

## ACTION PLAN

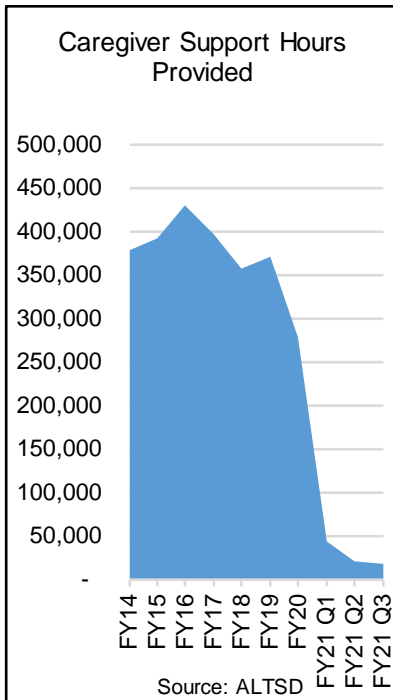
Submitted by agency?	Yes
Timeline assigned?	Yes
Responsibility assigned?	Yes

## Aging and Long Term Services Department

The Aging and Long-Term Services Department (ALTSD) continued to miss a significant portion of its targets for the third quarter of FY21, but did show some improvement. Its mission is to serve older adults and adults with disabilities so that they can remain active, age with dignity, be protected from abuse, neglect, and exploitation, and have equal access to healthcare.

### Consumer and Elder Rights

During the second quarter, the Aging and Disability Resource Center (ADRC) began answering calls by a live operator again. The ADRC staff continued to work remotely but began taking live calls starting the middle of October, 2020. During the third quarter, the ADRC received 12,495 calls, an average of 202 per day. This was down from second quarter of 14,484 calls, an average of 239 per day. ALTSD reported the decline was due to the Aging and Disability Resource Center staff assisting the Department of Health in registering, and scheduling appointments for Covid-19 vaccinations



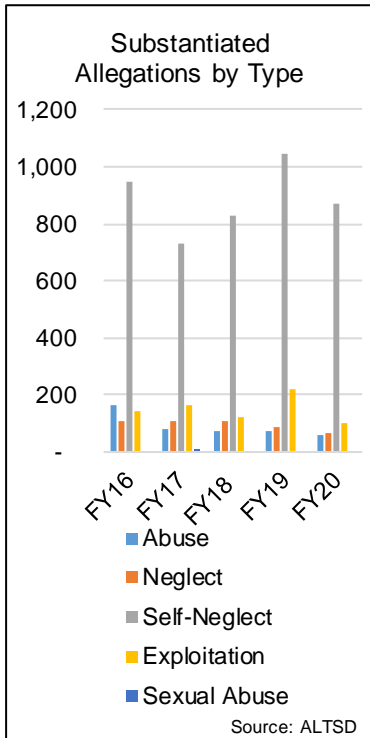
	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
<b>Budget: \$4,940.7 FTE: 48</b>							
Calls to the aging and disability resource center that are answered by a live operator	79%	55%	90%	0%	63%	47%	R
Residents who remained in the community six-months following a nursing home care transition	84%	82%	90%	86%	85%	82%	R
Individuals provided short-term assistance that accessed service within 30 days of a referral from options counseling	New	New	89%	100%	100%	100%	G
Facilities Visited Monthly	New	New	40%	0%	3%	25%	R
Ombudsman complaints resolved within sixty days	97%	100%	97%	92%	92%	88%	R
<b>Program Rating</b>	<b>Y</b>	<b>Y</b>					<b>R</b>

### Adult Protective Services

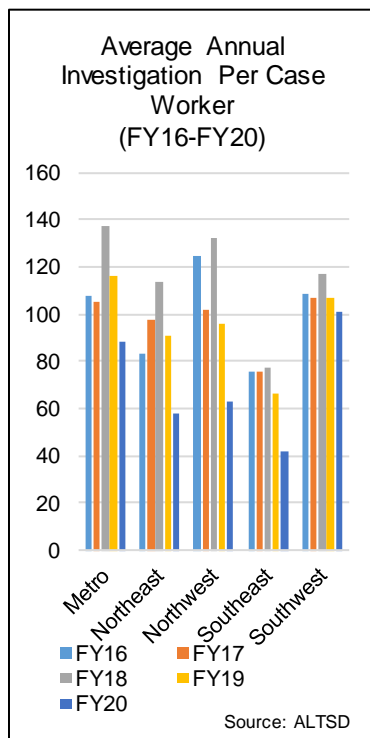
The program began reporting repeat maltreatment substantiations within six months of a previous substantiation of abuse or neglect in FY21. This performance measure assists the state in assessing the effectiveness of the program in preventing maltreatment. In the third quarter, repeat maltreatment declined however investigations also declined. The department believes overall improvements for older adults who were particularly at risk of Covid-19 resulted in reduced repeat maltreatment, but is uncertain why performance improved so significantly. The program met the performance target for priority investigations, making face-to-face contact quickly. The program is increasing outreach events. Previously, the department was providing outreach through virtual platforms but is now returning to a regionally based outreach approach. APS is presenting regularly on Area Agencies on Aging calls, as well as other webinars to law enforcement agencies, district attorney's offices, hospitals, and the State Bar.

## PERFORMANCE REPORT CARD

### Aging and Long Term Services Department Third Quarter, Fiscal Year 2021



	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
<b>Budget: \$13,553.6 FTE: 127</b>							
Adult Protective Services investigations of abuse, neglect, or exploitation	6,671	5,494	6,150	1,204	980	992	R
Emergency or priority one investigations a caseworker makes initial face-to-face contact with the alleged victim within prescribed timeframes	99%	99%	99%	97%	99%	100%	G
Repeat abuse, neglect, or exploitation cases within six months of a substantiation of an investigation	New	New	5%	5.6%	8.3%	1%	G
Outreach Presentations conducted in the community within Adult Protective Services' jurisdiction	New	205	141	6	31	54	R
Referrals made to and enrollments in home care and adult day care services as a result of an investigation of abuse, neglect, or exploitation	New	New	600	153	15	33	R
Priority two investigations in which a case worker makes initial face to face contact with the alleged victim within prescribed time frame	New	95%	95%	99%	98%	100%	G
<b>Program Rating</b>	Y	Y					Y



### Aging Network

The Aging Network did not meet targeted performance for the hours of caregiver support for the second quarter of FY21 and continues fall below previous fiscal years. Services included in this measure are home care, adult daycare, respite care, and counseling and support groups. These services are provided by area agencies on aging (AAA) contract providers and the New Mexico chapter of the Alzheimer's Association. The agency reported the Covid-19 pandemic and executive emergency declarations closed adult daycare centers, and the remaining services were affected by the stay-at-home and social-distancing orders. This continues to result in the decline of services during the second quarter of FY21. The department reported the number of hours of caregiver support were 7,192 hours of respite care, 474 of adult day care, 7,325 hours of homemakers, and 2,989 hours of other support services.

	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
<b>Budget: \$42,264.2 FT: 14</b>							
Older New Mexicans receiving congregate and home delivered meals through aging network programs that are assessed with "high" nutritional risk	New	New	15%	19%	20%	9.7%	R
Outreach events and activities to identify, contact and provide information about aging network services to potential aging network consumers who may be eligible to access	New	New	50	69	158	313	G



## PERFORMANCE REPORT CARD

Aging and Long Term Services Department  
Third Quarter, Fiscal Year 2021

senior services but are not  
currently accessing those  
services

Meals served in congregate  
and home delivered meal  
settings

New	New	4,410,000	1,307,763	1,277,363	1,257,396
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G

Transportation Units  
Provided

New	New	637,000	16,975	15,554	16,801
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R

Hours of caregiver support

370,538	278,513	444,000	43,743	21,406	17,989
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R

**Program Rating**

Y

Y

Y