

New Mexico is committed to ensuring that its elders and residents with disabilities receive adequate services that not only meet their needs, but also preserve their dignity and protect them from abuse, neglect, and exploitation.

The Aging and Long-Term Services Department will work to ensure that its dedicated and focused staff continue to serve the Department's client base, advocate for their needs, and embrace them as a vital part of New Mexico.



Contact Information

Santa Fe Office

505-476-4799

Toll-free in New Mexico:

866-451-2901

Fax 505-476-4836

Albuquerque Office

505-222-4500

Toll-free in New Mexico:

866-842-9230

Fax 505-222-4526

Adult Protective Services

Division Office

(Albuquerque)

505-841-4500

Fax 505-841-4584

Las Cruces Office

575-647-2023

Toll-free in New Mexico:

800-762-2062

Fax 575-647-2062

The Aging and Disability Resource Center (Santa Fe)

505-476-4846

Toll free in New Mexico:

800-432-2080

Fax 505-476-4710



*Partners in lifelong independence
and healthy aging*

Mission: The Aging and Long Term Services Department provides 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

The Aging and Long-Term Services Department provides services that support the independence and dignity of all New Mexicans.



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*If you suspect an adult is being abused, exploited,
or neglected, call Adult Protective Services
toll free in New Mexico at 866-654-3219.
If you live out of state, call 505-476-4912.*

Susana Martinez, Governor
Retta Ward, Cabinet Secretary
Gino Rinaldi, Deputy Secretary

This brochure is also available in large print.

AGING AND DISABILITY RESOURCE CENTER (ADRC)

The **Aging and Disability Resource Center (ADRC)** is a single point of entry to the complex and often daunting long-term services system. The ADRC provides access to information, assistance, referrals, resource coordination, and advocacy in areas of daily living to maximize personal choice and independence for New Mexico's older adults, adults with disabilities, and caregivers. ADRC staff offer options, provide objective information and assistance, and empower people to make informed decisions. The ADRC offers one-on-one counseling and assistance to people and their families.

ADULT PROTECTIVE SERVICES INTAKE: Adult Protective Services is mandated by New Mexico statute to provide a system of protective services to persons over the age of 18 who are unable to protect themselves from abuse, neglect, and exploitation. The ADRC administers the intake portion of the program and is a key part of the State's 24/7 coverage and system of safety for New Mexico's most vulnerable residents.

INFORMATION and ASSISTANCE-The ADRC's trained Information and Assistance (I&A) Coordinators are knowledgeable about programs and services to help meet the varied and complex needs of aging and disabled consumers, their families and caregivers. I&A topics include independent living centers, legal services, homemaker assistance, senior centers, transportation, home-delivered meals, home modifications, assisted living and long-term care facilities, respite care, support groups, and other caregiver resources.

BENEFITS COUNSELING-The State Health Insurance Assistance Program (SHIP) is a national program that offers one-on-one counseling and assistance to people with Medicare/Medicaid and their families. Coordinators provide benefits counseling for all health insurance questions, including Medicare, Medicare prescription drug program, Social Security, Medicaid, and Veterans benefits. SHIP ensures that older New Mexicans receive accurate, unbiased information about health care options and other entitlements. It does not sell, endorse, or recommend any specific insurance or other health plans.

When necessary, APS provides short-term services, including emergency protective placement, caregivers, home care, adult day care, attendant care, and legal services, including filing of guardianship or conservatorship petitions in district court.

The program works with health care providers, law enforcement, the judicial system, behavioral health agencies, and a wide range of community agencies to prevent continued abuse, neglect, or exploitation of adults who do not have the capacity to protect themselves.

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BEHAVIORAL HEALTH

ALTSO works with the New Mexico Behavioral Health Collaborative to ensure that New Mexico has a service delivery system that does not overlook the behavioral health needs of the older and disabled adult populations.

OFFICE OF INDIAN ELDER AFFAIRS

The Office of Indian Elder Affairs, in coordination with the Aging Network Division, provides contract management, program monitoring, technical assistance, advocacy and training to New Mexico's 19 pueblos, two Apache tribes, and the Navajo Area Agency on Aging with regard to their provision of Older Americans Act services.



A group of Zuni Pueblo elders visited the Department during the Legislature

CAPITAL OUTLAY PROJECTS BUREAU coordinates the application process, and provides legislative testimony, contract preparation and technical assistance, with regard to statewide capital projects funding awarded to both local and tribal government aging network providers.

INDIAN AREA AGENCY ON AGING provides contract management, program monitoring, technical assistance, advocacy and training to New Mexico's 19 pueblos and two Apache tribes with regard to their provision of aging network services.

LONG-TERM CARE OMBUDSMAN

Established through the Older American's Act, the New Mexico Ombudsman Program is a resident-centered program designed to advocate for the civil and human rights of individuals living in long-term care facilities. Ombudsmen provide a voice to vulnerable adults who might otherwise go unheard. Through regular visits to nursing homes and assisted living facilities, Ombudsmen assist residents by advocating for their rights, investigating complaints, helping to resolve concerns, and ensuring they receive the quality of care they deserve. Services are free, confidential and provided statewide by more than 100 certified volunteers and 12 state staff.

The New Mexico Ombudsman Program also offers advocacy services to residents wishing to transition from a nursing home to a less restrictive care setting in the community. Ombudsmen provide support and coordination among all parties involved to ensure a safe and successful transition. If someone you know is not being treated well at a long-term care facility or wishes to transition home, contact the Ombudsman Program:

1-866-451-2901 Santa Fe and Northeastern New Mexico
1-866-842-9230 Albuquerque and Northwestern New Mexico
1-800-762-8690 Las Cruces and Southern New Mexico

ADULT PROTECTIVE SERVICES

The Adult Protective Services Division (APS) is mandated by New Mexico law to provide a system of protective services to persons 18 years of age and older who are unable to protect themselves from abuse, neglect, or exploitation.

Adult Protective Services receives reports of adult abuse, neglect, and exploitation 24 hours a day, 7 days a week. Investigations are conducted through a network of five regions and 22 field offices that cover all New Mexico counties. Caseworkers meet with alleged victims in their homes to investigate allegations, perform assessments, and address immediate safety needs.

HEALTH and INDEPENDENT LIVING-Providing information and education on understanding and living with disabilities, connecting to wellness programs, and staying healthy and independent is a valuable service provided by the ADRC. The ADRC offers information on programs to review medications, nutrition, teach people how to manage chronic conditions like diabetes or heart disease, eliminate home hazards, and prevent falls.

LONG-TERM OPTIONS COUNSELING-The primary goal of Long-Term Options Counseling is to support informed decision-making about Long-Term Services and Supports (LTSS). It represents a critical service of the ADRC as it helps provide a clear pathway for individuals to access LTSS. Some consumers may only need information about LTSS, but many need resource options counseling and coordination and the ADRC's Resource Options Coordinators help consumers understand and obtain benefits for which they are eligible. They are knowledgeable professionals who are experts in providing information about government and other benefits, such as Medicare, Medicaid, food services, low income housing, veterans' benefits, insurance, and much more. When needed, they also provide short-term assistance in connecting individuals to available services and supports.

CoLTS-C MEDICAID WAIVER-The ADRC handles registry for the State's Coordination of Long-Term Services (CoLTS-C) Medicaid Waiver. The CoLTS-C Waiver serves individuals who are aged, blind or disabled. Services provided through the waiver include caregiver services in the home, adult day health, respite care, assisted living, emergency response, and environmental modifications. Community transition services, private duty nursing, physical therapy, occupational therapy, and speech/language therapy services are also covered under the waiver.

HEALTHCARE FRAUD PREVENTION-The Senior Medicare Patrol (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. The SMP empowers seniors by increasing their awareness and understanding of health care programs. Seniors can better protect themselves from the economic and health-related consequences of Medicare and Medicaid fraud, error, and abuse. SMP projects also work to resolve beneficiary complaints of potential fraud in partnership with state and national fraud control/consumer protection entities.

PRESCRIPTION DRUG ASSISTANCE-The Prescription Drug Assistance (PDA) New Mexico MEDBANK Program assists uninsured and under-insured individuals obtain the medications they need at costs they can afford. PDA can also provide a voucher to allow eligible MEDBANK enrollees to obtain free prescription medications, up to \$300, while awaiting shipments from drug companies.

NEW MEXICO BILL PAYER-The Bill Payer Program staff and volunteers provide daily money management services to help low-income older or disabled people who have difficulty budgeting, paying routine bills, and keeping track of financial matters. The Bill Payer Program currently serves individuals residing in Valencia, Sandoval or Bernalillo counties.

VOLUNTEERS-The ADRC Volunteer Program depends on volunteers to carry out its advocacy services. Volunteers come from a variety of backgrounds, including homemakers, teachers, nurses, attorneys, business owners, and many other walks of life. Whatever their background, they all have one thing in common – a concern for the disabled and elderly who reside in New Mexico.

AGING NETWORK

The Aging Network Division is the “Aging” in the Aging and Long-Term Services Department. New Mexico has designated six Planning and Service Areas (PSAs), each of which is administered by a designated Area Agency on Aging (AAA). ALTSD and the AAAs plan, coordinate, and fund a network of services for older adults.

Aging Network Services

New Mexico’s Older Americans Act funding and significant state aging network funding provide for a comprehensive array of services including:

- Adult Day Care
- Home Delivered Meals
- Respite Care
- Physical Fitness/Exercise
- Congregate Meals
- Caregiver Support
- Transportation
- Nutrition Education



CAREGIVER SUPPORT - The Family Caregiver Support Program targets family caregivers of older adults, as well as grandparents and older adult caregivers of children or younger adult relatives living with a disability.

EMPLOYMENT PROGRAMS BUREAU - The Senior Employment Program provides subsidized training positions for older adults statewide. The 50+ Employment Connection provides job placement assistance and counseling to persons age 50 and older.

HIV/AIDS OUTREACH and ADVOCACY - The HIV/AIDS Outreach and Advocacy Program conducts outreach events and community educational forums targeted to people age 50 and older. HIV testing is performed at the Department’s Tijeras office and at outreach events.

SENIOR SERVICES BUREAU provides technical and programmatic support for all state- and federally-funded Older Americans Act programs, area agencies on aging, volunteer programs and other statewide contractors.

ALZHEIMER’S DISEASE PROGRAM-The Department administers a federal Alzheimer’s Demonstration Grant awarded by the Administration on Aging, and supports the New Mexico Alzheimer’s Association.

SENIOR NUTRITION PROGRAM - Provides breakfast, lunch and/or dinner to individuals aged 60 and older, or 55 and older in tribal programs, with emphasis on those with greatest social and/or economic needs.

SENIOR OLYMPICS promotes wellness and physical fitness for adults age 50 and older, providing year-round opportunities to engage in health-promotion activities and participate in local, state and national Senior Olympic games.

VOLUNTEER PROGRAMS

Senior Companion Program offers volunteer community service opportunities to persons with low incomes, aged 55 and older, who provide supportive one-to-one services to older adults who need assistance.

Retired Senior Volunteer Program has the dual purpose of engaging persons 55 years of age and older in volunteer service to meet critical community needs and of providing high quality experiences to enrich the lives of the volunteers.

Foster Grandparent Program offers volunteer opportunities to persons with low incomes, aged 55 and older, who provide supportive services to children in school or community settings.