

Strategic Plan

State Fiscal Year 2021

September 1, 2020
Budget Version



Table of Contents

Department Overview	3
Organizational Chart	4
Mission Statement	5
Vision	5
Guiding Principles	5
The Population We Serve	5
Executive Summary	6
Strategic Goals and Objectives	6
Department Measurements	15
Adult Protective Services Division	16
Long Term Care Ombudsman	18
Consumer and Elder Rights Division	20
<i> Aging and Disability Resource Center-Options Counseling</i>	21
<i> State Health Insurance Assistance Program</i>	22
<i> Senior Medicare Program</i>	23
<i> Care Transition Program</i>	24
<i> Prescription Drug Assistance Program</i>	25
<i> New Mexico Veteran Care Directed Program</i>	26
Aging Network Division	26
<i> Meals and Nutrition</i>	28
<i> Senior Services Bureau</i>	29
<i> Employment Programs Bureau</i>	31
<i> Senior Volunteer Program</i>	34
<i> Health Promotion</i>	35
<i> Office of Indian Elder Affairs</i>	37
<i> Legal Services</i>	40
<i> Office of Alzheimer’s and Dementia Care</i>	41
<i> Respite Caregiver Services</i>	43
<i> Kinship Guardianship Legal Services</i>	45

Department Overview

Since the establishment of the Aging and Long-Term Services Department (ALTSD), constituents, providers, state agencies, tribal representatives, and legislators participated in numerous bipartisan taskforces to determine how state government could efficiently and effectively support older adults, adults with disabilities, and their caregivers.

The ALTSD provides a clear and focused approach to meet the needs of New Mexicans, creating an integrated system of services for constituents with the ability to address their concerns in a timely manner, prevent duplication of services, and maximize economic efficiency.

The ALTSD consists of the Office of the Secretary and four Divisions, which provide direct access to critical resources for older adults and persons with disabilities:

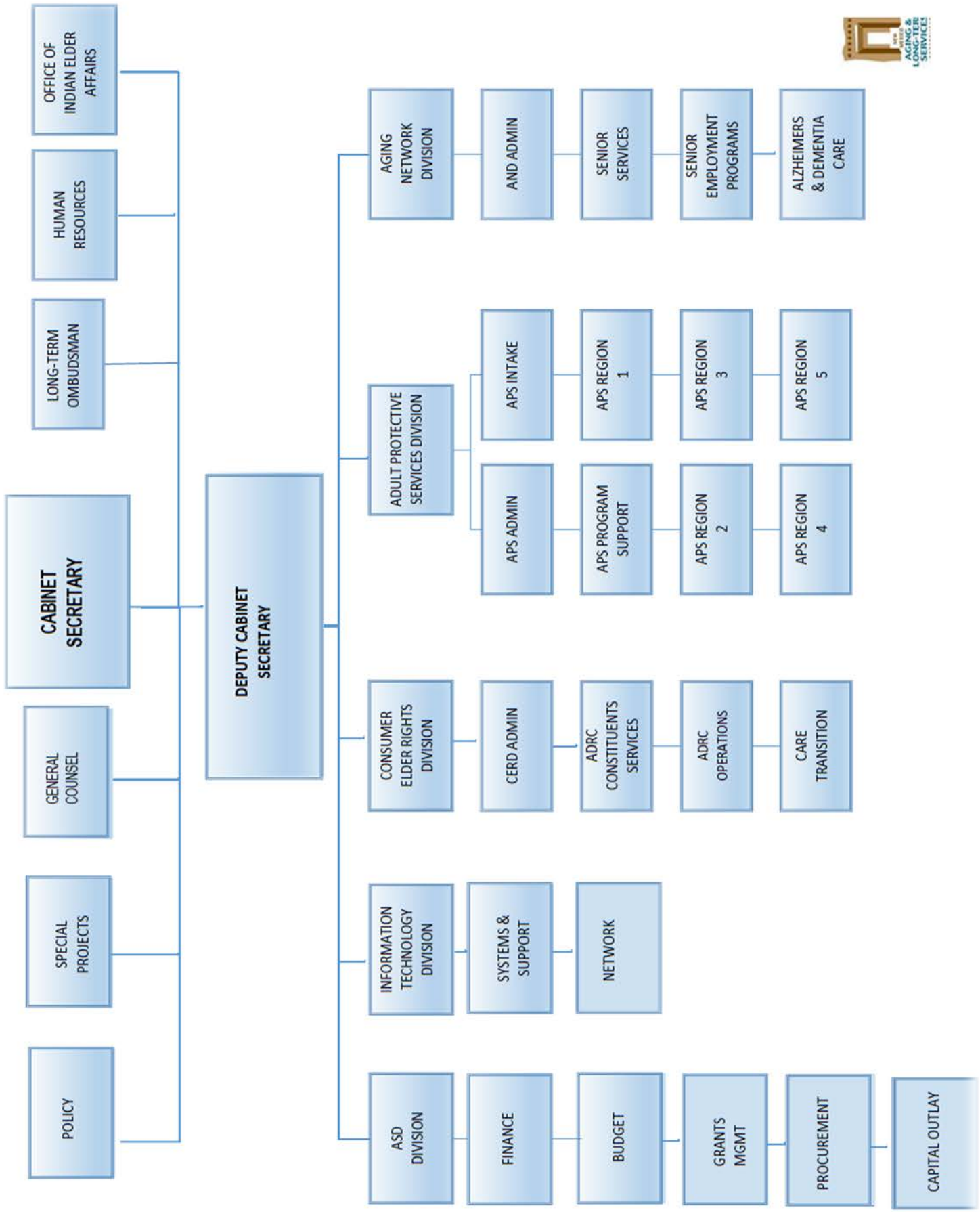
The **Office of the Secretary** (OOS) includes the Cabinet Secretary, Deputy Secretary, Office of General Counsel, Long-Term Care Ombudsman Program, Office of Indian Elder Affairs, Office of Policy and Planning, Office of Alzheimer's and Dementia Care, New Mexico Conference on Aging, Special Projects, Information Technology, and Human Resources.

The **Administrative Services Division** (ASD) includes the Capital Projects Bureau, financial management, budgeting, procurement, contracting, and administrative support to the programs.

The **Consumer and Elder Rights Division** (CERD) includes the New Mexico Aging and Disability Resource Center, Live Web Chat, Care Transitions Bureau, State Health Insurance Program, Senior Medicare Patrol, Prescription Drug Assistance Program, and the New Mexico Veteran Directed Care Program.

The **Aging Network Division** (AND) includes the Senior Services Bureau, which provides financial, technical and programmatic support for the Area Agencies on Aging for Planning Service Areas (PSAs) 1-4, the Senior Employment Programs Bureau, the Senior Corps Volunteer Programs, Legal Resources for the Elderly Program, and New Mexico Senior Olympics. The Aging Network Division also provides support for the New Mexico Conference on Aging and houses the budget for the Office of Alzheimer's and Dementia Care and the Office of Indian Elder Affairs, while also provide support to other aging network contractors.

The **Adult Protective Services Division** (APS) provides a system of protected services to persons age 18 and older who are unable to protect themselves from abuse, neglect or exploitation. Investigations are conducted through a network of regional field offices, which cover all New Mexico counties. When necessary, APS provides short-term services, including emergency protective placement, home care, adult day care, attendant care and filing of guardianship petitions in district courts.



Mission Statement

The Mission of the Aging and Long Term Services Department is to provide 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.

Our Vision: *Lifelong independence and healthy aging*

Our 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

The Populations We Serve:

- *Seniors (60 and older)*
- *Adults living with disabilities*
- *Tribes, Pueblos, Navajo Nation*
- *People dealing with employment barriers*
- *Retirees with no family support*
- *Long-term care facility residents*
- *Veterans with long-term needs*
- *Families and caregivers*
- *People living with Alzheimer's and other dementia-related diseases*
- *People living with behavioral health challenges*
- *Adults experiencing abuse, neglect and exploitation*

Executive Summary

New Mexico's population is aging rapidly. In the next decade, almost one-third of New Mexicans will be 60 years or older, ranking New Mexico fourth in the nation in percentage of older adults. The state must invest in this inexorably growing population. Not only will investing in services to support healthy aging in the community drastically reduce costs for the state's already strained healthcare systems, it will give the state's economy a crucial boost—creating significant numbers of jobs and attracting new, innovative industries.

The emergence of Coronavirus 2020 pandemic (COVID-19) has created unprecedented challenges for the Aging and Long-Term Services Department (ALTSD) and the delivery of services to our constituents. This plan sets forth three goals that drive ALTSD's strategic planning and mission execution, while considering the challenges presented with COVID-19 response and recovery. These strategic goals are to (1) protect the population we serve, (2) build and maintain a sustainable service delivery system, and (3) strengthen program infrastructure. This plan highlights our main objectives, ongoing, and future work to advance each goal.

Agency Strategic Goals:

STRATEGIC GOAL 1: Protect the Population We Serve

Strategic Objective 1.1: Expand safe, high-quality options, and encourage innovation

Strategic Objective 1.2: Improve access for constituents by expanding choices of care and service options

Action Description:

Long-Term Care Ombudsman Program: As we enter into a new reality with COVID-19, ALTSD along with our Ombudsmen, continue to advocate for residents in facilities to address isolation and ensure safe visitation alternatives. In fact, on August 10, 2020, those long-term care facilities identified within 21 counties as not experiencing a new positive or outbreak, with a county COVID-positivity rate below 5%, were able to provide additional visitation options for their residents and loved ones. Eligibility criteria for the counties as well as the guidelines were posted at <https://cv.nmhealth.org/>. During the initial phase, and at the end of every month going forward, based on positivity rate, the next month's visitation-eligible counties will continue to be posted.

The new guidelines allow once a month, by appointment, open-window visits or visits using a Plexiglas barriers, between a single-family member and a COVID-negative resident. During visits, all participants must wear masks, unless the resident has a medical condition that prohibits them from wearing a mask, in which case they will need to be 12ft away. Staff at the facilities will

need to be present if the resident is unable to maintain a safe social distance. Facilities will also be able to create outdoor visitation stations.

Communities across the nation have started building Plexiglas cubicles, “chatter boxes”, and other non-traditional structures that allow face-to-face visits while keeping both family members and residents safe from the potential transmission of COVID-19. Each facility will need to oversee the creation of the cubicles, scheduling the visits, and implementing the new in-person visits. Long-term care facilities will ensure these spaces are thoroughly cleaned before and after use.

Adult Protective Services: With limited access to community settings, medical care and support from family and friends, the detection and reporting of abuse, neglect and exploitation is greatly reduced. Further strain on caregivers at a time when they themselves and those they care for are susceptible to severe illness and death from the virus may increase frequency and severity of elder abuse, neglect and exploitation. These two factors have increased the need for community outreach to educate about the signs of abuse, neglect or exploitation and what APS can do to protect our vulnerable adults.

With the additional hardships that the pandemic has presented, APS has prioritized the implementation of virtual communication with shelters, banks, home health care centers, emergency responders, senior centers, hospitals, police departments and any other potential partners in identifying at risk elders. Moreover, the priority is to develop communication strategies that effectively meet the needs of the at risk senior population. In FY 21, APS will implement a communication plan, conduct quarterly webinars for community partners, outreach on social media, and partner with the aging network and senior centers to ensure ongoing information sharing and encourage reporting by the public.

Because of the extremely vulnerable population to COVID-19 APS serves, it was imperative to implement a COVID-19 testing strategy to ensure the safety of alleged victims and staff while completing much-needed home visits and investigations. Testing and daily health questionnaires for staff and screening questionnaires for anyone requiring in-person contact, was developed and implemented to identify risk of COVID-19 infection and limit contact when needed. APS will continue to utilize technology to contact caregivers, collateral contacts and medical professionals remotely, to facilitate information gathering as much as possible. With the implementation of the APS Field Procedures (including the testing strategy), APS will be better able to make safe face-to-face contact with alleged victims to assess imminent safety concerns.

Aging Network Division: As of March 16, 2020, per Governor Michelle Lujan Grisham’s Public Health Order, the on-site activities and congregate lunch gatherings were closed to keep the vulnerable population protected and mitigate the spread of COVID-19. Seniors previously receiving congregate lunches were transferred to “grab-n-go” lunches or home-delivered meal routes, as providers remained operating nutritional service to meet the essential and immediate need for senior meals. In-home services, such as case management, homemaker services, caregiver respite, chore services and adult day services were suspended and continue to remain modified or closed, to limit in-person interaction

or risk of exposure. Providers were encouraged to implement innovative solutions to continue to provide services to seniors, for example technology support, interactive zoom meals and exercise classes were some of the solutions identified. To keep communication ongoing with the AAA's and the providers, AND implemented weekly zoom calls with both, to provide guidance and support. These weekly calls not only ensured programmatic adaptation during the pandemic but fostered the relationships between ALTSD, the AAA's, and local providers.

The Administration for Community Living (ACL) and ALTSD have provided the AAA's and program providers the guidance and flexibility to the Older American's Act service delivery and assessing of seniors, to allow for the modification of services This includes wellness calls and innovative ways to maintain contact with seniors to address isolation and conduct wellbeing checks.

The Families First Coronavirus Response Act (FFCRA) and Coronavirus Aid, Relief, and Economic Security Act (CARES) funding was distributed by ALTSD to the AAA's, to assist in the purchase of PPE and the increase of seniors accessing nutritional services. To continue to provide needed funding to providers during the pandemic, ALTSD has implemented expenditure reimbursement, instead of the unit cost reimbursement.

Agency COVID Response: In May of 2020, under the direction of Governor Michelle Lujan Grisham, ALTSD became the lead agency in the COVID-19 testing efforts in long-term care facilities across the state. ALTSD mobilized a team to initiate and complete rapid responses for all newly identified hotspots, created, and established a robust and complex surveillance testing strategy that identifies asymptomatic residents and staff to combat further spread of infection.

Along with weekly surveillance testing, long-term care facilities identify new positive cases and proceed to complete 100% weekly testing of all staff and residents for upwards of two weeks until no new positive cases are identified. This aggressive testing strategy has been instrumental in early infection detection and managing facility outbreaks. To date we have conducted approximately 50,000 tests in facilities across the state.

ALTSD meets daily with the Department of Health, Division of Health Improvement (DHI), Epidemiology and Response Division, Public Health, TriCore, and Infection Control Consultants of NM. We've also partnered with the New Mexico Healthcare Association, attending weekly meetings with nursing homes and assisted living facilities to provide guidance, recommendations, and support.

Secretary Hotrum-Lopez leads the Long-Term Care Medical Advisory Team (MAT) in developing and creating strategies, guidance recommendations, and planning documents around COVID-19 and long-term care facilities. On August 10, 2020, Secretary Hotrum-Lopez and the MAT team implemented Phase 1 of the Visitation in Long-Term Care Facilities Plan. As described in Goal 1, this allows for outdoor visitation of either an open window visit or plexiglas visitation station.

COVID-19 is a complex virus that requires a continual and multifaceted understanding to address. ALTSD continues to shift and change its approaches and strategies to combat infection in long-term care facilities. With strong partnerships and direction from state leadership, New Mexico is ranked 29th in the country for cases in nursing facilities. While more work is needed, ALTSD continues to assess challenges and improve its work processes to be more streamlined, strategic, and effective.

STRATEGIC GOAL 2: Build and Maintain a Sustainable Service Delivery System:

Strategic Objective 2.1: Develop a high-quality array of service delivery alternatives

Strategic Objective 2.2: Propose or revise guidance, consistent with law and supported by sound policy, to increase the usability and sustainability of the service delivery system

Action Description:

ALTSD strives to provide a comprehensive array of services statewide, particularly in rural communities, by eliminating waitlists, and leveraging all available funding sources. The Department endeavors to broaden the range of services available to older New Mexicans. This includes providing meaningful support and assistance to caregivers, researching and implementing innovative healthy aging programs, expanding legal services, improving the behavioral health network, and attracting cutting-edge Alzheimer’s and dementia-related disease research. This process ensures older New Mexicans will be afforded a seamless resource service array. Most importantly, ALTSD is streamlining access to services through coordination across all of its programs, collaboration with the health departments and other state agencies, and statewide community outreach.

With the COVID-19 pandemic, we’ve had to re-evaluate how services are delivered to meet the needs of our constituents. ALTSD is committed to building a sustainable service system that allows us to continue to provide quality and safe services to seniors and disabled adults. While recognizing that residents of long-term care facilities, older or disabled New Mexicans living in rural areas, Native Americans, and underserved minority populations are many of the state’s most vulnerable people, the Department continues to research innovative ways to reach New Mexico seniors. Currently, ALTSD is developing a smartphone-based application called ALTSD ON-Demand, which will provide CERD, ADRC, APS, and LTCOP Information & Assistance.

At the onset of the pandemic, the **Long-Term Care Ombudsman Program (LTCOP)** sought ways to connect with residents, due to the lockdown of the facilities. To ensure communication was ongoing, the LTCOP purchased and distributed 350 tablets to nursing facilities across the state for residents to communicate with loved ones. The LTCOP staff also held virtual town hall meetings for resident families to share information and answer questions throughout the pandemic. In FY20, the LTCOP implemented the Minimum Data Set (MDS) project, which involves

LTCOP gathering the total amount of complaints per facility and cross referencing them with complaints issued by DOH and APS for a faster and more meaningful response.

Virtual ombudsman trainings were developed and conducted over zoom, skype, and other digital platforms. These trainings ensured that the ombudsman staff was still expanding and covered confidentiality, investigation, and facility wellness checks.

As we move forward, we will continue to seek innovative and creative solutions to fulfill the needs of the population we serve and expand upon our volunteer workforce to ensure long-term care residents receive consistent, high-quality advocacy services. The LTCOP is now operating a volunteer portal to begin faster connections and trainings for prospective volunteers. This software upgrade will allow for statewide connectivity. Throughout the pandemic the ombudsman program has also had to shift to a digital role of monitoring at long term care facilities while also conducting in-person closed window visits. The digital monitoring includes using tablets inside facilities to speak with both residents and have wellness spot checks.

In the context of new initiatives, the LTCOP has started expanding its recruitment and partnership efforts through institutions like UNM Law, City of Albuquerque, and Bernalillo County. The LTCOP has also initiated a new partnership between the State Auditor and the Attorney General to assist with fraud abuse claims coming from residents.

In our **Consumer and Elder Rights Division (CERD)**, we have created a partnership with the Medical Assistance Division (MAD) to maintain the Home and Community-Based (HCBS)/Centennial Care Waiver registry.

CERD has also been coordinating with the United States Department of Housing and Urban Development. As certified HUD counselors, we are able to counsel consumers by assessing their financial situations and evaluating housing options.

Currently, we are exploring a reverse mortgage application, called Heconomics. With this application, our options counselors would be able to provide information to those consumers interested in a reverse mortgage. We would provide them with information only, regarding eligibility, pros, and cons of this type of mortgage.

In FY20, amid the pandemic, more than 18,000 people, primarily elders and adults with disabilities in need of services or disability waivers, had applied for assistance through ALTSD, seeking help with food, shelter, transportation, health care and the effects of isolation. To meet the demands of increased calls, ALTSD collaborated with University of New Mexico Health Sciences Center (UNMHSC) to recruit 89 volunteers to assist in placing calls to over 1,600 people.

In the coming year, CERD will continue to utilize virtual and telephonic counseling based services to meet the demands of increased calls and needs of the population we serve. Moreover, CERD will increase partnerships with community based organizations through virtual meetings; will

increase the amount of virtual community outreach events; increase our advertising efforts through various platforms; and increase virtual trainings to volunteers and staff.

In the past year, **APS** employees participated in trainings for mental health first aid, the use of NARCAN, and Medicare and Medicaid eligibility. APS will continue to build on these trainings believing that a well-trained work force is our most important asset. APS has developed and will offer in the upcoming year, virtual community outreach events which allow for further education on APS services offered.

APS is also working with the Aging Network Division (AND) to identify and build the capacity of adult services in rural areas that currently lack these much needed services. APS will continue to explore community partnerships to develop case management to reduce ongoing abuse, neglect and exploitation of clients who are the subject of a substantiated investigation. APS will also be proposing changes to the Adult Protective Services Act to ensure ease of information sharing with law enforcement and other state agencies that serve the same population. The division will also be working on proposed legislative changes to strengthen financial exploitation laws.

With the rise of need during the pandemic and the anticipated increased need for volunteers, the **AND** will partner with volunteer programs to help prepare them for FY22. AND will begin planning and developing webinars for volunteer programs for fall 2020 and spring 2021. AND will be incorporating the AAA's into an eFile system to ease the submission of monthly invoices and billing documentation. AND will also coordinate training on the system with volunteer program providers. Moreover, AND will initiate the identification of diverse populations who may have not previously sought services through ALTSD, and begin partnerships with these organizations.

Throughout FY 2021, the **OIEA** will support the evolution and maintenance of effective communication and meaningful relationships between sovereign tribal governments and the state and maintain a foundation that fosters an environment that concentrates on addressing the needs of our Indian elders in New Mexico. We work in partnership with tribes, pueblos, and nations, to develop a comprehensive and coordinated service system of senior centers and adult day care services provided by New Mexico's 19 Pueblos, 2 Apache Nations, and the Navajo Nation. Our primary goal is to support and empower American Indian elders to experience healthy aging, and live with joy, respect, and dignity in their respective tribal communities. The OIEA embraces its mission with a renewed vision as we look strategically at the operation of the OIEA in FY 2021 to uphold endeavors that empower American Indian elders to live healthy with joy, respect and dignity in their respective tribal communities.

Armed with adequate resources, ALTSD will achieve its goal of building and maintaining a sustainable service delivery system to meet the needs of its constituents by working diligently with older and disabled New Mexicans, their families and caregivers, state agencies, Aging Network partners, and other community stakeholders.

GOAL 3: Strengthen Program Infrastructure:

Strategic Objective 3.1: Strengthen and expand the Department's program infrastructure to meet the diverse constituent needs

Strategic Objective 3.2: Promote equal and nondiscriminatory participation through outreach, education, access, and capacity building

Action Description:

ALTSD Information Technology Division (ITD) continues to strengthen its program infrastructure by working closely with the various divisions – Aging Network, Consumer and Elder Rights, Adult Protective Services, and State Long-Term Care Ombudsman, to define the business needs and adapt our technology systems accordingly. With continued participation in the HHS 2020 Project, ALTSD ITD has identified strategies to upgrade and improve existing systems to ensure better data collection, reporting, and analysis. Major initiatives include:

All Divisions:

- Improve data collection and reporting in existing, disparate applications, while preparing to migrate to a modern, robust platform with the capability of sharing pertinent data across the different divisions with ALTSD.
- Implementation of a smartphone-based application, dubbed 'ALTSD ON-Demand', which will allow provide access to the following services via a smartphone device:
 - CERD / ADRC: *Information & Assistance On-Demand* - Real time information on questions relating to benefits and services that ALTSD offers, including referrals to other state health and human service agencies.
 - Adult Protective Services: *APS On-Demand* – Real time report submission and collaboration with and APS Intake Worker to report cases of suspected abuse, neglect, and / or exploitation.
 - Ombudsman: *Ombudsman On-Demand*: Allow real-time video visits with the Statewide Long-Term Care Ombudsman 24/7, 365, much in the manner of tele-health.

Aging Network Division:

- WellSky Service Scan, an application designed to capture service units easily utilizing a smart device to scan a barcode.
- eFile Cabinet – a centralized database repository to collect and maintain contracts between ALTSD, the AAA's and the volunteer services contract providers, sanctioned under the CNCN Ameri Corps/Senior Corps program, streamlining the auditing process by ensuring accuracy and efficiency.

Consumer and Elder Rights Division:

- Improve data collection and reporting in the short-term by enabling data sharing across application platforms within ALTSD.

Adult Protective Services:

- Mobilizing APS staff to ensure better remote connectivity to Harmony and access to resources to conduct more efficient and effective investigations.
- Existing application improvements to ensure better handling of investigations regarding adult abuse, neglect, and exploitation.

State Long-Term Care Ombudsman:

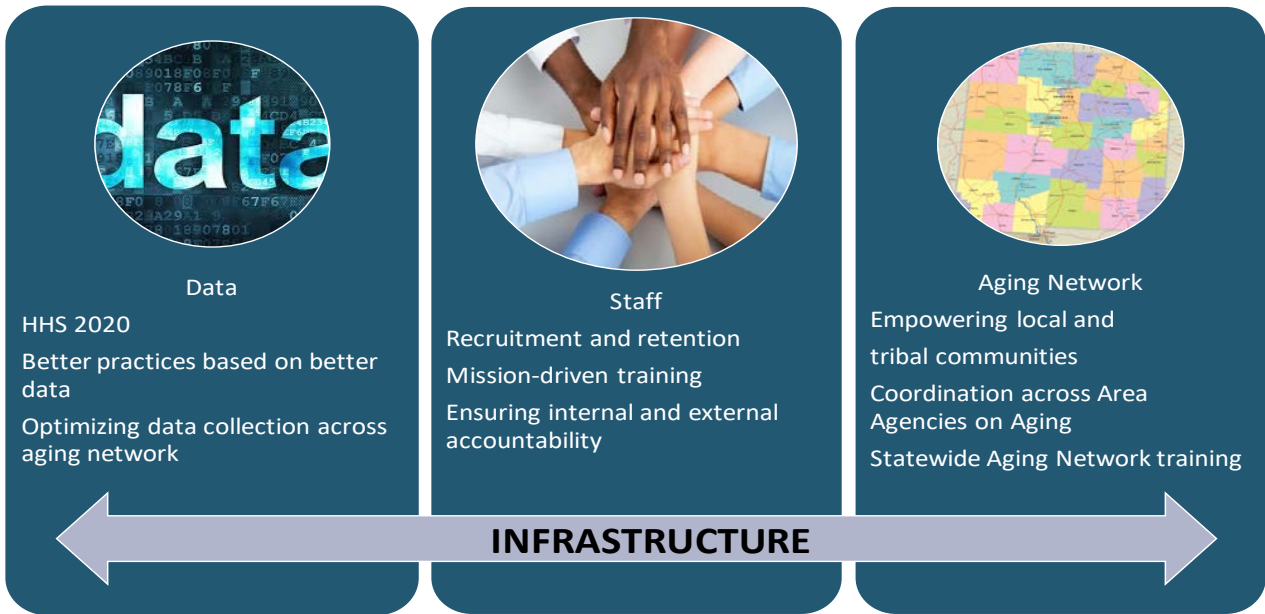
- Capitalize on use of smart devices (tablets) that ALTSD deployed to long-term care facilities within New Mexico
 - Continued utilization to mitigate the effects of social isolation to residents in LTC facilities
 - Expanded use for monitoring and compliance of LTC facilities

In addition to this major initiative, ALTSD ITD is migrating toward a cloud-based IT infrastructure, to provide improved access to remote employees, while also ensuring IT security protocols and practices are in line with industry standards and best practices.

By closely collaborating with each division within ALTSD to improve the program infrastructure, the intent is to improve efficiency, accountability, and ultimately, be better equipped and responsive to the needs of the most vulnerable population in New Mexico.



The ALTSD initial infrastructure elements identified for targeted evolution include data, staff, and Aging Network services.



Department's Performance Measurements

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

For Fiscal Year 2021, the Department has 26 performance measures, 18 of which are key measures reported on a quarterly basis to the Department of Finance and Administration and the Legislative Finance Committee. Annual targets are determined based on an analysis of trends, forecasts, and operational assessments of programs and services. There are five types of performance measures:

- **Output** – measures the volume of work completed or the level of actual services or products delivered
- **Quality** – measures the value of the service being provided
- **Outcome** – measures the actual impact or public benefit of a program
- **Explanatory** – measures external factors over which the agency has little or no control but that have a material effect on the agency's ability to achieve its goals
- **Efficiency** – measures cost per unit of service provided

Adult Protective Services (APS)

The Adult Protective Services Division is responsible for receiving reports of and investigating abuse, neglect or exploitation of vulnerable adults in the state. Adult Protective Services is the largest division of the Aging and Long-Term Services Department with 132 full time positions housed across eighteen offices statewide. APS relies heavily on funding through New Mexico general funds. APS receives a pass through of Title XX funds from the Children, Youth and Families Department (CYFD) of approximately 2.2 million, which is used to provide home care and day care services for vulnerable adults.

Safeguarding Vulnerable Adults and Elders:

Elder abuse is all too common. Nationally, it is estimated that approximately 10% of elders suffer abuse. This statistic includes physical abuse, psychological or verbal abuse, sexual abuse, financial exploitation, and neglect. Research also indicates that elder abuse is underreported, with one study indicating only one in 25 cases are reported (National Center on Elder Abuse).

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

Last Year's (FY20) Accomplishments:

- Provided consultation and training to Laguna Pueblo, Acoma Pueblo and the Navajo Nation.
- Provided technical assistance to Zuni Pueblo in relation to their Adult Social Services.
- APS utilized additional funding in the FY20 budget to purchase technology for the field staff.

Emergent Issues:

- COVID-19 has slowed investigations, APS is revising screen in procedures for development of more comprehensive and holistic approach to investigations.
- APS has relied on outreach presentations completed as in person events. APS will continue to develop robust communication plans to provide information about APS and it's services to a wider community audience.

Program Objective:

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

Related Performance Measures:

Type	Performance Measures
Output Quarterly	Number of referrals made to, enrollments in home care, and adult day care services as a result of an investigation of abuse, neglect or exploitation.
Outcome Quarterly	Percent of emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed time frames.
Output Quarterly	Number of adult protective services investigations of abuse, neglect, or exploitation.
Outcome Quarterly	Percentage of repeat abuse, neglect, or exploitation cases within six months of a substantiation of an investigation.
Output Quarterly	Number of outreach presentations conducted in the community within Adult Protective Services' jurisdiction.
Quality Quarterly	Percentage of contractor referrals in which services were implemented within two weeks of the initial referral.
Output Quarterly	Percent of priority two investigations in which a caseworker makes initial face to face contact with the alleged victim within prescribed time frames.

Strategies:

- Increase public awareness of the duty to report adult and elder abuse through effective and consistent outreach.
- Provide all counties with a coordinated system of referral, response, assessment, and investigation to mitigate risk to victims.
- Ensure that APS has sufficient staff and resource capacity to receive and respond to a growing number of reports with timely investigations and appropriate service interventions to prevent continued risk to adult victims.

- Research, develop and implement best practices reflected throughout policies and procedures.
- Provide updated technology to APS staff to support efficiency and safety while they conduct investigations.
- Support further development of core training curriculum to include essential investigatory and case management skills.
- Collect and analyze data to ensure optimum allocation of human and financial resources.
- Foster relationships with local district attorney offices to ensure the most thorough investigations to provide for swift prosecution.
- Provide appropriate in-home support to people who APS investigations determine have been subject to self-neglect, abuse, neglect, or exploitation.

Long-Term Care Ombudsman Program (LTCOP)

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

Last Year's (FY20) Accomplishments:

In FY20, the Ombudsman Program focused on educating the public about our program and recruiting volunteers. Over a 6-month period, Ombudsmen conducted over 8,000 family and resident contacts. At the same time that Ombudsmen increased their community outreach, they continued to provide long-term care residents with timely access to their advocacy. They resolved complaints on an average of less than one week, and addressed a variety of issues ranging in topic from wrongful discharges and evictions, lost or stolen personal property, administration of medications, disrespectful staff attitudes, adequacy of dressing and grooming, and abuse and neglect. Additionally, the program hired a Northwest Ombudsman Regional Coordinator with a special focus on outreaching to Pueblos, Tribes, and Nations to make sure we understand the role of the Ombudsmen in supporting Native American elders and adults living with disabilities in facilities.

The COVID-19 pandemic reshaped the Ombudsman Program. With restrictions in place, for over 3 months, Ombudsmen were unable to enter facilities, and needed to find creative means to reach out to residents, families, and facility staff. In March, when long-term care facilities shut their doors to all but essential healthcare workers, the Ombudsman Program and Care Transitions Bureau

worked together to contact all facilities to assess their communication capabilities to make sure residents still had contact with their loved ones and the Ombudsman Program. The Care Transition service team has now incorporated mental health as part of the service connection it provides. Ombudsmen delivered 350 tablets across the state to facilities to ensure that residents could access video calls. As COVID-19 cases began to appear in facilities, the Ombudsmen reached out to those residents and family members to make sure they had the support of the Ombudsman Program and their concerns were addressed. The program also undertook a massive letter writing outreach campaign to ensure that families of residents new when and how to contact an ombudsman.

The Ombudsmen staff remained available to answer all questions and concerns which, over half were related to COVID-19, particularly around communication with loved ones, visitation, and social isolation.

Program Objective:

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

Related Performance Measures:

Type	Performance Measures
Outcome Quarterly	Percent of ombudsman complaints resolved within sixty days
Output Quarterly	Percentage of facilities visited monthly
Quality Annual	Percent of nursing and assisted living facility residents who remained in the facility following a discharge/eviction complaint
Outcome Quarterly	Percent of Individuals provided short-term assistance that accessed services within thirty days of a referral from options counseling.

Strategies:

- Investigate and resolve complaints made by or on behalf of residents.
- Ensure that all long-term care facility residents have regular contact with an Ombudsman to support and protect their civil and resident rights, including the right to be free from harm.
- Ensure the program has sufficient staff and volunteers to make contact with all nursing home and assisted living facilities.
- Engage in community outreach to raise awareness about the Ombudsman Program and long-term care issues.

Consumer & Elder Rights Division (CERD)

The Consumer & Elder Rights Division assists older adults, adults with disabilities, and their caregivers through a telephonic, web-based, and community based point of entry system. CERD helps people understand their options, access information, maximize personal choice, and navigate systems to improve their quality of life.

CERD consists of the following areas:

- Aging & Disability Resource Center (ADRC) with Live Web Chat availability
- State Health Insurance Program (SHIP)
- Senior Medicare Patrol (SMP)
- Care Transitions Bureau (CTB)
- Prescription Drug Assistance Program
- New Mexico Veteran Directed Care Program

Overall Division Related Performance Measure:

Type	Performance Measure
Outcome Annual	Percent of people accessing CERD programs who indicated the assistance provided improved their quality of life and made a positive difference in their decisions

Aging and Disability Resource Center (ADRC) - Options Counseling

The ADRC assists elders, persons with disabilities and caregivers find services and resources to help them live well and independently. A family caregiver is anyone who is an unpaid provider of in-home or community care for a relative or loved one, assisting with activities such as bathing, dressing, eating, running errands and taking care of the house. Most people, at some point in their lives, become caregivers.

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

Last Year's (FY20) Accomplishments:

- The ADRC received an average of 315 calls per day, in which a live person answered 72% of the calls in the last quarter of FY20. After March 16, 2020, due to COVID-19, ADRC staff has been teleworking and all calls have been handled via voicemail with callbacks completed within 24 hours.
- 35,775 consumers received options counseling on various Medicaid programs.
- 40,253 consumers received options counseling on various Medicare programs.
- 1,291 consumers received options counseling on various COVID-19 topics.
- Live Web Chat saves consumers' time, with the average speed of response being 14.7 seconds with over 99% of all chats answered within 25 seconds.

Program Objectives:

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

Related Performance Measures:

Type	Performance Measure
Quality Quarterly	Percent of calls to Aging and Disability Resource Center that are answered by a live operator

Strategies:

- Be a central point of referral for stakeholders statewide.
- Work with the Area Agencies on Aging, faith-based and community organizations, UNM volunteers, Cancer Foundation, Human Service Department, Income Support Division, Medical Assistance Division, Social Security Administration, and other service providers to connect caregivers with resources.
- Increase referrals by all likely points of contact to appropriate resources by utilizing existing entities to create a point of entry, increasing inter-programmatic access and referral through all available mediums family caregivers are likely to access, including websites; help lines, and face-to-face contacts.
- Continue to be a central point of contact for Medicare Part D enrollment, from October 11th to December 7th. During the pandemic, instead of face-to-face counseling, we will provide counseling by phone and virtually.
- There will be additional training provided to 20 volunteers and other staff who will be providing Part D enrollment assistance.

State Health Insurance Assistance Program (SHIP)

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

Last Year's (FY20) Accomplishments:

The SHIP program has expanded outreach efforts to Medicare beneficiaries and volunteers. SHIP has reached out to electric cooperatives in rural areas to mail out brochures to customers with their monthly billing. The program has also been participating in Community Health Worker meetings, offering Medicare training to the participants. Efforts to expand virtual counseling have been expanded, a survey of IT needs and capacity has been sent to SHIP/SMP.

Program Objective:

- Provide accurate, objective, and comprehensive information and assistance

Strategies:

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

Senior Medicare Program (SMP)

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

Last Year’s (FY20) Accomplishments:

The SHIP program has expanded outreach efforts to Medicare beneficiaries and volunteers. SHIP has reached out to electric cooperatives in rural areas to mail out brochures to customers with their monthly billing. The program has also been participating in Community Health Worker meetings, offering SHIP/SMP trainings to the participants. Efforts to expand virtual counseling have been expanded, a survey of IT needs and capacity has been sent to SHIP/SMP volunteers through Survey Monkey. In addition, a newsletter, “New Mexico ADRC- Celebrating Our Volunteers,” was created. The newsletter included volunteer interviews.

Program Objective:

- Empower New Mexicans to prevent health care fraud

Strategies:

- Providing telephonic counseling/advocacy for Medicaid, Medicare, and short-term assistance with public assistance applications through mail, fax, email
- Working with partners through Zoom and by telephone
- Advertising the program through fliers, brochures, radio, and newspapers

Care Transition Bureau

The Care Transition Bureau (CTB) helps residents transition from long-term care facilities back into a community setting. The CTB 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. Bureau staff works with the individual, the long-term care facility staff, family members, caregivers, guardians, community service providers, and others to ensure that transitioning individuals are connected to programs and services to help ensure the greatest level of independence possible in a community setting.

Last Year's (FY20) Accomplishments:

The Care Transition Bureau (CTB) raised awareness about the program through health fairs, facility trainings, radio interviews, and trainings for Managed Care Organizations (MCO's), which resulted in the team reaching hundreds of individuals across the state and an increase in care transition referrals. CTB also assisted with Medicare screening events, and providing short-term assistance to vulnerable seniors in the community. CTB continues its unwavering and persistent advocacy for long-term care residents to safely discharge back into the community with all the supportive services they need. The team also closely collaborates with MCO's and HSD to problem solve individual and systemic issues.

The COVID-19 public health crisis significantly changed the way that CTB operates. When the first COVID-19 case appeared in New Mexico, CTB immediately collaborated with the Ombudsmen to reach out to nursing and assisted living facilities statewide to pass on guidance about COVID-19 precautions and visitor limitations, as well as request information on how facilities would help residents to communicate with their loved ones. CTB also responded when food access became a concern, and took calls from seniors in the community and connected them to ALTSD's meals and food box programs. Although CTB cannot enter long-term care facilities, they use phone and video calls to assess the needs of the residents that want to leave a facility and return home, and proactively reach out to facilities to make sure residents have access to their services. CTB has flagged several issues related to the public health crisis – delayed transitions, decrease in available goods and services necessary for transitions, and lack of sufficient personal care services for high needs individuals in the community. They raised these issues with HSD, which resulted in the creation of a Transitions Workgroup, bringing together HSD, MCO's, and CTB to address systemic issues.

Program Objective:

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

Related Performance Measure:

Type	Performance Measure
Outcome Quarterly	Percent of residents who remained in the community six months following a nursing home care transition

Strategies:

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

Prescription Drug Assistance Program

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

Program Objective:

- Provide appropriate prescription drugs for program participants

Strategies:

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

New Mexico Veteran Directed Care Program

The New Mexico Veteran Directed Care Program (NM VDCP) provides eligible veterans a community-based alternative to institutional care that facilitates greater veteran choice, direction, and control over services, and community supports to continue to live in their home.

Program Objective:

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

Strategies:

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

Aging Network Division

The Aging Network Division (AND) is comprised of the Senior Services Bureau (SSB) and Employment Programs Bureau (EPB). The budgets for the Office of Alzheimer's and Dementia Care, and the Pueblos, Tribes and Navajo Nation are also housed in AND.

AND manages and monitors more than 32 Older Americans Act federal and state general fund contracts which are issued through the Area Agencies on Aging, volunteer programs, NM Senior Olympics, and Pegasus (legal contract). Examples of the contracted services include congregate

and home-delivered meals, transportation, in-home services, chore services, social services, health promotion, enhanced fitness, senior employment, and volunteer programs.

Older Americans Act Title III and Other Services Provided through State Funding

The AND monitors the contracts with the AAA's who oversee the following services through both OAA Title III and state general funds:

- case management
- chore
- congregate and home-delivered meals
- health screening
- health education and training
- legal assistance
- medication management
- home repair and safety
- housekeeping
- enhanced fitness/physical fitness
- adult daycare
- assisted transportation and regular transportation
- respite care (to include grandparents raising grandchildren)
- nutritional information – service providers provide nutritional training and education in the form of newsletter articles and information distribution to seniors.

Senior Corps Volunteer programs in New Mexico communities that are facilitated by AND include: The Foster Grandparent Program (FGP), Senior Companion Program (SCP) and RSVP. These programs support the aging population with services, small stipends, and other benefits for volunteering.

Program Objectives:

- Ensure that contractors and providers are receiving the resources needed to maximize services for the aging population
- Expand access and services through planning and funding
- Bring awareness of services provided through the creation of innovative activities

Overall Division Related Performance Measures:

Type	Performance Measures
Output Quarterly	Number of outreach events and activities to identify, contact and provide information about aging network services to potential aging network consumers who may be eligible to access senior services but are not currently accessing those services
Output Quarterly	Number of transportation units provided
Explanatory Annually	Average cost per unit of transportation in rural and tribal areas (all counties except Bernalillo and Santa Fe)
Explanatory Annually	Average cost per unit of transportation in Bernalillo and Santa Fe counties.

Meals and Nutrition

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

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

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

<p>Program Objective:</p> <ul style="list-style-type: none"> • Ensure that meals are served to the most at risk senior population in the New Mexico Aging Network.
--

Related Performance Measures:

Type	Performance Measures
Outcome Quarterly	Percentage of older New Mexicans receiving congregate and home delivered meals through aging network programs that are assessed with “high” nutritional risk
Output Quarterly	Number of meals served in congregate and home delivered meal settings
Explanatory Annually	Average cost per meal in Bernalillo/Santa Fe counties.
Explanatory Annually	Average cost per meal in rural and tribal areas (all counties except Bernalillo and Santa Fe)

Strategies:

- For seniors statewide, contract with Area Agencies on Aging to provide congregate and home-delivered meals.
- Expand coordination with the Area Agencies on Aging and community organizations to help end senior hunger.
- Assist Area Agencies on Aging in the operation of senior nutrition programs by conducting on-site assessments, providing training and technical assistance.
- Utilize data reporting systems to determine the needs of older adults and if they are being met while forecasting emerging needs and analyzing trends.
- Work collaboratively with partners and state agencies to create a sustainable emergency food supply system for our seniors.

Senior Services Bureau

The Senior Services Bureau (SSB) provides contractual oversight and technical and programmatic support for all state and federally funded Older American Act programs.

Last Year’s (FY20) Accomplishments:

- Created and mailed out SSB census flyer to all senior centers in the state that focused on the importance of federal funding for senior services.

- NM Aging & Long-Term Services Department Conference on Aging—SSB staff worked at this event by helping with planning and incorporating the senior corps volunteer programs.
- Summer/Fall 2019—planned and completed the first ever volunteer program trainings for providers in four regions of the state. Las Vegas, Socorro, Farmington, and Clovis were the host sites for trainings that occurred in September and October 2019. Free venues and over 15 free presenters were secured for the trainings. SSB also assisted the state nutritionist with nutrition trainings and provided ideas for workshops.
- AND and SSB staff arranged and conducted 5 Health and Nutrition trainings across the state and collaborated with DOH, NMSU Extension offices, ICAN, Holly Cross Diabetic Health Education Department, Farmers Market Association and Chef Lois Frank and Red Mesa Native American Cuisine. Also partnering with NCMEDD Non-Metro AAA on Nutrition Guidelines for NSIP Funding.
- AND Nutritionist arranged for five one-on-one Nutrition, Dietary Requirements, Menu Planning training sessions with kitchen staff at the following tribal centers:
 - Alamo Tribal Center
 - Santa Ana Pueblo
 - Chichiltah Senior Center
 - Crown Point Senior Center
 - Beclabito Senior Center
- Throughout the year, SSB staff scheduled and performed technical assistance visits with volunteer programs throughout the state. In conjunction with the technical assistance, SSB visited senior center locations.
- Community meals—staff participated in community meals in Chimayo, Truchas, and Gallup on multiple dates from October through December 2019. The Gallup site community meal was orchestrated through SSB. This included recruiting volunteers from the community (Wells Fargo, Knights of Columbus, Miyamura High School Culinary, Catholic Charities, a local radio station and other organizations). SSB worked with a local food pantry to arrange groceries for seniors in Gallup, Standing Rock, and Rock Springs.
- In the fall, due to OIEA’s short staffing, SSB staff performed risk assessments for OIEA on the Navajo Nation.
- SSB staff worked on the State Program Report, which not only included entering data, financials, reconciliation and final review; but also identifying challenges and possible solutions for the next FFY reporting cycle.
- Aventri platform for NM Conference on Aging—participated in all trainings for the Aventri software that is the new platform for the NM Conference on Aging. The Aventri platform will assist with scheduling trainings for SSB providers.
- January 2020 SSB staff arranged and contracted for ALTSD and AAA staff to participate in an Older American’s Act training.

- January–February 2020—SSB planned and developed an ALTSD open house, in preparation for Senior Day at the legislature. With that, SSB invited senior centers from around the state to the Santa Fe office for a light breakfast and lunch for seniors. Snack bags and t-shirts were distributed to all who attended. This also provided an opportunity to provide seniors with an introduction to SSB services and answer their questions.
- SSB was designated as the repository for the volunteer recruitment emails for COVID-19. Replied to all volunteers (over 500). Participated in the work group that helped developed the final volunteer database for the state.
- SSB was responsible for scheduling the assigned food hub sites for the food box distribution. In coordination with the policy office, helped prepare sites for deliveries.
- SSB assisted with scheduling of volunteers at food boxing sites.
- Worked with Rubex (eFile cabinet) developing a platform for volunteer programs to begin uploading MARs and other documentation for FY21 contracts.
- Continued work on the following major tasks: policies and procedures; the Governor’s report (new this fiscal year); performance measures; SAMs database and participated in COVID related webinars with ACL, WellSky and CNCS.

Employment Programs Bureau

The Employment Programs Bureau (EPB) offers employment and training services to older New Mexicans through two government-funded programs and other community partners.

The two core programs include:

- The Senior Community Service Employment Program (SCSEP)
- New Mexico Senior Employment Programs (SEP)

The Senior Community Service Employment Program (SCSEP)

The SCSEP assists income-eligible persons, age 55 or older, to obtain employment, and provides community service through paid, part-time, training positions. Enrolled participants receive work experience and on-the-job training to develop new or improved skills, as well as support to overcome barriers to employment, such as lack of self-confidence, lack of English language fluency, or physical disabilities. Under Title V, enrollees are provided four years to gain meaningful employment (COVID-19 has extended this to five years) and for the SCSEP enrollees have 27 months to gain meaningful employment.

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

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

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

New Mexico Senior Employment Program (SEP)

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

FY20 Accomplishments:

- All participants in the Senior Community Service Employment Program (SCSEP) and the New Mexico Senior Employment Program (SEP) continued to be paid through the course of the COVID-19 pandemic. The EPB ensured that:
 - Participants who continued to work at host agencies, which were deemed essential businesses, had sufficient PPE for safety.
 - Those participants, who could, worked from home.
 - Participants in high-risk categories were not in the workplace – they were on either paid sick leave, working from home, or doing and documenting activities to fulfill an employment plan.
- The EPB Reestablished SCSEP sites in Luna and Catron Counties.

Emergent Issues:

- The EPB uses paper/hard copy files for documentation of client eligibility and program activity. The “work from home” mandate of the COVID-19 pandemic has highlighted the inadequacy of this system.

- On-the-job assignments are not generally in “in-demand” economic sectors, reducing successful placements of employment program participants into unsubsidized employment. The most “in-demand” sector of New Mexico is personal care and service within the health care industry.
- In FY21, the US Department of Labor will announce the results of a competition for providers of SCSEP services. Both Goodwill Industries and the National Indian Council on Aging are competing to maintain their contracts. This may result in a new provider within New Mexico.

Program Objectives:

- Provide older adults who have low incomes with skills to become economically self-sustaining.
- While providing older workers a supplemental income and opportunities to achieve economic self-sufficiency, support Aging Network partners with part-time assistance.
- Increase economic self-sufficiency and independence of older New Mexicans.
- Provide opportunities for meaningful community engagement for older New Mexicans.
- Support older job seekers to achieve continued employment.

Related Performance Measures:

Type	Performance Measure
Outcome Annually	Percent of individuals exiting the federal older worker program who obtain unsubsidized employment

Strategies:

- The Long-Term Care Ombudsman Program, The Aging and Disability Resource Center (ADRC), and Adult Protective Services (APS) each have clients who are referred repeatedly. They may be medically frail, cognitively challenged, and/or deal with behavioral health issues. The EPB will train older workers as Peer Support Workers (PSWs) and Community Health Workers (CHWs). The training will include an overview of the special needs of recurrent clients of the Ombudsman, the ADRC and APS. National certifications for PSWs and CHWs will be sought. This initiative is part of a larger program that provides the same training to individuals who are not eligible for the SCSEP or SEP due to age or income.

- The EPB will seek increased technical capability for confidentially storing and accessing all information and documentation on-line.
- New Mexico has three SCSEP grantees, the state grantee (ALTSD), Goodwill Industries of New Mexico, and the National Indian Council on Aging. These three organizations will meet at least twice per year to consider issues of mutual concern and program coordination. If a new SCSEP provider is chosen by the USDOL to serve New Mexico, these meetings will aid the transition to the new provider.

Effects of the COVID-19 pandemic on services in FY 21:

With participants in the Senior Employment Programs consisting of older, low-income individuals who have barriers to employment, most of them are at elevated risk for serious consequences if they contract COVID-19. Therefore, erring on the side of caution to ensure safe workplaces, or allowing them to work from home is a priority. Some have also been on extended sick leave. These trends will continue for the foreseeable future.

Senior Volunteer Program

The Department and its partners offer volunteer opportunities throughout the state, which provide service to communities and foster the health and independence of older volunteers. These volunteer opportunities include Foster Grandparent Programs (FGP), Senior Companion Programs (SCP), RSVP, Long-Term Care Ombudsman, State Health Insurance Assistance Program (SHIP), Senior Medicare Patrol (SMP) and the Savvy Caregiver Program.

<p>Program Objective:</p> <ul style="list-style-type: none"> • Provide community service while fostering the health and independence of volunteers
--

Related Performance Measure:

Type	Performance Measure
Output Quarterly	Number of hours of service provided by senior volunteers, statewide

Strategies:

- Recruit, train, and retain volunteers for the SHIP and Ombudsman programs.
- Contract with providers for RSVP, Foster Grandparent, Senior Companion and Savvy Caregiver programs.
- Provide technical assistance to contracted volunteer providers regarding recruitment, training, and retention of volunteers.

Health Promotion

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

Encouraging Healthy and Independent Aging

Aging brings an increase in the prevalence of chronic diseases, such as hypertension, diabetes, arthritis, and dementia. For example, Alzheimer's disease, the most common type of dementia, is the fifth leading cause of death among older Americans. Older adults also face more challenges with everyday living activities.

- 80% of older adults have at least one chronic health condition.
- 1 in 3 older adults has limitations in activities such as preparing meals and housekeeping.

Mental health issues, such as depression or anxiety, are often overlooked among the older adult population. Older adults are often misdiagnosed and undertreated for depression because providers mistakenly attribute symptoms to a natural reaction to illness or changes that occur with age.

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

Maintaining health and independence later in life promises to mitigate costs and caregiver burden. Research has shown that the components to successful aging are:

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

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

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

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

Program Objective:

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

Strategies:

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

Office of Indian Elder Affairs

The Office of Indian Elder Affairs (OIEA) was created within the Office of the Secretary in 2004. General operational functions of the OIEA include contract management of state general funds, program compliance monitoring, technical assistance, advocacy and training. The OIEA serves as the focal point for ALTSD to address issues affecting New Mexico's American Indian elders.

Guided by the State Tribal Collaboration Act (STCA) and the New Mexico Aging and Long Term Services Department State-Tribal Consultation, Collaboration and Communication Policy, the Office of Indian Elder Affairs (OIEA) collaborates on a government-to-government basis with the federally recognized tribes, pueblos, and nations in New Mexico to promote meaningful and effective communication and consultation on issues of mutual concern. The OIEA continues to support the evolution and maintenance of effective communication and meaningful relationships between sovereign tribal governments and the state and maintain a foundation that fosters an environment that concentrates on addressing the needs of our Indian elders in New Mexico.

The ALTSD/OIEA coordinates senior services for Indian elders throughout New Mexico through two planning and service areas: 1) the Navajo Nation-Department of Health's Division of Aging and Long-Term Care Support (DALTCS), which serves as the Area Agency on Aging that administers Planning and Service Area 5 (PSA 5); and 2) the Indian Area Agency on Aging (IAAA), administered by the OIEA under state authority through the New Mexico Aging and Long Term Services Department (ALTSD). The OIEA will continue to work in partnership with tribes, pueblos, and nations, to develop a comprehensive and coordinated service system of senior centers and adult day care services provided by New Mexico's 19 Pueblos, 2 Apache Nations, and the Navajo Nation. Our primary goal is to support and empower American Indian elders to experience healthy aging, and live with joy, respect, and dignity in their respective tribal communities.

Last Year's (FY20) Accomplishments:

- **Senior Service Programs:** in collaboration with its partners in FY 2020, the OIEA-ALTSD provided technical assistance and developed program initiatives in collaboration with tribal partners, and funded 59 senior center operations among 19 Pueblos, 2 Apache Tribes, and 39 Navajo Nation senior centers within New Mexico.
- **Adult Day Care Programs:** the OIEA-ALTSD funded three FY 2020 adult day care services contracts for the Isleta Daycare Center, Santa Clara Adult Day Care, and Zuni Adult Day Care.
- **Collaboration and Development of Partnership Building Initiatives:** The OIEA collaborated with the following organizations on an ongoing basis to increase services and opportunities available to New Mexico's Indian elders: AARP, the Administration on Aging-ACL-Title VI Program, All Pueblo Council of Governor's-Elder's Committee, Alzheimer's Association, Central New Mexico College, City of Albuquerque, Department of Defense, Eight Northern Indian Pueblos Council, Inc., Health Benefit ABCs (Bill Benson), Indian Health Service, International Association for Indigenous Aging (Bill Benson/Dave Baldrige), National Indian Council on Aging, National Senior Olympics, Native American Budget and Policy Institute, New Mexico Department of Health, New Mexico Department of Workforce Solutions, New Mexico Indian Affairs Department, New Mexico Indian Council on Aging, New Mexico Senior Olympics, New Mexico Title VI Coalition, Santa Fe Indian School—Leadership Institute, Ten Southern Indian Pueblos Council, University of New Mexico—Native American Alzheimer's Institute.
- **Participation in State-Tribal Leader's Summit:** With support from the NM Indian Affairs Department, the ALTSD/OIEA reported on its obligation and commitment to support the principles outlined in the STCA.
- **Healthy Aging Activities:** The ALTSD and OIEA staff participated in the Governor's Hunter Initiative by providing food boxes to all tribal communities in New Mexico; partnered with the NMDOH to provide food trainings to tribal senior programs.
- **Department of Workforce Solutions:** Implemented AmeriCorps planning grant in partnership with the Pueblo of Zuni.
- **Health Fairs:** The OIEA participated in various health fairs throughout the state.
- **Alzheimer's Disease & Dementia Services:** The OIEA partnered with the Office of Alzheimer's and Dementia Care on various projects to provide caregiver support services including 24/7 Helpline, information, care consultations, training and education, support groups and self-directed respite care.

- **Consumer & Elder Rights:** State Health Insurance Assistance Program (SHIP), Senior Medicare Patrol (SMP), Resource Options Counseling, and Prescription Drug Assistance programs were made available to tribal elders, as requested.

COVID-19 – Ongoing Challenges, Immediate Needs, and Accomplishments

Along with state departments, agencies, tribes, pueblos, and nations across the state, the OIEA is closely monitoring, assisting, and supporting tribal senior programs with strategies to deal with the impact of COVID-19 and the immediate challenges and impacts to tribal leaders, Indian elders, their providers, and support systems within tribal communities. Tribal senior centers across the state ceased providing meals in a congregate setting to limit and prevent exposure to COVID-19 within senior centers. In collaboration with the NMDOH, risk factors are evaluated and tribal leadership is assisted with making informed decisions about COVID-19 risk factors, testing, and contact tracing to minimize the spread of COVID-19.

The ALTSD/OIEA assisted tribal senior centers to 1) develop Tribal Senior Center Emergency Plans, 2) Pack and distribute over 5,500 food boxes to tribal elders, 3) Obtain Personal Protective Equipment (PPE), 4) Attend weekly ongoing Zoom Meetings to provide ongoing support and guidance as circumstances evolve, 5) Navigate complications due to tribal office and FY 2020 contract completion and closures, 6) Manage SAMS reporting issues, 7) Provide for a 12.5% distribution of initial contract payments, if requested, 8) Successfully defend the need for a 10% increase in funding allocations for FY 2021.

Program Objectives:

- Develop and administer a comprehensive and coordinated system of services for American Indian elders who reside in rural and frontier areas.
- Through collaborative networks, set strategic priorities for the delivery of contracted tribal aging services to elders, spouses, adults with disabilities and caregivers.
- Provide program monitoring, technical assistance, capacity building and training to ensure continuous quality improvement (CQI).
- Contribute to tribal, state, and national dialogue, to advocate for public policies and programs, which meet the needs of American Indian elders, adults with disabilities and caregivers.
- Comply with all federal and state statutes, rules and policies as they apply to tribal communities
- Set strategic priorities, through collaborative networks, for the delivery of contracted services to elders, spouses, adults with disabilities and caregivers.
- Investigate potential additional funding sources, including AOA-ACL Title III and other federal funding sources.

Strategies:

- Assist and support the development of additional or innovative programs and services with New Mexico Native American communities.
- Engage key Tribal stakeholders to determine community needs and set service priorities for elder services.
- Ensure monthly data and fiscal monitoring including ongoing technical training and technical assistance using topics identified by the Tribal Aging Network providers
- Build and maintain working partnerships with tribal, state and national organizations that contribute to dialogue about public policies and programs that affect Native American Elders, adults with disabilities and their caregivers.
- Solicit input from tribal senior center providers on program development and policies that have an impact on tribal programs.

Legal Services

The Department contracts with organizations for the provision of advocacy and legal representation to assist older adults (including Native American older adults) with greatest economic need or social needs in securing and maintaining government benefits, housing, health care, human rights, consumer protection and domestic protection. Through the contracted legal services provider, statewide legal services are provided to individuals age 55 and older. The contractor reaches out to tribal programs by providing their monthly service/status report to the Navajo Area Agency on Aging and the ALTSD Office of Indian Elder Affairs. The contractor conducts free workshops/legal clinics throughout the state, and ensures that all tribal programs receive a written notification regarding workshops in or in close proximity to tribal communities. ALTSD has a designated legal services developer (LSD) as required by the Older Americans Act worked directly with state legal service providers, as well as state-wide legal initiatives that impact older New Mexicans

Last Year's (FY20) Accomplishments:

The legal services developer (LSD) worked directly with state legal service providers, as well as state-wide legal initiatives that impact older New Mexicans. The LSD took over contract management of one legal service provider, and assisted two legal service providers develop changes to the implementation of their services when New Mexico public health orders prevented face to face contact with clients. When the department began distributing food boxes to older New-Mexicans, the LSD developed a flyer with legal service provider information that was included in each box. State-wide legal initiatives include participation on the NM Access to Justice

Commission. This Commission, created by the New Mexico Supreme Court, undertook a state-wide analysis of legal needs of low-income New Mexicans. Legal needs of grandparents raising grandchildren was a top legal need identified by this review. The Commission will now focus on addressing access to legal resources for those needs identified. The LSD also developed and proposed, along with the New Mexico Alzheimer’s Association, a revised policy to the Albuquerque Police Department seeking specialized response training for officers responding to people with dementia related disorders. The LSD also participates in the Financial Exploitation Task Force, which is developing proposed legislation to protect vulnerable adults from financial exploitation.

Program Objective:

- Provide legal assistance to older New Mexicans

Strategies:

- Contract with providers to assist elders with their legal needs
- Expand access to legal services through outreach, coordination and collaboration with the Aging Network, continuing legal education venues, and community attorney associations.

Office of Alzheimer’s and Dementia Care

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

In accordance with these plans, the Office has coordinated the Savvy Caregiver Program, an evidence-based training program for caregivers of loved ones with dementia that has been demonstrated to increase caregiver skill, knowledge and confidence, while reducing caregiver stress. ALTSD contracts with the Alzheimer’s Association, New Mexico Chapter, to provide the program statewide, including rural and tribal communities.

Last Year’s (FY20) Accomplishments:

- Evidence-based training program for dementia family caregivers is available statewide, including in culturally appropriate formats to Pueblos, Navajo Nation and Spanish-language populations.

- Respite resource information was provided at all education and training events, conferences, newsletter, and ALTSD web site.
- State Caregiver/Alzheimer’s Plan Leadership Team continues to meet quarterly to support goals and strategies of State Plans. The members also provided workshops to various audiences including 2019 Conference on Aging, Medical Association, long-term care facilities, Navajo Nation Healthy Brain Conference, Family Caregiver Conference, and Crisis Intervention Team (CIT) Knowledge Network.
- A three-hour workshop was provided by OADC and the Alzheimer’s Association to the Carlsbad Chamber of Commerce, City Council, and other interested community members, as part of the Chamber’s participation in the World Health Organization “Age Friendly” Community initiative for the City and County. There were eighty-four participants. Information provided included the basics of Alzheimer’s, services and supports, including respite, and dementia friendly communities.
- The Governor’s Office and ALTSD supported UNM Memory and Aging Center, Department of Neurology application to National Institutes of Health for an Exploratory Alzheimer’s Disease Research Center.

Emergent Issue:

The Coronavirus pandemic presents many challenges that affects the needs of family caregivers and service provider’s abilities to meet the consumer’s needs in a socially distant manner.

Program Objective:

- Develop an Adequate Network Structure.
- Expand Public Awareness and Dementia Resource Connections.
- Support and Empower Unpaid Caregivers.
- Expand Research Opportunities in New Mexico.
- Support Education and Training for a Dementia-competent Workforce.
- Promote Quality in All Aspects of Alzheimer’s Disease Care, Education, Public Awareness, and Research.

Strategies:

- Implementation of virtual platforms for the delivery of services.
- Increased contact by telephone for delivery of services and support.
- For training and education programs, implement the use of smaller groups (under 5).

- Continue training to ADRC benefits counselors for updated information and referral resources and Aging Network providers ensuring services and supports are available to family caregivers to address their needs.
- Continue to use all methods of social media to publicize future training and education events for caregivers and keep information up to date.

Respite, Caregiver Services

The Aging Network offers evidence-based caregiver training, demonstrated to increase caregiver skill, knowledge, and confidence while reducing caregiver stress. These many services help families remain together, in their own communities, and create a safety net for many New Mexico elders and their families, including those who may not qualify for Medicaid but whose limited resources are insufficient to meet the care needs of their loved ones. The Network's healthy aging programs seek to mitigate future caregiving burden by keeping potential care recipients healthier for longer.

Supporting Caregivers

Caregivers play a critical role, not only in helping their loved ones, but also in assisting New Mexico, which would be overwhelmed without them, in terms of both cost and capacity. Family caregivers provide 80 percent of all long-term care.

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

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

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

Last Year's (FY20) Accomplishments:

- ALTSD Caregiver Resources Handbook was compiled, distributed and posted on the ALTSD website.
- In order to plan efficient and effective use of respite services, a consumer survey was conducted about respite needs. The survey was compiled and provided to Aging Network Division (AND) for their use.
- A "Respite Resources Guide" for providers was developed and provided to the Aging Network Division and posted on the ALTSD Healthy Aging Training Academy web site.
- Staff from Alzheimer's Association provided care consultations at the ALTSD Conference on Aging and continued to provide care consultations through their daily operations.
- Alzheimer's Association sponsored the Family Caregiver Conference in Albuquerque, which included information about respite services. The conference provided on-site respite and respite vouchers for family caregiver attendees.
- Alzheimer's Association provided statewide self-directed respite voucher program for dementia caregivers.

Emergent Issue:

The Coronavirus pandemic has presented additional challenges in meeting the needs of family caregivers, and the ability of service providers meeting the needs of consumers.

Program Objectives:

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

Related Performance Measure:

Type	Performance Measures
Output Quarterly	Number of hours of caregiver support provided

Strategies:

- Use of virtual platforms for delivery of services.
- Increased contact by telephone for delivery of services and support.
- Practice the implementation of smaller groups (under 5) for training and education.
- Continued training to ADRC benefits counselors for updated information and referral resources and Aging Network providers regarding services and supports available to family caregivers to address their needs.
- Continue to use all methods of social media to publicize all training and education events for caregivers and keep information up to date.

Kinship/Guardianship Legal Services

The Department contracts with organizations for the provision of legal assistance to older New Mexicans to help elders by providing legal assistance or legal representation to kinship caregivers and provide community education to kinship caregivers across New Mexico.

FY20 Accomplishments:

- Aging Network legal services providers continue to provide information on advanced financial, legal and medical planning.
- Aging Network legal services providers collaborate with the Alzheimer's Association to provide legal trainings for dementia family caregivers.
- Pegasus Legal Services for Children provides legal assistance, representation and community education regarding guardianship for kinship caregivers statewide.
- Nearly 100% of guardianship petitions are granted.

Emergent Issue:

The Coronavirus pandemic presents many challenges that affect the needs of kinship caregivers and the service provider's ability to meet consumer needs in a socially distant manner.

Program Objective:

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

Related Performance Measure:

Type	Performance Measures
Explanatory Annual	Number of clients appointed as legal guardians of kinship children in their care.

Strategies:

- Use virtual platforms for delivery of services.
- Increased contact by telephone for delivery of services and support.
- Continue to use all methods of social media to publicize availability of services for kinship caregivers and maintain information that reflects the current status.



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

If you suspect an adult is being abused, neglected, or exploited, call the
Adult Protective Services Statewide Intake, toll-free at **1-866-654-3219** or **1-505-476-4912**.

Do you or someone you know need help with issues in a long-term care facility?
Call an Ombudsman today. Services are free, confidential, and provided statewide.

1-866-451-2901 Statewide

Or visit us on the web at

www.nmaging.state.nm.us