

Aging & Long-Term Services Department

Legislative Finance Committee

November 16, 2023

Jen Paul Schroer, Cabinet Secretary Designate



New Mexico's Aging Population



Growing Need in NM

- By 2030, New Mexico will move from 29th highest ranking to the 4th highest in the nation for total senior population per capita¹
- Most older adults wish to "age-in-place" by living in their community longer, necessitating a rebalance of long-term services and supports (LTSS) to include more funding for home-and community-based supports.



Problems Facing Today's Seniors

- 9% of New Mexico seniors have an annual income of less than \$10k
- Isolation is on the rise as families are not coming back home to rural NM (27% are living alone)
- In 2021, 10% of NM adults aged 60 years or older self-reported they have difficulty living independently; for example, doing errands alone such as visiting a doctor's office or shopping.



Quality Assurance & Services Needed

- US data shows new trends for senior centers:
 - A *decrease* in transportation activities; in 2020 there were 48,692 clients served and in 2021 this decreased to 43,949 clients.
 - An *increase* in case management activities; in 2020, there were 487,523 clients served for case management, and in 2021, this increase to 515,114 clients.

¹University of New Mexico Geospatial Population Studies

FY23 - Delivering for New Mexicans

ALTSD DIVISION	Governor's monthly measure	FY2023
AND + OIEA	How many seniors were served Congregate meals?	105,195
AND + OIEA	How many seniors were served home delivered meals?	165,515
AND + OIEA	How many seniors were provided transportation?	13,616
AND + OIEA	How many seniors currently utilize senior centers across the state?	295,761
AND	How many people are enrolled in the Senior Community Service Employment program?	34
AND	How many people are enrolled in the New Mexico Senior Employment Program?	84
CERD	How many calls to the ADRC?	27,166
APS	How many investigations of abuse/neglect/exploitation?	6,863
OMB	How many people are enrolled in Our Care Transition Program?	1,762

New Mexicans deserve better.

**FY25 Budget Proposal Offers a
Strategic Path Forward**



Conference on Aging

- 707 total conference registrations
- Over 350 were from metro areas (ABQ, SF, LC)
- Over 300 were from rural New Mexico representing 110 different communities
- 8 Tribes and Pueblos were represented
- 71 Exhibitors
- 21 Speakers



NEW MEXICO 45TH ANNUAL
Conference on Aging



Attendees during the
general session day 1



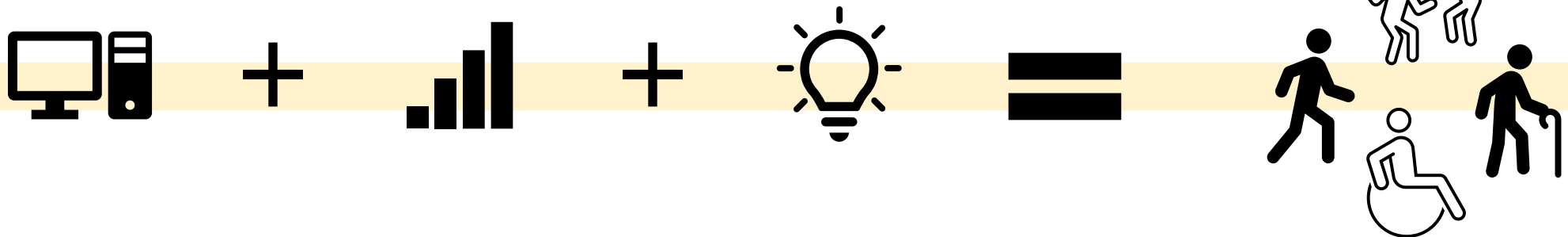
Sec. Designate Schroer &
Gov. Lujan Grisham at the social
dance



Keynote speakers: Barbara Hubbard & Valerie Tsosie

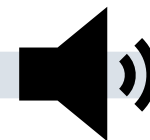
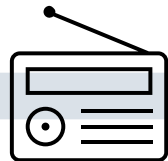
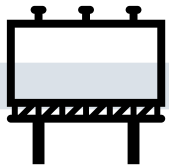
Office of Business Engineer & Program Development

- New cross-functional office
- Leverages technology to improve customer experiences
- Aligns technology to conduct longitudinal studies with data analytics to inform program development
- Offers innovative, technological solutions to organizational and industry challenges
- Implements systems that support delivery success and measurement



Office of External Affairs

- New cross-functional office
- Leverages the power of marketing to build public trust, achieve programmatic goals and to keep seniors safe, especially in rural communities
- Ensures effective, consistent message dissemination
- Apprises constituents of programs and services available



State of New Mexico's Senior Centers

New Mexico Senior Centers

Today's senior centers need to accommodate a large age range from mid 60's to late 90's

- 46% are local government owned & administered
- 28% are tribal government owned & administered
- 23% are nonprofit owned & administered
- 3% are meal sites only, not senior centers

Capacity & Sense of Urgency

- Current senior center capacity can only serve 4% (20,428) of New Mexico's 60+ (532,186) population
- If we do not increase our senior centers' capacities now, New Mexico will only be able to serve 3% by 2030.

National Rankings

- New Mexico represents 3% of the total 300 nationally accredited senior centers. (National Institute of Senior Centers).
- Since 2019, 9 New Mexico senior centers have been accredited. (8 centers in Albuquerque, 1 in Las Cruces.)

Direct Care Services provided by Aging Network Centers

Service Mix

- 76% Transportation
- 15% Respite
- 5% Case Management

New Mexico Grown



- Total Amount of FY24 Allocation - **\$825,600** (38% increase)
- Total Number of Providers - **26** (18% increase)
- Total Number of Senior Centers that will be receiving NM Grown Food Items – **75** (10% increase)
- NMSO will receive separate funding for **four** special events.
- Total Number of Tribal Senior Centers that applied for NMG FY24 – **4**
- Total Number of Tribal Senior Centers – **21** which includes the 4 that responded to the RFA.



Aging Network Expansion



- Collaborate with AAAs and providers to expand services
- AAA \$2M increase to accommodate for \$15 hour positions and inflation for the cost of goods
- AAA \$2M Home Based Services i.e. homemaker, caregiver, respite, chore
- 4 Additional FTE regional technical assistance and workforce development



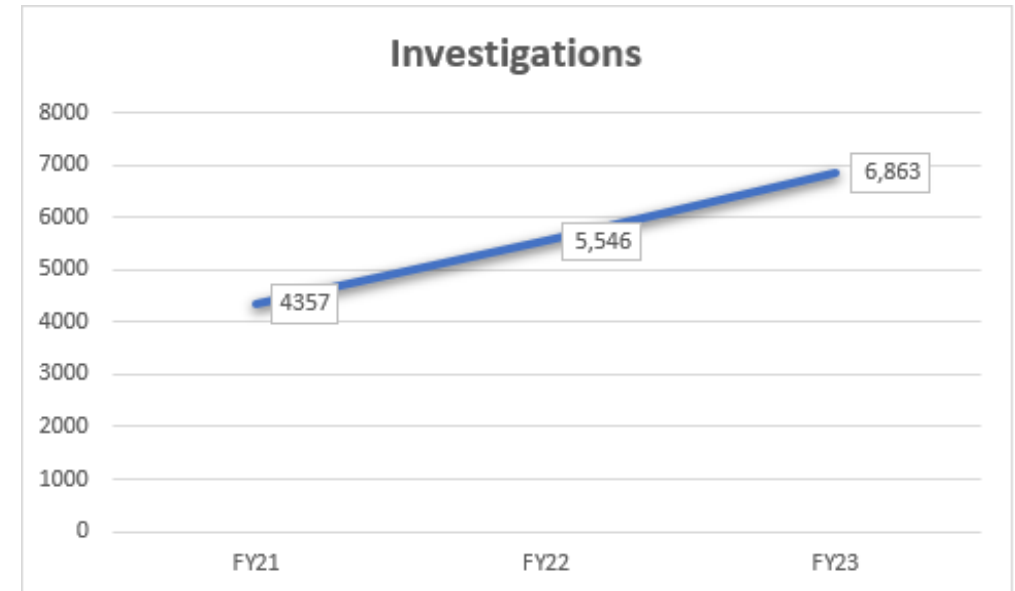
Adult Protective Services (APS)

Expanding services, supports, & assistance to prevent abuse, neglect and exploitation



Esperanza Lucero, APS Director received the President's Award from the National Adult Protective Services Association (NAPSA) for prevention, intervention, harm reduction model implementation.

- Annual staff turnover rate of 1%.
- 627 Referrals made to outside agencies & resources
- 484 Food boxes delivered to vulnerable adults
- 410 Outreach presentations for FY23
- 33 Guardianships and 2 Grievances filed
- 52 Seniors in APS Social Work Intern Pen Pal Program (NMHU & NMSU) to combat loneliness and isolation.



New MexiCare Pilot Program

Problem:

- In 2021, **20%** of NM adults reported they provide regular care or assistance to a friend / family member with a health problem or disability.*
- **9/10** adults 65+ want to stay at home as long as possible.**

Solution:

- Among the 6 counties included in pilot, at least **11,000 older adults** are ineligible for Medicaid & therefore could benefit from New MexiCare***
- Home care fills gaps in and reduces strain on the health care services system. **New MexiCARE will save NM at least \$33 million annually** that would otherwise be spent on care provided by long-term facilities.****

Goals:

- Increase quality of life for caregivers and their loved ones
- Reduce hospital visits (and hospital acquired infections)
- Reduce LTC facility placements

Program Performance:

Will be continually assessed using data collected from:

- emergency dept. visits
- hospitalizations
- long term care facility placement
- caregiver/client satisfaction surveys

*Data from Behavioral Risk Factor Surveillance System Survey, 2016-2020. Center for Disease Control and Prevention, with New Mexico Department of Health

**2017-2021 U.S. Census Bureau estimates for those 60 years or older above the 150% FPL in NM, for single-person households

***Binette, Joanne, and Fanni Farago. 2021 Home and Community Preference Survey: A National Survey of Adults Age 18-Plus. Washington, DC: AARP Research

****Genworth Cost of Care Survey, conducted by CareScout®, November 2021

New MexiCare Pilot Program

- Financial assistance and training to caregivers who are assisting friends or family members with daily activities due to physical and/or cognitive limitations
- Who qualifies?
 - 60+
 - Assistance with 2+ ADL's
 - Not eligible for Medicaid
 - Max Income: \$3,300/\$6,600 Individual/Couple
 - Max Assets: \$19,800/\$39,600 Individual/Couple
- Eligible for up to \$15,000 in benefits per year
- Expecting to serve 350+ people this FY in the 6 counties



New MexiCare
is providing service and support for people like you.

Serving Harding, Catron, Sierra, Lincoln, San Miguel, and De Baca counties.

Receive up to \$1,000 per month in benefits*

*Must meet eligibility requirements.

Learn more and register:

NEW MEXICO
AGING &
LONG-TERM
SERVICES
DEPARTMENT

1-866-654-3219, opt. 4
NewMexiCare.org

Consumer & Elder Rights Division (CERD)



NM State Health Insurance Program Options Counselors

61.7% increase in outreach presentations from FY22 - FY23

FY 22 Outreach	FY23 Outreach
<ul style="list-style-type: none">Booth/Exhibits (14)Enrollment Event (2)Interactive Presentation (125) TOTAL: 141	<ul style="list-style-type: none">Booth/Exhibits (45)Enrollment Event (31)Interactive Presentation (152) TOTAL: 238

Vacancy Rates

SHIP: 7% -> 17%

SMP: 37% -> 36%

Aging & Disability Resource Center Call Response

27,166 calls/appointments/events



Ombudsman Program

Overview

The program has established a goal of monthly visits to each long-term care (LTC) facility, outperforming 59% of LTCOP programs nationwide as it relates to nursing facility (NF) visitation and 83% as it relates to assisted living facility (ALF) visitation.

Action Plan

- **Tactic 1:** Modernize LTCOP Organizational Structure
- **Tactic 2:** Volunteer Management - Recruitment & Retention
- **Tactic 3:** Build Volunteer Pipeline
- **Tactic 4:** Build Awareness and Inspire Quality
- **Tactic 5:** Fund the Program at the Appropriate Level

Goals

- One volunteer for each LTC facility (\approx 300)
- Match the unique skills, interests and abilities of LTCOP volunteers
- Build an on-demand training and resource guide for Ombudsman
- Proactive community engagement (residents, families, and communities) and promotion of LTCOP and benefits of volunteerism



Kiki Saavedra Senior Dignity Fund

Fund Goals

- Rebuild the programmatic foundation at the agency.
- Implement innovative programs for seniors and caregivers so New Mexicans can age in their communities.

Strategic Principles

- Take a data-based approach to building programs and initiatives with measurable outcomes.
 - Build, modernize and expand current program models.
- Create and optimize pilot programs when tackling new challenges before scaling.

Building Aging Infrastructure

- Senior Center Facility Condition Index
- Senior Center Leadership Workforce Development Program
- AAA Technical Assistance and Capacity Building Program
- Ombudsman Rural Expansion Program

Service Expansion

- Aging Network Provider Service Mapping & Overlay Application
- Transportation Gap Analysis
- Tribal Elders - Day Services
- AAA Service Expansion Grant – Case Management & Transportation
- New MexiCare EDU Pilot Program
- Mobile Grocery Pilot Program

Recurring Base Increase

Base Budget – 200s

- Fully fund 5 positions that are currently filled in Program Support - \$500,000
- Fund 3 reclass Program Support FTEs - \$420,000
- Fund 6 *unfunded* positions for the Aging Network - \$485,400
- Fund 11 *unfunded* positions for CERD / Ombudsman Program - \$965,400
- Move IT staff to mid-point - \$32,000

\$2,402,800 increase

Base Budget - 300s

- New MexiCare \$5,000,000

Base Budget - 400s

- Increase AAA budgets to accommodate the cost-of-living increase to min \$15/hour for all 240+ Providers - \$2,000,000 increase
- Expand services through the Aging Network including case management, homemaker services, and transportation - \$2,000,000 increase
- New Mexico Grown Initiatives – \$1,315,000 increase – Move from Kiki to Base Budget
- Senior Olympics - \$200,000 increase to support regional events
- Volunteer Program Expansion (Senior Companion, Foster Grandparents, Retired Senior Volunteer Programs) - \$500,000
- Senior Employment Community Health Worker Program - \$500,000

\$6,515,000 Increase

Special Appropriations

Outreach & Education

- Promoting agency programs to the aging population with a specific focus on connecting with rural communities.

\$2,000,000



Kiki Saavedra Senior Dignity Fund

- Continue to expand senior services to rural communities.

\$25,000,000



Technology Solutions

- Longitudinal studies & supportive programming.

\$1,500,000



Expansion, Supplemental & BAR Language

Expansion (FTEs)

- Aging Network Division
 - Deputy Director - \$140,000
 - Community Health Worker Coordinator - \$150,000
 - Volunteer Coordinator - \$105,000
 - Food Security Coordinator - \$105,000
 - Memory Care Coordinator - \$105,800

\$605,800



BAR Language

- Requesting BAR Language to increase authority up to \$500,000 from the Conference on Aging fund balance.

Supplemental 200s

- Funding to cover shortfalls in personnel and benefits for *current* positions

\$3,000,000



Agency Reorganization - Strategic Alignment



Veterans Program (CERD → APS)

Move federal funding from Consumer and Elder Rights (P592) to Adult Protective Services (P593)
\$503,500 to align with current operations.



Care Transitions (CERD → APS)

Move 8 FTE from Consumer and Elder Rights (P592) to Adult Protective Services (P593)
General Fund \$400,000,
Federal Fund \$400,000 due to governing statutes.



Senior Services & Center Improvement

- Create an Office of Senior Center Quality of Assurance for senior center improvements and expansion of services; linking AND + OIEA to share best practices and resources.
- Move 4 FTE from Program Support (P591) to Aging Network Division (P594) General Fund \$374,800 to align programmatic needs with senior center facilities' capabilities and service needs.
- Move AAA Funding from Aging Network Division (P594) to Area Agencies on Aging (P595), General Fund- \$24,867,300 & Federal Fund- \$11,142,500. AAA funding model is a federal mandate.

Questions

Aging.NM.gov
@NewMexicoAging
(Facebook, X/Twitter, Instagram, YouTube)

