

New Mexico  
Aging and Long-Term Services  
Department



FY18  
4<sup>th</sup> 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

## **Acting Cabinet Secretary**

Kyky Knowles

## **Aging and Disability Resource Center**

1-800-432-2080

## **Adult Protective Services Intake**

1-866-654-3219

## **FY 18 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
- 2) Office of Indian Elder Affairs and Indian Area Agency on Aging

## 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) New Mexico Social Services Resource Directory (SSRD)
  - h) ADRC Web Chat
  - i) New Mexico Veteran Directed HCBS Program (VD-HCBS)
- 2) State Long-Term Care Ombudsman Program (SLTCOP)
- 3) Care Transition Bureau (CTB)

## Adult Protective Services

- 1) Adult Protective Services (APS) Intake

## Aging Network

- 1) Senior Services Bureau
- 2) Senior Employment Programs
- 3) Office of Alzheimer's and Dementia Care
- 4) 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>
\$3,751.0	\$624.0	\$4,375.0

## Programs

### Office of Indian Elder Affairs 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.

### 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>
\$1,915.1	\$692.7	\$1,370.3	\$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.

### *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>
\$11,137.9	\$2,498.6	\$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.

#### *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.



# 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>
\$30,189.6	\$150.0	\$10,557.6	\$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.

### 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

FY18

Target:	95%
4 <sup>th</sup> Quarter Result:	100%
Year-to-date Result:	92%

### Explanation of performance for Quarter and YTD:

In the fourth quarter of FY18, 585 complaints were received for residents of nursing homes and assisted living facilities by the Long-Term Care Ombudsman Program (LTCOP). Out of the 585 Ombudsman complaints, 585, or 100%, were resolved within sixty days. Of the 585 complaints, 63 or 11% were withdrawn, 8 or 1% no action was needed and 86 or 15% were referred to another agency (DOH, APS, etc.) because it was not within the scope of the LTCOP.

During the fourth quarter of FY18, the LTCOP had 1 vacant position. In addition to this, the LTCOP also lost 6 volunteers due to inability to fulfill program requirements for data, health reasons and work and family obligations and recruited 2 new volunteers. The LTCOP currently has 37 volunteers. During this quarter, the LTCOP actively recruited the vacant position, hiring the Ombudsman Administrative Specialist in the middle of the quarter. The LTCOP completed certification training for 3 Regional Coordinators and 2 volunteers. The LTCOP is now fully staffed, but still needs an additional 2.0 FTE for the Metro area to meet the demands of that area (the LTCOP used to have 2 FTE which were eliminated during the budget deficit). The loss of FTE and volunteers who rely on the FTE support has resulted in a 1,069 decrease in the number of complaints from the previous fiscal year. The program is reestablishing its presence in the metro area (Albuquerque) which contains the largest number of facilities.

FY18 Results	1 <sup>st</sup> Qtr.	2 <sup>nd</sup> Qtr.	3 <sup>rd</sup> Qtr.	4 <sup>th</sup> Qtr.	Annual
Number of complaints resolved in nursing homes	402	286	268	387	1343
Number of complaints resolved in assisted living	198	133	123	198	652
Number of complaints resolved in other settings	0	0	0	0	0
Total	600	419	391	585	1995

### 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.

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 success of the proactive effort will positively impact the quality of life of vulnerable adults.

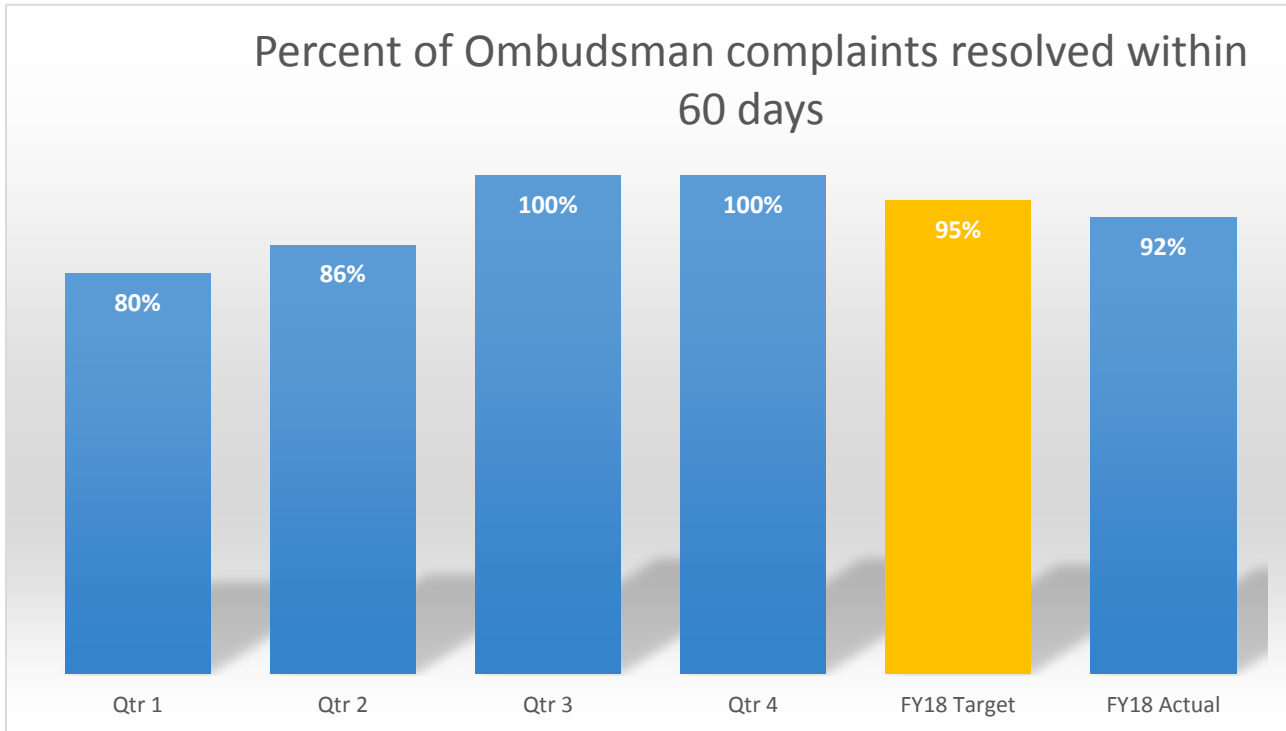
### Types of complaints

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 fourth quarter of FY18 were:

- Care – Injuries, Failure to respond to request for assistance, Medications (24%)
- Autonomy, Choice, Exercise of Rights, Privacy (14%)
- Admission, Transfer, Discharge, Eviction (12%)
- Financial, Property – Billing/charges, Personal Funds, Personal property lost, stolen, used by others, destroyed (7%)
- Environment – disrepair, hazard, poor lighting, fire safety, not secure, temp., etc. (7%)

*Note: the percent represents the percent of a specific complaint as a part of all complaints.*



**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.

**Methodology:** A complaint is defined as 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 it can be referred to a regulatory agency for additional investigation and oversight. The percent is calculated from the *OmbudsManager* report titled “Complaint Analysis by Complaint Code”. Every complaint that is investigated is closed with a disposition (outcome). The total complaints with a disposition are divided by the total complaints which equals the percent of complaints resolved.

**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. From FY09 to FY14, the number of complaints has decreased nationally and in New Mexico.
- The NORS data was not available for the 4<sup>th</sup> quarter of FY18.

Federal Fiscal Year	Complaints Resolved within 60 days	National Benchmark average/state
FFY13	4,116/4,191= 98.2%	3,737
FFY14	3,919/3,938= 99.5%	3,684
FFY15	4,018/4,087= 98.3%	3,906

### Ombudsman Action Plan

Action	Responsibility	Timeline
1. Hire new staff.	Ombudsman staff	Ongoing
2. Train new staff.		
3. Recruit volunteer Ombudsman		
4. Train volunteer Ombudsman		
5. Visit residents	Staff and Volunteers	Ongoing
6. Resolve complaints	Staff and Volunteers	Ongoing
7. Complete reports	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.

FY18

Target: 85%  
 4th Quarter Result: 90%  
 Year-to-date Result: 82%

**Explanation of performance for Quarter and YTD**

During the fourth quarter of FY18, 232 of the 257 residents, or 90% of residents requesting short-term transition assistance from a nursing facility remained in the community during the six-month follow-up.

	1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q	Annual
Percent who remained in the community	86%	75%	78%	90%	82%

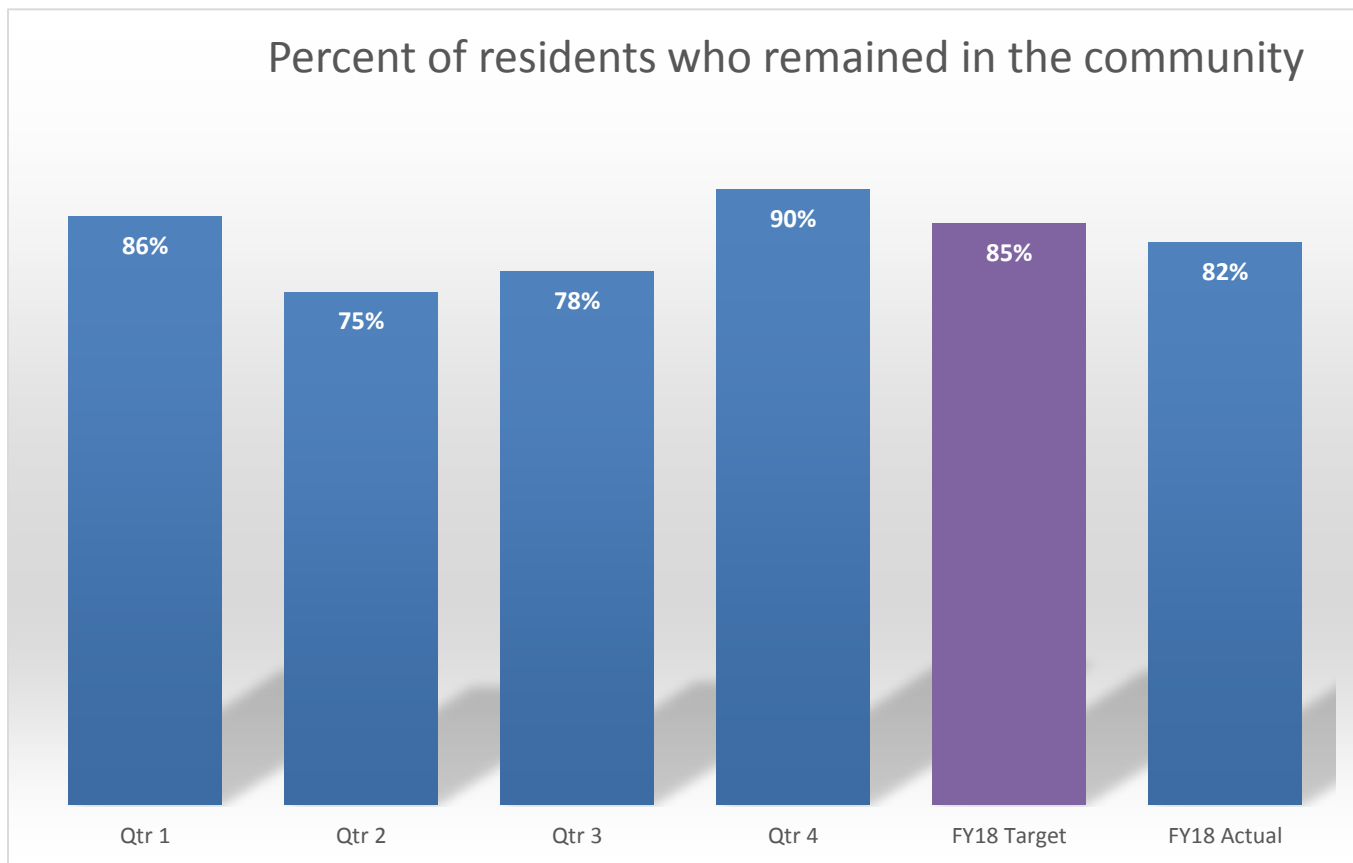
The percentage of residents requesting short-term transition assistance from a nursing facility who remained in the community during the six months is at 82%. This percentage is only 3% off of the annual target percentage of 85%. However, during the fourth quarter, CTB showed a significant increase to 90%, which is 12% up from 78% during the third quarter.

The Care Transition Bureau (CTB), has seen a considerable increase this quarter from 171 to 257, of residents who received transition advocacy and support services. This represents an increase of 86 transition referrals. New nursing home resident intakes increased from 73 to 167, an increase of 94 intakes from last quarter. Outreach efforts have increased reaching different areas of the state, non-profit and for profit organizations around the State of New Mexico. CTB provided information about Aging and Long-Term Services (ALTSD), Aging and Disability Resources Center (ADRC), Care Transition, and Short-Term Assistance Programs. Collaboratively, CTB is working on educating New Mexico residents on programs such as: Medicare/ Medicaid (Dual Eligible), Medicaid (current Medicaid recipients and potential NM residents who may be eligible for services), and services offered with ways to access each of these programs.

CTB’s new direction in meeting with the Medicaid Managed Care Organization’s (MCO), and the Care Coordination (CC) Managers increased our referrals this quarter. The education and outreach provided is showing the growth in referrals in all areas of the CTB. CTB received referrals directly from the MCO’s related to their transition cases that required registration to the ADRC Central Registry; meaning, either they have a category of eligibility or entitlement Medicaid. In these types of situations, the CC Managers can contact the CTB Supervisors to request Care Transition Services, in order to decrease wait time through our call center and increase referrals directly through CTB. Through CTB program, outreach efforts have increased tremendously by providing educational information about ALTSD/ADRC, Care Transition, and Short-term Assistance Programs. All programs educate NM residents on Medicare/ Medicare services (Dual Eligible), services available under each of these programs and ways to access needed programs to enhance or maintain the quality of life for NM residents.

CTB was able to add additional FTE’s in Albuquerque and in Santa Fe during this reporting period 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



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

**Program and Summary:** The Consumer and Elder Rights Division (CERD) created the new Care Transition Bureau (CTB) in FY14. The focus of this statewide program is to assist residents transitioning from long-term care facilities back into the community setting. The CTB provides a person-centered approach and face-to face assistance regarding available choices for long-term service and support options to those who would like to return home or to another residential setting in the community. 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).

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.

The CTB serves the residents of New Mexico by advocating, assisting, and ensuring that services are delivered within the appropriate time. The CTB 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.

**Methodology:** 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 (FY18) 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 up to 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

FY18

Target: 85%  
4th Qtr. 78 %  
Year-to-date: 71%

**Explanation of performance for Quarter and YTD**

During the fourth quarter FY18, 70% of the calls to the ADRC were answered by a live operator and the year-to-date result is 69.86%.

	1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q	Annual
Total calls	6,249	8,527	6,664	6,543	27,983

The ADRC received 6,543 calls (average of 102 per day), of which 4,525 were answered by a live person. This represents a 1% decrease in calls compared to quarter 2. Of the 6543 calls received, 2,136 callers left a voice message and their calls were returned within 6 hours. To provide support to the ADRC, 5 non ADRC staff were scheduled to assist with call backs and walk-ins leaving 7 FTE to assist with the live calls.

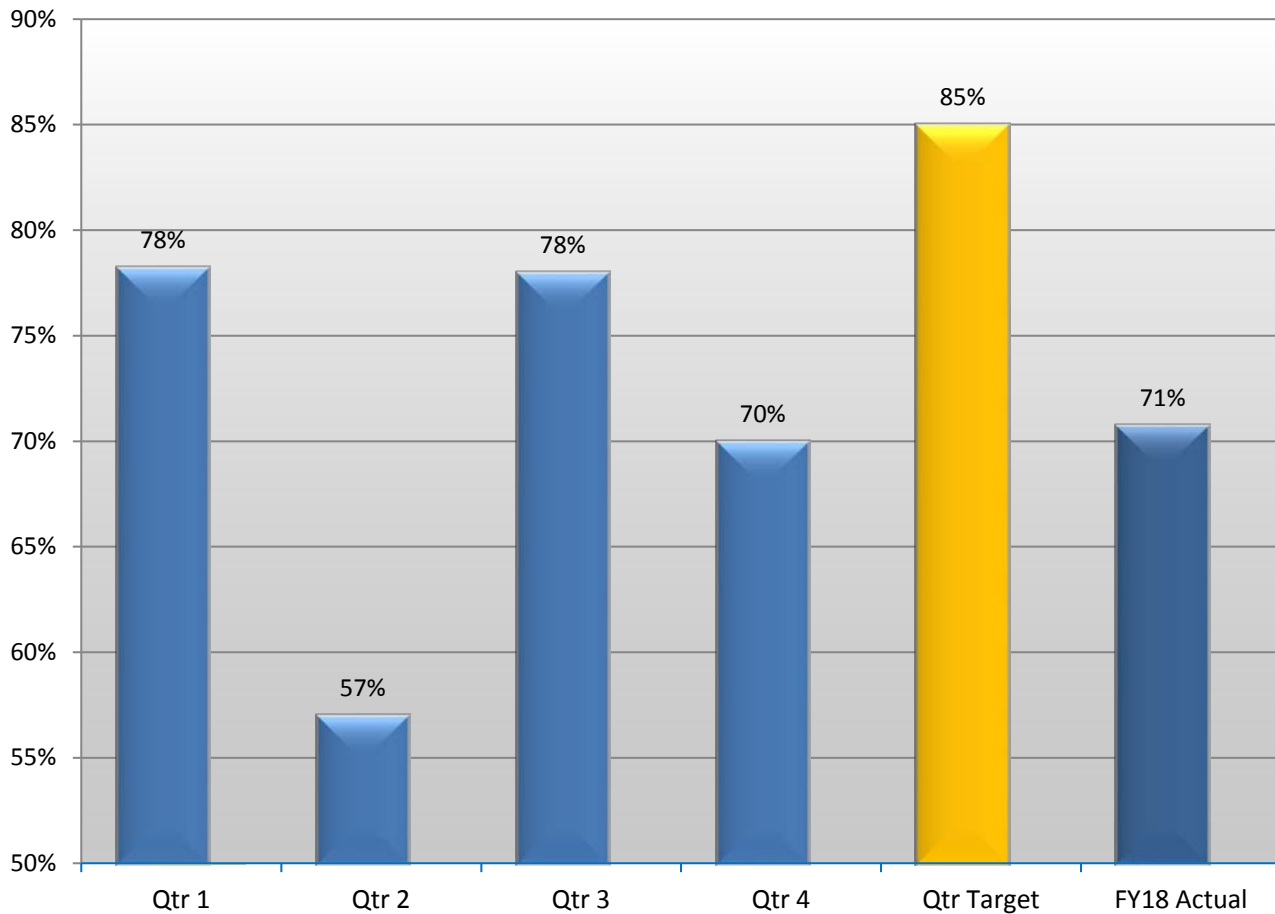
During the fourth quarter, the ADRC had three vacant position due to internal promotions. The three vacancies through the quarter contributed to the decrease in calls answered. The average length in time per call was averaging 16 minutes, with the maximum talk time average being 1 hours 34 minutes. The call time per call was up 1 minute 19 seconds for each call or addition 2 hours 30 minutes per day. The additional time spent means that 15 calls per day are going to voicemail rather than being answered by a live staff member. The average talk time indicates the calls received by the Aging and Disability Resource Center are complex and require addition time to support the quality of life of beneficiaries. Long-term growth in the populations of elders and caregivers served by the ADRC is expected to continue to increase the volume of calls and length of each calls to the ADRC.

The *Alliance for Information and Referral Taxonomy* is used to track the topics discussed and reviewed during each counseling session. Topic entries are entered into the SAMS database which includes entries by non-ADRC staff. The top five topics of concern in this quarter were:

- Medicaid – 8,701 consumers, a 7 percent increase from third quarter FY18 (2,466 waiver services, 1,580 Medicaid benefit information and counseling)
- Medicare – 3,727 consumers (benefit explanation, enrollment, and counseling)
- Senior Center Services – 2059 consumers
- Prescription Drug Assistance – 336 consumers
- Disability Related Transportation – 386 consumers



## Percent of calls to the ADRC answered by a live operator



### Strategic Priority Served: Support Caregivers

**Program and Summary:** 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/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.

Generally, a client recognizes the problem but may not know how to articulate it and/or may not be aware of the resources that are available to the elderly and disabled population in New Mexico. ADRC staff helps clients 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 indicates the complexity of calls received by the Aging and Disability Resource Center. It also reflects the extent to which social service program changes are affecting the quality of life of beneficiaries. 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 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

Trend:

FY12: 79.3%

FY13: 77.6%

FY14: 87.0%

FY15: 70.0%

FY16: 72.0%

FY17: 85.0%

The results for this measure are affected by a combination of factors:

- Marketing: aggressive marketing through radio, television or print;
- Staffing levels: FTE's available through State General Fund/Medicaid match that are responsible for answering calls;
- Vacancies due to turnover and promotion;
- Average training time for new ADRC staff is 2 months before answering live calls;
- Number of calls, which increased 5% from FY15; and
- Seasonal or special events, such as open enrollment for Medicare, Affordable Health Care open enrollment, or changes to the Medicaid program, which can result in a temporary surge in calls during a quarter.

*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

FY18

Target: 6,100 (1,525 per quarter)

4<sup>th</sup> Quarter Results: 1,737

Year-to-date Results: 6,671

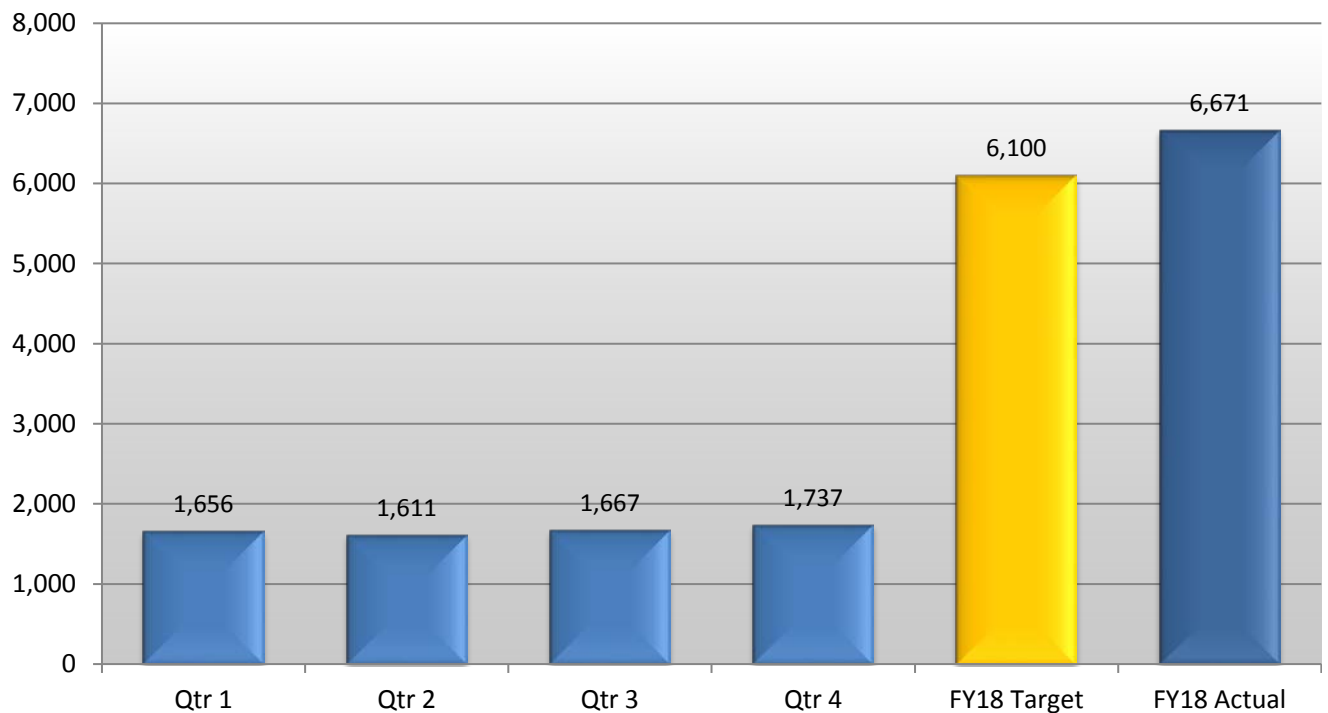
**Explanation of performance for Quarter and YTD:** Fourth quarter FY18 investigations exceeded the target by 13.9%; the public made 3,818 reports of suspected abuse, neglect, or exploitation, of which 1,737 (45.5%) were accepted for investigation. The investigations exceeded the target by 212 investigations 13.9%.

As of June 30, 2018, the public had made 14,382 reports of suspected abuse, neglect, or exploitation, of which 6,671 (46.4%) were accepted for investigation. Year-to-date investigations exceed the YTD target of 6,100 by 571 (9.4%) investigations.

Fiscal Year 18	Number of Investigations	Target Number	Difference (+ or -)	Percentage (+ or -)
First Quarter	1,656	1,525	131	8.6%
Second Quarter	1,611	1525	86	5.6%
Third Quarter	1,667	1,525	142	9.3%
Fourth Quarter	1,737	1,525	212	13.9%
<b>Total</b>	<b>6,671</b>	<b>6,100</b>	<b>571</b>	<b>9.4%</b>

**Strategic Priority Served:** Safeguard Vulnerable Adults and Elders

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



**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, contracted home & 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	FY15	5,931	6,000
Year end	FY16	6,315	6,100
Year end	FY17	6,233	6,100

- Benchmark: Adult Protective Services based its benchmark on actual experience from fiscal year 2015 through 2017. 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 time frames

FY18

Target: 98.0%  
 4<sup>th</sup> Quarter Results: 99.3%  
 Year-to-date Results: 99.1%

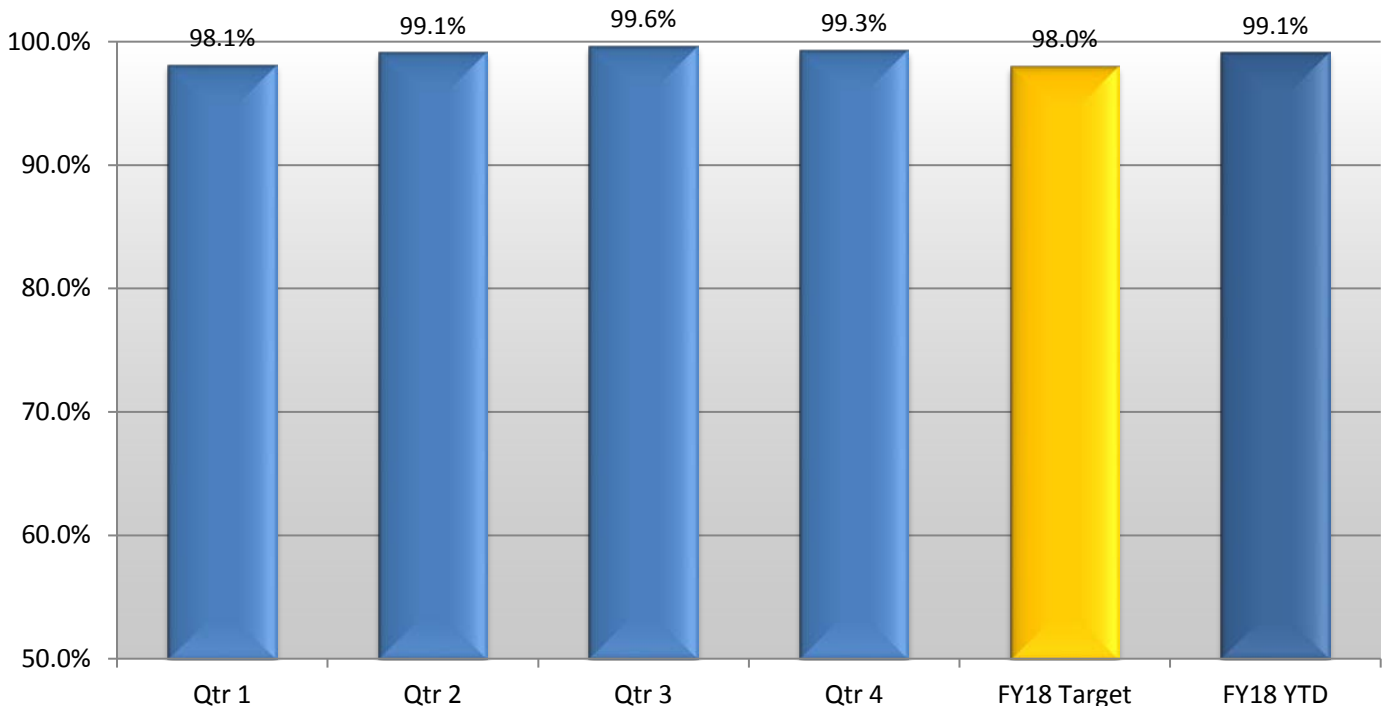
**Explanation of performance for Quarter and YTD:** APS exceeded the fourth quarter FY18 target by 1.3% and exceeded the year-to-date target by 1.1%. APS conducted 1,737 investigations with 588 (33.9%) requiring face-to-face contact within 24 hours or less. Of these, 141 (8.1%) were screened in as emergencies (E) and 447 (25.7%) were priority 1 (P1). Staff responded to 584 investigations within the prescribed timeframes. APS responded to 99.3% of emergency and priority one investigations within the established response times.

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	412	404	8	98.1%
Second Quarter	438	434	4	99.1%
Third Quarter	476	474	2	99.6%
Fourth Quarter	588	584	4	99.3%
Total	1,914	1,896	18	99.1%

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 caseworker to conduct an investigation.

**Methodology:** 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. The percentage is derived by subtracting the number of investigations which are assigned as an emergency or priority one response from the total number of investigations. Obtaining the total number of emergency and priority one investigations and validating whether prescribed time frames were met utilizing the APS case management database (APSS).

### Trend and Benchmark

- Sources of Data: APSS (*Harmony*) Data System Reports and records review
- Trend
  - FY15: 98.5%
  - FY16: 99.5%
  - FY17: 99.4%
- 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

FY18

Target: 95%

4<sup>th</sup> Quarter Results: 116%

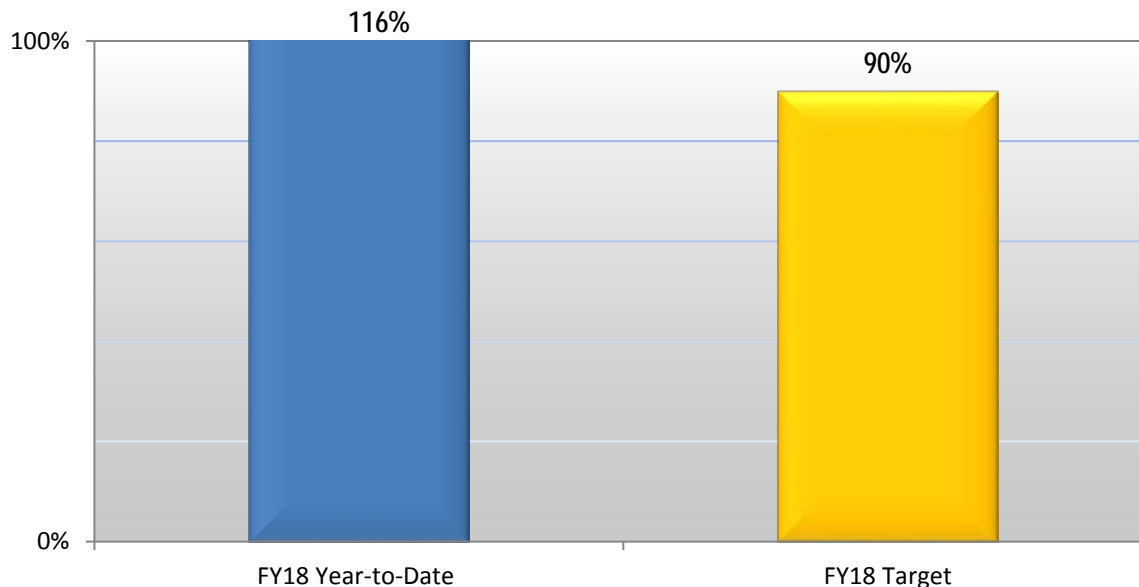
Year-to-Date Results: 116%

**Explanation of performance for Quarter and YTD:** In the fourth quarter of FY18, 48,937 people were served 941,991 meals. Each quarter of consumers reflects the unduplicated count for that quarter only; quarters are not totaled for the year-to-date count. The year-to-date columns reflect the annual numbers of unduplicated consumers served and meals provided to date.

Meals FY18	1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q	Year-to-Date
Congregate	423,293	415,501	421,428	435,476	1,695,698
Home-delivered	514,827	506,411	511,897	506,515	2,039,650
<b>Total</b>	<b>938,120</b>	<b>921,912</b>	<b>933,325</b>	<b>941,991</b>	<b>3,735,348</b>

Consumers FY18	1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q	Year-to-Date
Congregate	23,983	25,056	25,323	26,739	37,073
Home-delivered	8,738	8,888	9,090	9,006	11,864
<b>Total</b>	<b>32,721</b>	<b>33,944</b>	<b>34,413</b>	<b>35,745</b>	<b>48,937</b>

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



**Strategic Priority:** Alleviate food insecurity for at-risk, older New Mexicans so that their daily nutritional requirements are met, fostering health and wellness.



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

**Trend and Benchmark**

- Source of Data: Area Agencies on Aging and service providers
- Trend

State Fiscal Year	Number of Persons Served	% of older New Mexicans whose food insecurity is alleviated
FY15	50,832	87%
FY16	54,888	94%
FY17	52,068	123%

- 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.

### Aging Network Action Plan

Action	Responsibility	Timeline
1. Issue Area Plan Guidelines	ALTSD	3 <sup>rd</sup> Quarter
2. Area agencies develop plans	Area Agencies on Aging	4 <sup>th</sup> Quarter
3. Approve plans	ALTSD	4 <sup>th</sup> 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**

FY18

Target: 400,000

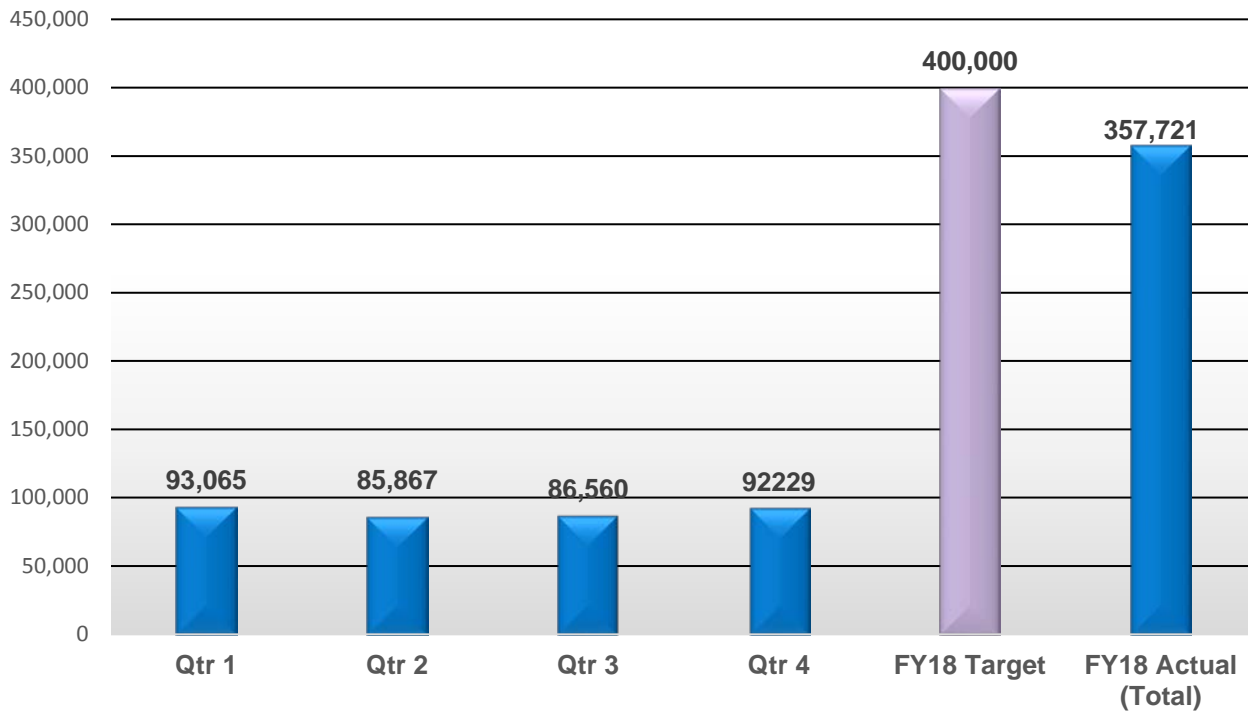
4<sup>th</sup> Quarter Result: 92,229

Year-to-Date Result: 357,721

**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. However, the prevalence of chronic conditions, such as dementia and diabetes, has increased, often limiting the ability of individuals to care for themselves. Caregiver support services assist those caring for older adult parents and spouses with chronic conditions, acute diseases, mobility impairments, or dementias. They 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.

FY18 Services	1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q	Year-to-Date
Home Care	26,174	22,040	22,251	20,009	90,474
Adult Day Care	34,872	30,633	32,246	30,684	128,435
Respite Care	28,365	28,170	27,869	34,037	118,441
Other Support Services	3,654	5,024	4,194	7,499	20,371
<b>Total</b>	<b>93,065</b>	<b>85,867</b>	<b>86,560</b>	<b>92,229</b>	<b>357,721</b>

**Number of hours of caregiver support provided**



**Strategic Priority:** Provide caregiver support so that older adults and persons with disabilities can remain as independent as possible in their own homes for as long as possible and so that caregivers can receive the support they need to assist loved ones.

**Program and Summary:** The Aging Network Division serves older adults through cooperative arrangements with New Mexico area agencies on aging 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 with private organizations to deliver services throughout New Mexico. The median age of both current and former caregivers is 61 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 living with them.

**Methodology:** Caregiver support is a strategic priority for ALTSD. Services reported under this measure include home care, adult day care, respite care, and other support services. The measure was expanded last year 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 and service providers  
 FY14: 379,097  
 FY15: 392,872  
 FY16: 429,612  
 FY17: 397,598
- Benchmark: There is no national benchmark for caregiver support. 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 the segments of populations served.

### Aging Network Action Plan

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