

Adult Protective Services and the Long-Term Care Ombudsman Program



Myles Copeland, Cabinet Secretary
for the Legislative Health and Human Services
Committee, July 27, 2016

Agenda

- The Long-Term Care
Ombudsman Program (LTCOP)
- Adult Protective Services (APS)



LTCOP Responsibilities

- Identify, investigate, and resolve complaints made by, or on behalf of, residents
- Provide services to assist the residents in protecting their health, safety, welfare, and rights
- Represent the interests of the residents before governmental agencies and seek administrative, legal, and other remedies to protect the health, safety, welfare, and rights of the residents

Older Americans Act of 1965, as amended through P.L. 114-144, enacted April 19, 2016.



Ombudsman Activities

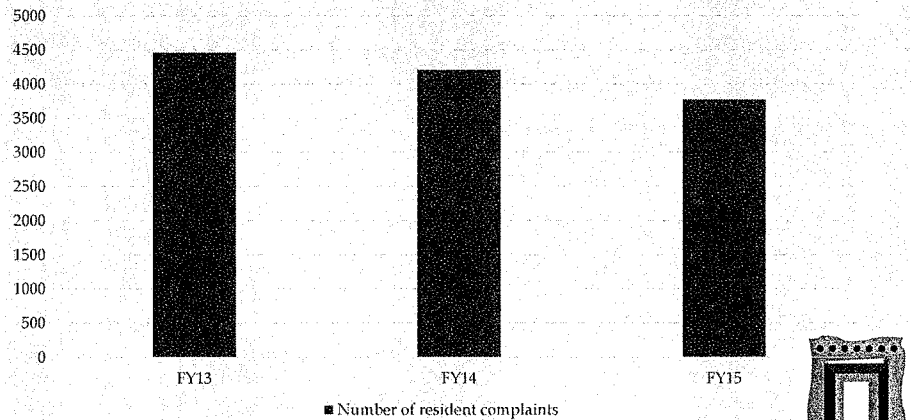
- Approximately 100 volunteers contributed 9,400 hours of service (\$216,000 value).
- Staff and volunteers provided 9,952 consultations to residents, facility staff and other individuals.
- Educated more than 6200 residents, providers, family and community members on Ombudsman services, resident rights, and long-term care supports.

New Mexico Long-Term Care Ombudsman Annual Report Federal Fiscal Year 2015



Ombudsman Activities

Number of resident complaints by federal fiscal year



Top complaints include failure to respond, food issues, & discharge/eviction



Adult Protective Services

New Mexico Adult Protective Services Act Duty to Report

Anyone who suspects that an adult is being abused, neglected, or exploited has the duty to report to Adult Protective Services

Only 6% of victims ask for help themselves

To make a report:
Call APS at 1-866-654-3219



APS Responsibilities

- Provide a system of protective services to persons over the age of 18 who are incapacitated and unable to protect themselves from abuse, neglect or exploitation (A/N/E).
- Investigate reports of adult A/N/E on a 24 hour-a-day, 7 day-a-week basis throughout New Mexico.



APS Responsibilities

- Honor decisional capacity of adults
- Foster self-determination & personal choice of adults
- Intervene in least-restrictive manner
- Maintain adults in their home or community when possible
- Protect confidentiality



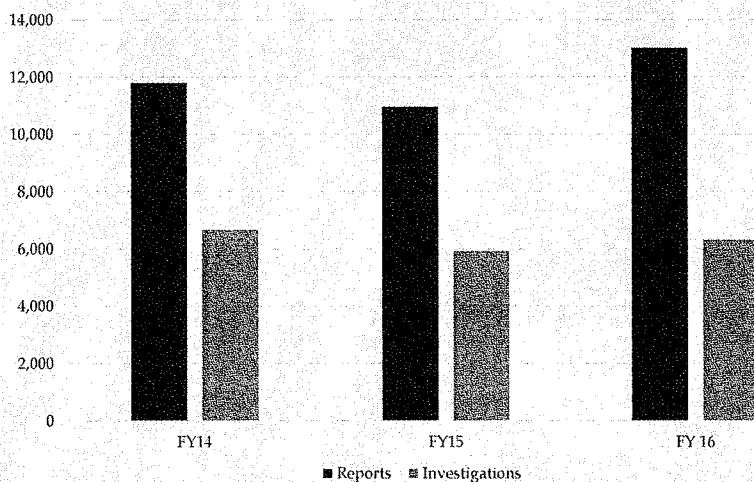
Adult Protective Services

➤ APS investigates appropriate reports within specific time frames:

- ✓Emergency: 1 to 3 hours
- ✓Priority 1: 24 hours
- ✓Priority 2: 5 calendar days
- APS will gather facts to assess safety and risk, as well as make a determination whether abuse, neglect or exploitation occurred.
- Provide short-term services or make referrals for community services.

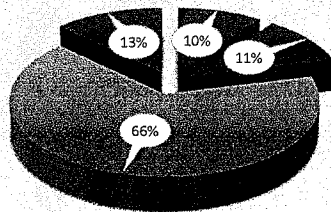


Adult Protective Services Reports and Investigations



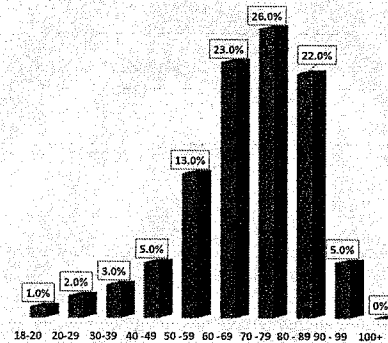
Adult Protective Services (FY15)

SUBSTANTIATED ALLEGATIONS



■ Abuse ■ Neglect ■ Self-Neglect ■ Exploitation

Type of allegation



Age of victim

The most frequently encountered problem is self neglect, and 76% of Adult Protective Service victims are over age 60. (FY 15)



Contact Us

Adult Protective Services
1-866-654-3219

Long-Term Care Ombudsman Program
1-866-842-9230

