

**Performance Report Card**  
**Aging and Long-Term Services Department**  
**Third Quarter, Fiscal Year 2013**

**Performance Overview:** The Aging and Long-Term Services Department (ALTSD) continues to improve the quality of outcome measures to better quantify program results. An improvement in the report is the inclusion of a section on historical and national benchmark data. Some measures such as alleviation of food insecurity and resolution of ombudsman complaints would benefit from adjusting the measure to compare numbers served and the percentage of the totals served. Additionally, some targets need to be adjusted upwards based on historical experience.

<b>Consumer and Elder Rights Program</b>		Budget: \$3,456.6	FTE: 47.5	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
1	Number of ombudsman complaints resolved*			3,398	3,728	3,900	942	1,186	999	<b>G</b>
2	Percent of people accessing consumer and elder rights programs in need of two or more daily living services who are satisfied with the information, referral and assistance received*			34%	40%	40%	42%	45%	45%	<b>G</b>
3	Percent of calls to the aging and disability resource center that are answered by a live operator			83.1%	79.3%	85%	74%	71%	75%	<b>R</b>
<b>Program Rating</b>				<b>Y</b>	<b>Y</b>					<b>Y</b>
<p>Comments: The ombudsman program addressed 4.5 times the average number of complaints in nursing and assisted living facilities than were reported in eight other states that have a comparable number of nursing and assisted living facility beds (i.e., DE, ID, ME, MT, ND, NH, NV, SD). New Mexico, like other states, from FY08 to FY12 had an 11.5 percent average annual decrease in the number of complaints resolved. A care coordination model was developed at the resource center in response to the complexity of care needs. The aging and disability resource center maintains a high vacancy rate which affects performance in answering calls with a live operator.</p>										
<b>Aging Network Program</b>		Budget: \$36,088.6	FTE: 1.5	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
4	Percent of older New Mexicans whose food insecurity is alleviated by meals received through the aging network*			51,708	52,703	50%	40%	48%	54%	<b>G</b>
5	Number of hours of respite care provided			374,907	358,981	370,000	98,098	96,875	88,919	<b>G</b>
<b>Program Rating</b>				<b>G</b>	<b>G</b>					<b>G</b>
<p>Comments: For measure 4, in FY13 the department began using a benchmark from the 2010 study of senior hunger by the Meals on Wheels Research Foundation, Inc., based on the U.S. Department of Agriculture's definition of food insecurity. This study reported 21.2 percent (83,187) of New Mexican seniors, ages 60 and over, were estimated to have food insecurity, which ranks second in the nation. The department reports that with the rising cost of food and fuel, budget increases supported current service levels, not service increases. The department adjusted the FY13 target for measure 5 from 115,000 to 370,000 to account for the addition of respite hours for adult day care and homemaker services.</p>										
<b>Adult Protective Services Program</b>		Budget: \$12,605.3	FTE: 132	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
6	Number of adults receiving adult protective services investigations of abuse, neglect, or exploitation*			6,004	5,824	6,000	1,543	1,452	1,434	<b>G</b>
7	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*			n/a	n/a	95%	96.3%	97%	98%	<b>G</b>
<b>Program Rating</b>				<b>G</b>	<b>Y</b>					<b>G</b>
<p>Comments: The number of investigations is on track to meet the year-end target. There are no national benchmark measures that are comparable with the new measure 7. The former measure tracked the percent of adult protective services investigations requiring an emergency or priority response within 24 hours or less.</p>										
<b>Suggested Performance Measure Improvement</b>										
Staff recommends the department add a measure of incidences of abuse, neglect and exploitation.										

\* Denotes House Bill 2 measure