

Aging and Long-Term Services Department

Legislative Finance Committee

November 15, 2017

Kyky Knowles

Acting Cabinet Secretary



Partners in Lifelong Independence and Healthy Aging

Introductions

- GENERAL COUNSEL, *Karen Etcitty*
- ADMINISTRATIVE SERVICES DIVISION DIRECTOR, CFO, *Bryan Maestas*
- AGING NETWORK DIVISION DIRECTOR, *Lynne Anker-Unnever*
- ADULT PROTECTIVE SERVICES DIRECTOR, *Peggy Lucero-Gutierrez*
- CONSUMER AND ELDER RIGHTS DIRECTOR, *Carlos Moya*
- CHIEF INFORMATION OFFICER, *Diego Velarde*
- CAPITAL OUTLAY BUREAU CHIEF, *Rebecca Martinez*
- OFFICE OF INDIAN ELDER AFFAIRS DIRECTOR, *Lora Church*

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 and to remain independent and productive as possible, and fully engaged citizens within their communities
- The OAA consists of seven titles and establishes authority for grants to states for community planning and social services, research and development projects, and training in the field of aging
- The 2016 OAA Act reauthorizes programs for Federal FY17 through FY19 including a provision to aim to protect vulnerable elders by strengthening the Long-Term Care Ombudsman program

US DEPARTMENT OF HEALTH & HUMAN SERVICES



ADMINISTRATION FOR COMMUNITY LIVING (ACL)



**STATE UNITS ON AGING
(56)**



**AREA AGENCIES ON AGING
(629)
TRIBAL ORGANIZATIONS
(244)**



**SERVICE PROVIDERS
(20,000+)
VOLUNTEERS
(hundreds of thousands)**

What is a State Unit on Aging (SUA)?

- ALTSD is the designated state-level agency responsible for developing and administering multi-year state plans that advocate for and provide assistance to older residents and their families
- Most states are divided into planning and service areas (PSAs), that programs can be tailored to meet the specific needs of people residing in those areas
- Funding is allocated to each SUA based on the number of persons over the age of 60 in each state

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

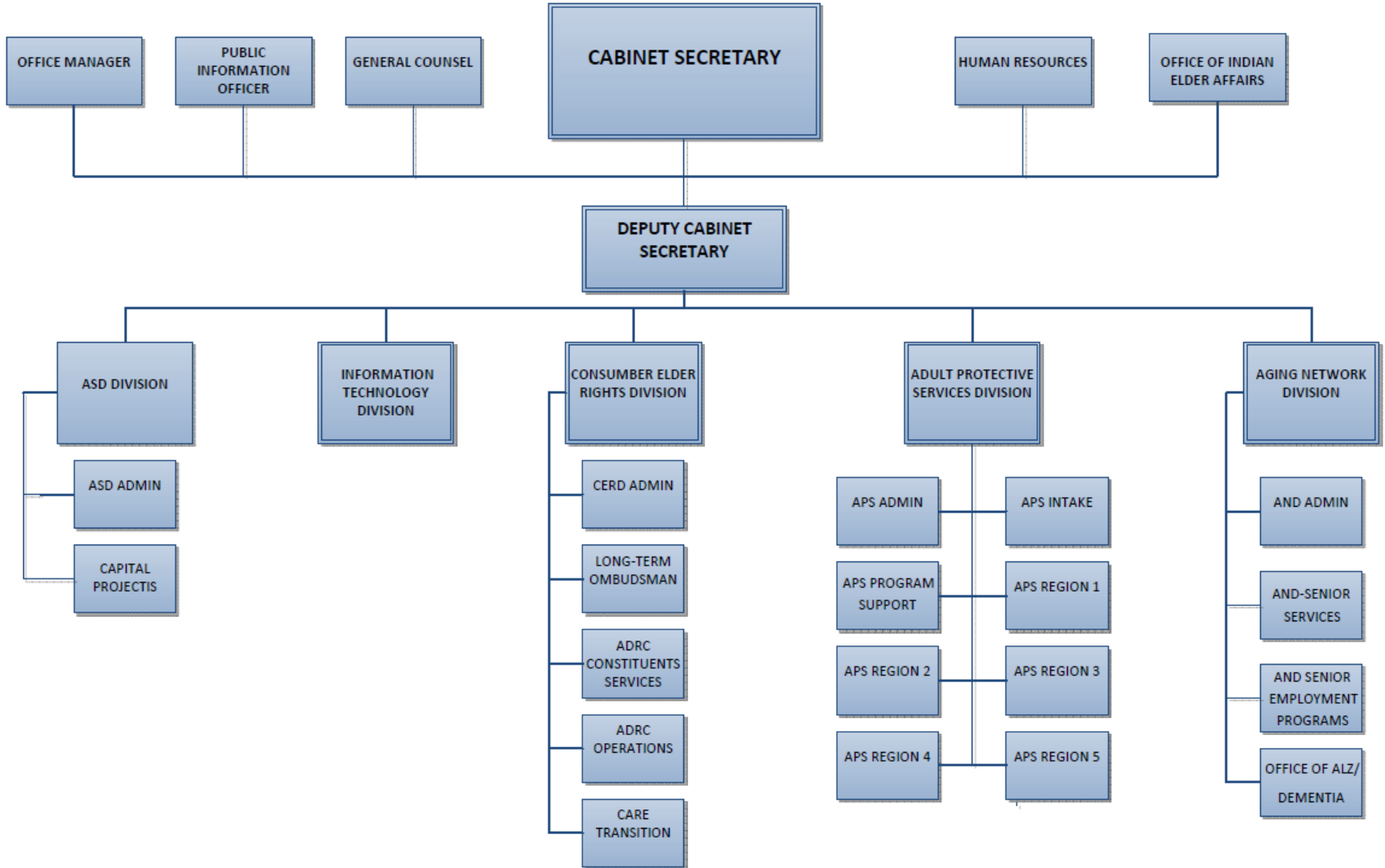
Promote personal choice and self-determination

Treat all persons with respect, embracing cultural diversity

Encourage collaborative partnerships

Provide fiscally responsible services

Organizational Chart



A Growing Population

By 2030 in New Mexico:

- 32.5% of the population will be 60 and older (Proximity, 2013)
- 60 and older 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 and older 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)

A Giving Population

- More than 55,400 grandparents are living with their grandchildren, almost 26,400 of whom are raising and solely responsible for their grandchildren; almost 50% of these grandparent-headed families are living below the federal poverty level (U.S. Census Bureau)
- Family Caregivers
 - ✓ 419,000 New Mexicans - 20.8% of the population - served as family caregivers in 2009 (AARP Public Policy Institute, 2011)
 - ✓ Family caregivers provide 80% of all long-term care (National Alliance for Caregiving and AARP, 2009)

A Rural Population

- 693,172 people live in rural areas (USDA-ERS)
- NM is 5th largest, and the 6th most sparsely populated state in the nation, with 17 persons per square mile (U.S. average = 87.4) (Fry, 2013). (U.S. Census Bureau)
- 95% of the Navajo Nation's elders live in isolated rural and frontier areas
- Longer distances to services and less family nearby to rely on
- Lack of transportation leads to isolation and missed medical appointments
- Increased food and transportation costs

A Vulnerable Population

- Self-neglect was the most commonly-substantiated allegation reported to APS in FY17
- It is estimated that only 1 in 25 cases of abuse are reported (National Center on Elder Abuse)
- More than 58,000 New Mexicans 60 and older are food insecure (Ziliak, 2016)
- 15% of the 60 and older population live at or below the federal poverty level (U.S. Census Bureau)
- 38,000 people over 65 are directly suffering from Alzheimer's disease or related disorders, which is projected to increase to 53,000 by 2025
- Americans 65 and older are more likely to be targeted by fraudsters and more likely to lose money once targeted (National Center for Victims of Crime)

A Vulnerable Population

New Mexican American Indian Elders

American Indians, age 65+, have the **highest death rates in New Mexico**, in comparison to Whites, Hispanics, Blacks, Asians and Pacific Islanders. (NMDOH, 2014)

2014–2015 American Community Survey Data for Older AI/ANs within NM

Percent of population living below poverty level (65 years or older)	48.0%
Percent responsible for own grandchild (among grandparents 60 years or older)	42.4%
Percent of adults age 65 or older living with disabilities	51.8%
Percent of adults age 65 or older reporting veteran status	19.4%

Source: 2014 American Community Survey 5 year estimates

Strategic Planning

Four Strategic Priorities

- **Safeguard Vulnerable Adults and Elders**
- **Encourage Healthy and Independent Aging**
- **Combat Senior Hunger**
- **Support Caregivers**
 - ✓ ALTSD Strategic Plan
 - Annual Performance Measures
 - Key Performance Agency
 - ✓ New Mexico State Plan
 - ✓ State Program Report

FY19 Request

General Fund Request

➤	ALTSD Total	\$44,398.7
✓	Program Support (P591)	\$6,477.4
✓	Consumer and Elder Rights (P592)	\$1,679.7
✓	Adult Protective Services (P593)	\$10,634.7
✓	Aging Network Division (P594)	\$25,606.9

Efficient and Economical

- Supports the continued efforts as the SUA for the state of NM which includes fiscal discipline, accountability of programs, and overall efficiency and effectiveness
- Demonstrates the commitment to aligning programs to meet the needs of the growing and vulnerable population
- The ASD continues to realign duties and tasks among staff to ensure an adequate internal control structure is present
- Consumer and Elder Rights consolidated and reduced square footage in offices throughout the state, IT equipment, and telecom billings with a total savings of over \$47,000 per year
- Adult Protective Services consolidated offices with a total savings of over \$7,400 per year
- The Capital Projects Bureau continually evolves

Partnerships

- Office of Indian Elder Affairs collaborates with Department of Health, and 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 collaborates with Department of Health to provide health promotion and disease prevention information, activities, and programs
- A collaboration with the CYFD Summer Food Program resulted in intergenerational feeding sites at senior centers
- IT leads the agency's collaboration with HSD in the HHS 2020 Project

Office of Indian Elder Affairs

Assumes the responsibilities of the Indian AAA, including contract management, program compliance monitoring, technical assistance, advocacy and training and establishes relationships that support the efforts of the Navajo AAA.

Vision

Honor healthy aging among American Indian elders by supporting culture, traditions and effective approaches that enrich a long life.

Mission

Uphold endeavors that empower American Indian elders to live healthy with joy, respect and dignity in their tribal communities.

Guiding Principles—Core Values

- ✓ *Promote high-quality aging services*
- ✓ *Celebrate cultural diversity*
- ✓ *Strengthen partnerships and trust*
- ✓ *Engage in team approaches*
- ✓ *Conduct responsible monitoring*

Office of Indian Elder Affairs

FY18 Priorities:

- Improve health and social outcomes, and reducing health disparities
- Implement continuous improvement processes to collectively address risk and protective factors affecting elders within each tribe, pueblo and nation
- Engage partnerships to identify environmental interventions and community-based participatory approaches through the social ecological model to enhance quality senior services
- Conduct capacity-building, “best practices” and provider professional development training through collegial leadership among IAAA and Navajo Area Agency on Aging (NAAA) providers

Consumer and Elder Rights

provides access to resources

Aging and Disability Resource Center assists elders, persons with disabilities and caregivers to find services and resources to help them live well and independently

- 50,407 Clients were provided assistance by the call center and community offices within CERD
- The ADRC assisted 37,883 callers (average of 145 per day), of which 32,200 or 85% were answered by a live operator
- 12,524 Clients were provided assistance by the community offices primarily in the rural areas of the state
- 96% of people receiving options counseling indicated the information they received regarding long-term support services made a positive difference in their decisions
- 1,724 Clients were provided assistance by the ADRC Web Chat Program, of which 96% of chats were answered by a live coordinator

Consumer and Elder Rights

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

- 3,064 complaints were resolved for residents of nursing homes and assisted living facilities
- Out of the 3,064 complaints, 2754, or 89.9% were resolved within sixty days *
- Visited 100% of the nursing facilities, logged 25,712 repeat visits with residents, trained 15 new volunteer ombudsmen and had 7578 consultations

➤ **Care Transitions Bureau**

- 783 Nursing home residence requested requesting transition assistance from a nursing facility to the community
- 665 or 85% 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

FY18 Priorities:

- Track performance measurement data
- Increase outreach and expansion of ADRC, CTB, and Ombudsman service deliveries across New Mexico
- Improve Division coordination of services
- Continuous evaluation of overhead cost
- Establish and update protocols for all CERD program that will ensure consistency statewide
- Establish and update volunteer protocols for the Ombudsman and SMP/SHIP volunteers

Adult Protective Services

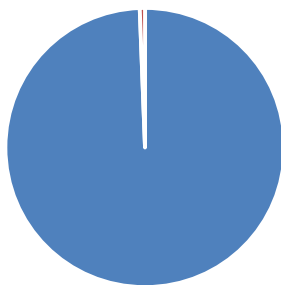
serves the most vulnerable

- Developed and completed Phase I & II of Quality improvement for APS field
- Established a *Procedures Committee*
- Completed training for the field to include: CORE, Behavioral Health, Professional Boundaries, Administrative Directives
- Developed Supervisor's Training for effective supervision
- Transition of APS Intake from CERD to APS
- Implementation of multiple standardized documents for APS contractors
- Creation of a contractor desk audit process
- First successful NAMERS submission

Adult Protective Services

6,233 – The number of adults receiving adult protective services investigations of abuse, neglect, or exploitation in FY17

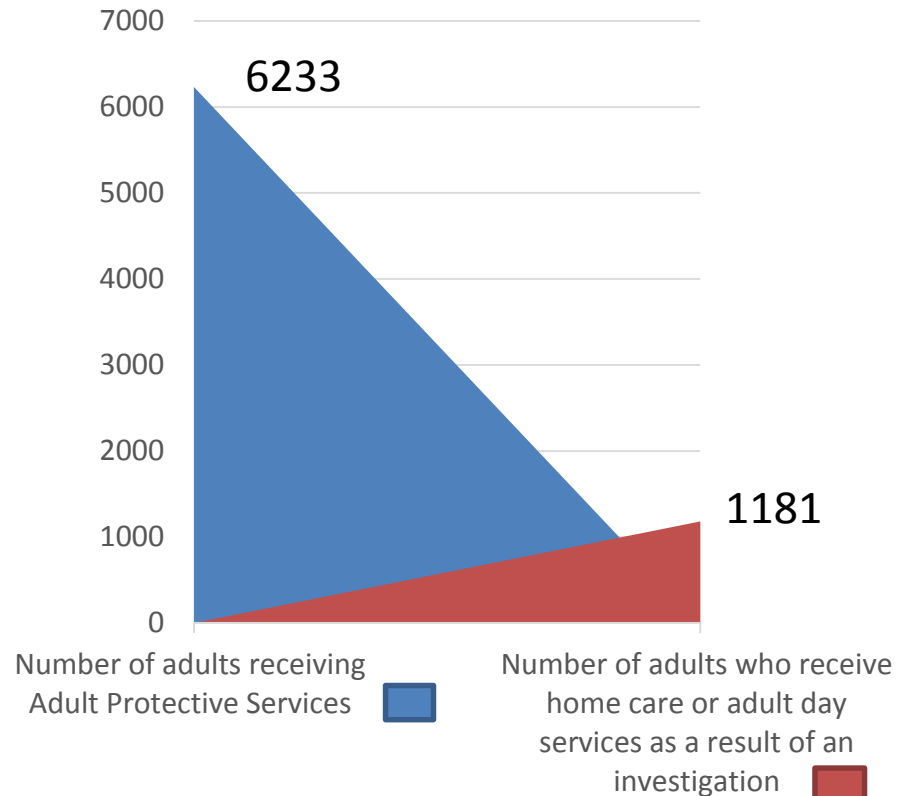
Percentage of emergency priority one investigations in which a caseworker makes initial face to face contact with the alleged victim within prescribed time frame



■ FY17

99.4%

Chart Title



Adult Protective Services

FY18 Priorities:

- Fill APS vacancies
- Complete assessment of APS procedures
- Create policies for legal process
- Continue to provide outreach throughout the state
- Increase collaboration with other community partners state wide
- Create multiple disciplinary teams where needed
- Prepare for FY19 Homecare/Adult Day Care RFP
- Continuous evaluation of overhead cost

Aging Network Division

FY17 Highlights

➤ **Senior Services Bureau**

- Collaborated with AAAs on nutrition initiatives, the Hunger Summit, and intergenerational activities

➤ **Senior Employment Programs Bureau**

- The US Department of Labor granted federal funding of the Senior Community Service Employment Program

➤ **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

What is an Area Agency on Aging (AAA)?

- An organization designated by the department to develop and administer a comprehensive and coordinated system of services for older persons within one or more planning service areas
- A public or private nonprofit agency designated by a state for purposes of planning, development, delivery and overall administration of services for older persons
- Primarily responsible for a geographic area, also known as a planning and service area (PSA)
- Coordinate and offer services that help older adults remain their homes by providing services such as home-delivered meals, homemaker assistance, and other services to make independent living possible.

PLANNING AND SERVICE AREAS (PSAs)

New Mexico is unique in its establishment of planning and services areas. Planning and Service Areas 1 through 5 are designated under federal law. Planning and Service Area 6 is designated under state authority.

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

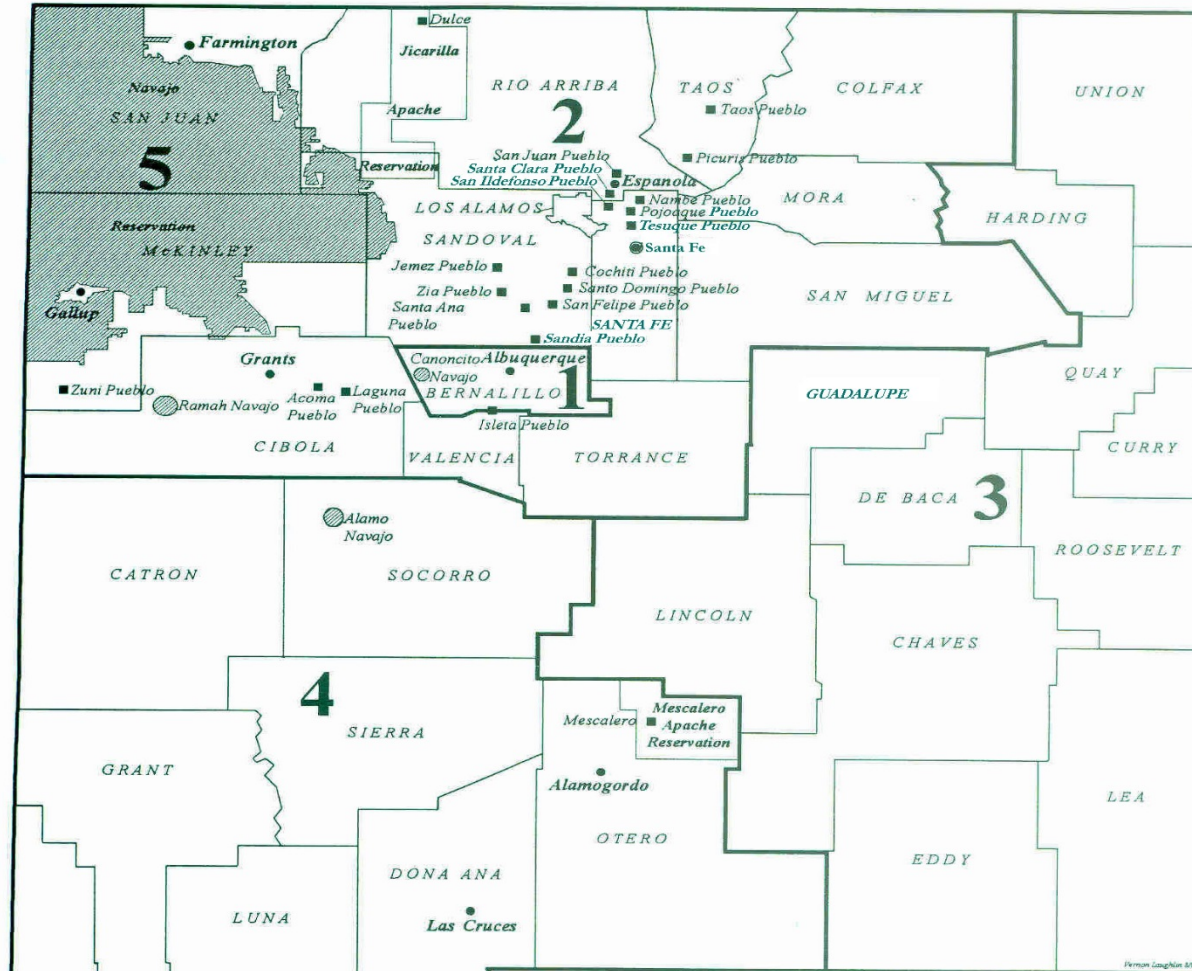
PSA 3: De Baca, Chaves, Curry, Guadalupe, Eddy, Harding, Lea, Lincoln, Quay, Roosevelt and Union Counties

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.

Planning and Service Areas (PSAs)



LEGEND	
■	PSA 6 - Indian AAA
●	PSA 5 - Navajo
—	PSA Boundary
●	Cities & Towns
●	State Capital
(Not to Scale)	

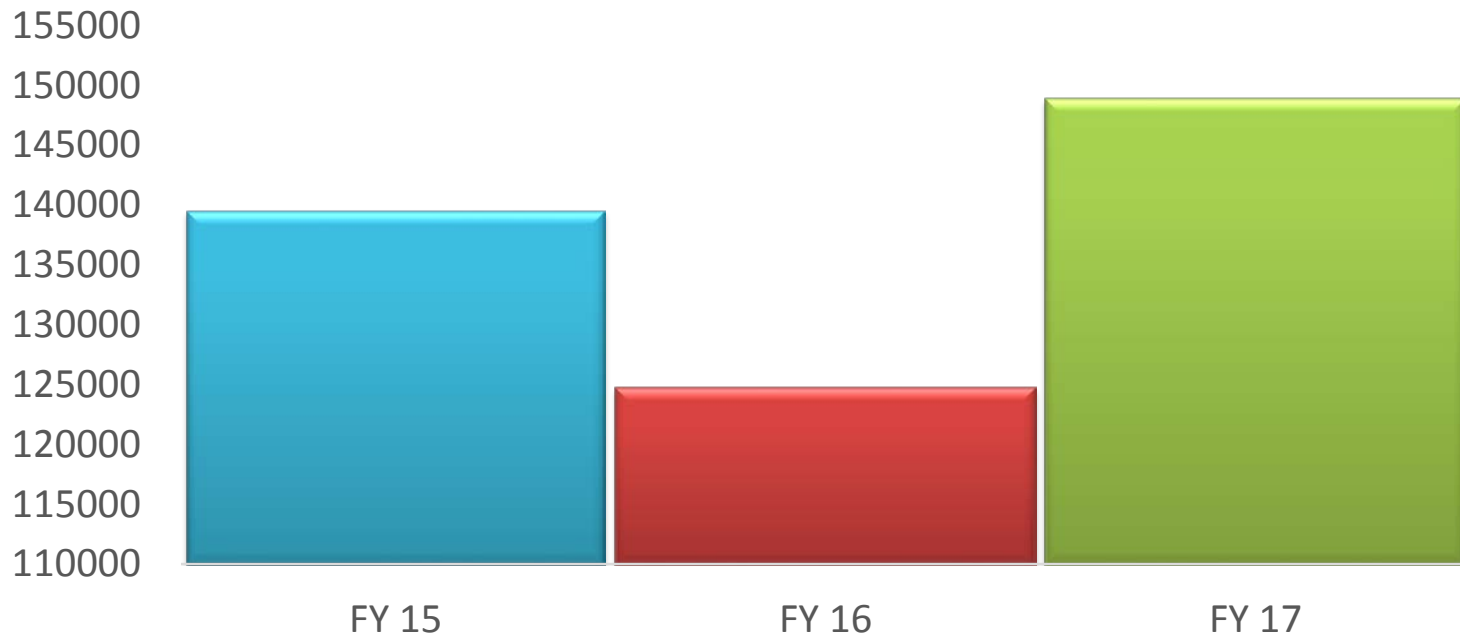
Aging Network Division

FY18 Priorities:

- Complete additional evaluations, monitoring and follow-up activities related to the assessments of the ABQ/BernCo AAA and the Non-Metro AAA
- Provide technical assistance, training, and sharing of best practices at Aging Network Training events and other venues to assist Aging Network providers in enhancing their capacity
- Convene research collaborations to advance medical, social and scientific research in the areas of Alzheimer's disease and dementia in New Mexico
- Evaluating and assessing the contracts for Senior Employment Programs

Aging Network Services – FY17

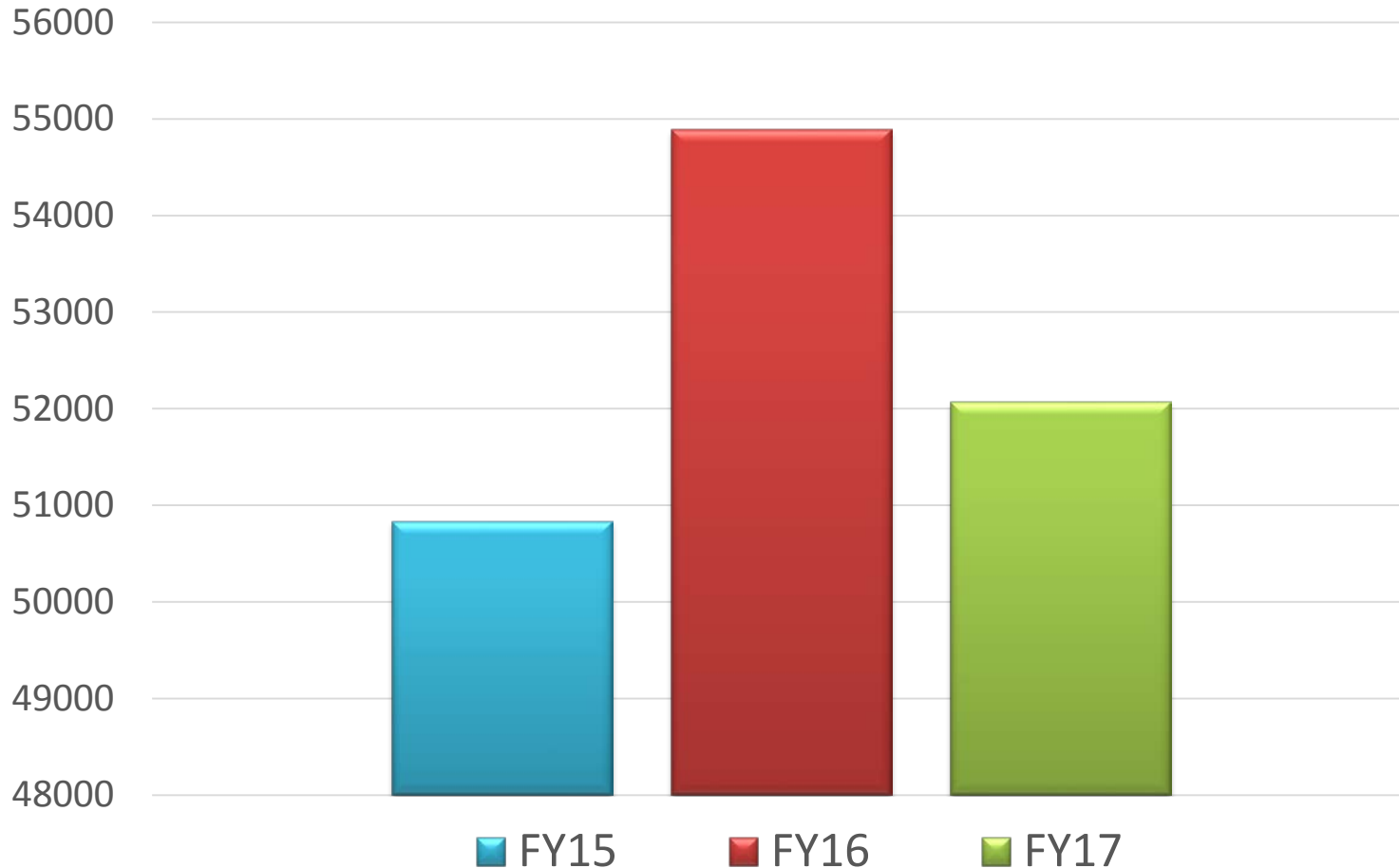
Number of Persons Receiving Community Services*



*includes: adult day care, personal care, homemaker and chore services, home-delivered meals, congregate meals, case management, transportation, nutrition education and counseling, legal assistance, outreach, health promotion and disease prevention, caregiver counseling, training, support groups, and supplemental services.

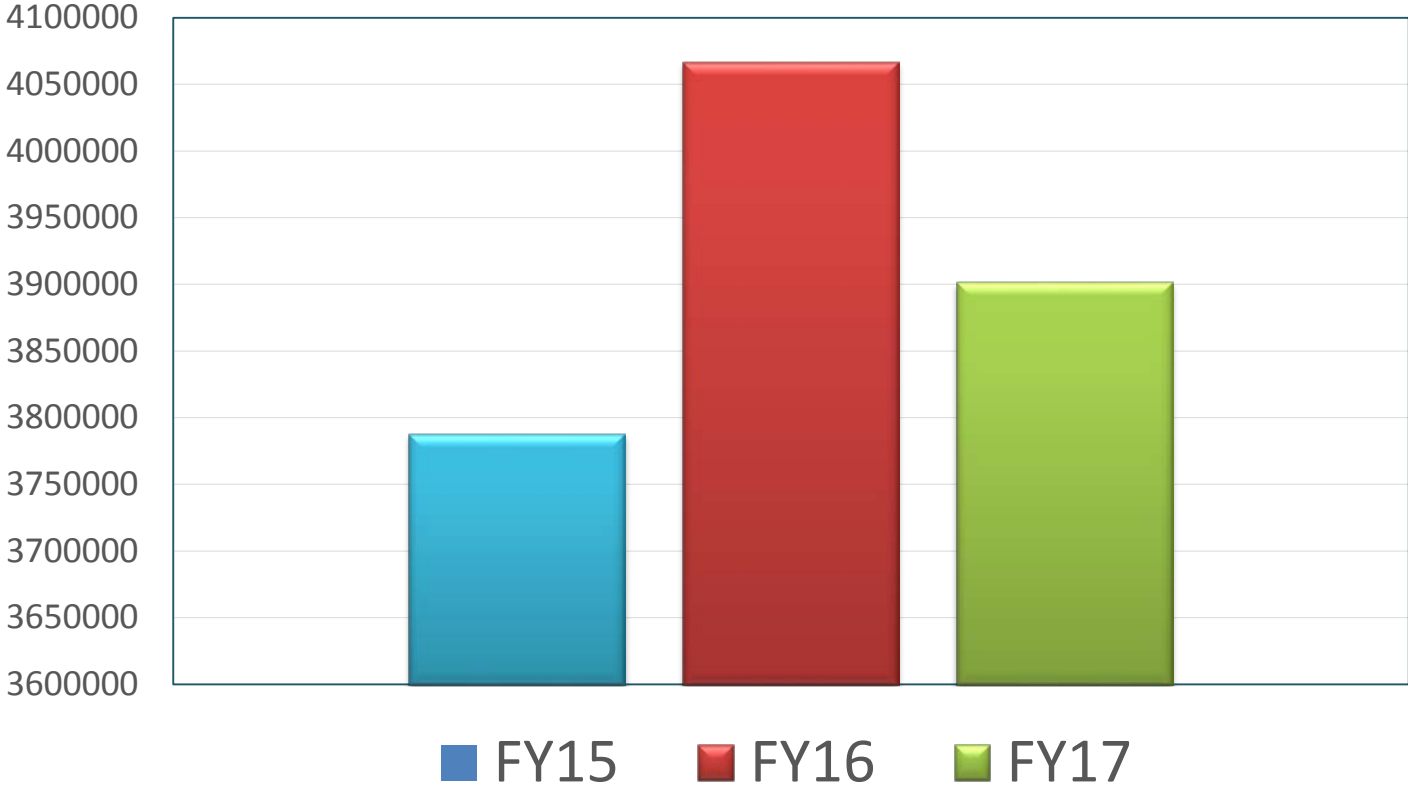
Aging Network Services – FY17

Number of Persons Receiving Meals



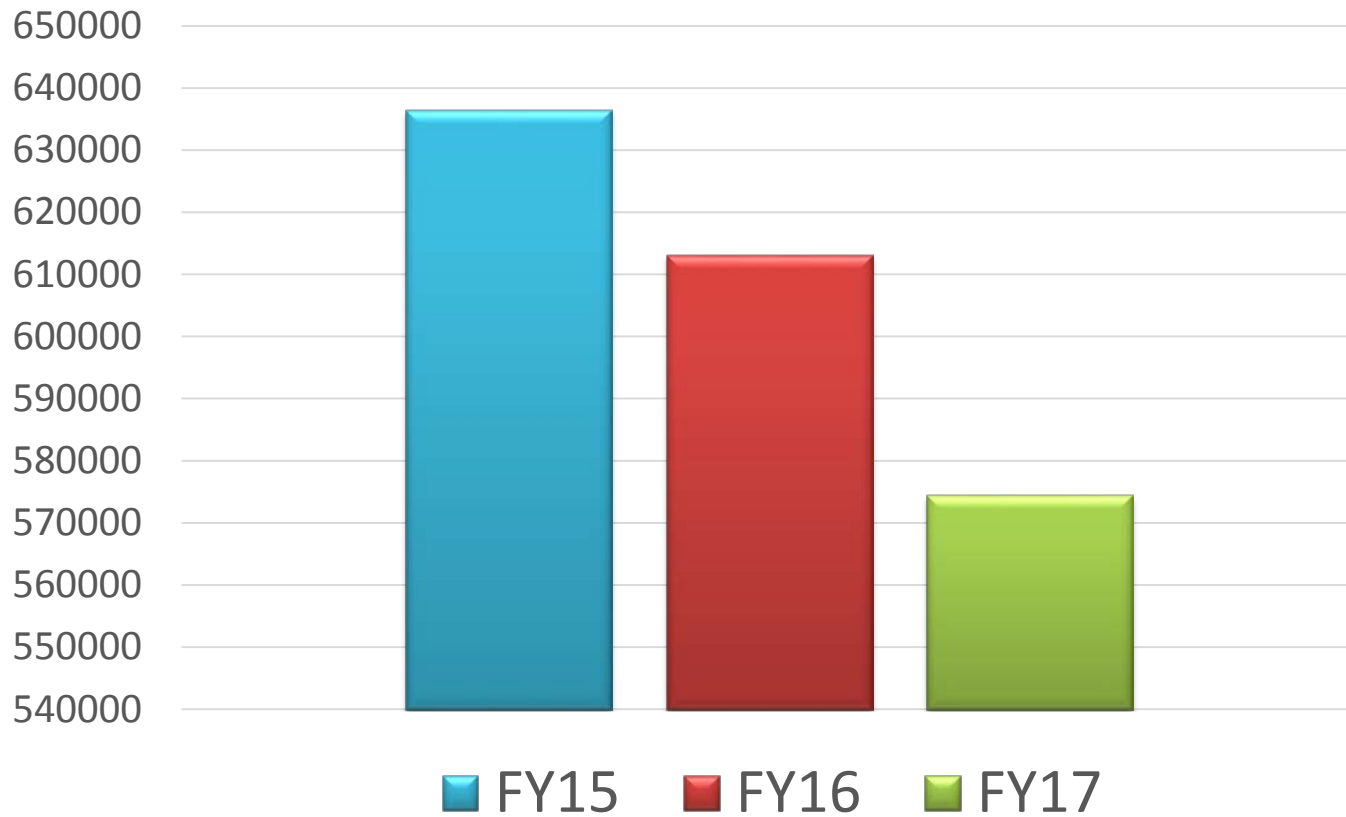
Aging Network Services – FY17

Number of Meals Served



Aging Network Services – FY17

One Way Trips



Working Together for the People We Serve

- ✓ Collaboration-avoid duplication and leverage resources
- ✓ Providing fiscally responsible services
- ✓ Strategic planning

Funding for 4 very unique programs with a multitude of programs to serve a diverse population with one common goal:

Protect one of the state's most vulnerable populations and support New Mexico's elders to age with dignity and independence.

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 Santa Fe and
Northeastern New Mexico

1-866-842-9230 Albuquerque and
Northwestern New Mexico

1-800-762-8690 Las Cruces,
Roswell and Southern New Mexico