

Strategic Plan

State Fiscal Year 2017

September 1, 2016

Budget Version



Partners in Lifelong Independence and Healthy Aging

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Executive Summary

New Mexico's 60-and-older population will continue to grow rapidly through the middle of this century and there is no indication that the financial resources available to care for this population will enjoy commensurate growth.

The Aging and Long-Term Services Department is addressing these two significant facts with two broad strategies. Through promotion of healthy aging and funding of healthy aging programs such as Senior Olympics, evidence-based exercise programs, and senior nutrition, transportation, employment and volunteer programs, the Department aims to limit the older population's future care needs. By expanding the number of caregivers receiving evidence-based caregiver training, and more effectively connecting family caregivers with resources and benefits to support their caregiving, the Department will increase the effectiveness of, and reduce strain on, the family caregivers who provide 80 percent of all long-term care.

The Department's traditional senior and Adult Protective Services remain critical. Support provided by the Aging Network, including through senior centers throughout the state, prolongs community living which is significantly less costly and more commonly desired than the Medicaid-funded nursing home alternative. Congregate and home-delivered meals, transportation, and respite services allow many seniors to live independently while providing relief for their family caregivers.

From 2015 through 2030, our state's 60 and older population is expected to grow 40 percent, to more than 682,000. The Adult Protective Services Division conducted more than 6,300 investigations in FY16, and 76 percent victims in substantiated APS investigations were 60 or older. If the rate of substantiation remains constant for this demographic, the gross number of substantiated cases will continue to grow along with New Mexico's senior population. The strategies noted earlier in this summary promise to positively impact this trend. Self-neglect, in which individuals are having difficulty meeting their own care needs, is now the most common cause of substantiated Adult Protective Services investigations. Maintaining greater health and, consequently, independence later in life promises to enable people to better meet their own care needs for a greater period of time. Properly training family caregivers should also work to counteract some of the increasing pressure on Adult Protective Services. The Division will continue to expand and improve its quality improvement initiatives to ensure caseworkers statewide are properly trained and supported. Additionally, the Adult Protective Services Division will be developing trainings which will be made available to staff via ALTSD's learning Management System & Zoom software. Utilization of these learning tools will save time and money while also ensuring that Adult Protective Services maintains a qualified workforce.

The Department's Consumer and Elder Rights Division is committed to better meeting the needs of New Mexico's family caregivers for effective connection with available resources and benefits. To this end, the Department is improving its online Social Services Resource Directory and continues to make no-cost improvement to its Aging and Disability Resource Center, constantly monitoring and adjusting staffing patterns and procedures to deal with increasing call volume. Formed in 2013, the Division's Care Transitions Bureau supports community living by ensuring successful transitions from nursing and assisted living facilities. The independent Long-Term Care Ombudsman Program continues to utilize more than 80 certified volunteers to advocate for the health, safety, welfare, and rights of

nursing home and assisted living facility residents. Demand for this Division's services is clear, having increased 88 percent from FY11 through FY16.

By deploying the strategies outlined in the following plan, the Department and its partners statewide will meet the challenges created by imminent growth in New Mexico's older adult population while operating within current resource constraints.

Mission

The Aging and Long-Term Services Department provides accessible, integrated services to older adults, adults with disabilities, and caregivers to assist them in maintaining their independence, dignity, autonomy, health, safety, and economic well-being, thereby empowering them to live on their own terms in their own communities as productively as possible.

Vision

Lifelong independence and healthy aging

Guiding Principles

- Protect the safety and rights of those we serve
- Promote personal choice and self-determination
- Treat all persons with respect, embracing cultural diversity
- Encourage collaborative partnerships
- Provide fiscally responsible services

Department Overview

By the year 2030, New Mexico's percentage of population over age 65 will move from 29th to fourth largest in the nation.

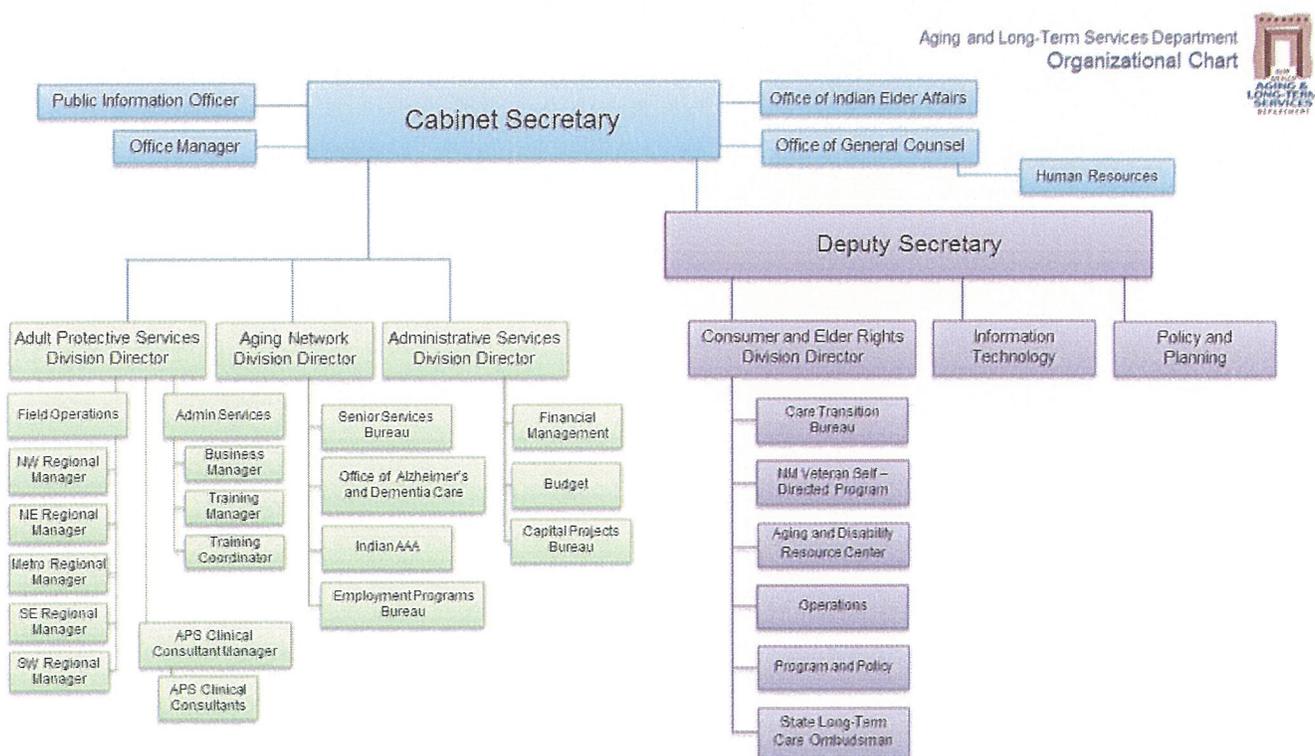
For over 20 years, constituents, providers, state agencies, tribal representatives, and legislators participated in numerous bipartisan taskforces to determine how state government could efficiently and effectively support older adults, adults with disabilities, and their caregivers.

In 2004, the New Mexico State Legislature created the Aging and Long-Term Services Department (ALTSD) to provide a clear and focused approach to meet the needs of these New Mexicans. This forward thinking enabled the Department to create an integrated system of services for constituents with the ability to address their concerns in a timely manner, prevent duplication of services, and maximize economic efficiency.

ALTSD's four Divisions provide direct access to critical resources for older adults and persons with disabilities.

As a visible and trusted source for objective information, the Aging and Disability Resource Center (ADRC) is an innovative single-point-of-entry connecting New Mexicans to a broad array of services. It also integrates ALTSD with the services of other state agencies, and public and private partners. Individuals call the ADRC toll-free number for many reasons, such as accessing a home-delivered meal, obtaining information on home and community-based services, or volunteering for one of ALTSD's programs such as Long-Term Care Ombudsman or Benefits Counseling.

The Aging and Long-Term Services Department is an essential resource for more than 200,000 New Mexicans every year



Facts About the New Mexico Elder Population

Poverty – poverty is a primary challenge facing the elder population in New Mexico and a significant factor in related challenges such as transportation, chronic health conditions, and food insecurity.

- Fifteen percent of New Mexicans age 60 or older live at or below the federal poverty level (U.S. Census Bureau)
- Seventeen percent live at 125% of the federal poverty level (U.S. Census Bureau)
- More than 55,400 grandparents in New Mexico are living with their grandchildren, almost 26,400 of whom are raising and solely responsible for their grandchildren; almost 50% of these grandparent-headed families are living below the federal poverty level (U.S. Census Bureau)
- More than 42,300 New Mexicans 60 and older are food insecure (Ziliak, 2016)

Isolation – the frontier nature of our state, along with changing lifestyles nationally, mean longer distances to services and less family nearby to rely on.

- Many retirees have moved away from family members and do not have support as they age
- Ninety-five percent of the Navajo Nation's elders live in isolated rural and frontier areas, accessible only by dirt and gravel roads
- New Mexico is the 5th largest, and the 6th most sparsely populated state in the nation, with 17 persons per square mile (U.S. average = 87.4) (Fry, 2013). (U.S. Census Bureau).

A growing elder population – Nationally, Baby Boomers are turning 65 at the rate of 10,000 per day. The population is living longer, resulting in a radical transformation of the face of aging and increasing demand for services.

- The 85+ population of New Mexico will have more than tripled from 23,306 in 2000 to 75,629 in 2030 (U.S. Census Bureau)
- By 2030
 - Thirty-two-and-half percent of the New Mexico population will be 60 and older (Proximity, 2013)
 - New Mexico's 60+ population will be the third largest in the nation by percentage (Pew Research Center, 2010)
 - New Mexico will be home to more people 65+ than under 18 (Administration on Aging, 2011)

Facts (continued)

Disabilities –

- Almost one third of all New Mexicans age 65 or older, more than 112,000 people, are living with a disability (U.S. Census Bureau)

Language and culture – The Department's interventions must be effective across New Mexico's cultures and languages.

- New Mexico is a majority-minority state (Fry, 2013)
- The population of New Mexico is 47% Hispanic (U.S. Census Bureau)
- In New Mexico, there are at least eight Native American languages spoken (New Mexico Secretary of State)
- New Mexico is home to 22 Native American tribes (U.S. Census Bureau):
 - Navajo Nation
 - 19 Pueblos
 - Two Apache Tribes

Department Goals - Strategic Priorities

Safeguard Vulnerable Adults and Elders
Support Caregivers
Encourage Healthy and Independent Aging
Combat Senior Hunger

The Department's strategic priorities are derived from assessments of needs, trends, and challenges associated with the increasing number of older New Mexicans, as well as the Department's roles and responsibilities, which are enumerated in the Older Americans Act, the Accountability in Government Act [6-3A-1 NMSA 1978] and the Department's enabling statute [NMSA 1978 § 9-23-1 *et seq.*]. Input also is drawn from other plans and annual reports, such as the IT Strategic Plan, State Ombudsman Annual Report, ALTSD State-Tribal Collaboration Act Agency Annual Report, *The New Mexico State Plan for Alzheimer's Disease and Related Dementias*, and *The New Mexico State Plan for Family Caregivers*. These priorities, along with supporting programs, goals and strategies, performance measures, and targets for State Fiscal Year 17 are presented in the following pages.

These Strategic Priorities serve to guide and focus the Department in:

- a. its role as New Mexico's single state agency which develops, administers, and advocates for programs and public policies to meet the needs of older adults and adults with disabilities, and
- b. the delivery of integrated, quality service in a responsive and cost-effective manner.

ALTSD currently has 28 performance measures, which are reported quarterly or annually to the Department of Finance and Administration and the Legislative Finance Committee. Annual targets are determined based on an analysis of trends, forecasts, and operational assessments of programs and services. There are five types of performance measures:

Output – measures the volume of work completed or the level of actual services or products delivered

Quality – measures the value of the service being provided

Outcome – measures the actual impact or public benefit of a program

Explanatory – measures external factors over which the agency has little or no control but that have a material effect on the agency's ability to achieve its goals

Efficiency – measures cost per unit of service provided

Safeguard Vulnerable Adults and Elders

Elder abuse is all too common. Nationally, it is estimated that approximately 10% of elders suffer abuse. This statistic includes physical abuse, psychological or verbal abuse, sexual abuse, financial exploitation, and neglect. Research also indicates that elder abuse is underreported, with one study indicating only one in 25 cases being reported (National Center on Elder Abuse). Victims of adult abuse are particularly unlikely to report their own abuse, with alleged victims accounting for just six percent of all reports to New Mexico Adult Protective Services (APS).

In New Mexico, a growing number of elders have difficulty maintaining themselves in their own homes. Self-neglect accounted for 53% of all substantiated allegations investigated by Adult Protective Services in FY16, placing it well ahead of abuse (11%), neglect (17%) and exploitation (19%) as the leading type of substantiated allegation. With the state's 60-and-older population growing 40% from 2015 to 2030, the number of cases of adult abuse, neglect and exploitation are expected to grow (U.S. Census Bureau).

The New Mexico APS Act, while striving to protect adults who are unable to protect themselves, respects an individual's right to self-determination, allowing them to refuse service so long as they have capacity to make such decisions.

Program: Adult Protective Services (APS)

Mandated by New Mexico law to provide a system of protective services to persons age 18 and older who are unable to protect themselves from abuse, neglect, or exploitation. APS responds to situations in which functionally incapacitated adults are being harmed, are in danger of mistreatment, are unable to protect themselves, and have no one else to assist them. There are five APS regions serving all 33 counties of New Mexico.

Goal

- Protect adult victims of abuse, neglect, and exploitation without the capacity to protect themselves, while respecting individuals' right to self-determination

Strategies (and related Performance Measures noted in the table below)

- Increase public awareness of adult and elder abuse through effective outreach (Measures 17 and 18)
- Continue to provide all counties with a coordinated system of referral, response, assessment, investigation and, when appropriate, short-term services, to mitigate risk to victims (Measures 14, 15, 16, and 18)
- Ensure that APS has sufficient staff and resource capacity to receive and respond to a growing number of reports with timely investigations and appropriate service interventions to prevent continued risk to adult victims (Measures 14, 15, and 18)
- Support the program's core training curriculum and provide enhanced training to support continued development of essential investigatory and case management skills
- Respond in timely fashion to reports of adult abuse, neglect, and exploitation (Measure 15)
- Provide appropriate in-home support to people who APS investigations determine have been subject to self-neglect, abuse, neglect, or exploitation (Measure 14)
- Analyze data to ensure optimum allocation of human and financial resources (Measures 14, 15, 16 and 18)

No.	Type	Performance Measures	Target
14	Outcome Annual	Number of adults who receive home care or adult day services as a result of an investigation of abuse, neglect, or exploitation.	1,500
15	Quality Quarterly	Percent of emergency or priority one investigations in which a caseworker makes initial face to face contact with the alleged victim within prescribed time frames.	98%
16	Quality Annual	Percent of contracted home care and day care service providers receiving no deficiencies during annual on-site audit by adult protective services.	95%
17	Output Annual	Percent of senior centers within adult protective services jurisdiction receiving outreach visits.	50%
18	Output Quarterly	Number of adult protective services investigations of abuse, neglect, or exploitation	6,100

Program: Long-Term Care Ombudsman

The Long-Term Care Ombudsman Program is federally and state mandated to provide independent oversight and advocacy services to residents in New Mexico’s long-term care facilities. The program advocates for the recognition, respect, and enforcement of the civil and human rights of residents of long-term care facilities in New Mexico. Highly-skilled staff and many volunteers throughout the state regularly visit nursing homes and other long-term care facilities to ensure that residents are properly treated.

Goal

- Protect the rights, health, safety, and welfare of New Mexicans living in long-term care facilities

Strategies (and related Performance Measures noted in the table below)

- Investigate and resolve complaints made by or on behalf of residents (Measure 6)
- Ensure that all long-term care facility residents have regular contact with an Ombudsman to support and protect their civil and resident rights, including the right to be free from harm (Measure 7)
- Ensure the program has sufficient staff and volunteers to make contact with all nursing home and assisted living facilities (Measure 7)

No.	Type	Performance Measures	Target
6	Outcome Quarterly	Percent of ombudsman complaints resolved within sixty days	98%
7	Quality Annual	State ranking for the number of complaints per nursing and assisted living facility beds	Top 25%

Program: *Senior Medicare Patrol (SMP)*

Helps beneficiaries avoid, detect, and prevent health care fraud. In doing so, they protect themselves and help preserve the integrity of the Medicare program. SMP educates Medicare beneficiaries and their families and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling, and education.

Goal

- Empower New Mexicans to prevent health care fraud

Strategy

- Educate beneficiaries regarding identity theft, reporting errors on health care bills, and identifying deceptive health care practices or fraud

Program: *Legal Services*

The Department contracts with organizations for the provision of legal assistance to older New Mexicans. These contractors help elders with a wide variety of legal issues including landlord/tenant issues, kinship guardianship, powers of attorney, probate, wills and trusts, long-term care, and Medicare/Medicaid.

Goal

- Provide legal assistance to older New Mexicans

Strategies

- Contract with providers to assist elders with their legal needs
- Expand access to legal services through provider outreach, continuing legal education venues, and community attorney associations

Support Caregivers

Challenges

The size of New Mexico's family caregiver population is staggering. Approximately one in five New Mexicans serves as a family caregiver during any given year, an annual total of 419,000 people. These individuals play a critical role, not only in helping their loved one, but in assisting a state which would be overwhelmed without them, in terms of both cost and capacity (Administration on Aging, 2011).

Family caregivers provide 80 percent of all long-term care. On average, New Mexico's family caregivers provide 18.4 hours of care per week. The total economic value of this care is estimated to be \$3.1 billion annually (Feinberg, 2011) (AARP Public Policy Institute).

Compared to the pool of likely family caregivers, the number of people needing care will skyrocket through the middle of this century as the baby boomers age. The challenges associated with family caregiving will become increasingly critical. With its broad scope and wide participation, family caregiving has implications for employers, businesses, communities, and local, state, and federal governments.

Family caregivers suffer negative impacts to their physical, psychological, and financial well-being. They do an array of tasks on behalf of their loved ones, ranging from shopping, meals and transportation to financial and medication management. Seventy-four percent of adults with eldercare responsibilities have also worked at some point during their caregiving experience, and most family caregivers who work report having to alter their work schedule or take time off to accommodate their caregiving.

Though resources and programs are available in New Mexico to improve outcomes for family caregivers, there is need to more effectively connect family caregivers with this help. Family caregivers typically arrive at their responsibilities without preparation, not knowing what assistance is available to meet their needs or how to access this assistance.

Program: – *Aging and Disability Resource Center (ADRC) - Options Counseling*

A family caregiver is anyone who is an unpaid provider of in-home or community care for a relative or loved one, assisting with activities such as bathing, dressing, eating, running errands, taking care of the house. Most people, at some point in their lives, become caregivers.

There are a variety of services available to assist and support caregivers. Putting the pieces together can be a daunting task. ADRC Options Counselors help caregivers assess needs, gather information, make plans, and find support, then direct callers to the resources appropriate for their individual situation.

Goals

- Ensure that family caregivers access the resources they need
- Ensure that family caregivers are supported

Strategies (and related Performance Measures noted in the table below)

- Assess the family caregiver's needs (Measures 4, 11, and 12)

- Make family caregivers feel appreciated and supported (Measures 4, 11, and 12)
- Be a central point of referral for stakeholders statewide (Measures 4, 11, and 12)
- Work with the Area Agencies on Aging, faith-based and community organizations, and service providers to connect caregivers with resources
- Increase referrals by all likely points of contact to appropriate resources by utilizing existing entities to create a point of entry, increasing inter-programmatic access and referral through all available mediums family caregivers are likely to access, including websites, helplines, and face-to-face contacts

No.	Type	Performance Measure	Target
4	Quality Quarterly	Percent of calls to aging and disability resource center that are answered by a live operator	85%
11	Outcome Annual	Percent of people accessing the aging and disability resource center who indicate changes in health or social service programs have affected their quality of life	90%
12	Outcome Annual	Percent of people receiving options counseling who indicate the information they received regarding long-term support services made a positive difference in their decisions	93%

Program: Senior Services Bureau - Meals, Transportation, Respite, Caregiver Services

The services provided by New Mexico’s Aging Network, including congregate and home-delivered meals, as well as transportation and respite care, help elders and relieve burden from family caregivers who are already stretching to meet the needs of older loved ones. The Aging Network also offers evidence-based caregiver training, demonstrated to increase caregiver skill, knowledge, and confidence while reducing caregiver stress. These many services help families remain together, in their own communities, and create a safety net for many New Mexico elders and their families, including those who may not qualify for Medicaid but whose limited resources are insufficient to meet the care needs of their loved ones. The Network’s healthy aging programs should mitigate future caregiving burden by keeping potential care recipients healthier for longer (Lee, Frongillo, 2001).

Goals

- Ensure that family caregivers are supported
- Ensure that family caregivers access respite
- Ensure that family caregivers are properly trained

Strategies (and related Performance Measures, noted in the table below)

- Increase elder independence and reduce family caregiver burden through support of healthy aging initiatives and related community resources (Measure 28)
- Increase family caregiver awareness regarding available respite options and the benefits of respite (Measures 22 and 27)
- Increase the number of family caregivers and volunteer trainers trained in the evidence-based Savvy Caregiver Program (Measure 22)
- Support family caregivers with the provision of traditional senior services (Measures 21, 23 and 24)

No.	Type	Performance Measure	Target
21	Output Annual	Number of one-way trips provided to eligible consumers for the purpose of accessing community services	750,000
22	Output Quarterly	Number of hours of caregiver support provided	400,000
23	Output Annual	Number of persons receiving aging network community services	135,000
24	Outcome Quarterly	Percent of older New Mexicans whose food insecurity is alleviated by meals received through the aging network	85%
27	Output Annual	Number of providers and consumers receiving training to build their knowledge and capacity with regard to aging network services	1,600
28	Output Annual	Number of persons served through state-wide health promotion events and classes	5,000

Program: Legal Services

The Department contracts with organizations for the provision of legal assistance to older New Mexicans. These contractors help elders with a wide variety of legal issues such as landlord/tenant issues, kinship guardianship, powers of attorney, probate, wills and trusts, long-term care, and Medicare/Medicaid. Legal matters settled by elders themselves, through mechanisms such as powers of attorney, wills and advanced directives, relieve family caregivers of having to settle such matters on elders' behalves.

Goals

- Ensure that caregivers have access to legal resources
- Limit future caregiver burden

Strategies (and related Performance Measure, noted in the table below)

- Increase advanced financial, legal, and medical planning by the public at large
- Assist grandparents raising grandchildren in obtaining guardianship of their loved on(s) (Measure 10)

No.	Type	Performance Measure	Target
10	Outcome Annual	Percent of clients appointed as legal guardians of kinship children in their care	95%

Program: Office of Alzheimer's and Dementia Care

The Office of Alzheimer's and Dementia Care coordinates with internal and external partners to implement the strategies and realize the goals of *The New Mexico State Plan for Alzheimer's Disease and Related Dementias* and the *New Mexico State Plan for Family Caregivers*.

In accordance with these plans, the Office has coordinated expansion of Savvy Caregiver, an evidence-based training program for caregivers of loved ones with dementia that has been demonstrated to increase caregiver skill, knowledge and confidence, while reducing caregiver stress. A collaborative effort by the ALTSD, the Alzheimer’s Association, New Mexico Chapter, the Non-Metro and Indian Area Agencies on Aging, and the National Indian Council on Aging has resulted in a force of trained volunteers to deliver the program in rural and tribal communities statewide.

The Office has also established recognition programs to encourage implementation of both state plans, including *The New Mexico Governor’s Alzheimer’s Leadership Award*, recognizing individuals and entities that have furthered the goals of the Alzheimer’s plan, and *The New Mexico Governor’s Family Caregiver Employer of the Year Award*, recognizing New Mexico businesses that are exemplary in their support of employees who are also serving as family caregivers.

Goals

- Further implementation of *The New Mexico State Plan for Alzheimer’s Disease and Related Dementias* and the *New Mexico State Plan for Family Caregivers*
- Ensure that family caregivers are properly trained
- Ensure support for family caregivers who work

Strategies (and related Performance Measures, noted in the table below)

- Ensure that training is available and easily accessible both in person and online to meet the variety of family caregiver training needs (Measure 22)
- Continue expansion and localization of the evidence-based *Savvy Caregiver* program by training volunteer trainers statewide to deliver this program (Measure 22)
- Educate employers about the needs of caregivers and the importance of retaining employees who are engaged in family caregiving
- Develop and present an annual award to provide recognition to the most "family friendly" employer(s) that focuses on eldercare responsibilities
- Increase family caregiver awareness regarding available respite options and the benefits of respite (Measure 22)
- Continue to convene the Alzheimer’s Leadership group, and engage with government, non-profit and external partners to ensure optimal coordination of efforts necessary for implementation of *The New Mexico State Plan for Alzheimer’s Disease and Related Dementias*
- Participate in grant applications that promise to further New Mexico’s capacity to address Alzheimer’s disease and its impacts

No.	Type	Performance Measure	Target
22	Output Quarterly	Number of hours of caregiver support provided	400,000

Encourage Healthy and Independent Aging

Challenges

Chronic diseases and conditions—such as heart disease, stroke, cancer, type II diabetes, obesity, and arthritis—are among the most common, costly, and preventable of all health problems (Centers for Disease Control and Prevention).

Caregiver burden is inversely related to the independence of the care recipient. The more an individual is able to do for herself, the less a caregiver needs to do on her behalf. If rates of chronic condition and the accompanying need for care remain constant in the older adult population, the total cost of caring for these conditions, and the burden these conditions create for caregivers, will grow along with New Mexico's 60-and-older population.

Maintaining health and independence later in life promises to mitigate costs and caregiver burden.

Research has shown that the components to successful aging are:

- Low probability of disease and disability
- High cognitive and physical function capacity
- Active engagement with life (Rowe, Kahn, 1987)

There is a growing body of research that indicates volunteering provides individual health benefits in addition to social ones. This research has established a strong relationship between volunteering and health: those who volunteer have lower mortality rates, greater functional ability, and lower rates of depression later in life than those who do not volunteer. Comparisons of the benefits of volunteering also show that older volunteers are most likely to receive greater benefits from volunteering because volunteering provides them with physical and social activity and a sense of purpose at a time when their social roles are changing (Corporation for National and Community Service).

Exercise combats chronic health conditions and diseases. Regular physical activity can help prevent or manage a wide range of health problems and concerns, including stroke, metabolic syndrome, type 2 diabetes, depression, arthritis and falls. Physical activity stimulates brain chemicals that effect mood, happiness and relaxation. Exercise can also provide connections with others in social settings, including the local senior center.

Benefits of employment in later life include relationships, recognition and sense of fulfillment that give people purpose and structure. More than two thirds of baby boomers expect to remain employed past traditional retirement age—for fulfillment and challenge, as well as for income. The expected talent shortage created as the baby boomers reach retirement, plus changing economic conditions, raise the likelihood of continued employment for older workers. Expanded promotion of volunteer service involving stipends for older adults benefits both retirees and nonprofit organizations with tight budgets. Employment later in life fosters continued learning, team work and problem-solving.

Program: *Health Promotion*

ALTSD and the Department of Health contract with Aging Network partner for evidenced-based health promotion and injury and disease prevention programs for the benefit of older adults statewide. These programs are based on research and provide documented health benefits. Older adults who participate in these evidence-based programs (EBPs) can lower their risk of chronic diseases and falls, or improve long-term effects of chronic diseases or falls.

Goal

- Support the health and wellness of New Mexico's older adults, adults with disabilities and caregivers

Strategies (and related Performance Measures, noted in the table below)

- In collaboration with area agencies on aging, aging network providers, governmental entities, health care organizations and others, provide health promotion and disease prevention information, activities, and programs with a focus on nutrition, fall prevention, physical activity, chronic disease management, and medication management throughout New Mexico (Measure 28)
- Support innovation in evidence-based health promotion, disease prevention, nutrition, and caregiver support initiatives (Measure 28)
- Contract with New Mexico Senior Olympics for the provision of evidence-based health promotion programs as well as traditional Senior Olympics (Measure 28)

No.	Type	Performance Measure	Target
28	Output Annual	Number of persons served through state-wide health promotion events and classes	5,000

Program: *Transportation*

The Department contracts with the Area Agencies on Aging for the provision of senior transportation programs that make it possible for individuals who no longer drive and do not have access to public transportation to obtain rides for essential trips, such as medical appointments, shopping and other activities. Transportation allows for continued independence and combats social isolation.

Goal

- Empower older adults to be active members of their communities

Strategies (and related Performance Measures, noted in the table below)

- Maintain an effective aging network structure that provides a coordinated delivery system of services to older New Mexicans
- Enhance public and private collaborative partnerships to build capacity and maintain and develop quality statewide services and supports
- Institute direct referral between the Aging and Disability Center and aging network providers to more effectively connect consumers with transportation services (Measure 21)
- Contract through the Area Agencies on Aging for the provision of senior transportation in New Mexico communities (Measure 21)

No.	Type	Performance Measure	Target
21	Output Annual	Number of one-way trips provided to eligible consumers for the purpose of accessing community services	750,000

Program: *Volunteer Programs*

The Department and its partners offer volunteer opportunities throughout the state aimed at providing service to communities and fostering the health and independence of older volunteers. These volunteer opportunities include Foster Grandparent Programs, Senior Companion Programs, Retired Senior Volunteer Programs (RSVP), Benefits Counseling, Long-Term Care Ombudsman, State Health Insurance Assistance Program (SHIP), and the Savvy Caregiver Program.

Goal

- Provide community service while fostering the health and independence of volunteers

Strategies (and related Performance Measures, noted in the table below)

- Recruit, train, and retain volunteers for the SHIP and Ombudsman programs, as well as Benefits Counseling
- Contract with providers for Retired Senior Volunteer,, Foster Grandparent, Senior Companion and Savvy Caregiver programs (Measure 25)
- Provide technical assistance to contracted volunteer providers regarding recruitment, training, and retention of volunteers (Measure 25)

No.	Type	Performance Measure	Target
25	Output Annual	Number of hours of service provided by senior volunteers, statewide	1.7 million

Program: *Senior Employment Programs*

Employment and training services are provided to older New Mexicans through three government-funded programs and other community partners. The three core programs include:

The Senior Community Service Employment Program (SCSEP)

The SCSEP assists income-eligible persons, age 55 or older, to obtain employment, and provides community service through paid, part-time, training positions. Enrolled participants receive work experience and on-the-job training to develop new or improved skills, as well as support to overcome barriers to employment, such as lack of self-confidence, lack of English language fluency, or physical disabilities.

Participants are encouraged to take advantage of all available training offered by SCSEP providers, the Workforce Innovation and Opportunity Act (WIOA), America’s Job Centers and other training sources. They are encouraged to apply for available jobs and cooperate with SCSEP staff in seeking permanent employment.

Most trainees receive on-the-job training for 20 hours per week at minimum wage. The majority receive some benefits; benefit packages vary among sponsoring organizations. Trainees are placed in community service positions within governmental entities or private, not-for-profit organizations.

Three organizations provide SCSEP services in New Mexico: Goodwill Industries International, the National Indian Council on Aging, and the ALTSD. These three organizations work together to serve older adults with low incomes.

Goal

- Provide older adults with low incomes with skills to become economically self-sustaining

Strategies (and related Performance Measures, noted in the table below)

- Recruit appropriate program participants
- Provide on-the-job training in non-profit organizations and government agencies (Measure 19)

New Mexico Senior Employment Program (SEP)

This program is similar to the Senior Community Service Employment Program. However, as the program is state-funded, the Department may grant waivers of income, age, hours, salary, and training requirements. The State Legislature created this program with recurring funds to provide increased employment options for older adults in New Mexico. The program's intent is to support the aging network through allocation of subsidized positions. Aging Network organizations serve as host agencies for program enrollees.

Goal

- Support Aging Network partners with part-time assistance, while providing older workers with supplemental income and opportunities to achieve economic self-sufficiency

Strategies (and related Performance Measures, noted in the table below)

- Recruit appropriate program participants
- Provide part-time on-the-job training to older workers in Aging Network organizations for the benefit of both program participants and their communities (Measure 20)

The 50+ Employment Connection

The 50+ Employment Connection provides assistance to adults age 50 and older who are seeking employment, as well as to employers wishing to hire them. The program currently operates in five locations throughout New Mexico: Albuquerque, Rio Rancho, Roswell, Ruidoso, and Santa Fe. Each location provides unique services geared to local needs. Volunteer and older worker program staff provide personal assistance to job seekers focused on career exploration and goal setting. Services may include assistance with job applications and resume preparation. Staff may also conduct job clubs, engage in employment counseling and mock interviewing, and provide ongoing support in the job search process. Various training opportunities are offered to help job candidates become more qualified. Training topics include resume writing, interviewing skills, on-line job search, and basic computer skills.

Goal

- Support older job seekers to achieve continued employment

Strategies (and related Performance Measures, noted in the table below)

- Provide job search services, training, and supports to older workers (Measure 26)
- Raise awareness of the program to increase the number of participants

No.	Type	Performance Measure	Target
19	Outcome Annual	Percent of individuals exiting from the federal older worker program who obtain unsubsidized employment	43%
20	Outcome Annual	Community service hours provided by the state older worker program as a percent of work hours budgeted	90%
26	Outcome Annual	Percent of older adults served by the 50+ older worker connection who obtain unsubsidized employment	43%

Program: *Care Transition Program*

This program helps residents transition from long-term care facilities back into a community setting. The program provides individuals with a clear pathway regarding available choices for long-term service and support options for those who would like to return home or to another residential setting in the community. Program staff works with the individual, the long-term care facility staff, family members, caregivers, guardians, community service providers, and others to ensure that transitioning individuals are connected to programs and services to help ensure the greatest level of independence possible in a community setting.

Goal

- Help individuals successfully transition from long-term care facilities into a community setting

Strategies (and related Performance Measures, noted in the table below)

- Conduct ongoing, consistent communication with all Nursing Facility Interdisciplinary Team members pertaining to resident/client community reintegration (Measure 5)
- Provide continuous post-discharge service to resident/client for up to six months to ensure service provision occurs as planned and to assist in the access of identified ancillary supports needed (Measures 3 and 5)
- Continue ongoing quarterly meetings with Managed Care Organizations (MCOs) (Measure 5)
- Assist resident/client in resolution of complaints or concerns with MCO's (Measures 3 and 5)
- Provide consistent education to residents and family members about available resources, supports and services in the community (Measures 3 and 5)
- Conduct regular transition staff meetings and resident/client staffing for planning purposes and to problem solve challenges encountered by the individual reintegrating into the community (Measures 3 and 5)
- Educate resident/client on required notifications and other logistics required for a successful transition (i.e. notification of address change to Income Support Division, Social Security Administration, M C O) (Measures 3 and 5)
- Maintain client-centered advocacy throughout the transition process (Measures 3 and 5)

No.	Type	Performance Measure	Target
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3	Outcome Annual	Percent of residents requesting transitional services who were satisfied with the counseling, information and assistance received during the six month transitions service	90%
5	Outcome Quarterly	Percent of residents who remained in the community six months following a nursing home care transition	85%

Program: *Prescription Drug Assistance Program (PDA)*

The New Mexico Prescription Drug Assistance Program can assist people of any age who live in New Mexico and do not have prescription drug coverage, or have used up their benefit. This program provides help for those who cannot afford their prescription medications. PDA can also provide a voucher to allow eligible enrollees to obtain free prescription medications, up to \$300, while awaiting shipments from drug companies.

Goal

- Provide appropriate prescription drugs for program participants

Strategies (and related Performance Measures, noted in the table below)

- Identify and enroll appropriate program participants (Measure 9)
- Expand the number of PDA sites through collaboration with external partners
- Improve access to PDA by older adults, adults with disabilities and caregivers by utilizing the Aging and Disability Resource Center’s options counseling to assist them in making informed decisions

No.	Type	Performance Measure	Target
9	Outcome Annual	The percentage of uninsured medbank patients who are qualified to receive critical medications at a low or zero cost.	55%

Program: *State Health Insurance Assistance Program (SHIP)*

SHIP is a free health benefits counseling service for Medicare beneficiaries and their families or caregivers. SHIP’s mission is to educate, advocate, counsel and empower people to make informed healthcare benefit decisions. SHIP is an independent program funded by Federal agencies, is not affiliated with the insurance industry, and utilizes volunteers to reach consumers statewide.

Goal

- Provide accurate, objective, and comprehensive information and assistance

Strategies (and related Performance Measures, noted in the table below)

- Increase knowledge of program expectations at all levels (Measures 8 and 13)
- Increase the content knowledge of SHIP clients (Measures 8 and 13)
- Increase exposure of the public to the program (Measures 8 and 13)
- Increase the awareness of SHIP to those in greatest need of our services (Measures 8 and 13)
- Increase innovation within the SHIP program to better serve Medicare eligible individuals (Measures 8 and 13)

No.	Type	Performance Measure	Target
8	Quality Annual	State ranking of New Mexico state health insurance assistance program	12 th
13	Outcome Annual	Percent meeting or exceeding the benchmark set by the centers for medicare and medicaid services for beneficiaries who receive benefits counseling including changes in their prescription drug plan	20%

Program: *Veteran-directed Home- and Community-based Services Program*

The Veteran-directed Home and Community Based Services Program (VD-HCBS) provides eligible veterans a community-based alternative to institutional care that facilitates greater veteran choice, direction, and control over services and supports to continue to live in their home and community. The program is serving its first clients in FY17.

Goal

- Provide Veterans with a clear pathway regarding home and community-based services that allow them to live independently in their homes

Strategies

- Utilize a three month survey of enrollment designed to provide ADRC program administrators with timely feedback to inform program adjustments and undertake quality improvement both to improve the experiences of individual Veterans completing the survey and also to engage in overall program improvement efforts
- Improve service delivery based on feedback garnered from the program’s annual Satisfaction Survey

Combat Senior Hunger

Challenges

More than 42,000 New Mexico seniors are estimated to be living with food insecurity. A study of senior hunger, conducted in 2014 and released in June 2016, by the National Foundation to End Senior Hunger, Inc. reported that 10.78% of New Mexicans age 60 or older were estimated to be food insecure (Ziliak, 2016). According to the 2010 U.S. Census, the total 60+ population in New Mexico is 392,392, resulting in 42,300 food insecure seniors.

Food insecurity exists when people do not have adequate physical, social, or economic access to sufficient, safe and nutritious food for an active and healthy life. Studies indicate that health can become compromised when there is not enough food to eat. In FY16 over 54,000 people were served four million congregate and home-delivered meals; however, the problems of food insecurity and hunger persist. Addressing this complex issue requires broad-based partnerships and close collaboration with a network of organizations throughout the state, including aging network providers, food banks, and other public and private stakeholders.

Program: *Meals and Nutrition*

The Department contracts with the Area Agencies on Aging for the provision of congregate and home delivered meals.

Congregate meals are served in group settings, such as senior or community centers. Congregate meal programs provide older adults with the opportunity to socialize and engage in daily activities. Nutrition screening, assessment, education and counseling are provided to help enhance the health and well-being of participants.

Home-delivered meals are brought to the homes of homebound clients who are unable to prepare their own meals and have no one at home who can prepare meals.

Goal

- Relieve food insecurity among New Mexico's older adults

Strategies (and related Performance Measure, noted in the table below)

- Contract with Area Agencies on Aging for the provision of congregate and home-delivered meals for seniors statewide (Measure 24)
- Work with Area Agencies on Aging to expand coordination with other organizations engaged at the community level in ending senior hunger
- Assist area agencies in the operation of senior nutrition programs, including conducting on-site assessments and providing training and technical assistance (Measure 24)
- Increase ALTSD and Aging Network capabilities in utilizing data reporting systems to determine the extent to which the needs of older adults are being met, forecast emerging needs and analyze trends (Measure 24)
- Sponsor and participate in the *End Hunger New Mexico* annual summit to coordinate the efforts of organizations addressing senior hunger

No.	Type	Performance Measure	Target
24	Outcome Quarterly	Percent of older New Mexicans whose food insecurity is alleviated by meals received through the aging network.	85%

Conclusion

The challenges facing New Mexico as its older population grows will be met through the coordinated effort of a wide variety of stakeholders.

Elders will be empowered to share their gifts of experience, time and compassion. Exercise of these gifts through volunteer, employment and health promotion activities promises to help maintain health, independence and community engagement as we age, containing costs and reducing burden on family caregivers.

Supporting family caregivers will allow elders and people with disabilities to remain in their own communities, which reflects consumer preference and helps to limit the cost of long-term care.

No senior should go hungry. Effectively addressing senior hunger will mitigate the risk for chronic conditions which erode independence and increase costs as we age.

Addressing these priority areas will positively impact New Mexico's vulnerable adult population, maintaining greater individual independence and increasing the effectiveness of family caregivers. Programs including Adult Protective Services and the Long-Term Care Ombudsman will continue to serve as a safety net for those in need of assistance.

Executing the strategies set forth in this plan will help to secure a future of growing independence and community connection for our state's elders and people with disabilities, and sustainability for its family caregivers.

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For information about programs, services, providers in your area, or eligibility requirements, call the
Aging and Disability Resource Center
1-800-432-2080

Or visit us on the web at
www.nmaging.state.nm.us