

New Mexico
Aging and Long-Term Services
Department



FY17
2nd Quarter Report
Key Performance Measures

Agency 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

Strategic Priorities

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

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

Cabinet Secretary

Myles Copeland

Aging and Disability Resource Center

1-800-432-2080

Adult Protective Services Intake

1-866-654-3219

FY17 Agency Key Performance Measures

1. Percent of ombudsman complaints resolved within sixty days
2. Percent of residents requesting short-term transition assistance from a nursing facility who remained in the community during the six month follow-up
3. Percent of calls to the aging and disability resource center that are answered by a live operator
4. Number of adult protective services investigations of abuse, neglect, or exploitation
5. 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
6. Percent of older New Mexicans whose food insecurity is alleviated by meals received through the aging network
7. Number of hours of caregiver support provided

Agency Programs

Program Support

- 1) Capital Projects Bureau

Consumer and Elder Rights

- 1) Aging and Disability Resource Center (ADRC)
 - a) Long-Term Options Counseling and Short-Term Assistance
 - b) Information and Assistance
 - c) Medicaid Choice Counseling
 - d) Benefit Counseling
 - e) Health Care Fraud Prevention
 - f) Prescription Drug Assistance (PDA)
 - g) Adult Protective Services (APS) Intake
 - h) New Mexico Social Services Resource Directory (SSRD)
 - i) ADRC Web Chat
 - j) New Mexico Veteran Directed HCBS Program (VD-HCBS)
- 2) State Long-Term Care Ombudsman Program (SLTCOP)
- 3) Care Transition Bureau (CTB)

Adult Protective Services

Aging Network

- 1) Senior Services Bureau
- 2) Indian Area Agency on Aging
- 3) Senior Employment Programs
- 4) Office of Alzheimer's and Dementia Care
- 5) New Mexico Conference of Aging

Program Support

Purpose of Division

To provide clerical, record keeping and administrative support in the areas of personnel, budget, procurement and contracting to agency staff, outside contractors and external control agencies to implement and manage programs.

Budget

<u>General Fund</u>	<u>Federal Funds</u>	<u>Total</u>
\$3,544.7 (Reduced from \$3,751.0)	\$624.0	\$4,168.7 (Reduced from \$4,375.0)

Programs

Capital Projects Bureau (CPB)

The CPB is responsible for coordinating the funding and administration of capital projects under the statutory authority of The Aging and Long-Term Services Department (ALTSD).

Capital outlay appropriations are made to ALTSD to fund aging network capital projects statewide. Such projects include those awarded to both local government and tribal government providers for renovation and construction projects, as well as for the purchase of vehicles and large equipment, such as commercial kitchen equipment. CPB staff work closely with area agencies on aging (AAA), aging network providers and local and tribal governments throughout the state to prepare an annual capital outlay legislative request for aging network projects. The CPB is responsible for administering the capital outlay projects, contracting with the funded entities, and monitoring the status of each project, including the budget and expenditures. The CPB also tracks all capital appropriations and fiscal information, monitors the expiration dates of capital appropriations and ensures timely reversions of expired appropriation balances.

CPB staff provide training and technical assistance to funded entities with regard to planning, project management and administration of capital project appropriations.

Consumer and Elder Rights

Purpose of Division

To provide current information, assistance, counseling, education and support to older individuals and persons with disabilities, residents of long-term care facilities and their families and caregivers that allow them to protect their rights and make informed choices about quality service.

Budget

<u>General Fund</u>	<u>Transfers (HSD)</u>	<u>Federal Funds</u>	<u>Total</u>
\$ 1,809.8 (Reduced from \$1,915.1)	\$692.7	\$1,370.3	\$3,872.8 (Reduced from \$3,978.1)

Programs

Aging and Disability Resource Center (ADRC)

The Department's ADRC serves more than 4,200 people a month, connecting constituents to a broad array of services. The ADRC provides objective information assisting New Mexico's older adults, caregiver's and adults with disabilities and their families through a telephonic, web-based, and community-based point of entry system. The ADRC integrates access to numerous programs and services, which has resulted in increased efficiency and availability of services throughout New Mexico. The ADRC reaches out to all of the state's 33 counties and 23 tribal nations, providing access to information, assistance, referrals, option counseling and advocacy to maximize personal choice and independence for older adults, adults with disabilities and their caregivers. ADRC staff offers options about services and supports and empowers people to make informed decisions.

Connects New Mexicans to a broad array of services and programs, including:

Long-Term Options Counseling and Short-Term Assistance

ADRC counselors empower individuals to make informed decisions about Long-Term Services and Supports (LTSS). Short-term assistance connects individuals to available services and supports and help consumers obtain benefits for which they are eligible.

Information and Assistance (I & A)

I & A is the consumer's gateway to information, assistance, and access to services and supports. Counselors provide information on community services and supports throughout the state, as well as information and education on understanding and living with disabilities, connecting to wellness programs, and staying healthy and independent.

Medicaid Choice Counseling

The ADRC can educate callers on Medicaid benefits and services, assist in selection of Managed Care Organization and educate callers on Self-Directed Community Benefit.

Benefit Counseling

The ADRC's State Health Insurance Programs (SHIP) can provide answers to questions and concerns regarding private and government benefit programs. It does not sell, endorse or recommend any specific insurance or other health plans. The ADRC offers one-on-one benefit counseling and assistance to people with Medicare and their families ensuring that New Mexicans receive accurate, unbiased information about health care options and other entitlements.

Health Care Fraud Prevention

Senior Medicare Patrol (SMP) helps Medicare and Medicaid beneficiaries avoid, detect, and prevent health care fraud. The ADRC can teach Medicare beneficiaries how to protect their personal identity, identify and report errors on their health care bills, and identify deceptive health care practices.

Prescription Drug Assistance (PDA)

The PDA program assists uninsured and under-insured individuals obtain the medications they need at a cost they can afford. This program can also provide a voucher to allow eligible enrollees to obtain free prescriptions, up to \$300 while awaiting shipment from drug companies.

Adult Protective Services (APS) Intake

The ADRC intake function is a key component of New Mexico's 24/7 adult protective coverage and its system. Staff take reports of alleged abuse, neglect, or exploitation of an adult in New Mexico.

The New Mexico Social Services Resource Directory (SSRD)

The SSRD provides an easy way to access up-to-date, comprehensive services offered by national, state, and local social service providers.

The ADRC Web Chat

This new feature allows consumers to easily access information quickly and by methods which include increasingly popular mobile devices.

New Mexico Veteran Directed HCBS Program (VD-HCBS)

This newly launched program provides veterans of all ages the opportunity to receive participant-directed home and community-based services, enabling them to avoid nursing home placement and to continue to live in their homes and communities. The VA Medical Center refers eligible veterans to the ADRC that assists them to manage a flexible budget, decide for themselves what mix of services will best meet their personal care needs, may hire their own personal care aides, including family or neighbors, and purchase items or services in order to live independently in the community.

Care Transition Bureau (CTB)

The CTB 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 work 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.

State Long-Term Care Ombudsman Program (SLTCOP)

The SLTCOP 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.

Adult Protective Services

Purpose of Division

To investigate reports of abuse, neglect, or exploitation of adults who do not have the capacity to protect themselves and to provide short-term services to prevent continued abuse, neglect, or exploitation.

Budget

<u>General Fund</u>	<u>Internal Transfer</u>	<u>Total</u>
\$10,525.3 (Reduced from \$11,137.9)	\$2,498.6	\$13,023.9 (Reduced from \$13,636.5)

Program

Adult Protective Services (APS)

APS is mandated by state law to provide a system of protective services and to ensure availability of those services to abused, neglected or exploited adults 18 years of age or older, who do not have the ability to self-care or self-protect. 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.

Aging Network Division

Purpose of Division

To provide supportive social and nutrition services for older individuals and persons living with disabilities so they can remain independent and involved in their communities. To provide training, education, and work experience to older individuals so they can enter or re-enter the work force and receive appropriate income and benefits.

Budget

<u>General Fund</u>	<u>Other State Funds</u>	<u>Federal Funds</u>	<u>Total</u>
\$28,529.2 (Reduced from \$30,189.6)	\$150.0	\$10,557.6	\$39,236.8 (Reduced from \$40,897.2)

Programs

Senior Services Bureau (SSB)

SSB provides contract management and support for New Mexico's three area agencies on aging (AAA)– the Navajo AAA, the ABQ/Bernalillo County AAA and the Non-Metro AAA, as well as for New Mexico Senior Olympics, Legal Resources for the Elderly, and the Retired Senior Volunteer, Foster Grandparent, and Senior Companion Programs. Area agency contractors, the majority of which are senior centers, provide congregate and home-delivered meals, transportation, social services, in-home services, health promotion, adult day care and other supportive services.

Indian Area Agency on Aging (IAAA)

IAAA contracts with New Mexico's nineteen Pueblos and two Apache Nations. Tribal contractors provide congregate and home-delivered meals, transportation and social services, such as caregiver support and in-home services. Some centers also provide adult day care and/or volunteer programs.

Employment Programs Bureau

This program provides a federally-funded older worker training program, a state-funded senior employment program, and the *50+ Employment Connection*. The Bureau administers one of three federally-funded older worker training programs in New Mexico. The Bureau operates a statewide, state-funded senior employment program. The program's intent is to support the aging network through the allocation of subsidized positions and contribute to economic development throughout New Mexico. *50+ Employment Connection* staff help older workers to prepare for and secure meaningful employment. The program operates in Santa Fe, Albuquerque, Rio Rancho, Roswell, and Ruidoso.

Office of Alzheimer's Disease and Dementia Care

This program implements *The New Mexico State Plan for Alzheimer's Disease and Related Dementias*. The Office identifies, facilitates, and manages collaborative partnerships among an array of public agencies and private organizations to further the plan's goals and to support New Mexico's family caregivers. The Office manages a contract with the Alzheimer's Association, New Mexico Chapter, and a contract with Pegasus Legal Services that facilitates support for grandparents raising grandchildren and other kinship caregivers.

New Mexico Conference on Aging

Since 1978, the Department has sponsored the annual New Mexico Conference on Aging offering older adults, caregivers, and professionals who work with them an opportunity to learn and network in an environment that supports independence and dignity. This is one of the few conferences attended by both older adults and professionals in equal numbers; the approximately 1,500 people who attend each year are reflective of New Mexico's ethnic and cultural diversity. The cornerstone of the Conference is its numerous and varied workshops. The Conference is self-supporting; no state general funds are used to implement this event.

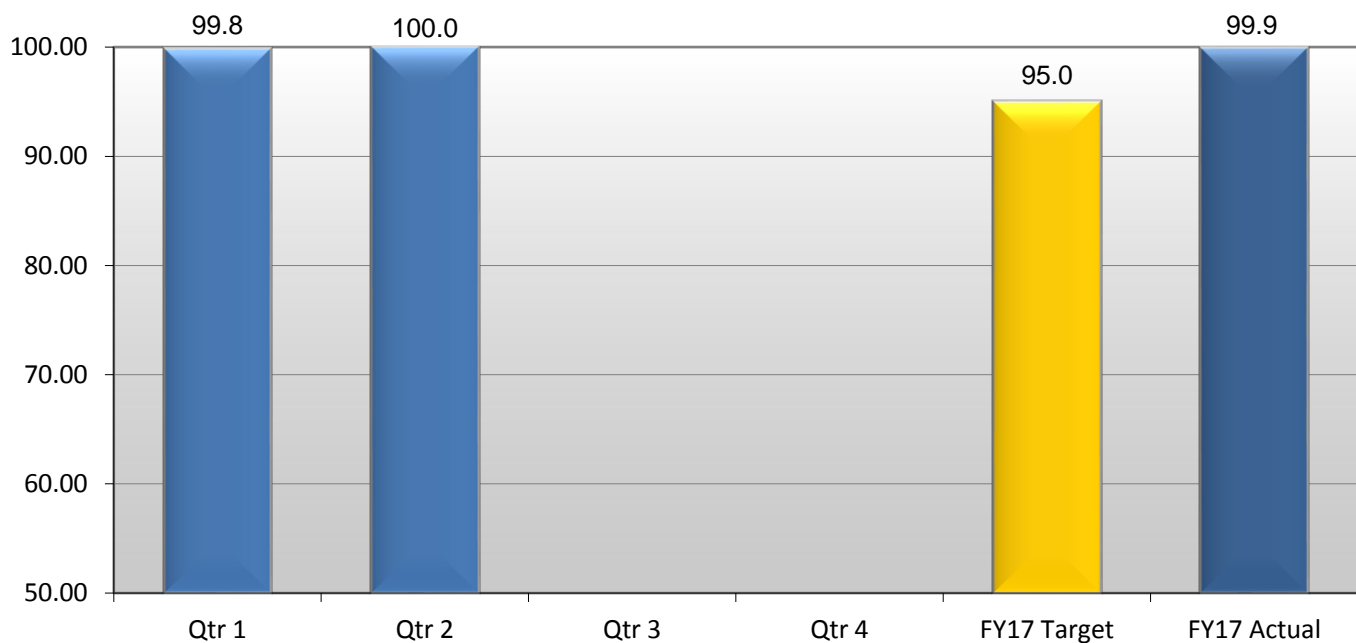
Key Performance Measure 1: Percent of Ombudsman complaints resolved within sixty days

FY17

Target:	95%
2nd Quarter Result:	100%
Year-to-date Result:	99.9%

Explanation of performance for Quarter and YTD: The number of complaints resolved is dependent on numerous variables. Some of these include the number of volunteers, the level of activity of each volunteer, the number of issues resolved at the consultation stage before reaching the complaint stage, changes in program staffing, staffing levels, and staff turnover in facilities that impact quality of care. The second quarter FY17 average number of days to close a complaint was 32.

Percent of Ombudsman Complaints Resolved within Sixty Days



Strategic Priority Served: Safeguard Vulnerable Adults and Elders

Program and Summary: The State Long-Term Care Ombudsman Program (SLTCOP) 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. The SLTCOP's primary duty is to investigate and resolve complaints made by or on behalf of residents. In the second quarter FY17, 799 complaints were addressed for residents of nursing homes and assisted living facilities.

Methodology: A complaint is a resident concern or issue brought to the attention of the SLTCOP that is appropriate for investigation and requires resolution. The complaint can be resolved to the resident's satisfaction or referred to a regulatory agency for additional investigation. Every complaint that is investigated is closed with a disposition (outcome). Two complaint measures are highlighted for purposes of this quarterly report:

- *Total* complaints (all complaints addressed in second quarter FY17, but in varying stages of disposition. This may include complaints opened in the previous quarter and closed in this quarter)
- *Percent of complaints resolved within 60 days in this quarter* (Based on complaints opened and closed specifically in second quarter FY17
The percent is calculated from the OmbudsManager report titled “Summary Report on Complaint Dispositions”. For each quarter, total complaints with a disposition are divided by the total complaints received (in that quarter only). This equals the percent of complaints resolved.

FY17 Results

- Complaints (number, increase or decrease, and why) - there were 799 total complaints during the second quarter - a decrease of 97 complaints in comparison to the previous quarter
Percent of second quarter complaints resolved within 60 days: 100%
- Average number of days to resolve a complaint: 32
- Volunteer hours and contacts (duplicated and unduplicated) - Volunteer Ombudsmen contributed 1,780 hours of service, a decrease of 205 hours from the previous quarter
- Volunteers met with 973 residents for the first time, and logged 7,349 repeat visits
- Visited 93% of nursing homes during second quarter FY17 (71)
- Visited 77% of assisted living facilities during second quarter FY17 (184)
- Provided eight sessions of *Resident Rights* education to public and private/industry
- Provided 2,341 consultations, an increase of 667 from the previous quarter

FY17 Results	1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	Annual
Number of complaints resolved in nursing homes	600	537			1,137
Number of complaints resolved in assisted living	294	260			554
Number of complaints resolved in other settings	2	2			4
Total	896	799			1,695
Percent of complaints resolved within 60 days	99.8	100			99.9
Average number of days to resolve a complaint	22	32			27
Consultations	1,674	2,341			4,015
Number of active volunteers	70	62			66
Number of first-time resident contacts	942	973			1,915
Number of repeat visits with residents	7,081	7,349			14,430
Number of new volunteers trained/certified	4	6			10

Trend and Benchmark

- Sources of Data: Staff and volunteer Ombudsmen
- Benchmark Data: National Ombudsman Reporting System (NORS) Federal Fiscal Year data for the average number of complaints in nursing and assisted living facilities reported nationally and in eight states, which have a comparable number of nursing and assisted living facility beds - DL, ID, ME, MT, ND, NH, NV and SD. Number of complaints fluctuate from year to year. New Mexico’s complaint trends have aligned with national complaint trends, in that there has been a general downward trend in number of complaints over the past years from FY09-FY14, with a slight uptick in complaints in FY15. **National data for FY16 is not yet available.*

State Fiscal Year	Complaints Resolved within 60 days	National Benchmark average/state
FY13	4,116/4,191= 98.2%	3,737
FY14	3,919/3,938= 99.5%	3,684
FY15	4,018/4,087= 98.3%	3,906

The SLTCOP has a proactive training and consultation initiative to reduce the number of complaints in nursing homes and assisted living facilities. The intent of the preventative effort is to educate and interact with residents, families, facility representatives and the general community such that issues and concerns are dealt with prior to becoming a complaint. The goal of the proactive effort is to positively impact the quality of life of vulnerable adults.

Factors contributing to fluctuation in numbers

Fluctuations in numbers from quarter to quarter are influenced by a combination of factors. Factors that most consistently contribute to fluctuations in performance results are: the level of experience in the current SLTCOP volunteer pool, the number of reports received from volunteers, facility staffing and census, type of complaints reported, and changes in program staffing.

Types of complaints

The types of complaints in nursing and assisted living facilities are varied and can take from a day to several months to resolve. Some of the typical complaints can be about care, food, living environment, activities and social services.

The top five complaints resolved during the second quarter of FY17 were:

- Response to complaints
- Food - service, quantity, quality, variation, choice, condiments, utensils, menu
- Equipment/building - disrepair, hazard, poor lighting, fire safety, not secure
- Failure to respond to requests for assistance
- Dignity, respect – staff attitudes

Ombudsman Action Plan

Action	Responsibility	Timeline
1. Recruit volunteer Ombudsman	Ombudsman staff	Ongoing
2. Train volunteer Ombudsman		
3. Visit residents	Staff and Volunteers	Ongoing
4. Resolve complaints	Staff and Volunteers	Ongoing
5. Complete reports	Staff and Volunteers	Ongoing
6. Train facility personnel and LTC stakeholders on topics of resident to resident mistreatment and working with challenging people	Staff and Volunteers	Ongoing

Key Performance Measure 2: Percent of residents requesting short-term transition assistance from a nursing facility who remained in the community during the six month follow-up.

FY17

Target: 85%
 2nd Quarter Result: 92%
 Year-to-date Result: 86%

Explanation of performance for Quarter and YTD

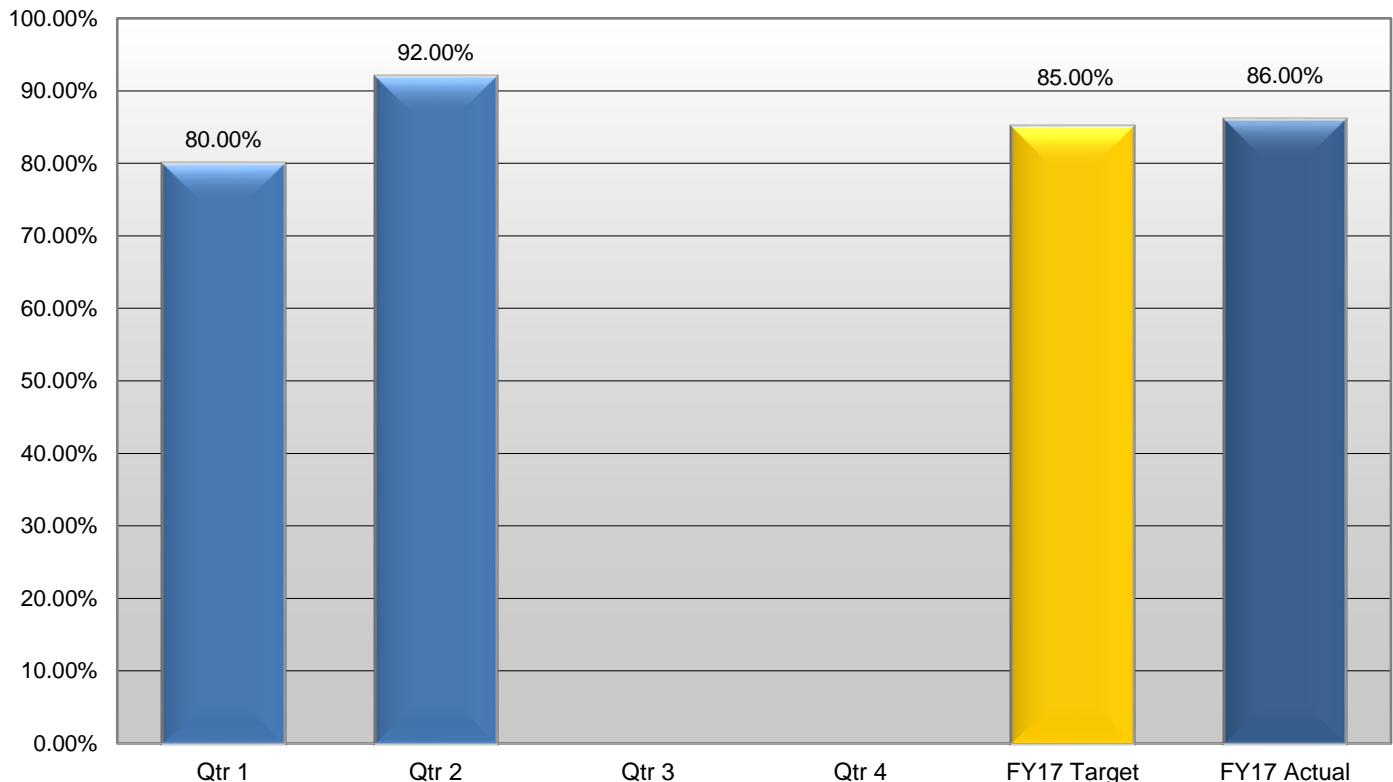
During the second quarter of FY17, 92% of residents requesting short-term transition assistance from a nursing facility remained in the community during the six-month follow-up.

	1 st Q	2 nd Q	3 rd Q	4 th Q	Annual
Percent who remained in the community	80%	92%			86%

211 of the 230 residents who were assisted by the Care Transitions Bureau (CTB) during the second quarter FY17, requesting short-term transition assistance from a nursing facility remained in the community during the six-month follow-up.

The Care Transitions Bureau reports a significant increase in referrals for quarter two. CTB was able to add additional FTE’s in Albuquerque and in Santa Fe during this reporting year to accommodate the increase in referrals. The two additional FTE’s supported the program and ensured that initial contact with residents was completed within a 24 to 72 hour period. Long-term growth in the populations of elders and caregivers is expected to continue to increase; CTB anticipates a steady request for assistance of referrals for the remainder of the fiscal year.

Percent of residents who remained in the community



During the first quarter, some of the factors that contributed to residents requesting short-term assistance and not remaining in the community during the six-month follow-up were:

- Residents not understanding the CTB program prior to accepting the transition,
- Residents passing away,
- Residents refusing services, and
- Residents who returned to a nursing facility.

Strategic Priorities Served: Support Caregivers; Encourage Healthy and Independent Aging

Program and Summary: The Consumer and Elder Rights Division (CERD) created the CTB in FY14 to assist residents transitioning from long-term care facilities back into the community setting. The program also offers a short-term community support program to individuals to connect them to programs and services that will help them remain in a community-based setting of their choice.

The CTB provides a person-centered approach and face-to-face assistance regarding available choices and advocates, assists, and ensures that services are delivered within the appropriate time.

The CTB maintains a partnership with the Aging and Disability Resource Center (ADRC). Residents in nursing facilities can call the ADRC and speak to an options counselor about information to return to their community. Counselors will register residents for the Medicaid Waiver and a referral is sent to CTB to follow up.

All interactions with the resident, legal representative, family members, care coordinators, and other team members throughout the transition process are documented in the Social Assistance Management System (SAMS).

Methodology: The measure is calculated by dividing the number of consumers who remained in the community by the total number of residents who were assisted by the CTB. The measure indicates the degree of success each resident demonstrates by remaining in their community-based home for an extended period of time. The long-term services and supports received by the majority of residents that have transitioned from long-term care to a community-based setting support ongoing community-based living. The percent of individuals who remained in the community for six months after discharge demonstrates a successful transition, with a likelihood that they will remain in the community indefinitely.

Trend and Benchmark

- Source of Data: Social Assistance Management System (SAMS) database queries
- The benchmark is based on the past fiscal (FY15) year data collected from the CTB. There is no national benchmark.

Care Transition Bureau's Action Plan

Action	Responsibility	Timeline
1. Ensure CTB assesses resident when a referral is made within 24-72 hours, so that individuals are adequately identified and needs are addressed	CTB Staff	Daily
2. Implement a service and support action plan directed by the resident	CTB Staff and Supervisors upon clinical review	Daily
3. Evaluate consumer file to determine if the correct service and support action plan was given to consumer based assessment	CTB Supervisor	Daily
4. Ensure all CTB cases are followed up within case timeframe to ensure services are in place	CTB Staff and Supervisor	Daily
5. Continued training of coordinators in options counseling and assessment tool to include documentation in internal database	CTB Supervisor and Bureau Chief	Monthly
6. Follow up for six months post-discharge to assist in resolving any issues and ensure a successful transition	CTB Staff and Supervisor	Monthly

Key Performance Measure 3: Percent of calls to Aging and Disability Resource Center that are answered by a live operator

FY17

Target: 85%
2nd Quarter Result: 82%
Year-to-date Result: 81%

Explanation of performance for Quarter and YTD

During the second quarter FY17, 82% of the calls to the ADRC were answered by a live operator.

	1 st Q	2 nd Q	3 rd Q	4 th Q	Annual
Total calls	10,514	9,769			20,283

The ADRC received 9,769 calls (average of 163 per day), of which 8,010 were answered by a live operator. This represents a 10% decrease in calls compared to the same quarter in FY15. During Medicare Open Enrollment (October 15-December 7), there were no major changes to healthcare plans and fewer Medicare beneficiaries changing their plans, resulting in fewer calls to the ADRC. The two percent improvement in live call answer ratio for first quarter FY17 was due to two additional FTE being available to answer calls. During the second quarter FY17, the ADRC had one vacant position due to a promotion, with the position being filled mid-January 2017.

Of the 9,769 calls received, 1,700 callers left a voice message and their calls were returned within two to three hours by non-ADRC staff. The ADRC Spanish call queue had the lowest percentage answered due to having only three FTE to assist callers. To address this the ADRC has hired a bilingual supervisor and recruited a bilingual employee who will start mid-January.

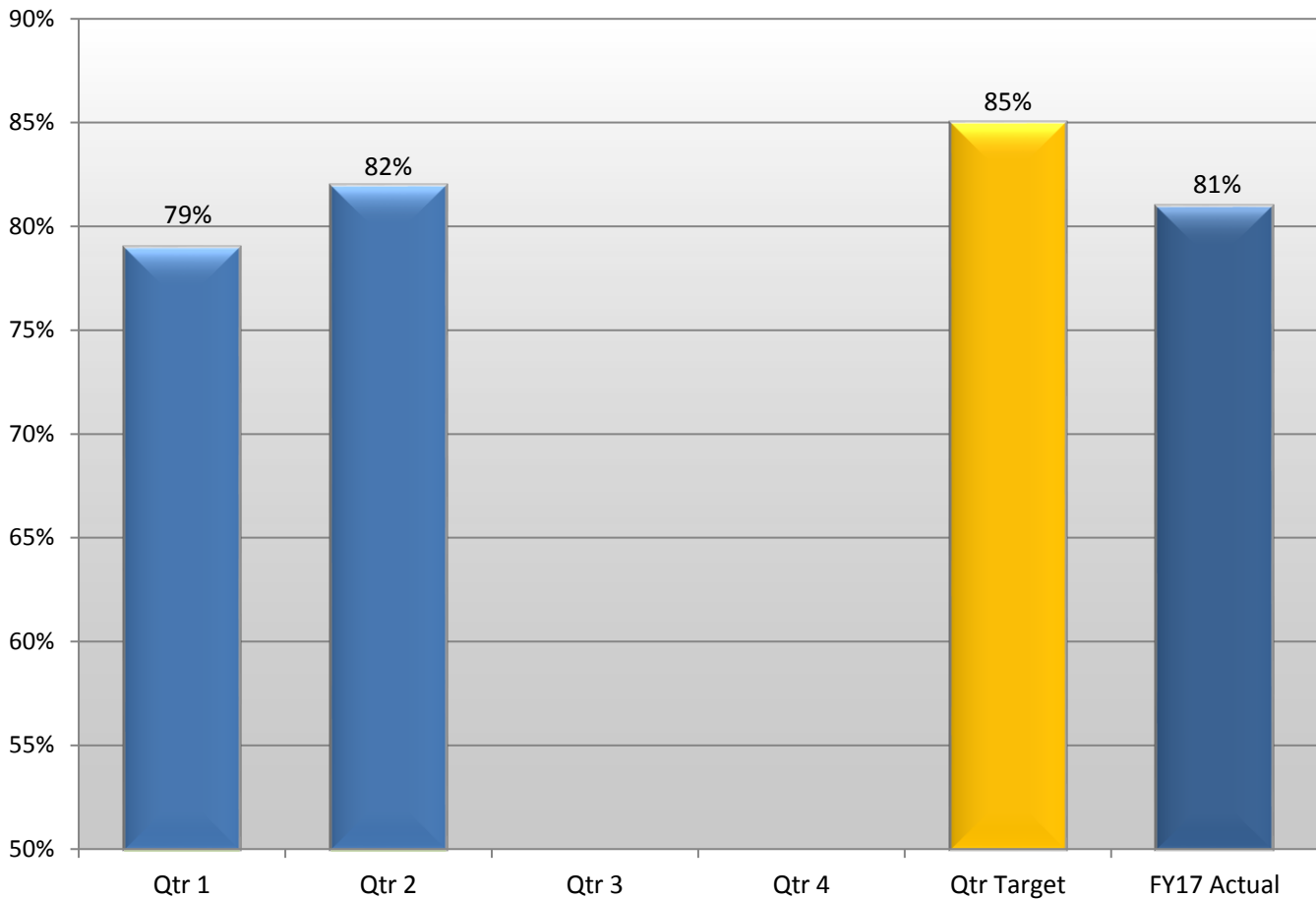
The average talk time for each operator was 17.52 minutes, with the maximum talk time being 47 minutes. The average talk time indicates the calls received by the ADRC are complex and require additional time to support the quality of life of consumers.

59 calls were considered repeat callers who did not leave a message, kept calling until someone answered, or chose to abandon the call with no information provided.

The *Alliance for Information and Referral Taxonomy* is used to track the topics discussed and reviewed during each counseling session. The top five topics of concern in this quarter were:

- Medicaid – 7,128 consumers, an eight percent increase from quarter two FY15 (2,515 waiver services; 1,069 Medicaid information and counseling)
- Medicare – 3,912 consumers (benefit explanation, enrollment, and counseling)
- Senior Center Services – 963 consumers
- Prescription Drug Assistance – 366 consumers
- Food Stamps – 143 consumers

Percent of calls to the ADRC answered by a live operator



Strategic Priority Served: Support Caregivers, Encourage Healthy and Independent Aging

Program and Summary: The ADRC model required by the Federal government's Administration for Community Living (ACL) is an entry where consumers obtain information, assistance, and referrals. The ADRC continues to assess consumers for Long-Term Support Services (LTSS) using a person-centered approach through options counseling, which identifies multiple needs of consumers. Options counselors provide over-the-phone counseling in care coordination, which is the process of assisting a client in describing his/her, situation or problem as comprehensively as possible. This in-depth counseling model increases the value and quality of services by dedicating more time to examining consumers' long-term care needs.

ADRC staff help consumers identify options for addressing their needs, coordinate/navigate New Mexico's aging and disability service systems, and obtain objective information and assistance, which empowers them to make informed decisions.

To identify and address the multiple needs of callers, a care coordination model has been developed including an assessment tool, protocols, and training manual. The care coordination model serves as a guide for counselors to ask callers questions regarding their ability to perform Activities of Daily Living and Instrumental Activities of Daily Living. The topics discussed during the call are documented in the Social Assistance Management System (SAMS) Information and Referral database.

Methodology: The measure is calculated by dividing the number of calls answered by a live operator by the total number of calls to the ADRC and APS intake call line. The measure indicates the complexity of calls received by the ADRC. The percent of calls answered by a live operator provides

an indication of the demand for services and its relationship to customer service and ADRC staff resources.

Trend and Benchmark

Source of Data: ADRC Cisco call system database and Social Assistance Management System (SAMS) database queries.

Previous Years:

- FY12: 79.3%
- FY13: 77.6%
- FY14: 87.0%
- FY15: 70.0%
- FY16: 72.0%

Trends (Situations that can affect the productivity of the performance measurement):

- Staffing levels: ADRC has 16 FTE’s responsible for answering calls. Any reduction in staffing (leave or vacancies) will affect productivity percentages
- Training: The average time to train new staff is 30 days
- Continuous ADRC media advertisement (television, radio, or printed material) contributed to the 7% increase in calls compared to previous fiscal year

Note: Although the ADRC has 15 FTEs funded by Federal grants to meet specific program goals and objectives, these positions cannot be used to answer live calls. As a general rule, each FTE that can be used to answer calls accounts for an estimated 5% improvement in the measure, assuming there is no appreciable increase in the current call volume.

Benchmark: The benchmark is based on the past fiscal year data collected from the ADRC. There is no national benchmark.

Consumer and Elder Rights Action Plan

Action	Responsibility	Timeline
1. Ensure ADRC has adequate staff to meet daily calls	ADRC supervisors and managers	Daily
2. Monitor call queue activity and assist with peak activity	ADRC supervisors and managers	Daily
3. Evaluate ADRC calls to determine if the correct information was given to consumer and correct call topic was selected based on call review	ADRC supervisors and managers	Daily
4. Meet with counselors to review quality reviews	ADRC Supervisor and managers	Weekly
5. Review quality reviews findings and assess if additional training is needed	ADRC Supervisor and managers	Monthly
6. Continued training of counselors in options counseling and assessment tool to include documentation in internal database	ADRC Supervisor and managers	Monthly
7. Submit recruitment of vacant positions as positions become vacant	ADRC supervisors and managers	As positions become vacant

Key Performance Measure 4: Number of Adult Protective Services investigations of abuse, neglect, or exploitation

FY17

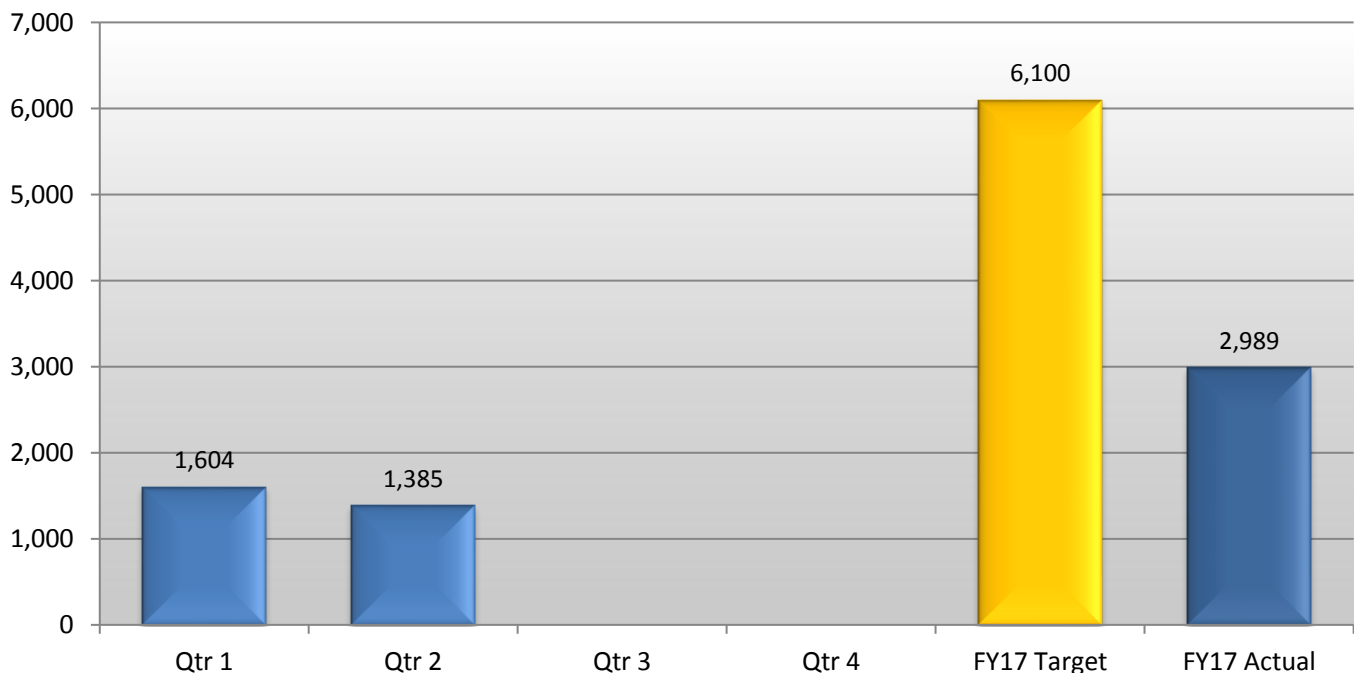
Target: 6,100 (1,525 per quarter)
 2nd Quarter Results 1,385
 Year-to-date Results: 2,989

Explanation of performance for Quarter and YTD: During the second quarter FY17, the public made 3,175 reports of suspected abuse, neglect, or exploitation, of which 1,385 (43.6% were accepted for investigation. Actual investigations fell below the target by 140 (-9.2%). The holiday season historically results in a drop in referrals, resulting in a dip in investigations for the second quarter.

Third quarter investigation numbers typically experience a spike relative to other quarters of the fiscal year. Currently investigations have fallen only 61 cases below our midyear target of 3,050 but are projected to meet 6,100 investigations by the end of the current fiscal year.

Fiscal Year 16	Number of Investigations	Target Number	Difference (+ or -)	Percentage (+ or -)
First Quarter	1,604	1,525	79	7.6%
Second Quarter	1,385	1,525	-140	-9.2%
Third Quarter				
Fourth Quarter				
Total	2,989	3,050	-61	-2.0%

Number of adult protective services investigations of adult abuse, neglect or exploitation



Strategic Priority Served: Safeguard Vulnerable Adults and Elders

Program and Summary: APS is mandated by state law to investigate allegations of abuse, neglect, and exploitation in regards to adults 18 years of age or older who, because of a physical or mental incapacity, lack the ability to self-care or self-protect. APS Investigative Caseworkers travel to the alleged victim's home to assess the adult's status, address immediate safety needs and interview case participants who may have knowledge of the incident. As a result of an APS investigation, APS can provide a wide variety of services to remediate or prevent continued harm. Services include but are not limited to emergency protective placement, short-term case management, home care, contracted adult day care, attendant care, information and referral, or filing of guardianship petitions in district court.

Methodology: The measure reflects the number of investigations conducted by APS of reported adult abuse, neglect, or exploitation. This number derives from subtracting the number of investigations from the total number of reports.

Trend and Benchmark

- Sources of Data: APSS (*Harmony*) Data System Report
- Trend:

Investigations	State Fiscal Year	Number of Adults Receiving Investigations	Benchmark
Year end	FY13	6,092	6,000
Year end	FY14	6,665	6,000
Year end	FY15	5,931	6,000
Year end	FY16	6,315	6,100

- Benchmark: Adult Protective Services based its benchmark on actual experience from fiscal year 2013 through 2016. There is no national or federal benchmark for the number of investigations that occur per population.

Key Performance Measure 5: Percent of emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed timeframes

FY17

Target: 98%
 2nd Quarter Results: 98.9%
 Year-to-date Results: 99.2%

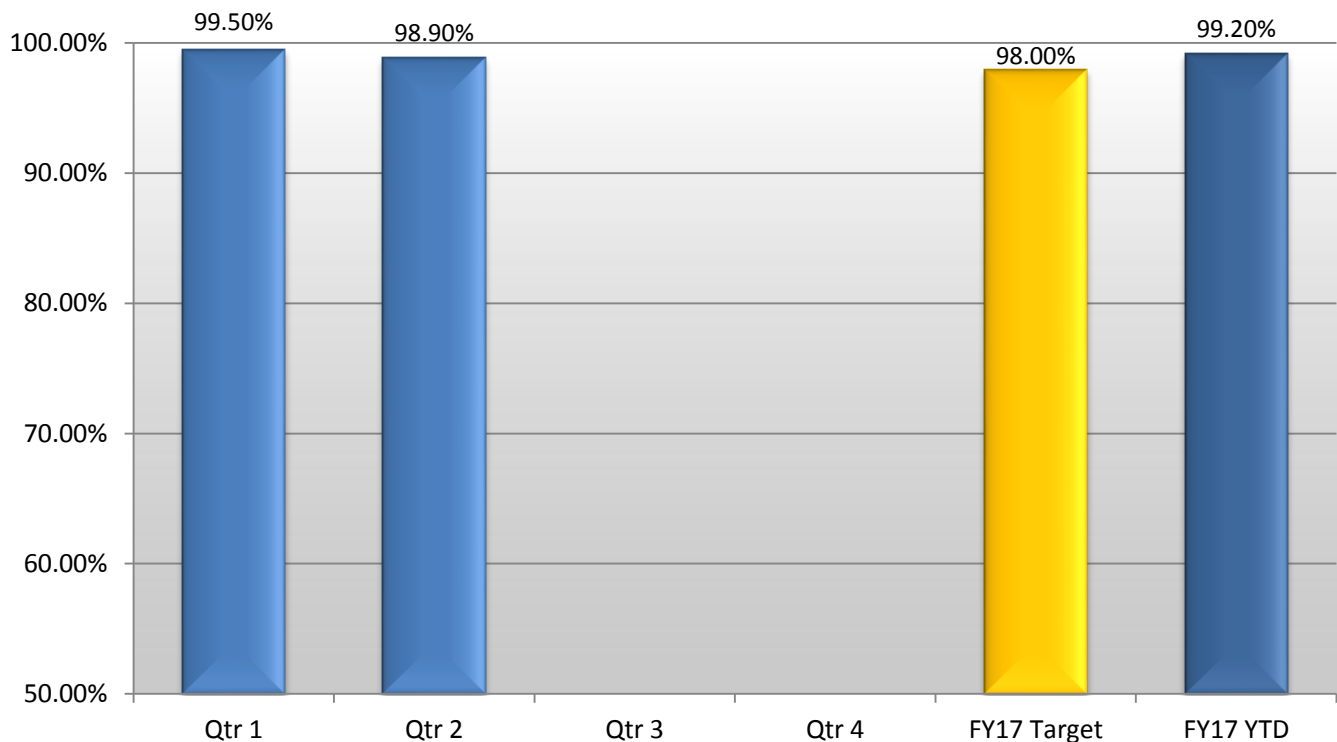
Explanation of performance for Quarter and YTD: APS exceeded the second quarter FY17 target by 0.9%. APS conducted 1,385 investigations during the second quarter FY17, with 372 (26.9%) requiring face-to-face contact within 24 hours or less. Of these, 111 (8%) were screened in as emergencies (E) and 261 (18.8%) were priority one (P1). APS responded to 368 (98.9%) investigations within the prescribed timeframes.

On-Time Measure	Number of E and P-1 cases	E and P-1 on time	E and P-1 Late	Percent On Time
First Quarter	405	403	2	99.5%
Second Quarter	372	368	4	98.9%
Third Quarter				
Fourth Quarter				
Total	777	771	6	99.2%

E=Emergency (3 hours)

P-1=Priority 1 (24 hours)

E and P-1 Response within Prescribed Timeframes



Strategic Priority Served: Safeguard Vulnerable Adults and Elders

Program and Summary: APS is mandated by state law to investigate allegations of abuse, neglect, and exploitation in regards to adults 18 years of age or older who, because of a physical or mental incapacity, lack the ability to self-care or self-protect. Each report of suspected abuse, neglect, or exploitation is reviewed by an Investigative Caseworker Supervisor to determine whether it meets the criteria for investigation. If the referral is screened in, the Supervisor assigns a response priority and an APS Investigative Caseworker to conduct an investigation.

Methodology: The measure is calculated by obtaining the total number of emergency and priority one investigations and validating whether prescribed timeframes were met utilizing the APS case management database (APSS) then dividing the number of emergency and priority one investigations completed within the prescribed timeframes by the total number of emergency and priority one investigations. This measure reflects Adult Protective Services' performance in responding to high priority cases within the assigned timeframe of three hours for an emergency and 24 hours for a priority one investigation. Investigations requiring an emergency or priority one response most often involve an adult's immediate safety and are frequently more complex to resolve.

Trend and Benchmark

- Sources of Data: APSS (*Harmony*) Data System Reports and records review
- Trend
 - FY13: 97.5%
 - FY14: 98.3%
 - FY15: 98.5%
 - FY16: 99.5%
- Benchmark: There are no national or federal benchmarks related to the percentage of APS investigations in which APS made face-to-face contact within the assigned timeframes.

Adult Protective Services Action Plan

Action	Responsibility	Timeline
Recruit, hire, train and retain a skilled workforce, supporting their development of increased skills, knowledge, and abilities to conduct investigations by providing high quality trainings and other training opportunities as identified.	ALTSD; Adult Protective Services management	Ongoing
Increase the public's knowledge and awareness of the role of Adult Protective Services regarding issues related to the abuse, neglect and exploitation of adults and adults with disabilities, emphasizing the importance of reporting.	APS staff	Ongoing
Remediate or prevent continued abuse, neglect, and exploitation of adults by providing home and community based service interventions which support adults and adults with disabilities to remain safely in the community, or in the least restrictive environment.	Adult Protective Services, through its field staff and service contractors	Ongoing
Foster the adult client's right to self-determination and personal choice.	APS Staff	Ongoing

Key Performance Measure 6: Percent of older New Mexicans whose food insecurity is alleviated by meals received through the aging network

FY17

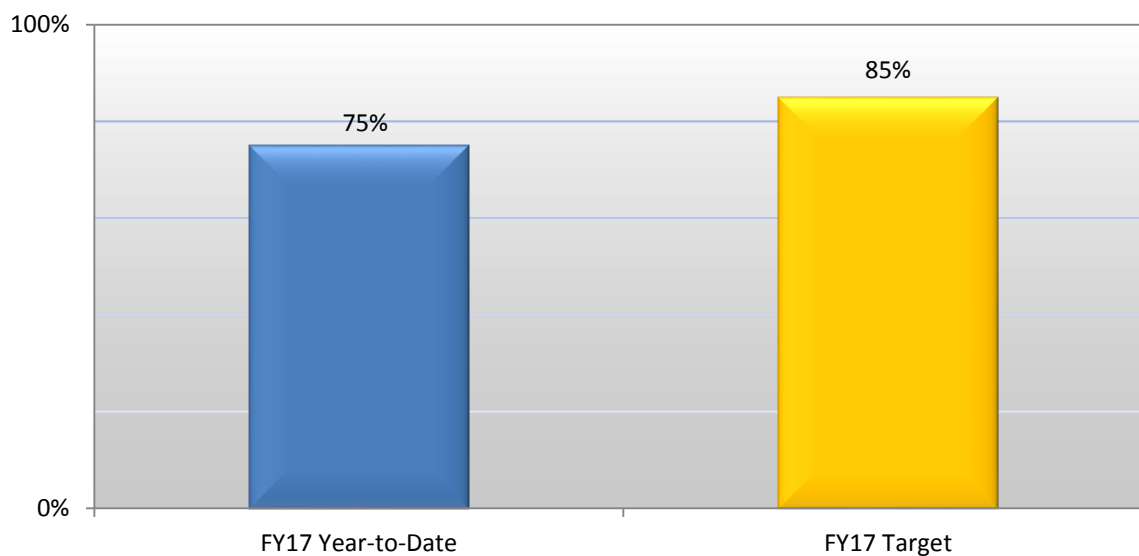
Target: 85%
 2nd Quarter Results: 72%
 Year-to-Date Results: 75%

Explanation of performance for Quarter and YTD: Based on previous year trends, second quarter performance is on track to meet established target. In second quarter FY17, 30,413 people were served meals. Each quarter reflects the unduplicated count of consumers for that quarter only; quarters are not totaled for the year-to-date count. The number of unduplicated consumers served during FY17 will be provided on the 4th Quarter report.

Meals FY17	1 st Q	2 nd Q	3 rd Q	4 th Q	Totals
Congregate	433,668	452,801			886,469
Home-delivered	539,699	542,084			1,081,783
Total	973,367	994,885			1,968,252

Consumers FY17	1 st Q	2 nd Q	3 rd Q	4 th Q	Year-to-date
Congregate	23,733	22,664			
Home-delivered	9,333	7,749			
Total	33,066	30,413			

Percentage of older New Mexicans whose food insecurity is alleviated by meals received through the Aging Network



Strategic Priority Served: Combat Senior Hunger

Program and Summary: The Aging Network Division serves older adults through cooperative arrangements with New Mexico area agencies on aging (AAAs) for the provision of supportive services, such as congregate and home-delivered meals, transportation, caregiver support, and multipurpose senior centers. The AAAs contract with local and tribal governments and private organizations to provide meal services throughout New Mexico.

Methodology: This performance measure indicates the extent to which congregate and home-delivered meals are alleviating food insecurity among New Mexicans age 60 and older (age 55 and older in tribal communities). Food insecurity is defined by the U.S. Department of Agriculture (USDA) as limited access to adequate food due to lack of money and other resources. Aging Network meal providers serve congregate and home-delivered meals to consumers throughout the state, including in rural and tribal communities. The providers report numbers of meals and consumers served to the area agencies (some utilizing a computerized database), which, in turn are reported to ALTSD.

Trend and Benchmark

- Source of Data: Area Agencies on Aging and service providers (some through a computerized database)
- Trend

State Fiscal Year	Number of Persons Served	% of older New Mexicans with food insecurity
FY14	50,922	61%
FY15	50,832	87%
FY16	54,888	94%

- Benchmark: The benchmark is based on a study of senior hunger, conducted in 2014 by the *National Foundation to End Senior Hunger, Inc.* The study, released in June of 2016, was based on a standardized survey—the Core Food Security Module—which the USDA uses to establish official food insecurity rates of households in the United States. The 2014 study reported that 10.78% of New Mexicans age 60 or older were estimated to be food insecure. According to the 2010 U.S. Census (<http://www.census.gov>) the total 60+ population in New Mexico is 392,392, resulting in 42,300 food insecure seniors (Ziliak, 2015).

Aging Network Action Plan

Action	Responsibility	Timeline
1. Issue Area Plan Guidelines	ALTSD	3 rd Quarter
2. Area agencies develop plans	Area Agencies on Aging	4 th Quarter
3. Approve plans	ALTSD	4 th Quarter
4. Service delivery and reporting	Area Agency Contract Service Providers	Monthly
5. Training	ALTSD and Area Agencies on Aging	Quarterly

Key Performance Measure 7: Number of hours of caregiver support provided

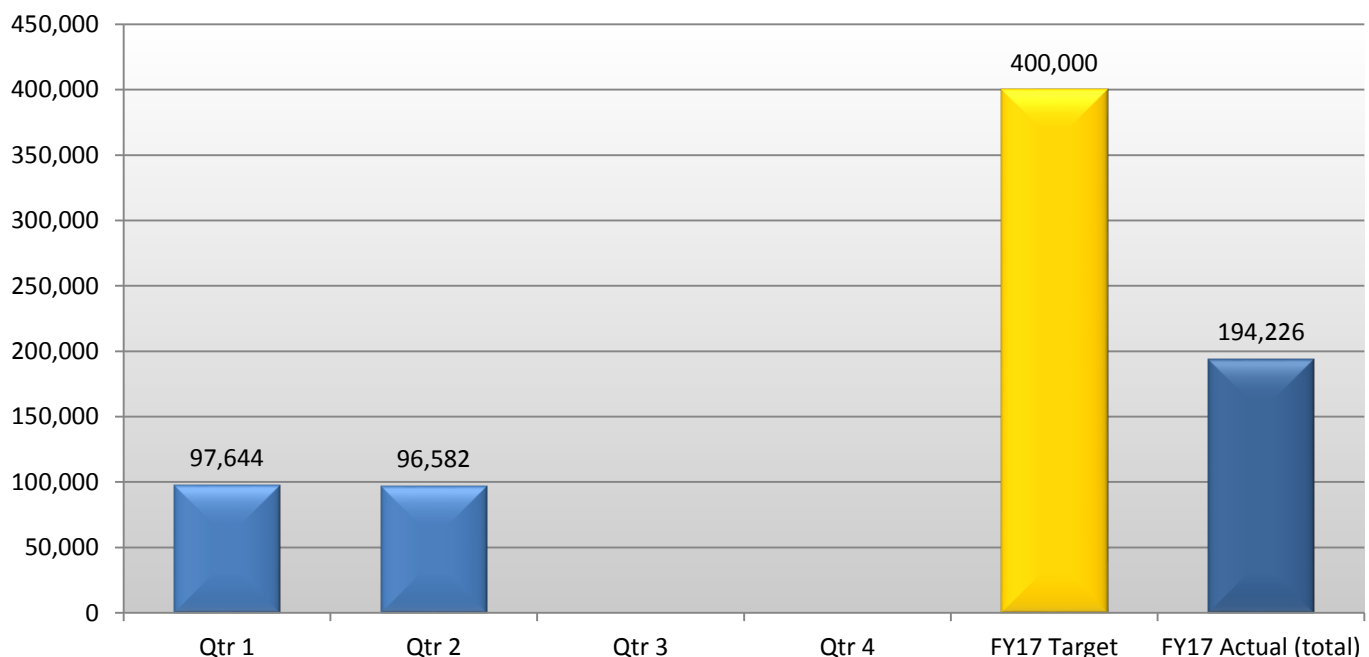
FY17

Target: 400,000
 2nd Quarter Result: 96,582
 Year-to-Date Result: 194,226

Explanation of performance for Quarter and YTD: Home care, adult day care, respite care, training, counseling, and support groups are key services that support New Mexicans caring for loved ones at home. Advances in medical care have enabled older adults and persons with disabilities to enjoy longer lives. Caregiver support services assist those caring for older adult parents and spouses with chronic conditions, acute diseases, mobility impairments, or dementias. These services also assist older parents caring for returning disabled veterans or other younger disabled adult children, as well as kinship caregivers such as grandparents raising grandchildren. The median age of both current and former caregivers is 61 years of age and the median age of the people they are providing, or have provided care for, is 80. In addition to providing care for elders, caregivers may also be caring for younger family members; 15% are caring for children under age 18 who are in the same household. FY16 was the first year for this revised and expanded measure.

FY17 Services	1 st Q	2 nd Q	3 rd Q	4 th Q	Year-to-date
Home Care	23,876	24,454			48,330
Adult Day Care	37,606	35,391			72,997
Respite Care	33,810	31,386			65,196
Other Support Services	2,352	5,351			7,703
Total	97,644	96,582			194,226

Number of hours of caregiver support provided



Strategic Priority Served: Support Caregivers

Program and Summary: The Aging Network Division serves older adults through cooperative arrangements with New Mexico area agencies on aging (AAAs) for the provision of supportive services, such as congregate and home-delivered meals, transportation, caregiver support, and multipurpose senior centers. Area agencies contract with local and tribal governments and private organizations to deliver services throughout New Mexico.

Methodology: This measure is calculated by adding home care, adult day care, respite care, and other support services reported by area agencies and contract providers (some of which are reported through a computerized data base). The measure has been expanded to include training, counseling, and support groups in order to more comprehensively reflect the wide array of support services being provided to New Mexico caregivers. The training data reported includes evidence-based caregiver training, such as that provided through the *Savvy Caregiver* training program. In addition to the services provided by area agency contract providers, this measure also includes services provided by the Alzheimer's Association, New Mexico Chapter.

Trend and Benchmark

- Source of Data: Area Agencies on Aging, contract providers, Alzheimer's Association
FY13: 379,866
FY14: 379,097
FY15: 392,872
FY16: 429,612
- Benchmark: There is no national benchmark for caregiver support. The ALTSD has examined respite care compared to other states and concluded that direct comparisons are not possible due to variations in the types of respite care provided and segments of populations served.

Aging Network Action Plan

Action	Responsibility	Timeline
1. Issue Area Plan Guidelines	ALTSD	3 rd Quarter
2. Area agencies develop plans	Area Agencies on Aging	4 th Quarter
3. Approve plans	ALTSD	4 th Quarter
4. Service delivery and reporting	Area Agency Contract Service Providers	Monthly
5. Training	ALTSD and Area Agencies on Aging	Quarterly