

ACTION PLAN

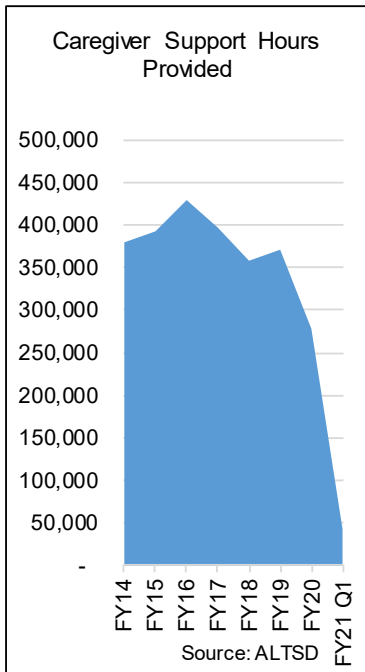
Submitted by agency?	Yes
Timeline assigned?	Yes
Responsibility assigned?	Yes

Aging and Long Term Services Department

The Aging and Long-Term Services Department (ALTSD) missed most of its targets for the first quarter of FY21. Its mission is to serve older adults and adults with disabilities so that they can remain active, age with dignity, be protected from abuse, neglect, and exploitation, and have equal access to healthcare.

Consumer and Elder Rights

With the Aging and Disability Resource Center (ADRC) staff working remotely, calls were not answered by a live operator during the first quarter. In addition, some of the ADRC staff, has been detailed to work on surveillance and rapid response for Long-Term Care, due to the COVID-19 pandemic. However, as of mid-October the department began answering live calls again. On average, ADRC received 157 calls per day, totaling 10,022 calls in the first quarter. The agency reported the top topics of concern for callers continued to be related to Medicaid or Medicare benefits, senior center services, prescription assistance, and Covid-19.



	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Budget: \$4,940.7 FTE: 48							
Calls to the aging and disability resource center that are answered by a live operator	79%	55%	90%	0%			Y
Residents who remained in the community six-months following a nursing home care transition	84%	82%	90%	86%			Y
Individuals provided short-term assistance that accessed service within 30 days of a referral from options counseling	New	New	89%	100%			G
Facilities Visited Monthly	New	New	40%	0%			Y
Ombudsman complaints resolved within sixty days	97%	100%	97%	92%			Y
Program Rating	Y	Y					Y

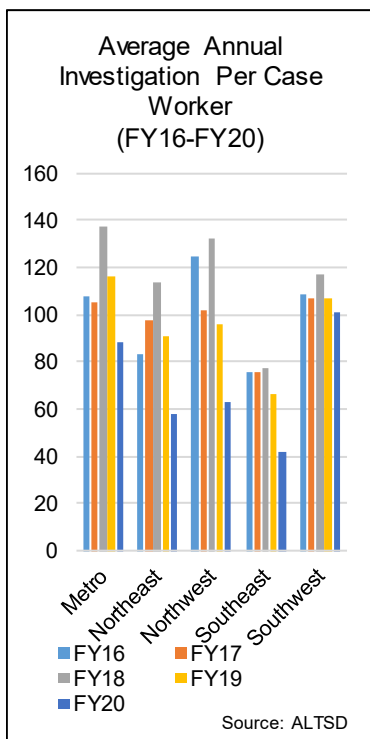
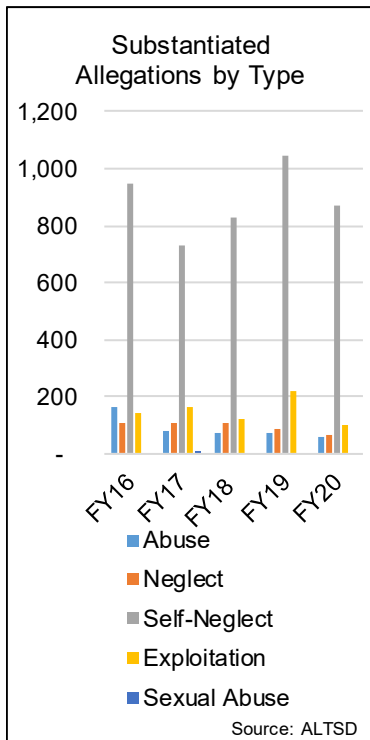
Adult Protective Services

The program began reporting repeat maltreatment substantiations within six months of a previous substantiation of abuse or neglect in FY21. This performance measure assists the state in assessing the effectiveness of the program in preventing maltreatment. In the first quarter, the program fell slightly below the performance target for priority investigations, making face-to-face contact quickly. Of the investigations of abuse or neglect the department referred and enrolled 153 people in home care or day care service. During the first quarter, APS completed 1,204 investigations, up from 985 investigations in the previous quarters. Prior to the pandemic the program was closer to 1,500 per quarter on average. The department previously reported the decline was a result of the restrictions on in-person interactions resulting from the pandemic. Previously, APS would receive many of its referrals for potentially abused, neglected, or exploited adults from doctors or banks.

PERFORMANCE REPORT CARD

Aging and Long Term Services Department

First Quarter, Fiscal Year 2021



	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Budget: \$13,553.6 FTE: 127							
Adult Protective Services investigations of abuse, neglect, or exploitation	6,671	5,494	6,150	1,204			Y
Emergency or priority one investigations a caseworker makes initial face-to-face contact with the alleged victim within prescribed timeframes	99%	99%	99%	97%			Y
Repeat abuse, neglect, or exploitation cases within six months of a substantiation of an investigation	New	New	5%	5.6%			Y
Outreach Presentations conducted in the community within Adult Protective Services' jurisdiction	New	205	141	6			Y
Referrals made to and enrollments in home care and adult day care services as a result of an investigation of abuse, neglect, or exploitation	New	New	600	153			G
Priority two investigations in which a case worker makes initial face to face contact with the alleged victim within prescribed time frame	New	95%	95%	99%			G
Program Rating	Y	Y					Y

Aging Network

The Aging Network did not meet targeted performance for the hours of caregiver support for the first quarter of FY21 and continues fall below previous fiscal years. Services included in this measure are home care, adult daycare, respite care, and counseling and support groups. These services are provided by area agencies on aging (AAA) contract providers and the New Mexico chapter of the Alzheimer's Association. The agency reported the Covid-19 pandemic and executive emergency declarations closed adult daycare centers, and the remaining services were affected by the stay-at-home and social-distancing orders. This continues to result in the decline of services during the first quarter of FY21. Due to the pandemic, nutritional support by the Aging Network shifted from senior centers to home-delivered, grab-and-go, and pick-up meals and children's meals. During the first quarter of FY21 1,307,763 meals were served. In addition, the agency is also supporting home-delivered food and groceries boxes provided by meal sites, senior centers, and ALTSD.

	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY 21 Q3	Rating
Budget: \$42,264.2 FTE: 14							
Older New Mexicans receiving congregate and home delivered meals through aging network programs that are assessed with "high" nutritional risk	New	New	15%	19%			G
Outreach events and activities to identify, contact and provide	New	New	50	69			G



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Aging and Long Term Services Department
First Quarter, Fiscal Year 2021

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

Meals served in congregate and home delivered meal settings	New	New	4,410,000	1,307,763	G
Transportation Units Provided	New	New	637,000	16,975	Y
Hours of caregiver support	370,538	278,513	444,000	43,743	Y
Program Rating	Y	Y			Y