

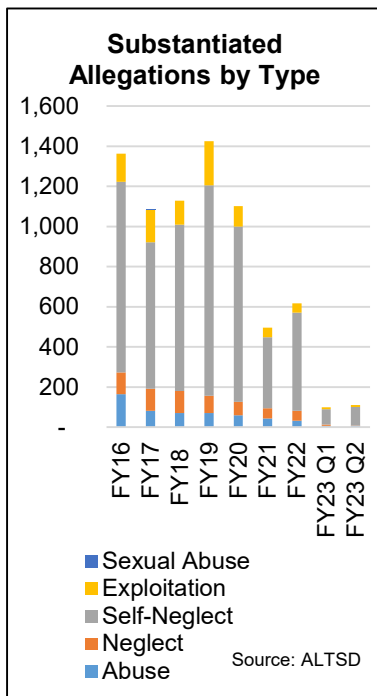
ACTION PLAN

Submitted by agency?	Yes
Timeline assigned?	Yes
Responsibility assigned?	No

The Aging and Long-Term Services Department (ALTSD) reported some decline in performance during the second quarter of FY23. The department’s 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

During the second quarter of FY23, the Aging and Disability Resource Center (ADRC) received 6,926 calls, an average of 115 per day, on trend with the close of FY22 but lower than prepandemic levels. The department reported consistent turnover contributed to the high vacancies and low performance. Additionally, the program is exploring an upgrade to the call system to alleviate the issue of abandoned calls, allowing immediate callbacks instead of calls going to voicemail. The top topics for which people contact ADRC include assistance with Medicaid, Medicare, senior centers, and Covid-19. The program reported ombudsmen in-person visits to nursing homes and assisted-living facilities is increasing as pandemic restrictions change.

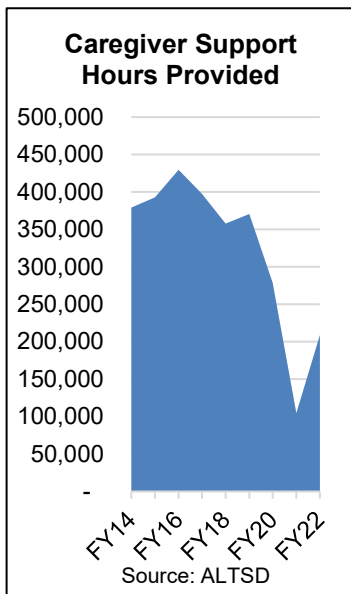
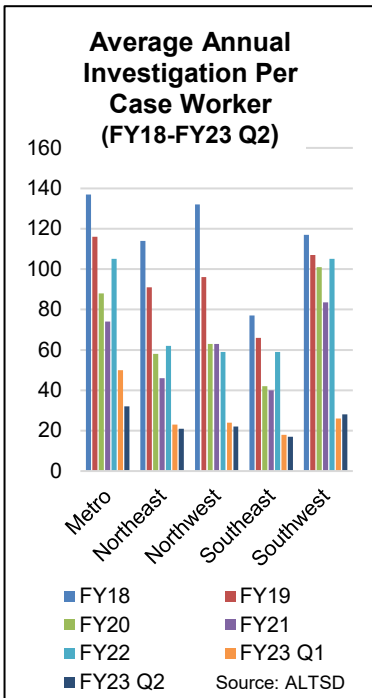


Budget: \$5,185.7	FTE: 48	FY21 Actual	FY22 Actual	FY23 Target	FY23 Q1	FY23 Q2	FY23 Q3	Rating
Percent of calls to the Aging and Disability Resource Center that are answered by a live operator		44%	52%	90%	87%	82%		R
Percent of residents who remained in the community six months following a nursing home care transition		84%	86%	90%	98%	98%		G
Percent of individuals provided short-term assistance that accessed services within 30 days of a referral from options counseling		99%	81%	92%	85%	75%		R
Percent of facilities visited monthly		18%	32%	40%	36%	39%		Y
Percent of ombudsman complaints resolved within 60 days		93%	99%	97%	100%	100%		G
Program Rating		R	R					Y

Adult Protective Services

The Adult Protective Services Program (APS) began reporting on 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 second quarter of FY23, the program continued to report no instances of repeat maltreatment. Additionally, the program reported an increase in the number of investigations and may reach annual targeted performance. The program met the performance target for priority investigations, making face-to-face contact quickly and increased the outreach events. Previously, the department was providing outreach through virtual platforms, but it is now returning to a regionally based outreach approach.

Budget: \$14,408.8	FTE: 128	FY21 Actual	FY22 Actual	FY23 Target	FY23 Q1	FY23 Q2	FY23 Q3	Rating
Number of Adult Protective Services investigations of abuse, neglect, or exploitation		4,355	5,550	6,150	1,537	1,591		G
Percent of emergency or priority one investigations in which a caseworker makes initial face-to-face contact with		99%	99%	99%	99%	100%		G



the alleged victim within prescribed timeframes

Percent of repeat abuse, neglect, or exploitation cases within six months of a substantiation of an investigation	4%	0%	5%	0%	0%		G
Number of outreach presentations conducted in the community within adult protective services' jurisdiction	132	180	141	70	99		G
Percent of contractor referrals in which services were implemented within two weeks of the initial referral	64%	60%	99%	70%	73%		R
Number of referrals made to and enrollments in home care and adult day care services as a result of an investigation of abuse, neglect, or exploitation	89	238	600	25	56		R
Percent of priority two investigations in which a caseworker makes initial face to face contact with the alleged victim within prescribed time frames	99%	98%	99%	98%	99%		G
Program Rating	R	R					Y

Aging Network

The Aging Network is not on track to meet targeted performance for the hours of caregiver support for FY23 and continues to fall below prepandemic levels. 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, contract providers, and the New Mexico chapter of the Alzheimer's Association. The department reported the number of hours of caregiver support were 13,027 hours of respite care, 16,000 of adult daycare, 12,341 hours of homemakers, and 3,121 hours of other support services.

	FY21 Actual	FY22 Actual	FY23 Target	FY23 Q1	FY23 Q2	FY23 Q3	Rating
Budget: \$45,535.0 FTE: 18							
Percent of older New Mexicans receiving congregate, and home delivered meals through Aging Network programs that are assessed with "high" nutritional risk	16%	15%	15%	16%	17%		G
Number of hours of services provided by senior volunteers, statewide	607,258	733,910	1,700,000	140,199	98,659		R
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	1,135	802	50	138	224		G
Number of meals served in congregate, and home delivered meal settings	5,141,387	4,443,066	4,410,000	1,052,231	957,658		Y
Number of transportation units provided	68,180	136,426	637,000	53,723	50,630		R
Number of hours of caregiver support provided	104,730	167,701	444,000	48,986	44,490		R
Program Rating	R	R					R