

Aging and Long-Term Services Department  
presentation to the

Legislative Health and Human Services  
Committee

November 4, 2011



*Partners in Lifelong Independence and Healthy Aging*

# Introductions

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- Deputy Secretary  
*Gino Rinaldi*
- Director, Consumer and Elder Rights Division  
*Carlos Moya*
- Director, Adult Protective Services Division  
*Kathleen Hart*
- State Long-Term Care Ombudsman  
*Sondra Everhart*
- Director, Aging Network Division  
*Lynne Anker-Unnever*
- Acting Director, Office of Indian Elder Affairs  
*Ray Espinoza*
- Director, Administrative Services Division  
*Jason Sanchez*

# What we do

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## 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.

# Why we are here

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Endorsement and support for \$42.9 in General Fund, which is a \$2.3 million increase to the Department's base budget to maintain current service levels

- \$0.5 million - Consumer and Elder Rights
  - Replace loss of Medicaid match
  - Replace loss of Federal funds (4 year ADRC grant ends 9-30-12)
- \$1.8 million – Aging Network
  - Replace loss of State General Funds
  - Meet growing demand for services

# Aging and Long-Term Services Department's Strategic Priorities

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Services in Homes and Communities

Prevention of Adult Abuse, Neglect, and Exploitation

Caregiver Support

Person-centered Planning for Long-term Care Services

*leading  
the trends*

Active and Healthy Lifestyles

*best  
return investment  
better quality of life*

Economic Security

(Food, Housing, Transportation, and Employment)

# Aging and Long-Term Services Department

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## *over* *not* *union* CERD -Aging and Disability Resource Center

- single point of entry to assist people in navigating complex long-term services system

## CERD-Long-Term Care Ombudsman

- ensure nursing home residents' rights are protected 24 hours a day/7 days a week
- assist residents who wish to re-integrate into communities

## Adult Protective Services Division

- investigates reports of abuse, neglect, or exploitation of adults who are unable to protect themselves

## Aging Network Division

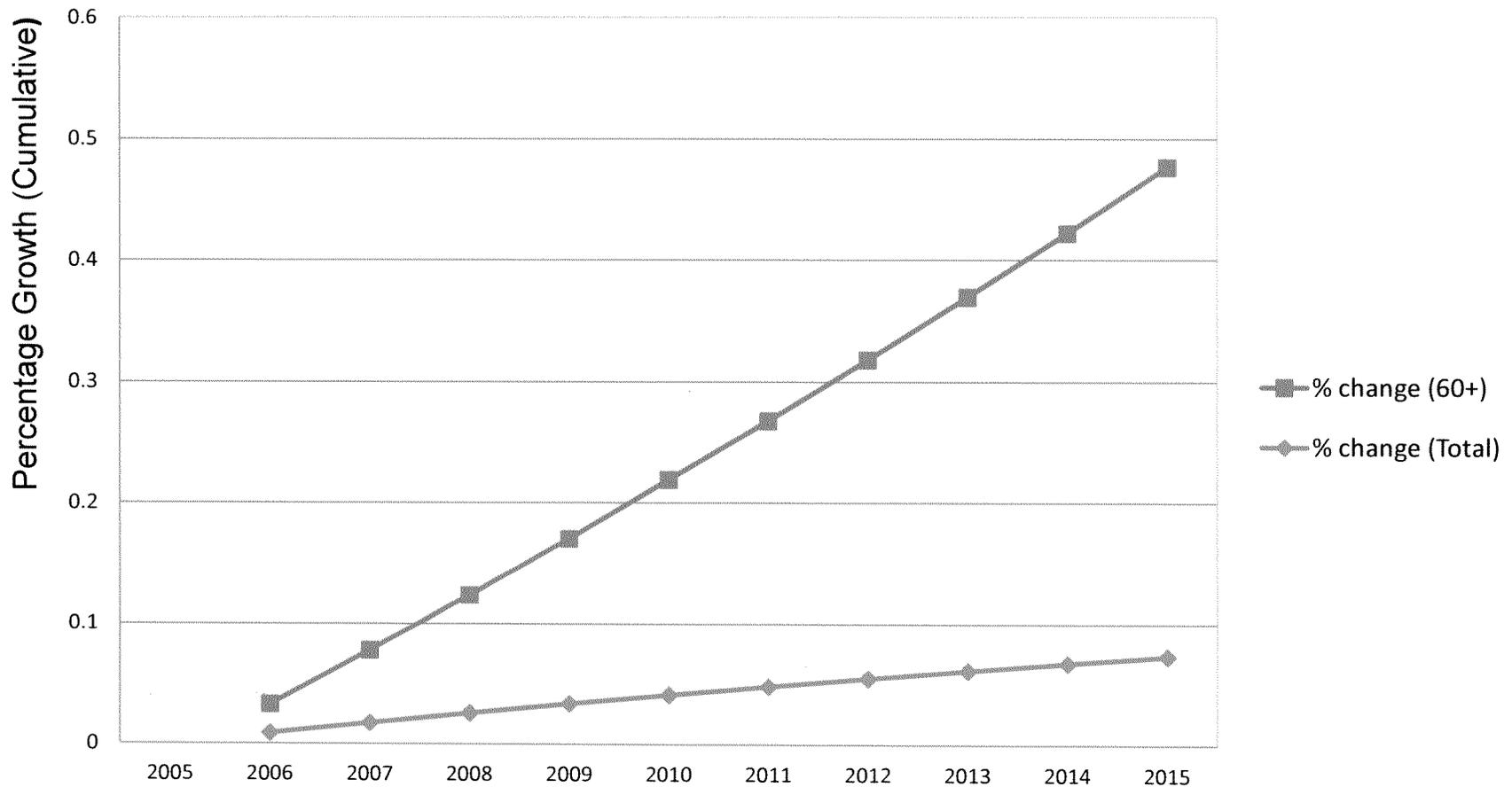
- ensures older adults most in need have access to essential services such as food, transportation, and adult day care;
- administration of Indian and Navajo Area Agencies on Aging

# New Mexico Population Growth, 2005 – 2015

## Total Population versus Individuals Age 60 and Over

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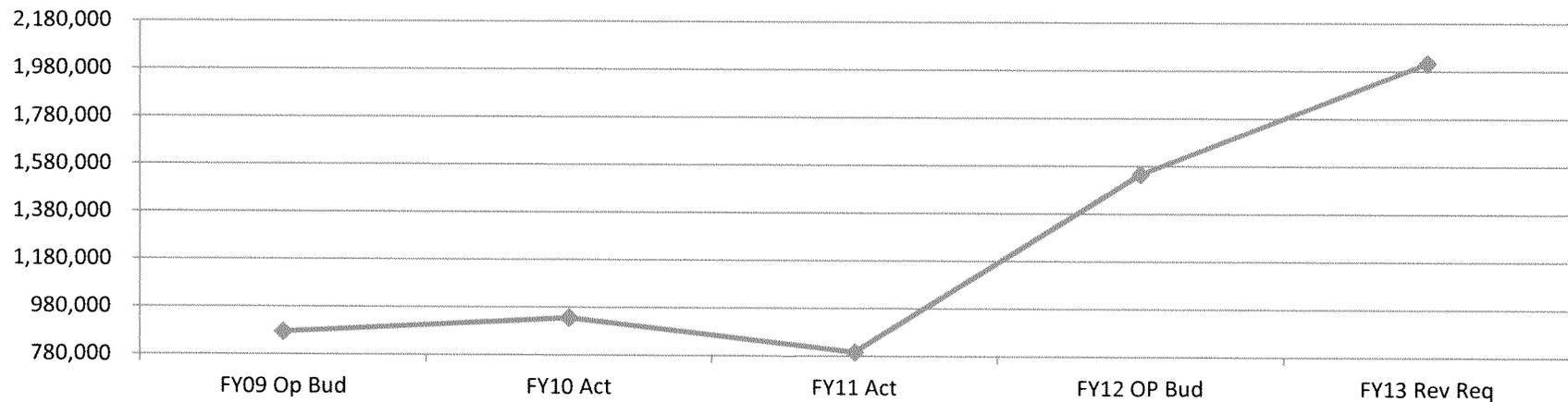
New Mexico Projected Population - Total vs. Age 60+



Sources: US Census and Administration on Aging

# Consumer and Elder Rights Division (CERD) General Fund

## CERD General Fund



**IMPACT:** Funding directly impacts consumer's access to information and assistance on daily life needs and affects capability to provide services. Decreased funding results in potential increased costs to Adult Protective Services, Medicaid, health care and other services the State provides.

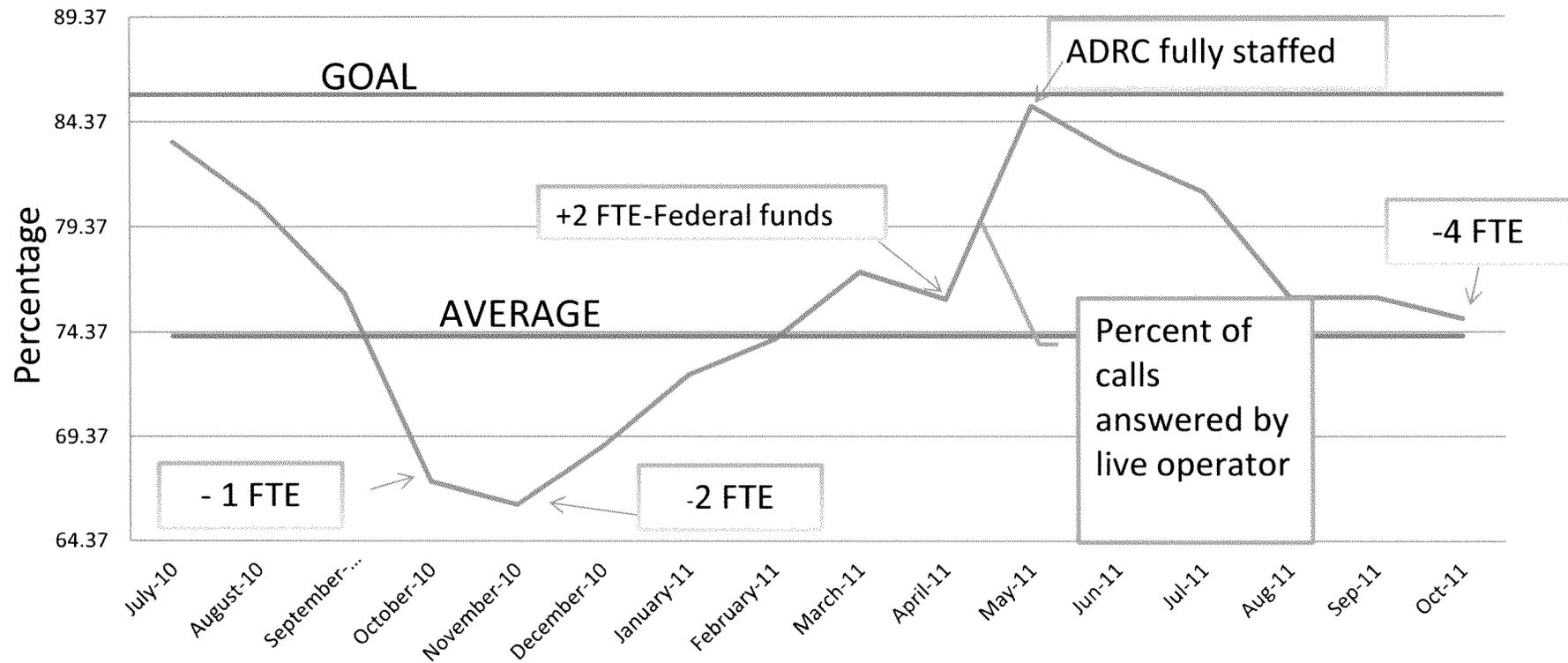
The Aging and Disability Resource Center (ADRC) serves more than 4,200 people a month, connects constituents to a broad array of services and is a visible and trusted source to which people turn for objective information. The ADRC is recognized nationally as an innovative single-point-of-entry for all New Mexicans and is the link that integrates ALTSD services, as well as the services of other state agencies and public/private partners.

Aging And Disability Resource Center: 1-800-432-2080 (toll free in New Mexico)  
Social Services Resource Directory: [www.nmresourcedirectory.org](http://www.nmresourcedirectory.org)

*85% of calls answered*

# The Aging and Disability Resource Center (ADRC)

**FY 11 Vacancy Impact on ADRC Functions and Services**

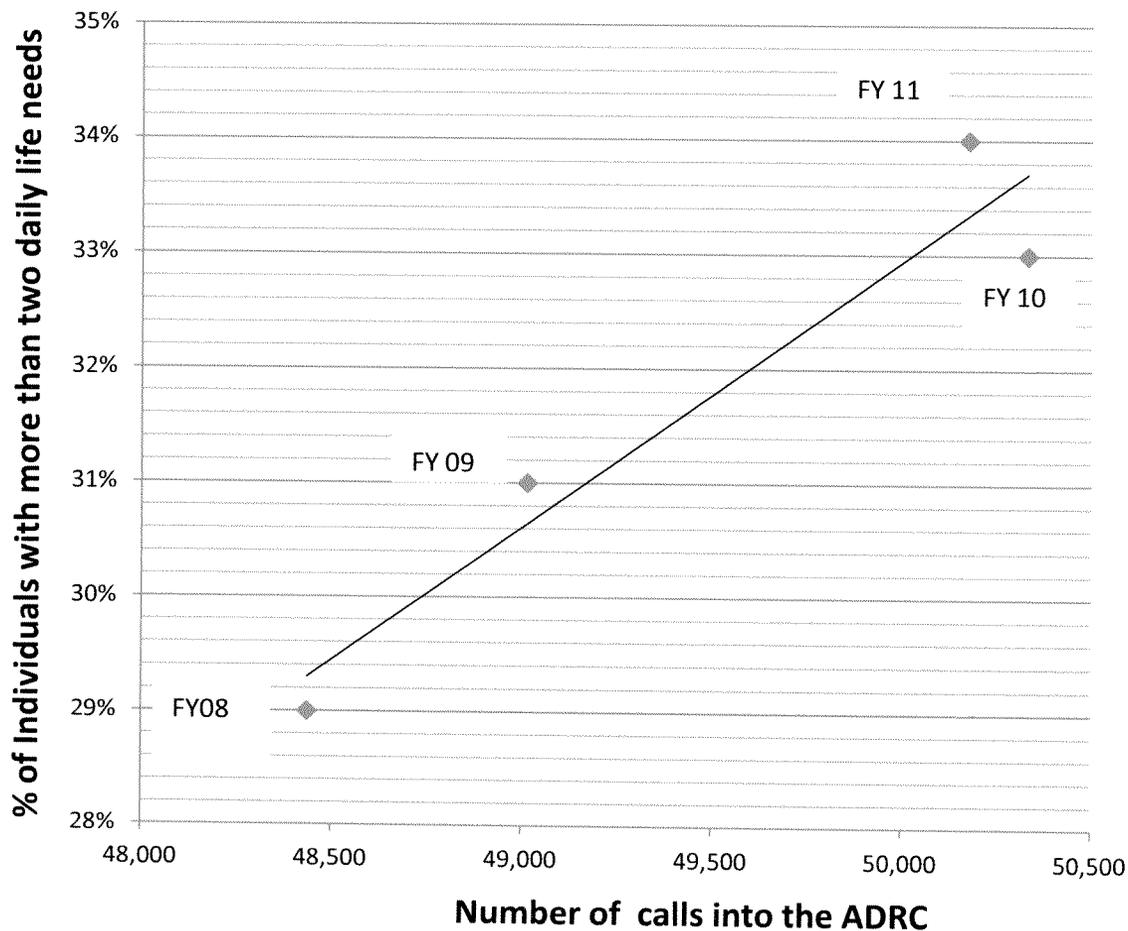


**May 2011:** When fully staffed, 84.37% of calls were answered by a live operator

**October 2011:** Performance decreased with 5 vacancies and a hold on hiring due to loss of Federal funding

# The Aging and Disability Resource Center (ADRC)

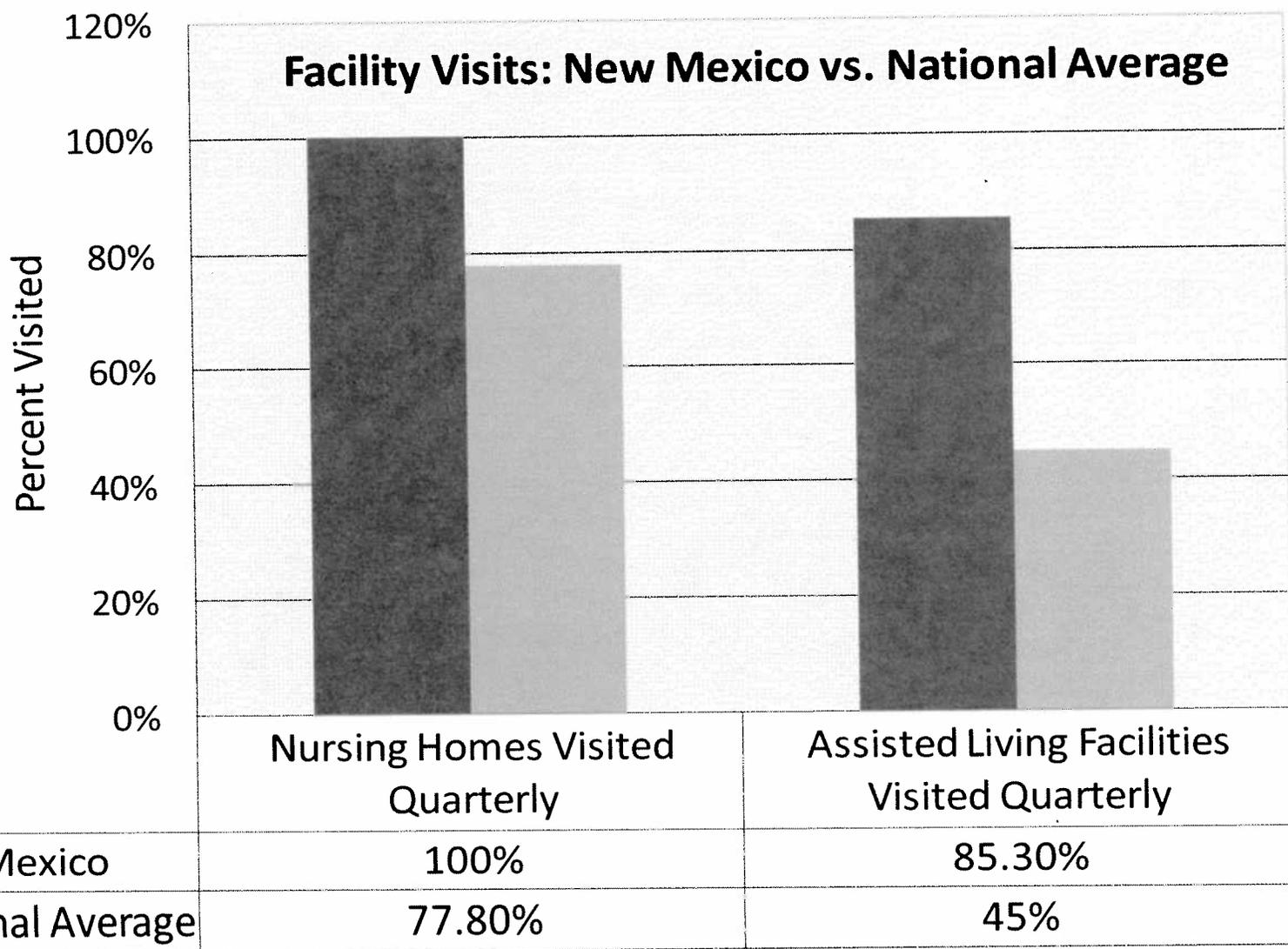
**Number of calls received by the ADRC versus % of individuals with two or more Daily Life Needs**



Daily Life Needs include:

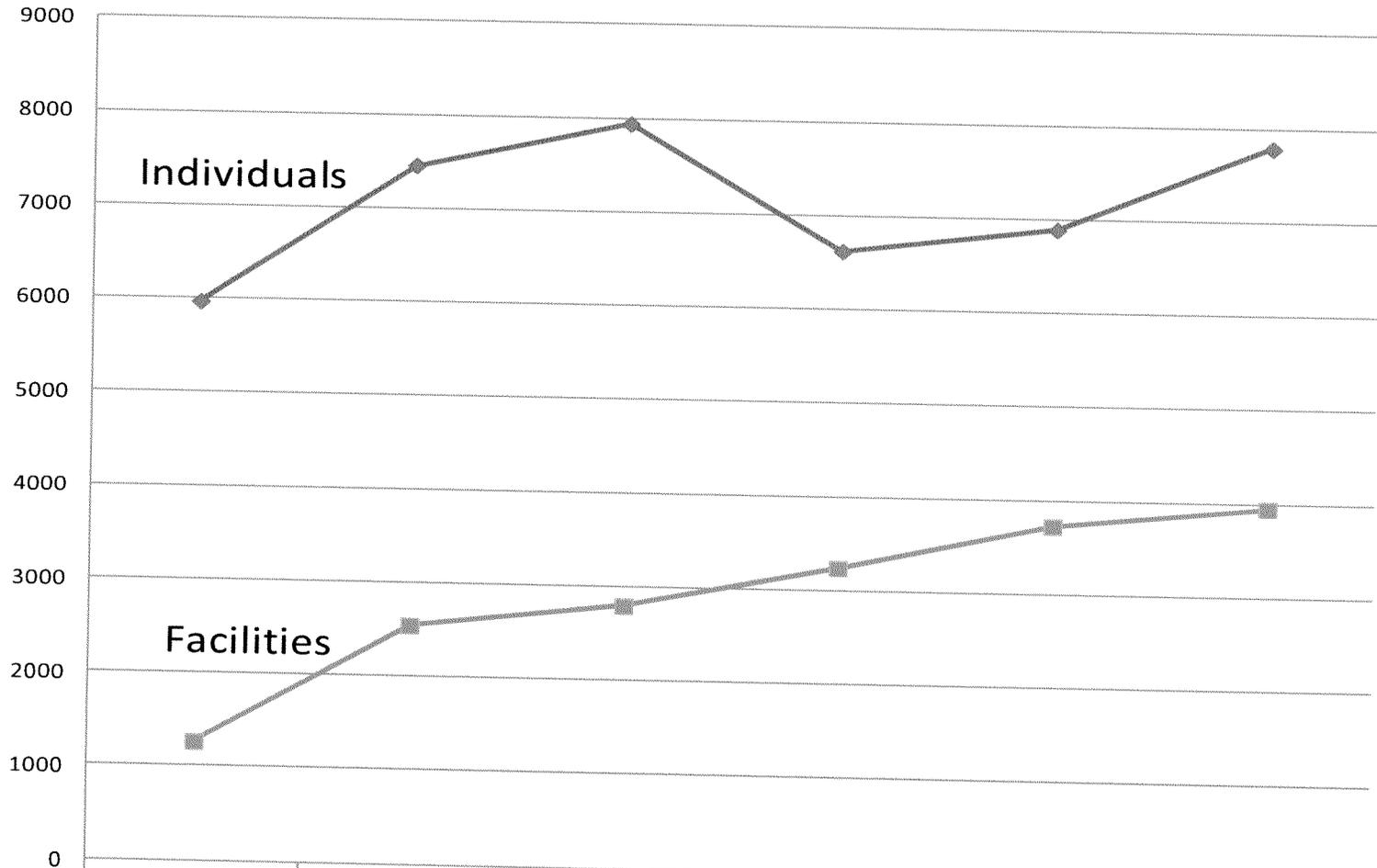
- food
- food preparation
- lighting and heating
- housing services
- transportation
- medical care
- prescription drugs
- public benefit assistance
- long-term care supports and assistance

# State Long-Term Care Ombudsman



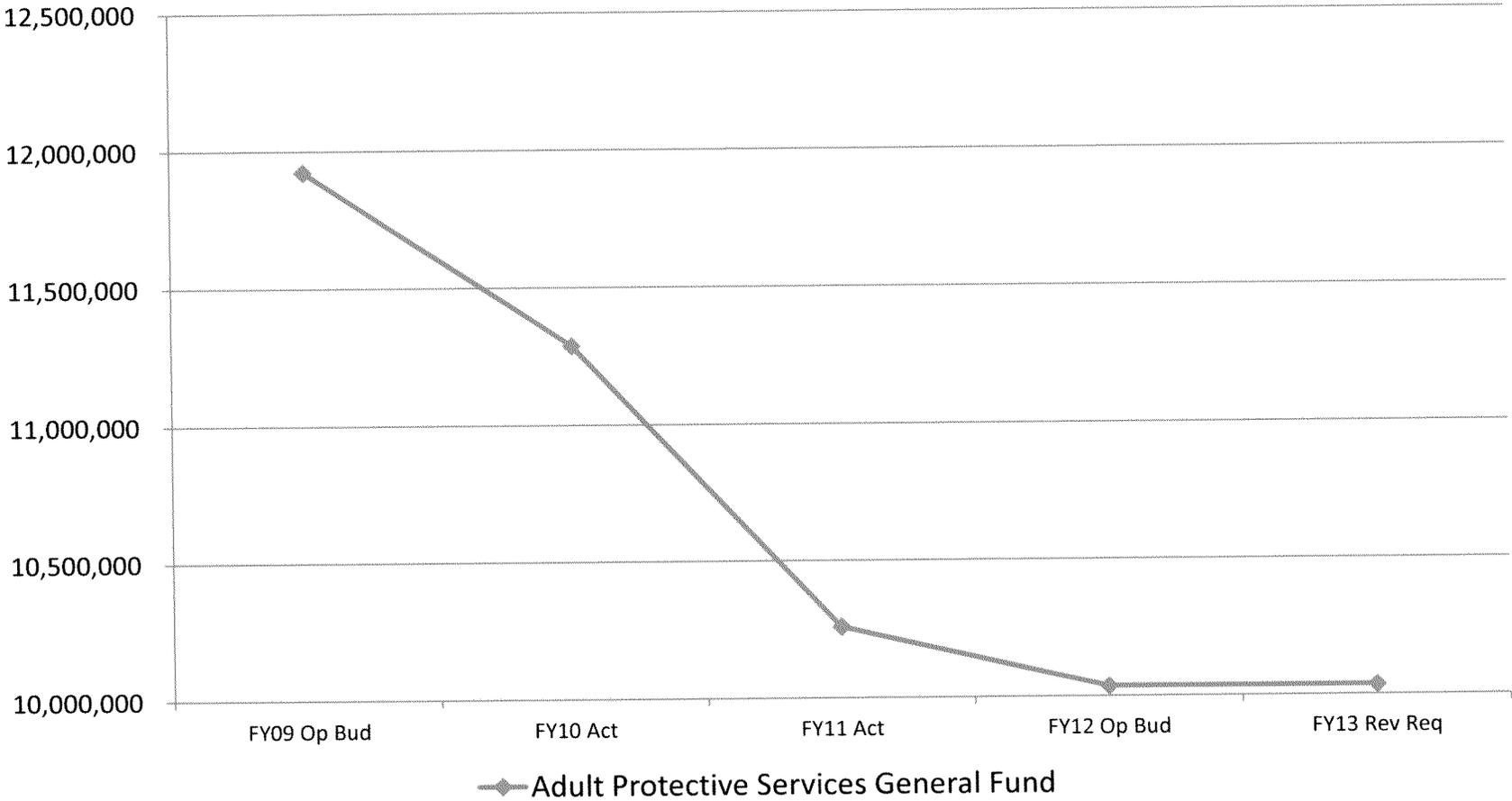
134  
Volunteers  
11000 hrs.

# Ombudsman Consultations



	2005	2006	2007	2008	2009	2010
◆ Individuals	5964	7455	7938	6620	6889	7789
■ Facilities	1256	2542	2792	3236	3723	3945

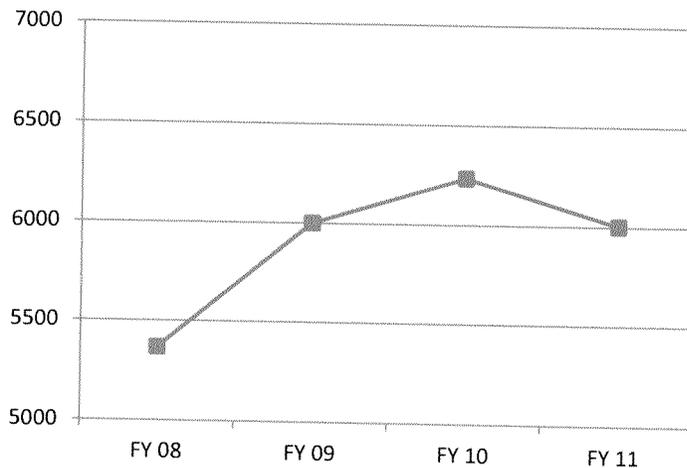
# Adult Protective Services General Fund



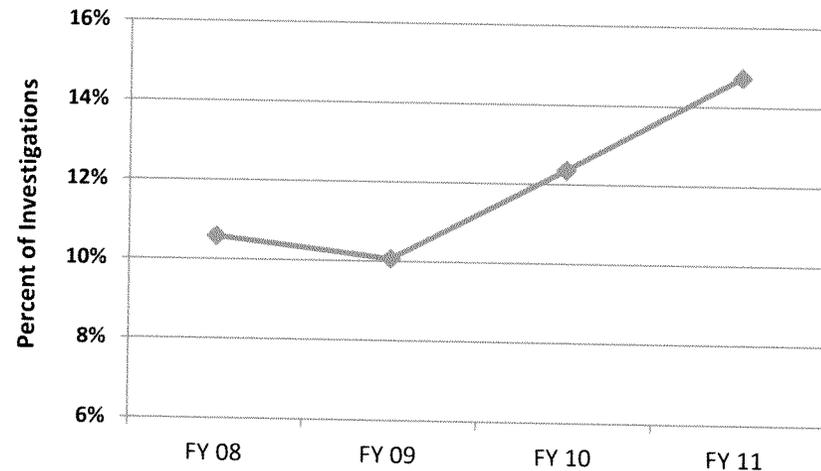
# Adult Protective Services

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### Number of APS Investigations

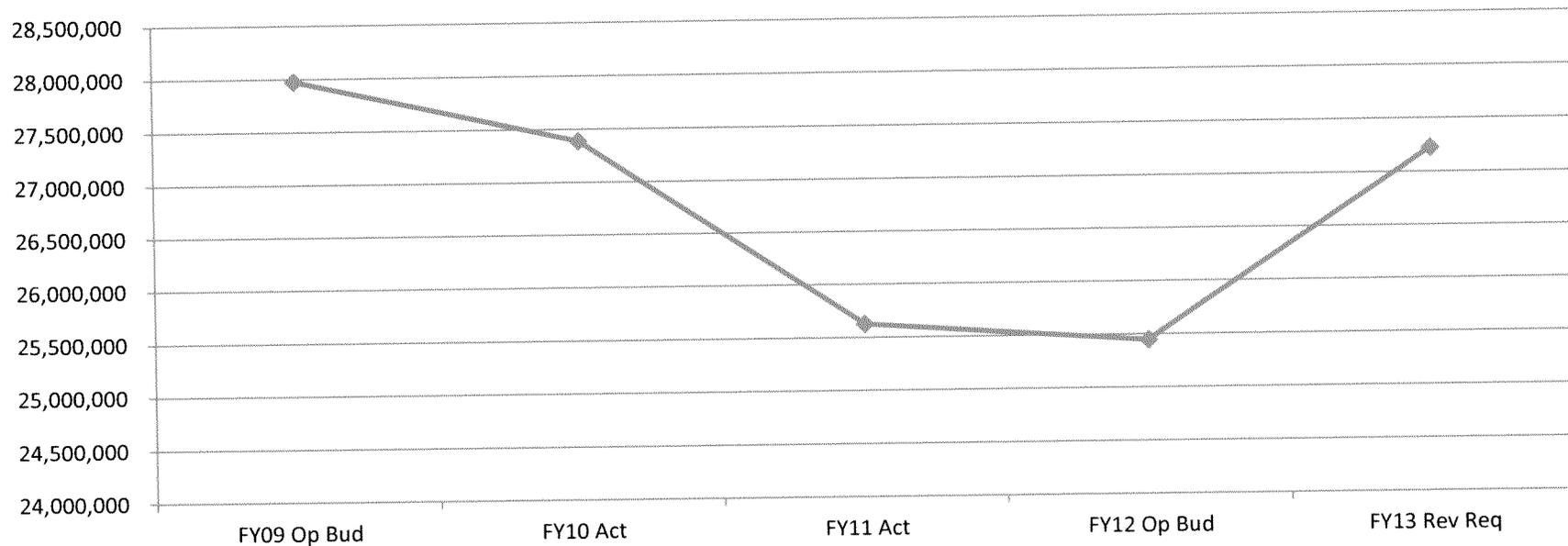


### Cases requiring response in 24 hours or less



**IMPACT:** The number of Adult Protective Services investigations stabilized at slightly over 6,000 for FY11. The percentage of investigations requiring an urgent or emergent response within 24 hours or less increased to 14.7% (883 cases), the highest level on record for Adult Protective Services. Cases requiring a more rapid response generally involve issues of immediate safety and require more caseworker time and skill to successfully resolve.

# Aging Network Division General Fund



**IMPACT:** Increased demand, with level or decreased funding, leads to the likelihood of more homebound people not knowing when or how they will get their next meal; hunger and poor nutrition leads to a myriad of health issues and premature death.

The Department is New Mexico's federally-designated State Unit on Aging serving older individuals by entering into cooperative arrangements with local providers for the provision of supportive services, such as transportation, meals, caregiver support, etc., and multipurpose senior centers.

Services within the division include Employment Programs and the Senior Services Bureau. The Senior Services Bureau supports all Older Americans Act programs, all four Area Agencies on Aging (AAA), Foster Grandparent Program, Senior Companions Program, Retired and Senior Volunteer Program, and other aging network contractors such as Senior Olympics and the New Mexico Alzheimer's Association.

# Aging Network Division

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- Deliver services to over 115,000 older adults throughout New Mexico, particularly in rural, Navajo, and tribal areas
- Safety net for New Mexico's elders and caregivers who promote families remaining together at home
- Help older adults remain active, vital members of their communities, and serve as valuable resources rather than utilizing the State's resources
- Help seniors maintain economic independence and support economic development, particularly in rural areas of the State

# Aging Network Division

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## Nutrition Program

- 51,700 New Mexicans received meals in 33 counties and on all tribal lands

## Caregiver Support Services

- 11,340 caregivers received 9,453 hours of respite care

## Prescription Drug and Disease Management Program

- 7,250 clients provided with prescription drug assistance services

## Older Worker Programs

- Provide training and subsidized employment opportunities statewide

## 50+ Older Worker Connection

- 2,468 job placement opportunities

# Aging Network Division Volunteer Programs – FY11

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## 14 Retired Senior Volunteer Programs (RSVP)

- more than 4,300 volunteers are enrolled at 715 volunteer stations

## 21 Senior Companion Programs

- 338 active volunteers serving approximately 1,352 homebound clients annually

## 22 Foster Grandparent Programs

- with over 460 active volunteers serving approximately 1,840 children annually

# SUMMARY

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- The FY13 General Fund Request is \$42.9 million
- This is a 2.3 million increase compared to the FY12 Operating Budget
- Additional funding maintains levels of service

A generous heart, kind speech, and a life of service and compassion are the things which renew humanity.

- Buddha