



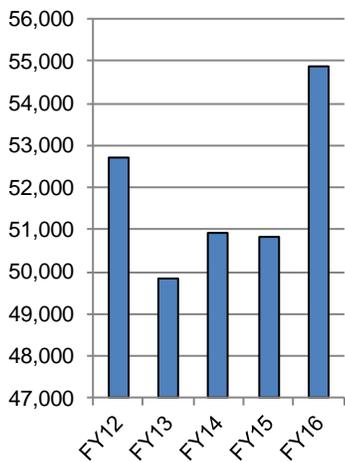
KEY ISSUES

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.

AGENCY IMPROVEMENT PLANS

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

Number of Individuals Served Food Through the Aging Network



Source: ALTSD

The department's state plan on aging includes goals to coordinate services for older New Mexicans, support evidence-based health promotion, and enhance public and private partnerships. It is difficult to assess the department's success at accomplishing these and other goals due to inadequate performance monitoring. Recent LFC program evaluations recommended improving performance measures to reflect the prevalence of adult abuse and capacity to meet the needs of an aging population. 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.

Improved measures would focus on adult maltreatment, repeat maltreatment, investigator caseloads, and Adult Protective Services post maltreatment service provider outcome data. Better performance monitoring in the Aging Network would track service outcomes like the effect of respite care on longevity of the caretaker, 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 the Aging Network should be reworked. Four 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 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 measures would help determine whether the aging network is providing needed services to the right people.

Measure	FY14 Actual	FY15 Actual	FY16 Target	FY16 Actual	Rating
Older New Mexicans whose food insecurity is alleviated by meals received through the aging network	61%	87%	62%	94%	G
Hours of caregiver support provided (cumulative)	379,097	392,872	400,000	429,612	G
Program Rating					G

Consumer and Elder Rights. The department's state plan for family caregivers lists several goals such as ensuring caregivers' access to the resources they need, proper training, and 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 the measure on transitional assistance requires staff to

assess referrals within 72 hours, ensure follow ups are done for six months post-discharge, and train options counselors on assessment tools. For the measure on live calls answered, the appropriation increased 7 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.

Substantiated Allegations by Type

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
Total	1,632	1,830	2,070

Source: Adult Protective Services

Measure	FY14 Actual	FY15 Actual	FY16 Target	FY16 Actual	Rating
Ombudsman complaints resolved within sixty days	99.5%	98.3%	95.0%	99.7%	
Residents requesting short-term transition assistance from a nursing facility who remained in the community during the six month follow-up	New	New	85%	86%	
Calls to the aging and disability resource center that are answered by a live operator	78%	70%	85%	72%	

Program Rating



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 or the incidence of substantiated maltreatment cases. Additionally, the program does not report repeat maltreatment, hampering the state's ability to determine the effectiveness of interventions.

Average Annual Investigations Per Case Worker

Region	FY13	FY14	FY15
Metro	104	113	107
Northeast	54	56	69
Northw est	103	96	71
Southeast	71	66	64
Southw est	66	77	90
Statewide	79	82	84

Source: Adult Protective Services

Measure	FY14 Actual	FY15 Actual	FY16 Target	FY16 Actual	Rating
Adult protective services investigations of abuse, neglect or exploitation	6,665	5,931	6,100	6,315	
Emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed time frames	97%	98%	98%	99%	

Program Rating

