

The Aging and Long-Term Services Department (ALTSD) continued to miss a significant portion of its targets at the close of FY22. The department’s 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

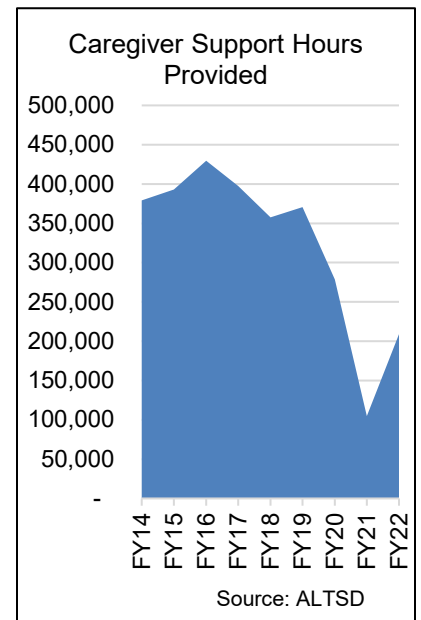
During FY21, the Aging and Disability Resource Center (ADRC) began answering calls with a live operator again. During the fourth quarter of FY22, ADRC received 6,899 calls, an average of 110 per day, on trend with the close of FY21 but lower than pre-pandemic levels. During FY22, ADRC operated with an average of 5 FTE to answer calls live, half of budgeted FTE for this purpose. The department reported consistent turnover contributed to the high vacancies and low performance. Additionally, the program is exploring an upgrade to the call system to alleviate the issue of abandoned calls, allowing immediate callbacks instead of calls going to voicemail. The top topics people contact the ADRC include assistance with Medicaid, Medicare, senior centers, and Covid-19.

Budget: \$5,000.7 **FTE:** 48

	FY20 Actual	FY21 Actual	FY22 Target	FY22 Actual	Rating
Percent of calls to the Aging and Disability Resource Center that are answered by a live operator	55%	44%	90%	52%	R
Percent of residents who remained in the community six months following a nursing home care transition	82%	84%	90%	86%	R
Percent of individuals provided short-term assistance that accessed services within 30 days of a referral from options counseling	N/A	99%	80%	81%	G
Percent of facilities visited monthly	N/A	18%	40%	32%	R
Percent of ombudsman complaints resolved within sixty days	100%	93%	97%	99%	G
Program Rating	R	Y		Y	

ACTION PLAN

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

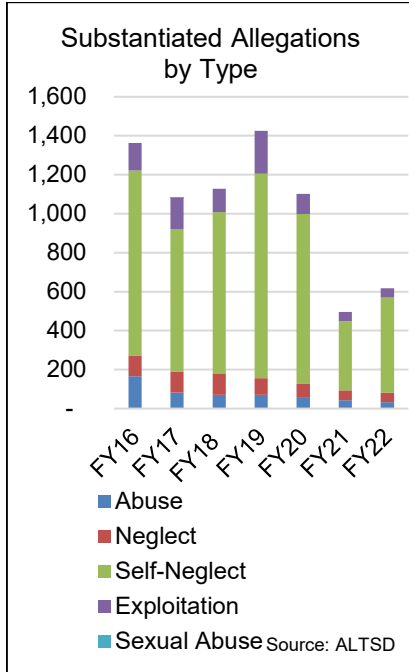


Adult Protective Services

The Adult Protective Services Program (APS) 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 fourth quarter of FY22, the program continued to report no instances of repeat maltreatment. Additionally, the program reported an increase in the number of investigations but did not meet targeted performance. The program met the performance target for priority investigations, making face-to-face contact quickly. APS plans to increase

outreach events. Previously, the department was providing outreach through virtual platforms but is now returning to a regionally based outreach approach.

Budget: \$13,848.1 FTE: 128.0



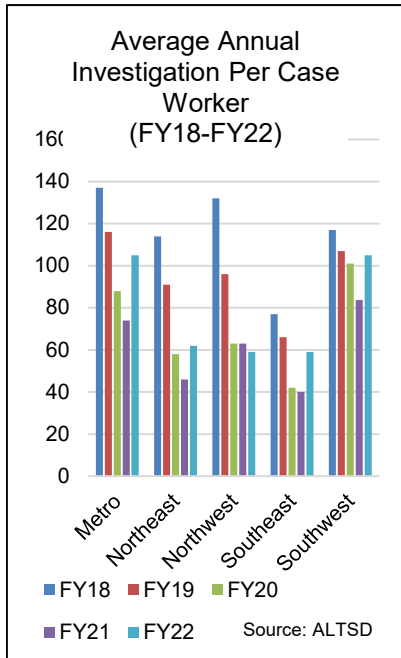
	FY20 Actual	FY21 Actual	FY22 Target	FY22 Actual	Rating
Number of Adult Protective Services investigations of abuse, neglect, or exploitation	5,494	4,355	6,150	5,550	R
Percent of emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed timeframes	99%	99%	99%	99%	G
Percent of repeat abuse, neglect, or exploitation cases within six months of a substantiation of an investigation	N/A	3.7%	5%	0%	G
Number of outreach presentations conducted in the community within adult protective services' jurisdiction	205	132	141	180	G
Percent of contractor referrals in which services were implemented within two weeks of the initial referral	80%	64%	99%	60%	R
Number of referrals made to and enrollments in home care and adult daycare services as a result of an investigation of abuse, neglect, or exploitation.	N/A	89	600	238	R
Percent of priority two investigations in which a caseworker makes initial face to face contact with the alleged victim within prescribed time frames	95%	99%	95%	98%	G
Program Rating	R	Y		Y	

Ageing Network

The Aging Network did not meet targeted performance for the hours of caregiver support for FY22 and continues to fall below prepandemic levels. 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, 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. The department reported the number of hours of caregiver support were 17,503 hours of respite care, 11,862 of adult day care, 15,355 hours of homemakers, and 5,458 hours of other support services. Additionally, the department and the Area Agency on Aging are developing a plan to establish Medicaid funded adult daycare and other services. This could significantly increase both funding resources and services availability of adult daycare services by senior centers statewide.

.Budget: \$43,415.5 FTE: 15

	FY20 Actual	FY21 Actual	FY22 Target	FY22 Actual	Rating
Percent of older New Mexicans receiving congregate, and home delivered meals through Aging Network programs who are assessed with “high” nutritional risk	N/A	16%	15%	15%	G
Number of hours of services provided by senior volunteers, statewide	957,031	607,258	1,700,000	733,910	R



Number of 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 senior services but are not currently accessing those services	N/A	1,135	50	802	G
Number of meals served in congregate, and home delivered meal settings	N/A	5,141,387	4,410,000	4,443,066	G
Number of transportation units provided	N/A	68,180	637,000	136,426	R
Number of hours of caregiver support provided	278,513	104,730	444,000	167,701	R
Program Rating	Y	R			Y