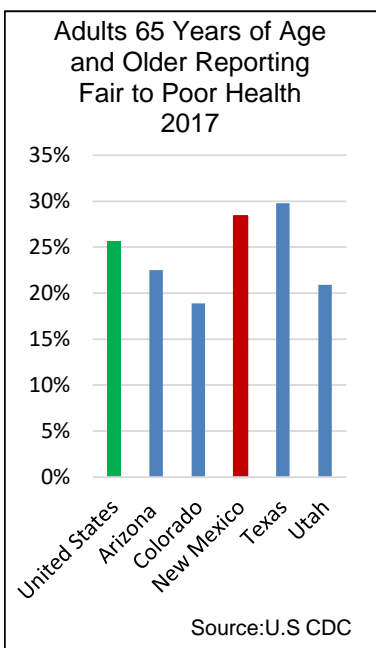
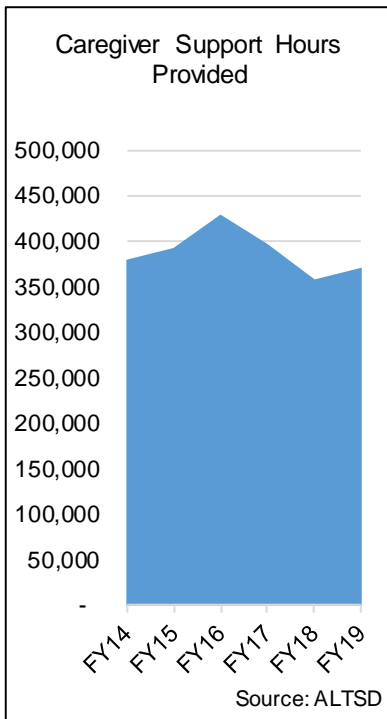


ACTION PLAN

Submitted by agency?	Yes
Timeline assigned?	Yes
Responsibility assigned?	Yes



Aging and Long-Term Services Department

The Aging and Long-Term Services Department (ALTSD) mission is to serve older adults and adults with disabilities so that they can remain active participants in their communities, age with respect and dignity, be protected from abuse, neglect, and exploitation and have equal access to health care. ALTSD did not meet performance targets for the Aging Network. These services are primarily provided through contracts between ALTSD and area agencies on aging (AAA). Instability with one AAA in the previous fiscal year led to declining performance.

Aging Network

While the Aging Network is not currently on track to meet targets for the hours of caregiver support, it could still meet annual performance targets with increased supports in the remaining quarters. A majority of the service hours provided were for adult day care and respite care, representing 71 percent of the caregiver support provided.

Budget: \$40,195.2 **FTE:** 16

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Older New Mexicans whose food insecurity is alleviated by meals received through the aging network	116%	86%	98%	90%	Y
Hours of caregiver support provided	357,721	370,538	423,000	92,167	Y
Program Rating	Y	R			Y

Consumer and Elder Rights

The Long-Term Care Ombudsman Program (LTCOP) of the Consumer and Elder Rights Division reported timely ombudsman complaint resolutions increased as a result of the program becoming fully staffed and increasing active volunteers. The percent of calls to the Aging and Disability Resource Center that are answered by a live operator increased over FY19, but remained well below the FY20 performance target. During the first quarter, the Aging and Disability Resource Center (ADRC) received 6,508 calls (average of 103 per day); 1,138 callers left a voice message and had their calls returned within six hours.

Budget: \$5,150.3 **FTE:** 48.5

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Ombudsman complaints resolved within sixty days	92%	96.8%	99%	100%	G
Residents requesting short-term transition assistance from a nursing facility who remained in the community during the six month follow-up	82%	84%	90%	84%	Y
Calls to the aging and disability resource center that are answered by a live operator	71%	79%	90%	83%	Y
Program Rating	Y	Y			Y

Adult Protective Services

The Adult Protective Services (APS) program does not report on repeat maltreatment, and current data and performance measures make it difficult to assess the effectiveness of the program in preventing maltreatment. However, APS has agreed to begin reporting repeat substantiations within six months of a previous substantiation of abuse or neglect in FY21. In the first quarter, APS met a majority of performance targets.

Budget: \$13,829.6 **FTE:** 132

Measure

Adult protective services investigations of abuse, neglect or exploitation

FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
6,671	6,636	6,150	6,151	G

Emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed time frames

99%	99%	99%	99%	G
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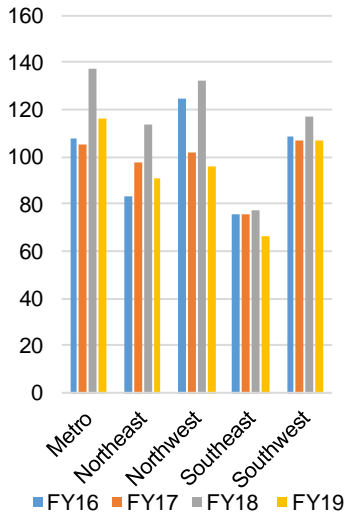
Adults receiving in-home services or adult day services as a result of an investigation of abuse, neglect or exploitation

1,213	3,663	1,500	725	G
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Program Rating

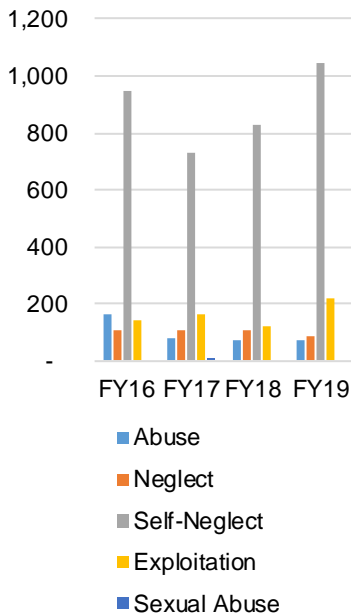
Y	G	G
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Average Annual Investigation Per Case Worker (FY16-FY19)



Source: ALTSD

Substantiated Allegations by Type



Source: ALTSD