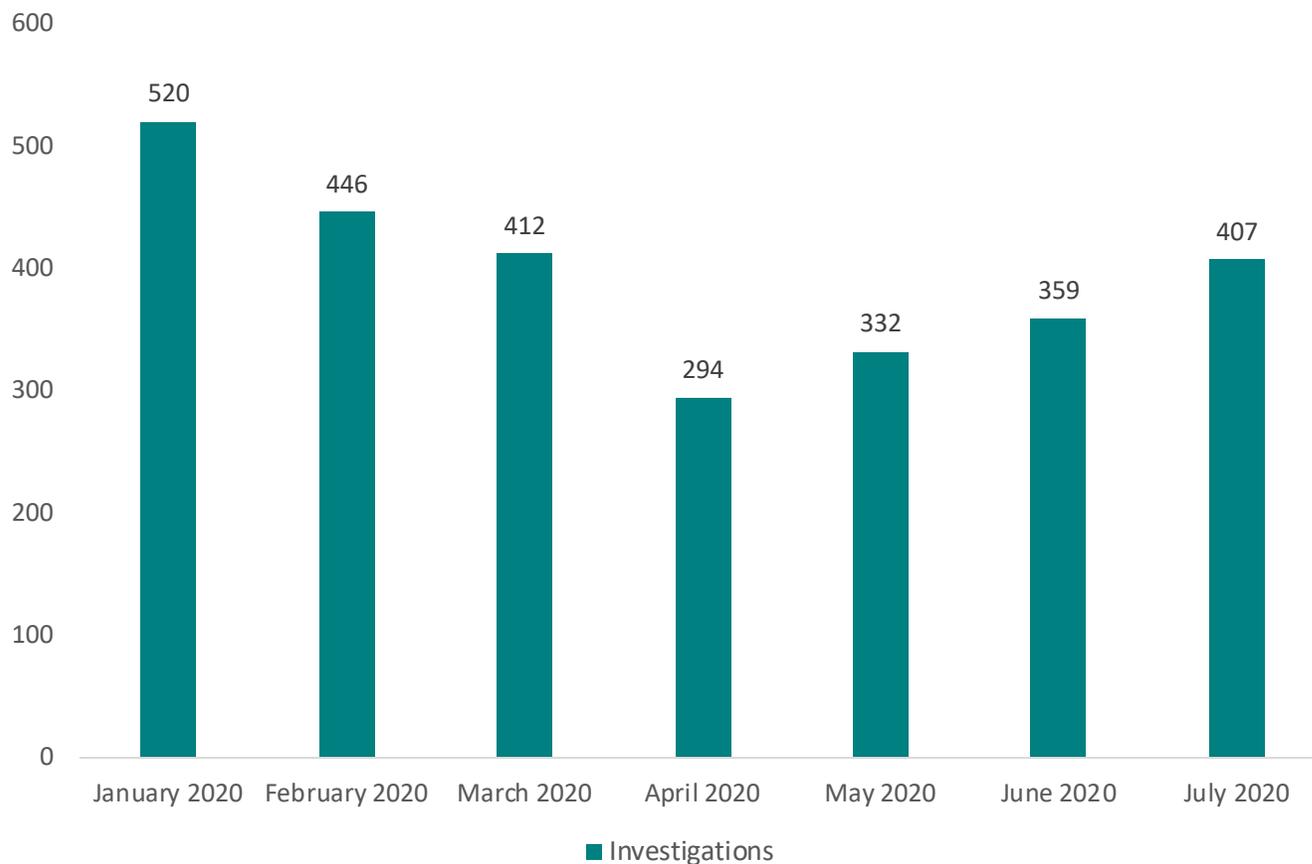
## FUTURE

- Dedicated support to expand volunteer positions and technology assistance to facilities
- Expanded joint ventures with local and county governments to help refer cases of abuse, neglect, and exploitation to District Attorney's and Attorney Generals Office (special prosecutor)
- Anticipating needs for discharge defense and legal resource support to establish a dedicated legal team for this specific group of residents
- MDS data utilization to target at-risk facilities and engage families

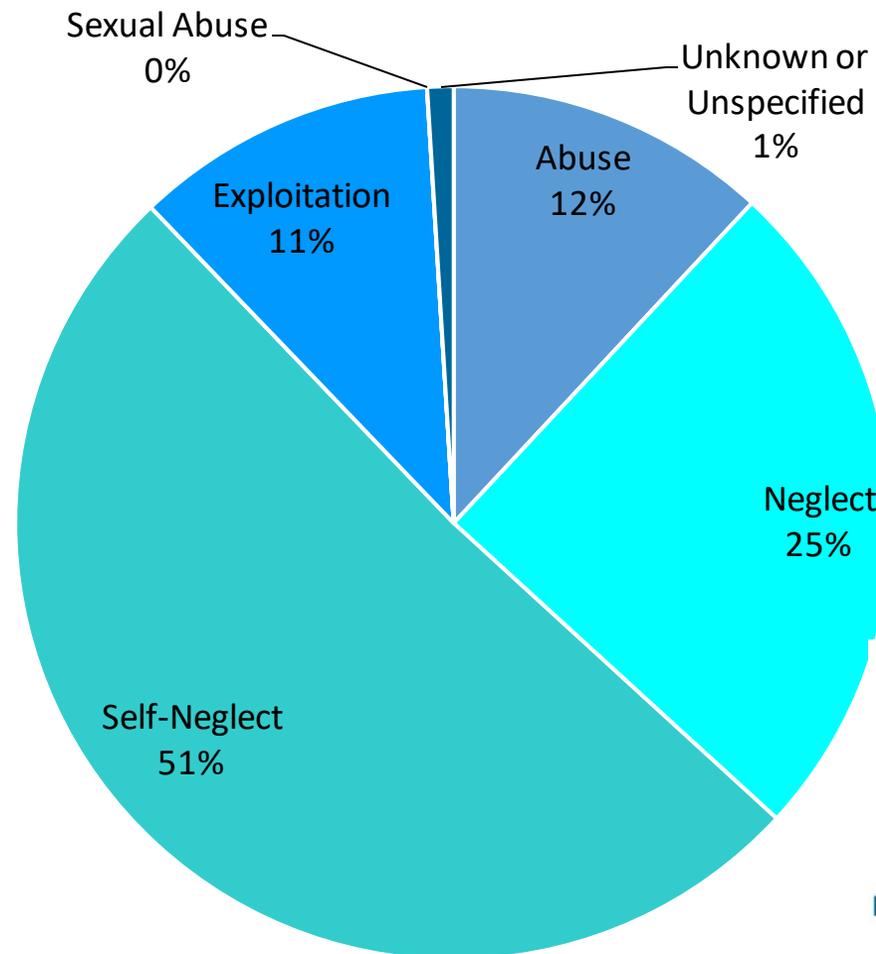


# ADULT PROTECTIVE SERVICES

Investigations  
January – July 2020



Allegations  
January – July 2020



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# ADULT PROTECTIVE SERVICES

## PAST

- In-person investigations of allegations, alleged victims and perpetrators as well as collateral contacts
- Home and attendant care services provided in alleged victims homes
- In person outreach presentations at senior centers, banks, law enforcement and healthcare organizations

## PRESENT

- Conducting phone, FaceTime, and socially distanced investigations
- Modified home and attendant care services
- APS has developed a testing procedure that allows Investigative Case Workers to make more face-to-face contact while ensuring client and worker safety
- Presenting at Ombudsman Town hall meetings

## FUTURE

- Blended model of in person and virtual investigations based upon allegation severity and client comfort level
- Implementing a robust outreach plan included virtual options
- Adult service adaption to ensure safety and support
- MDS data utilization



# Long-Term Care Oversight in Identified Facilities



- At risk facilities identified
- Coordinated approach to corrective action in at risk facilities
- Clear communication with families
- Aggressive Ombudsman interventions e.g.: Attendance at plan of care development
- Adult Protective Services

# AGING NETWORK DIVISION

## PAST

- Senior Services- Title III & GF funds support:
  - 3 AAA's
  - 6 PSA's
  - 161 senior centers
  - 14 meal sites
  - 39 centers on the Navajo Nation
- To provide in person:
  - nutritional services
  - congregate and home delivered meals
  - transportation
  - in-home services
  - case management
  - caregiver respite
  - chore service
  - adult day services

## PRESENT

- 127% increase in seniors accessing services
  - Grab-and-go/home delivered meal requests
  - Modified services transportation, chore services, adult day
  - Providing virtual check-ins
- In FY2019, 341 seniors accessed transportation services for a total of 290,072 transports
- All senior centers remain closed
- Reopening guidance drafted

## FUTURE

- Hybrid model for senior centers with both in-person and virtual service options
- Sites will continue to provide grab-and-go & home delivered meals
- Modernizing activities and services to combat isolation
- Adult day services and in-home services (homemaker and caregiver respite) is a priority



# CONSUMER AND ELDER RIGHTS DIVISION

## PAST

- Telephonic (live), web-based, and in-person counseling, including Medicaid, Medicare, prescription drug assistance, Veterans' Direct Program, and information and assistance
- In person outreach presentations

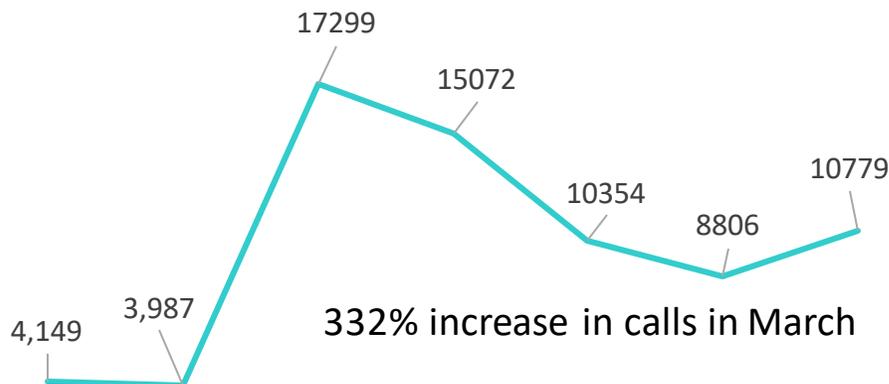
## PRESENT

- Telephonic call-backs
- Web-based, and virtual counseling for
  - Medicaid & Medicare
  - Prescription drug assistance
  - Veterans' Direct Program
  - Information and assistance
- Virtual outreach presentations for community partners
  - Cancer Foundation of New Mexico, New Vistas, and Quay County Health Council

## FUTURE

- Telephonic, virtual, and on-demand counseling and services
  - YesNM, HHS 2020, digital signatures
- Implementation of virtual presentations and training
- Increase advertisement and outreach through community partners to reach rural populations
- Engaging volunteers in modernizing intakes and benefit services

ADRC # of Contacts  
January - July 2020



# AGENCY INITIATIVES



Increased Medicaid billing through APS



Continuing to address senior food insecurity  
•Over 12,000 food boxes from now till 10/31



AAA and provider contracts now cost reimbursement not 'unit cost' based



ALTSD On-Demand App



Expanding volunteer capacity – 563 applied through online portal as of 8/6



SamScan for Aging Network and all tribes and pueblos



Increased social media presence



Implementing and expanding peer support services and community health workers



Adapted senior services to meet needs and ensure safety  
•“grab-and-go meals”  
•Create and Connect Initiative



Increasing access to health care and behavioral healthcare through provider partnerships



Worked with local farmers to provide fresh fruits and vegetables



Managing testing in nursing homes and assisted living facilities about 5,000 tests a week



ADRC utilizing reverse mortgage counseling



Ombudsman Town Halls



Increased guardianship filings



Almost 30% increase in seniors served through the aging network since March



# COVID-19 Emergency Response Long-Term Care Facilities



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## Rapid Response

- 10 ALTSD staff contacting Long-Term Care facilities with new positive cases to ensure:
  - 100% testing, infection control protocols, transfer to COVID facility if necessary
- Tracking data for statewide statistics
- Coordination of test kits from:  


```
graph LR; lab[lab] --> facility[facility]; facility --> backto[back to lab];
```
- Contracted with Infection Control Company to survey, monitor, and ensure infection control and quarantine protocols are followed

## Testing

- ALTSD is responsible for ensuring required testing percentages in facilities is met on a weekly basis:
  - Surveillance testing
    - 25% Residents
    - 20% Staff
  - “Hot Spot Testing”
    - 100% Residents and Staff until no new positives for 14 days
  - Rapid Testing in Nursing Facilities

## Medical Advisory Team Long Term Care

- Secretary Hotrum-Lopez leads the Long-Term Care MAT and has drafted the following guidance:
  - ICF/DD Reopening Guidance
  - Best Practices for LTC Facilities
  - LTC Facility Resident Cohorting
  - Literature and Online Resources on Interventions to Support LTC Residents Experiencing Social Isolation, Failure to Thrive, and Cognitive Impairment
  - Activities for LTC Residents Designed to Mitigate Feelings of Social Isolation
  - Developed Visitation Guidance for Phase 1 reopening



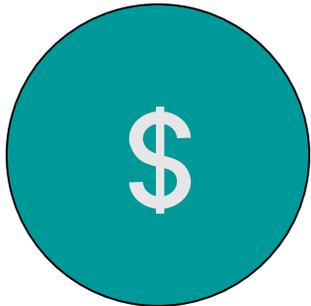
# Rapid Point-of-Care Testing Devices for Hot Spot Nursing Facilities

Priority Nursing Homes Receiving a Device

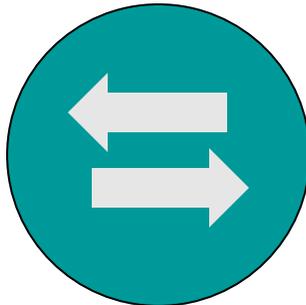
Facility Name	County	Positive Staff to Date	Positive Residents to Date	Deaths	Total Staff	Total Census
Princeton Place	Bernalillo	26	44	7	280	305
Spanish Trails	Bernalillo	17	54	7	120	101
Sandia Ridge Center	Bernalillo	13	32	2	83	122



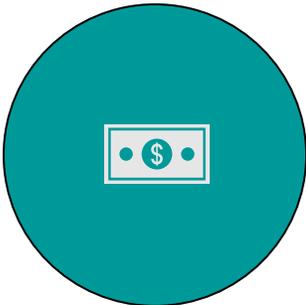
# BUDGET PRIORITIES



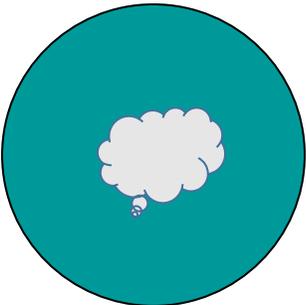
Continue 12.5% distribution for initial payments to Aging Network providers at the beginning of the fiscal year



Program Transfer Authority



Emergency Funding for advancements in the aging network (Special Appropriation)



Kiki Saavedra Senior Dignity Fund Initiatives





# QUESTIONS?

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