



## Aging and Long-Term Services Department

The department's state plan on aging includes goals such as effectively coordinating services for older New Mexicans, supporting evidence based health promotion, and enhancing public and private partnerships. It is difficult to assess the department's success at accomplishing these goals due to little meaningful performance monitoring. Two recent LFC program evaluations recommended the department improve performance measures to reflect the prevalence of adult abuse and capacity to meet the needs of an aging population. The evaluations stated that performance outcomes are not tracked and data is not used for strategic planning purposes. The department has the means to provide a more robust set of performance data, but does not. Furthermore, it is unknown whether the coming wave of older adults will need or want services provided through current service delivery models or whether services provided meet the expectations of a new generation of older adults.

Recommended additional measures would focus on adult maltreatment, repeat maltreatment, investigator caseloads, and Adult Protective Services post maltreatment service provider outcome data. Improved performance monitoring in the Aging Network would track service outcomes like the effect of respite care on longevity of the caretaker, and would report these as performance measures to give a better idea about the Aging Network's capacity and its adequacy in meeting the needs of the senior population.

### Aging Network

Strategic planning and the use of performance data in Aging Network should be reworked. Three area agencies on aging (AAA) serve the entire state under the Aging and Long-Term services department. One AAA, in particular, serves all non-metro non-Native American regions of the state, encompassing almost all of rural New Mexico. The base of operations for the non-metro AAA is located in Northern New Mexico and it is impossible to determine whether the needs of the 274 thousand older New Mexicans who live within the 120,189 square miles this AAA covers are being met. Improved performance monitoring would help the department and the LFC determine whether the aging network is having a positive impact on New Mexicans.

**Substantiations of Allegations by Type**

Allegation Type	FY13	FY14	FY15
Abuse	146	163	224
Neglect	314	339	345
Self-Neglect	968	1,117	1,095
Exploitation	200	205	391
Sexual Abuse	4	6	15
<b>Total</b>	<b>1,632</b>	<b>1,830</b>	<b>2,070</b>

Source: Adult Protective Services

**Average Annual Investigations Per Case Worker**

Region	FY13	FY14	FY15
Metro	104	113	107
Northeast	54	56	69
North west	103	96	71
Southeast	71	66	64
Southw est	66	77	90
<b>Statewide</b>	<b>79</b>	<b>82</b>	<b>84</b>

Source: Adult Protective Services

Aging Network		FY15 Actual	FY16 Target	Q1	Q2	Q3	Rating
Budget: \$41,034.3      FTE: 1.5							
1	Older New Mexicans whose food insecurity is alleviated by meals received through the aging network	87%	62%	54%	70%	81%	<b>G</b>
2	Hours of caregiver support provided (cumulative)	392,872	400,000	110,182	101,347	105,246	<b>G</b>
Program Rating		<b>G</b>					<b>G</b>

### Consumer and Elder Rights

The department's state plan for family caregivers lists several goals such as ensuring caregivers access the resources they need, access proper training, and are given support. While these goals are commendable, the current suite of performance measures and other available data makes it impossible to determine what the department is doing to accomplish these goals. The department worked



with a nonprofit public policy research group and conducted a survey to develop the caregiver report, but there currently exists no way to evaluate the department's effectiveness at reaching goals outlined in the report.

The action plan for measure four requires staff to assess referrals within 72 hours, ensure follow ups are done for six months post-discharge, and train options councilors on assessment tools. For measure five, the appropriation increased seven percent to add staffing to the Aging and Disability Resource Center in FY16, but the program continues to experience vacancies and is not reaching the performance target.

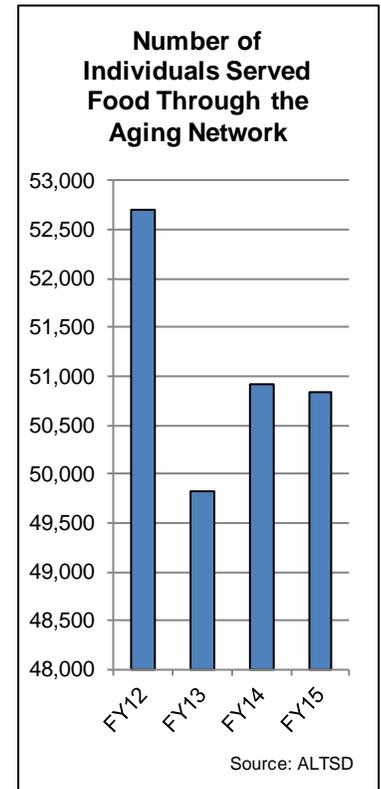
Consumer and Elder Rights		FY15 Actual	FY16 Target	Q1	Q2	Q3	Rating
Budget: \$4,167.0							
FTE: 47.5							
3	Ombudsman complaints resolved within sixty days	98.3%	95.0%	99.9%	99.9%	100%	G
4	Residents requesting short-term transition assistance from a nursing facility who remained in the community during the six month follow-up	New	85%	87%	92%	88%	G
5	Calls to the aging and disability resource center that are answered by a live operator	70%	85%	76%	65%	70%	R
Program Rating		Y					R

### Adult Protective Services

A recent LFC evaluation stated that reports of adult abuse, neglect, and exploitation are increasing; however, current data and performance measures make it difficult to assess the effectiveness of the program in preventing future maltreatment. The current performance measure of investigation volume may not illustrate need as well as measuring the incidence of substantiated maltreatment cases. Additionally, New Mexico APS does not report on repeat maltreatment, hampering the state's ability to determine the effectiveness of interventions.

The number of adult protective services investigations is 8.5 percent above targeted levels. Adult Protective Services (APS) typically experiences a reduction in referrals during the second quarter, which results in a lower number of investigations compared with other quarters. The lower number of reports during the holiday season is generally followed by a rebound in referrals in the third quarter. There are no national benchmark measures comparable with measure seven.

Adult Protective Services		FY15 Actual	FY16 Target	Q1	Q2	Q3	Rating
Budget: \$13,862							
FTE: 133							
6	Adult protective services investigations of abuse, neglect or exploitation	5,931	6,100	1,525	1,430	1,654	G
7	Emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed time frames	98%	98%	100%	99.6%	99.1%	G
Program Rating		Y					G



### KEY ISSUES

While the Aging and Long-Term Services Department met most performance targets, the department could improve performance monitoring to align with strategic planning and to better monitor outcomes for New Mexico's aging population.

### IMPROVEMENT PLANS

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