

**Aging & Long-Term Services
Department**

APPROPRIATION REQUEST 62400

**FISCAL YEAR
2026**



FY26 Appropriation Request Checklist

Agency Name: Aging and Long-Term Services Department

Business Unit: 62400

Reports to Include in PDF Submission

Form #	Title	
<input checked="" type="checkbox"/>	Cvr Ltr	Cover Letter <i>Agency Level</i>
<input checked="" type="checkbox"/>	S-1	Certification <i>Agency Level</i>
<input checked="" type="checkbox"/>	S-2	Organizational Chart <i>Agency/Program Level</i>
<input checked="" type="checkbox"/>	S-8	Financial Summary (BFM) <i>Agency/Program Level</i>
<input checked="" type="checkbox"/>	S-9	Account Code Revenue / Expenditure Report <i>Agency/Program Level</i>
<input checked="" type="checkbox"/>	S-10	Fund Balance Projection <i>Fund Level</i>
<input checked="" type="checkbox"/>	S-13	Detail of Rate Line Items (see instructions) <i>Agency Level</i>
<input checked="" type="checkbox"/>	P-1	Program Narrative <i>Program Level</i>
<input type="checkbox"/>	R-2	Transfer Report <i>Agency Level</i>
<input checked="" type="checkbox"/>	REV/EXP	Revenue-Expenditure Comparison Report <i>Agency/Program Level</i>
<input checked="" type="checkbox"/>	FFRW	Detail of Federal Funds Revenue Worksheet <i>Agency/Program Level</i>
<input type="checkbox"/>	EB-1	Expansion Justifications <i>Program Level</i>
<input type="checkbox"/>	EB-2	Expansion Fiscal Summary <i>Program Level</i>
<input type="checkbox"/>	EB-3	Expansion Line Item Detail <i>Program Level</i>
<input type="checkbox"/>	LFR	Legislating for Results Expansion Tool <i>Program Level</i>
<input checked="" type="checkbox"/>	E4	Pcode Detail <i>Program Level</i>
<input checked="" type="checkbox"/>	E5	Contract by Pcode <i>Program Level</i>
<input checked="" type="checkbox"/>	SAR	Special Appropriation Request Report <i>Agency Level</i>
<input checked="" type="checkbox"/>	APR	Annual Performance Report <i>Program Level</i>
<input checked="" type="checkbox"/>	Table 2	Table 2 Performance Measure Summary <i>Program Level</i>
<input checked="" type="checkbox"/>	SP	Strategic Plan <i>Agency Level</i>
<input checked="" type="checkbox"/>	ITP	Information Technology Plan <i>Agency Level</i>
<input checked="" type="checkbox"/>	C-1	Base Operating Budget <i>Agency Level</i>
<input checked="" type="checkbox"/>	C-2	IT Request Plan <i>Agency Level</i>
<input checked="" type="checkbox"/>	Perf Audit	Update to LFC Performance Audits (within last 2 years) <i>Agency Level</i>

Documents to Attach in BFM (PDF Optional)

Where to Attach

<input type="checkbox"/>	Board Cert	Board or Commission Budget Certification	<i>Form 9900</i>
<input checked="" type="checkbox"/>	E-6B	Leased Passenger-Related Vehicles	<i>Form 3300/4300</i>



Michelle Lujan Grisham, Governor
Jen Paul Schroer, Cabinet Secretary
Antoinette Vigil, Deputy Secretary

September 1, 2024

Secretary Wayne Probst
190 Bataan Memorial Bld.
407 Galisteo Street
Santa Fe, NM 87501

The Aging & Long-Term Services Department is pleased to submit our FY26 appropriation request. This request reflects the infrastructure the Department needs to achieve high quality and innovative senior service delivery.

The Department is requesting a 6% increase over FY25 total budget which includes all funding sources (i.e. federal, interagency, other state funds, fund balance) totaling \$100,106.3. This includes a state funding base increase of 8% in the general fund of \$5,692.2 over FY25. Lastly, it includes a flat budget for our fund balance, federal funds and other funding sources.

In addition to our FY26 appropriation request, the agency has requested an increase for the flow through funding to the Area Agencies on Aging and Indian Area Agencies on Aging (Title III providers/IAAAs) general fund of \$3,100.0 or 9% above FY25.

In the Consumer and Elder Rights Division (CERD), the general fund base increase includes \$892.2 to fund five unfunded full-time Ombudsman and an additional five full-time Aging and Disability Resource Center staff. \$300.0 in contractual services for the Aging and Disability Resource Center's call center. In the Aging Network Division, the base budget increase includes \$400.0 for a match in our federally funded AmeriCorps program.

In addition to the base, an increase of flow through funding of \$3,100.0 for the Title III providers to include the IAAAs.

The agency has proposed changes within the divisions to include moving eight Care Transition Specialists FTE and its funding of \$400.0 general fund, \$400.0 interagency funds from the Adult Protective Services Division to reestablish the Long-Term Care Division. Moving \$5,000.0 general fund of the New MexiCare funding and its 2 FTE to the Long-Term Care Division. Moving the federally funded Veterans Service program of \$503.5 from the Adult Protective Services Division to the Long-Term Care Division. Lastly moving from the Aging Network Division, the Alzheimer's program of 2 FTE and its funding of \$1,090.8 general fund to the Long-Term Care Division.

New Mexico Aging & Long-Term Services Department
2550 Cerrillos Road, Santa Fe, NM 87505
800-432-2080 | aging.nm.gov | [@newmexicoaging](https://twitter.com/newmexicoaging)



Michelle Lujan Grisham, Governor
Jen Paul Schroer, Cabinet Secretary
Antoinette Vigil, Deputy Secretary

Lastly, the agency is requesting non-recurring appropriations to include \$20,000.0 to the Kiki Saavedra Senior Dignity Fund, \$500.0 for Information Technology Systems, \$1,500.0 for Advertising, \$600.0 for emergencies, disaster preparedness and urgent supplemental programmatic needs.

Should you have any questions concerning our request, please contact me directly. I can be reached by phone at (505) 699-2370 or email at Latishia.Ortiz@altsd.nm.gov.

Sincerely,

Latishia Ortiz
ASD Director

**APPROPRIATION REQUEST
CERTIFICATION
FORM S-1**

Agency Name: Aging and Long-Term Services Department

Business Unit: 62400

I hereby certify that the accompanying summary and detailed statements are true and correct to the best of my knowledge and belief and that the arithmetic accuracy of all numeric information has been verified.



Jen Paul Schroer, Cabinet Secretary

NA, NA



Latishia Ortiz, ASD Director/CFO

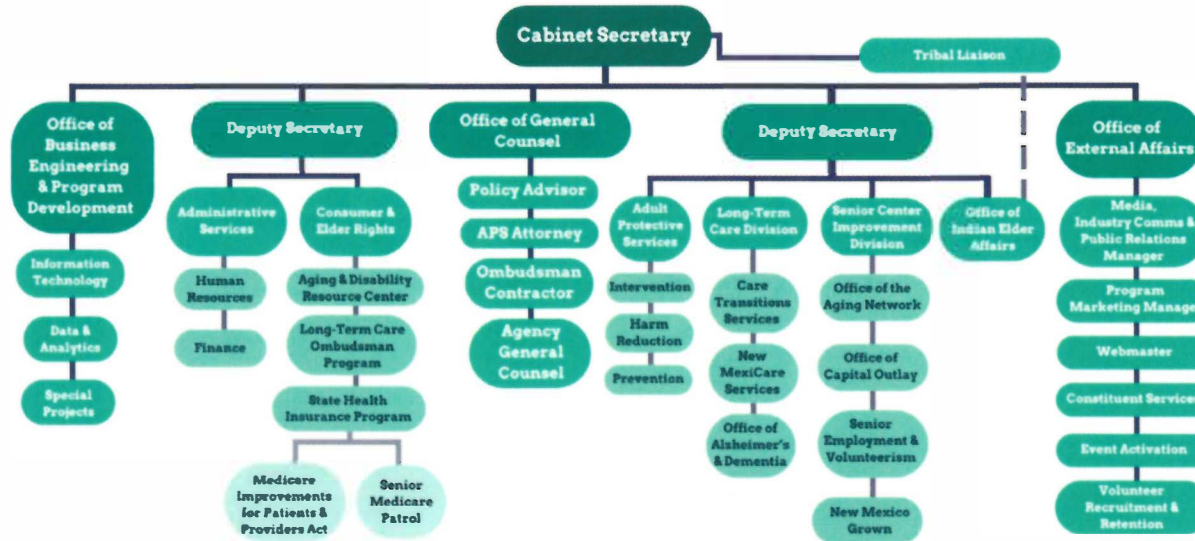
2550 Cerrillos Road
Santa Fe, NM
87505

505-699-2370

Latishia.Ortiz@altsd.nm.gov

Note: Appropriation Requests for agencies headed by a board or commission must be approved by the board or commission by official action and signed by the chairperson. Operating Budgets of other agencies must be signed by the director or secretary. Appropriation Requests not properly signed will be returned.

AGENCY ORGANIZATION



S-8 Financial Summary

(Dollars in Thousands)

BU PCode Department
62400 0000 0000000000

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		Total
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	
REVENUE								
111	General Fund Transfers	65,372.5	64,491.0	71,467.1	0.0	77,159.3	0.0	77,159.3
112	Other Transfers	5,876.3	3,635.0	6,033.8	0.0	6,033.8	0.0	6,033.8
120	Federal Revenues	14,291.1	12,455.6	14,521.8	0.0	14,521.8	0.0	14,521.8
130	Other Revenues	115.8	58.7	115.8	0.0	115.8	0.0	115.8
150	Fund Balance	3,747.0	0.0	2,275.6	0.0	2,275.6	0.0	2,275.6
REVENUE, TRANSFERS		89,402.7	80,640.3	94,414.1	0	100,106.3	0.0	100,106.3
REVENUE		89,402.7	80,640.3	94,414.1	0	100,106.3	0.0	100,106.3
EXPENSE								
200	Personal Services and Employee Benefits	21,603.9	19,551.0	23,694.6	28,196.0	25,586.8	0.0	25,586.8
300	Contractual services	14,559.5	5,069.8	12,822.6	0.0	13,122.6	0.0	13,122.6
400	Other	53,239.3	53,267.3	57,896.9	0.0	61,396.9	0.0	61,396.9
EXPENDITURES		89,402.7	77,888.1	94,414.1	28,195.98	100,106.3	0.0	100,106.3
EXPENSE		89,402.7	77,888.1	94,414.1	28,195.98	100,106.3	0.0	100,106.3
FTE POSITIONS								
810	Permanent	229.00	256.00	245.00	256.00	250.00	0.00	250.00
820	Term	15.00	7.00	20.00	7.00	25.00	0.00	25.00
830	Temporary	1.00	31.00	0.00	31.00	0.00	0.00	0.00
FTEs		245.00	294.00	265.00	294.00	275.00	0.00	275.00
FTE POSITIONS		245.00	294.00	265.00	294.00	275.00	0.00	275.00

BU PCode Department
62400 0000 0000000000

S-9 Account Code Revenue/Expenditure Summary
(Dollars in Thousands)

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
499105	General Fd. Appropriation	65,372.5	64,491.0	71,467.1	0.0	77,159.3	0.0	77,159.3
111	General Fund Transfers	65,372.5	64,491.0	71,467.1	0.0	77,159.3	0.0	77,159.3
422909	Other Fees - Interagency	0.0	1.1	0.0	0.0	0.0	0.0	0.0
451909	Federal Contract - Interagency	5,876.3	2,752.4	6,033.8	0.0	6,033.8	0.0	6,033.8
499905	Other Financing Sources	0.0	881.5	0.0	0.0	0.0	0.0	0.0
499906	OFS - INTRA-Agency	0.0	0.0	0.0	0.0	0.0	0.0	0.0
112	Other Transfers	5,876.3	3,635.0	6,033.8	0.0	6,033.8	0.0	6,033.8
451903	Federal Direct - Operating	14,291.1	12,455.6	14,521.8	0.0	14,521.8	0.0	14,521.8
120	Federal Revenues	14,291.1	12,455.6	14,521.8	0.0	14,521.8	0.0	14,521.8
405901	Other	0.0	15.4	0.0	0.0	0.0	0.0	0.0
417902	Other Registration Fees	80.8	5.9	80.8	0.0	80.8	0.0	80.8
422902	Other Fees	35.0	36.7	35.0	0.0	35.0	0.0	35.0
496901	Miscellaneous Revenue	0.0	0.2	0.0	0.0	0.0	0.0	0.0
496909	Misc Revenue - Interagency	0.0	0.5	0.0	0.0	0.0	0.0	0.0
130	Other Revenues	115.8	58.7	115.8	0.0	115.8	0.0	115.8
325900	Restricted FB - Gov	3,747.0	0.0	2,275.6	0.0	2,275.6	0.0	2,275.6
150	Fund Balance	3,747.0	0.0	2,275.6	0.0	2,275.6	0.0	2,275.6
TOTAL REVENUE		89,402.7	80,640.3	94,414.1	0	100,106.3	0.0	100,106.3
520100	Exempt Perm Positions P/T&F/T	1,995.5	1,505.6	2,051.4	2,429.7	2,609.4	0.0	2,609.4
520200	Term Positions	462.9	372.3	710.1	417.7	785.0	0.0	785.0
520300	Classified Perm Positions F/T	13,711.5	11,708.8	15,260.2	17,311.9	15,647.5	0.0	15,647.5
520400	Classified Perm Positions P/T	0.0	0.0	0.0	0.0	55.0	0.0	55.0
520500	Temporary Positions F/T & P/T	11.1	119.9	26.9	818.3	26.9	0.0	26.9
520600	Paid Unused Sick Leave	0.0	4.9	1.6	0.0	1.2	0.0	1.2
520700	Overtime & Other Premium Pay	114.3	223.8	112.7	0.0	243.8	0.0	243.8
520800	Annl & Comp Paid At Separation	0.0	120.0	103.9	0.0	0.0	0.0	0.0
521100	Group Insurance Premium	1,843.0	1,254.2	1,550.5	1,686.7	2,162.0	0.0	2,162.0
521200	Retirement Contributions	2,178.3	2,716.1	2,429.7	3,824.4	2,351.9	0.0	2,351.9
521300	F I C A	878.4	1,064.0	983.3	1,286.6	1,213.3	0.0	1,213.3
521400	Workers' Comp Assessment Fee	2.1	1.8	2.4	0.0	2.4	0.0	2.4
521410	GSD Work Comp Insur Premium	45.9	45.8	37.8	0.0	36.7	0.0	36.7
521500	Unemployment Comp Premium	27.0	26.9	20.3	0.0	10.6	0.0	10.6
521600	Employee Liability Ins Premium	103.5	103.4	80.1	0.0	120.3	0.0	120.3

BU PCode Department
62400 0000 0000000000

S-9 Account Code Revenue/Expenditure Summary
(Dollars in Thousands)

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
521700	RHC Act Contributions	230.4	282.5	259.0	420.7	320.8	0.0	320.8
521900	Other Employee Benefits	0.0	0.9	0.8	0.0	0.0	0.0	0.0
523000	COVID Related Admin Leave	0.0	0.0	23.4	0.0	0.0	0.0	0.0
523200	COVID Related Time Worked	0.0	0.1	40.5	0.0	0.0	0.0	0.0
200	Personal Services and Employee Bene	21,603.9	19,551.0	23,694.6	28,196.0	25,586.8	0.0	25,586.8
535100	Medical Services	0.0	5.0	0.0	0.0	0.0	0.0	0.0
535200	Professional Services	386.4	936.4	679.8	0.0	5,142.3	0.0	5,142.3
535300	Other Services	13,446.9	543.5	11,404.4	0.0	6,884.5	0.0	6,884.5
535309	Other Services - Interagency	1.3	1.0	0.6	0.0	325.5	0.0	325.5
535400	Audit Services	74.2	75.0	82.2	0.0	86.3	0.0	86.3
535500	Attorney Services	545.0	658.5	545.0	0.0	545.0	0.0	545.0
535600	IT Services	105.7	2,850.2	110.6	0.0	139.0	0.0	139.0
300	Contractual services	14,559.5	5,069.8	12,822.6	0.0	13,122.6	0.0	13,122.6
542100	Employee I/S Mileage & Fares	24.0	5.2	31.5	0.0	27.0	0.0	27.0
542200	Employee I/S Meals & Lodging	50.0	59.2	74.2	0.0	37.9	0.0	37.9
542300	Brd & Comm Mbr Meals & Lodging	2.0	0.0	3.0	0.0	5.0	0.0	5.0
542500	Transp - Fuel & Oil	88.9	73.2	110.6	0.0	136.7	0.0	136.7
542600	Transp - Parts & Supplies	4.6	7.7	13.8	0.0	9.2	0.0	9.2
542700	Transp - Transp Insurance	5.6	1.5	0.2	0.0	0.2	0.0	0.2
542800	State Transp Pool Charges	317.3	267.4	311.5	0.0	325.0	0.0	325.0
543200	Maint - Furn, Fixt, Equipment	0.0	0.4	2.4	0.0	0.0	0.0	0.0
543300	Maint - Buildings & Structures	0.0	5.8	61.3	0.0	0.0	0.0	0.0
543400	Maint - Property Insurance	0.2	0.0	0.1	0.0	0.1	0.0	0.1
543500	Maint - Supplies	0.5	0.6	6.3	0.0	1.1	0.0	1.1
543820	Maintenance IT	0.0	0.0	38.9	0.0	395.0	0.0	395.0
543830	IT HW/SW Agreements	975.7	1,098.5	1,048.3	0.0	557.7	0.0	557.7
543900	Other Maintenance	0.0	0.0	0.0	0.0	7.7	0.0	7.7
544000	Supply Inventory IT	466.3	1,000.7	446.9	0.0	473.0	0.0	473.0
544100	Supplies-Office Supplies	47.0	35.9	31.3	0.0	71.5	0.0	71.5
544200	Supplies-Medical, Lab, Personal	0.0	0.2	0.0	0.0	0.0	0.0	0.0
544400	Supplies-Field Supplies	0.0	0.8	1.1	0.0	2.0	0.0	2.0
544500	Supplies-Food	257.6	93.1	397.6	0.0	472.6	0.0	472.6
544600	Supplies-Kitchen Supplies	0.0	95.7	0.0	0.0	0.0	0.0	0.0

BU PCode Department
62400 0000 0000000000

S-9 Account Code Revenue/Expenditure Summary
(Dollars in Thousands)

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
544700	Supplies-Clothing,Uniforms,Linen	3.0	0.0	0.0	0.0	1.0	0.0	1.0
544900	Supplies-Inventory Exempt	0.0	102.9	46.3	0.0	9.0	0.0	9.0
545600	Reporting & Recording	0.0	0.1	0.0	0.0	0.0	0.0	0.0
545700	ISD Services	105.1	191.9	111.2	0.0	233.0	0.0	233.0
545710	DOIT HCM Assessment Fees	83.6	80.0	95.4	0.0	107.4	0.0	107.4
545900	Printing & Photo Services	34.8	87.2	33.6	0.0	35.4	0.0	35.4
546100	Postage & Mail Services	16.0	9.8	21.3	0.0	19.2	0.0	19.2
546310	Utilities - Sewer/Garbage	5.0	1.8	1.3	0.0	5.0	0.0	5.0
546320	Utilities - Electricity	0.0	0.2	0.0	0.0	0.0	0.0	0.0
546330	Utilities - Water	0.0	0.3	0.0	0.0	0.0	0.0	0.0
546400	Rent Of Land & Buildings	720.0	674.2	706.6	0.0	612.5	0.0	612.5
546409	Rent Expense - Interagency	8.0	4.3	8.9	0.0	8.0	0.0	8.0
546500	Rent Of Equipment	33.0	31.4	20.4	0.0	33.5	0.0	33.5
546600	Communications	0.0	84.2	42.2	0.0	0.0	0.0	0.0
546610	DOIT Telecommunications	363.3	275.9	339.4	0.0	298.8	0.0	298.8
546700	Subscriptions/Dues/License Fee	70.4	29.4	35.8	0.0	54.2	0.0	54.2
546709	Subscription & Due Interagency	0.0	0.7	1.0	0.0	0.0	0.0	0.0
546800	Employee Training & Education	56.9	24.0	40.5	0.0	50.2	0.0	50.2
546900	Advertising	299.0	1,005.5	322.0	0.0	359.5	0.0	359.5
547200	Grants To Individuals	632.0	316.4	1,132.0	0.0	294.8	0.0	294.8
547300	Care & Support	763.0	1,050.3	1,078.7	0.0	1,285.3	0.0	1,285.3
547400	Grants To Local Governments	39,256.9	38,149.4	41,661.1	0.0	46,121.0	0.0	46,121.0
547430	Grants to Native Amer Indians	5,460.3	5,260.4	6,628.0	0.0	6,800.7	0.0	6,800.7
547440	Grants To Other Entities	2,475.8	1,310.8	2,721.8	0.0	2,017.0	0.0	2,017.0
547900	Miscellaneous Expense	503.5	336.6	153.1	0.0	412.0	0.0	412.0
547909	Misc Expense Interagency	0.0	1,200.0	0.0	0.0	0.0	0.0	0.0
547999	Request to Pay Prior Year	0.0	74.7	1.0	0.0	0.0	0.0	0.0
548200	Furniture & Fixtures	0.0	6.1	20.0	0.0	0.0	0.0	0.0
548300	Information Tech Equipment	0.0	2.6	0.0	0.0	0.0	0.0	0.0
548800	Automotive & Aircraft	0.0	145.3	0.0	0.0	0.0	0.0	0.0
549600	Employee O/S Mileage & Fares	54.0	29.0	47.0	0.0	58.0	0.0	58.0
549700	Employee O/S Meals & Lodging	56.0	35.9	49.3	0.0	59.7	0.0	59.7
400	Other	53,239.3	53,267.3	57,896.9	0.0	61,396.9	0.0	61,396.9

BU PCode Department
62400 0000 0000000000

S-9 Account Code Revenue/Expenditure Summary
(Dollars in Thousands)

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
TOTAL EXPENSE		89,402.7	77,888.1	94,414.1	28,195.98	100,106.3	0.0	100,106.3
810	Permanent	229.00	256.00	232.00	256.00	250.00	0.00	250.00
810	Permanent	229.00	256.00	232.00	256.00	250.00	0.00	250.00
820	Term	15.00	7.00	15.00	7.00	25.00	0.00	25.00
820	Term	15.00	7.00	15.00	7.00	25.00	0.00	25.00
830	Temporary	1.00	31.00	0.00	31.00	0.00	0.00	0.00
830	Temporary	1.00	31.00	0.00	31.00	0.00	0.00	0.00
TOTAL FTE POSITIONS		245.00	294.00	247.00	294.00	275.00	0.00	275.00

BU PCode Department
62400 0000 000000000

S-9 Account Code Revenue Summary
(Dollars in Thousands)

	Provider PCode	2023-24 Opbud	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	----- FY 2026 Agency Request -----		
						Base	Expansion	Total
499105	General Fd. Appropriation	65,372.5	64,491.0	0.0	0.0	77,159.3	0.0	77,159.3
111	General Fund Transfers	65,372.5	64,491.0	71,467.1	0.0	77,159.3	0.0	77,159.3
422909	Other Fees - Interagency	0.0	1.1	0.0	0.0	0.0	0.0	0.0
451909	Federal Contract - Interagency	2,376.3	2,752.4	0.0	0.0	2,533.8	0.0	2,533.8
451909	Federal Contract - Interagency	P524	3,500.0	0.0	0.0	3,500.0	0.0	3,500.0
499905	Other Financing Sources	0.0	881.5	0.0	0.0	0.0	0.0	0.0
499906	OFS - INTRA-Agency	0.0	0.0	0.0	0.0	0.0	0.0	0.0
112	Other Transfers	5,876.3	3,635.0	6,033.8	0.0	6,033.8	0.0	6,033.8
451903	Federal Direct - Operating	14,291.1	12,455.6	0.0	0.0	14,521.8	0.0	14,521.8
120	Federal Revenues	14,291.1	12,455.6	14,521.8	0.0	14,521.8	0.0	14,521.8
405901	Other	0.0	15.4	0.0	0.0	0.0	0.0	0.0
417902	Other Registration Fees	80.8	5.9	0.0	0.0	80.8	0.0	80.8
422902	Other Fees	35.0	36.7	0.0	0.0	35.0	0.0	35.0
496901	Miscellaneous Revenue	0.0	0.2	0.0	0.0	0.0	0.0	0.0
496909	Misc Revenue - Interagency	0.0	0.5	0.0	0.0	0.0	0.0	0.0
130	Other Revenues	115.8	58.7	115.8	0.0	115.8	0.0	115.8
325900	Restricted FB - Gov	3,747.0	0.0	0.0	0.0	2,275.6	0.0	2,275.6
150	Fund Balance	3,747.0	0.0	2,275.6	0.0	2,275.6	0.0	2,275.6
TOTAL REVENUE		89,402.7	80,640.3	94,414.1	0	100,106.3	0.0	100,106.3

BU PCode Department
62400 0000 0000000000

S-9 Account Code Expenditure Summary
(Dollars in Thousands)

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
520100	Exempt Perm Positions P/T&F/T	1,995.5	1,505.6	2,051.4	2,429.7	2,609.4	0.0	2,609.4
520200	Term Positions	462.9	372.3	710.1	417.7	785.0	0.0	785.0
520300	Classified Perm Positions F/T	13,711.5	11,708.8	15,260.2	17,311.9	15,647.5	0.0	15,647.5
520400	Classified Perm Positions P/T	0.0	0.0	0.0	0.0	55.0	0.0	55.0
520500	Temporary Positions F/T & P/T	11.1	119.9	26.9	818.3	26.9	0.0	26.9
520600	Paid Unused Sick Leave	0.0	4.9	1.6	0.0	1.2	0.0	1.2
520700	Overtime & Other Premium Pay	114.3	223.8	112.7	0.0	243.8	0.0	243.8
520800	Annl & Comp Paid At Separation	0.0	120.0	103.9	0.0	0.0	0.0	0.0
521100	Group Insurance Premium	1,843.0	1,254.2	1,550.5	1,686.7	2,162.0	0.0	2,162.0
521200	Retirement Contributions	2,178.3	2,716.1	2,429.7	3,824.4	2,351.9	0.0	2,351.9
521300	F I C A	878.4	1,064.0	983.3	1,286.6	1,213.3	0.0	1,213.3
521400	Workers' Comp Assessment Fee	2.1	1.8	2.4	0.0	2.4	0.0	2.4
521410	GSD Work Comp Insur Premium	45.9	45.8	37.8	0.0	36.7	0.0	36.7
521500	Unemployment Comp Premium	27.0	26.9	20.3	0.0	10.6	0.0	10.6
521600	Employee Liability Ins Premium	103.5	103.4	80.1	0.0	120.3	0.0	120.3
521700	RHC Act Contributions	230.4	282.5	259.0	420.7	320.8	0.0	320.8
521900	Other Employee Benefits	0.0	0.9	0.8	0.0	0.0	0.0	0.0
523000	COVID Related Admin Leave	0.0	0.0	23.4	0.0	0.0	0.0	0.0
523200	COVID Related Time Worked	0.0	0.1	40.5	0.0	0.0	0.0	0.0
200	Personal Services and Employee Benefits	21,603.9	19,551.0	23,694.6	28,196.0	25,586.8	0.0	25,586.8
535100	Medical Services	0.0	5.0	0.0	0.0	0.0	0.0	0.0
535200	Professional Services	386.4	936.4	679.8	0.0	5,142.3	0.0	5,142.3
535300	Other Services	13,446.9	543.5	11,404.4	0.0	6,884.5	0.0	6,884.5
535309	Other Services - Interagency	1.3	1.0	0.6	0.0	325.5	0.0	325.5
535400	Audit Services	74.2	75.0	82.2	0.0	86.3	0.0	86.3
535500	Attorney Services	545.0	658.5	545.0	0.0	545.0	0.0	545.0
535600	IT Services	105.7	2,850.2	110.6	0.0	139.0	0.0	139.0
300	Contractual services	14,559.5	5,069.8	12,822.6	0.0	13,122.6	0.0	13,122.6
542100	Employee I/S Mileage & Fares	24.0	5.2	31.5	0.0	27.0	0.0	27.0
542200	Employee I/S Meals & Lodging	50.0	59.2	74.2	0.0	37.9	0.0	37.9
542300	Brd & Comm Mbr Meals & Lodgin	2.0	0.0	3.0	0.0	5.0	0.0	5.0
542500	Transp - Fuel & Oil	88.9	73.2	110.6	0.0	136.7	0.0	136.7

Aging and Long-Term Services Department

State of New Mexico

BU PCode Department
62400 0000 0000000000

S-9 Account Code Expenditure Summary
(Dollars in Thousands)

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
542600	Transp - Parts & Supplies	4.6	7.7	13.8	0.0	9.2	0.0	9.2
542700	Transp - Transp Insurance	5.6	1.5	0.2	0.0	0.2	0.0	0.2
542800	State Transp Pool Charges	317.3	267.4	311.5	0.0	325.0	0.0	325.0
543200	Maint - Furn, Fixt, Equipment	0.0	0.4	2.4	0.0	0.0	0.0	0.0
543300	Maint - Buildings & Structures	0.0	5.8	61.3	0.0	0.0	0.0	0.0
543400	Maint - Property Insurance	0.2	0.0	0.1	0.0	0.1	0.0	0.1
543500	Maint - Supplies	0.5	0.6	6.3	0.0	1.1	0.0	1.1
543820	Maintenance IT	0.0	0.0	38.9	0.0	395.0	0.0	395.0
543830	IT HW/SW Agreements	975.7	1,098.5	1,048.3	0.0	557.7	0.0	557.7
543900	Other Maintenance	0.0	0.0	0.0	0.0	7.7	0.0	7.7
544000	Supply Inventory IT	466.3	1,000.7	446.9	0.0	473.0	0.0	473.0
544100	Supplies-Office Supplies	47.0	35.9	31.3	0.0	71.5	0.0	71.5
544200	Supplies-Medical, Lab, Personal	0.0	0.2	0.0	0.0	0.0	0.0	0.0
544400	Supplies-Field Supplies	0.0	0.8	1.1	0.0	2.0	0.0	2.0
544500	Supplies-Food	257.6	93.1	397.6	0.0	472.6	0.0	472.6
544600	Supplies-Kitchen Supplies	0.0	95.7	0.0	0.0	0.0	0.0	0.0
544700	Supplies-Clothing, Uniforms, Linen	3.0	0.0	0.0	0.0	1.0	0.0	1.0
544900	Supplies-Inventory Exempt	0.0	102.9	46.3	0.0	9.0	0.0	9.0
545600	Reporting & Recording	0.0	0.1	0.0	0.0	0.0	0.0	0.0
545700	ISD Services	105.1	191.9	111.2	0.0	233.0	0.0	233.0
545710	DOIT HCM Assessment Fees	83.6	80.0	95.4	0.0	107.4	0.0	107.4
545900	Printing & Photo Services	34.8	87.2	33.6	0.0	35.4	0.0	35.4
546100	Postage & Mail Services	16.0	9.8	21.3	0.0	19.2	0.0	19.2
546310	Utilities - Sewer/Garbage	5.0	1.8	1.3	0.0	5.0	0.0	5.0
546320	Utilities - Electricity	0.0	0.2	0.0	0.0	0.0	0.0	0.0
546330	Utilities - Water	0.0	0.3	0.0	0.0	0.0	0.0	0.0
546400	Rent Of Land & Buildings	720.0	674.2	706.6	0.0	612.5	0.0	612.5
546409	Rent Expense - Interagency	8.0	4.3	8.9	0.0	8.0	0.0	8.0
546500	Rent Of Equipment	33.0	31.4	20.4	0.0	33.5	0.0	33.5
546600	Communications	0.0	84.2	42.2	0.0	0.0	0.0	0.0
546610	DOIT Telecommunications	363.3	275.9	339.4	0.0	298.8	0.0	298.8
546700	Subscriptions/Dues/License Fee	70.4	29.4	35.8	0.0	54.2	0.0	54.2
546709	Subscription & Due Interagency	0.0	0.7	1.0	0.0	0.0	0.0	0.0

Aging and Long-Term Services Department

State of New Mexico

BU PCode Department
62400 0000 0000000000

S-9 Account Code Expenditure Summary
(Dollars in Thousands)

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
546800	Employee Training & Education	56.9	24.0	40.5	0.0	50.2	0.0	50.2
546900	Advertising	299.0	1,005.5	322.0	0.0	359.5	0.0	359.5
547200	Grants To Individuals	632.0	316.4	1,132.0	0.0	294.8	0.0	294.8
547300	Care & Support	763.0	1,050.3	1,078.7	0.0	1,285.3	0.0	1,285.3
547400	Grants To Local Governments	39,256.9	38,149.4	41,661.1	0.0	46,121.0	0.0	46,121.0
547430	Grants to Native Amer Indians	5,460.3	5,260.4	6,628.0	0.0	6,800.7	0.0	6,800.7
547440	Grants To Other Entities	2,475.8	1,310.8	2,721.8	0.0	2,017.0	0.0	2,017.0
547900	Miscellaneous Expense	503.5	336.6	153.1	0.0	412.0	0.0	412.0
547909	Misc Expense Interagency	0.0	1,200.0	0.0	0.0	0.0	0.0	0.0
547999	Request to Pay Prior Year	0.0	74.7	1.0	0.0	0.0	0.0	0.0
548200	Furniture & Fixtures	0.0	6.1	20.0	0.0	0.0	0.0	0.0
548300	Information Tech Equipment	0.0	2.6	0.0	0.0	0.0	0.0	0.0
548800	Automotive & Aircraft	0.0	145.3	0.0	0.0	0.0	0.0	0.0
549600	Employee O/S Mileage & Fares	54.0	29.0	47.0	0.0	58.0	0.0	58.0
549700	Employee O/S Meals & Lodging	56.0	35.9	49.3	0.0	59.7	0.0	59.7
400	Other	53,239.3	53,267.3	57,896.9	0.0	61,396.9	0.0	61,396.9
TOTAL EXPENSE		89,402.7	77,888.1	94,414.1	28,195.98	100,106.3	0.0	100,106.3

State of New Mexico

S-13 Line Items by Business Unit Expenditures

(Dollars in Thousands)

62400	520100	Exempt Perm Positions P/T&F/T	1,505.64	2,051.4	2,609.4	0	0	0	0.0
	520200	Term Positions	372.29	710.1	785	0	0	0	0.0
	520300	Classified Perm Positions F/T	11,708.84	15,260.2	15,647.5	0	0	0	0.0
	520400	Classified Perm Positions P/T	0	0	55	0	0	0	0.0
	520500	Temporary Positions F/T & P/T	119.89	26.9	26.9	0	0	0	0.0
	520600	Paid Unused Sick Leave	4.91	1.6	1.2	0	0	0	0.0
	520700	Overtime & Other Premium Pay	223.77	112.7	243.8	0	0	0	0.0
	520800	Annl & Comp Paid At Separation	119.98	103.9	0	0	0	0	0.0
	521100	Group Insurance Premium	1,254.17	1,550.5	2,162	0	0	0	0.0
	521200	Retirement Contributions	2,716.08	2,429.7	2,351.9	0	0	0	0.0
	521300	F I C A	1,064.01	983.3	1,213.3	0	0	0	0.0
	521400	Workers' Comp Assessment Fee	1.8	2.4	2.4	0	0	0	0.0
	521410	GSD Work Comp Insur Premium	45.82	37.8	36.7	0	0	0	0.0
	521500	Unemployment Comp Premium	26.94	20.3	10.6	0	0	0	0.0
	521600	Employee Liability Ins Premium	103.45	80.1	120.3	0	0	0	0.0
	521700	RHC Act Contributions	282.47	259	320.8	0	0	0	0.0
	521900	Other Employee Benefits	0.88	0.8	0	0	0	0	0.0
	523000	COVID Related Admin Leave	0	23.4	0	0	0	0	0.0
	523200	COVID Related Time Worked	0.09	40.5	0	0	0	0	0.0
	535100	Medical Services	5	0	0	0	0	0	0.0
	535200	Professional Services	936.45	679.8	5,142.3	0	0	0	0.0
	535300	Other Services	543.55	11,404.4	6,884.5	0	0	0	0.0
	535309	Other Services - Interagency	7.09	0.6	325.5	0	0	0	0.0
	535400	Audit Services	75.01	82.2	86.3	0	0	0	0.0
	535500	Attorney Services	658.51	545	545	0	0	0	0.0
	535600	IT Services	2,850.22	110.6	139	0	0	0	0.0
	542100	Employee I/S Mileage & Fares	5.18	31.5	27	0	0	0	0.0
	542200	Employee I/S Meals & Lodging	59.23	74.2	37.9	0	0	0	0.0
	542300	Brd & Comm Mbr Meals & Lodging	0	3	5	0	0	0	0.0
	542500	Transp - Fuel & Oil	73.21	110.6	136.7	0	0	0	0.0
	542600	Transp - Parts & Supplies	7.74	13.8	9.2	0	0	0	0.0
	542700	Transp - Transp Insurance	1.52	0.2	0.2	0	0	0	0.0

State of New Mexico

S-13 Line Items by Business Unit Expenditures

(Dollars in Thousands)

542800	State Transp Pool Charges	267.36	311.5	325	0	0	0	0.0
543200	Maint - Furn, Fixt, Equipment	0.36	2.4	0	0	0	0	0.0
543300	Maint - Buildings & Structures	5.81	61.3	0	0	0	0	0.0
543400	Maint - Property Insurance	0	0.1	0.1	0	0	0	0.0
543500	Maint - Supplies	0.58	6.3	1.1	0	0	0	0.0
543820	Maintenance IT	0	38.9	395	0	0	0	0.0
543830	IT HW/SW Agreements	1,098.47	1,048.3	557.7	0	0	0	0.0
543900	Other Maintenance	0	0	7.7	0	0	0	0.0
544000	Supply Inventory IT	1,000.68	446.9	473	0	0	0	0.0
544100	Supplies-Office Supplies	35.89	31.3	71.5	0	0	0	0.0
544200	Supplies-Medical,Lab,Personal	0.24	0	0	0	0	0	0.0
544400	Supplies-Field Supplies	0.79	1.1	2	0	0	0	0.0
544500	Supplies-Food	93.06	397.6	472.6	0	0	0	0.0
544600	Supplies-Kitchen Supplies	95.66	0	0	0	0	0	0.0
544700	Supplies-Clothng,Unifrms,Linen	0	0	1	0	0	0	0.0
544900	Supplies-Inventory Exempt	102.89	46.3	9	0	0	0	0.0
545600	Reporting & Recording	0.15	0	0	0	0	0	0.0
545700	ISD Services	191.86	111.2	233	0	0	0	0.0
545710	DOIT HCM Assessment Fees	80.03	95.4	107.4	0	0	0	0.0
545900	Printing & Photo Services	87.21	33.6	35.4	0	0	0	0.0
546100	Postage & Mail Services	9.77	21.3	19.2	0	0	0	0.0
546310	Utilities - Sewer/Garbage	1.84	1.3	5	0	0	0	0.0
546320	Utilities - Electricity	0.24	0	0	0	0	0	0.0
546330	Utilities - Water	0.34	0	0	0	0	0	0.0
546400	Rent Of Land & Buildings	674.17	706.6	612.5	0	0	0	0.0
546409	Rent Expense - Interagency	4.3	8.9	8	0	0	0	0.0
546500	Rent Of Equipment	31.42	20.4	33.5	0	0	0	0.0
546600	Communications	84.18	42.2	0	0	0	0	0.0
546610	DOIT Telecommunications	275.86	339.4	298.8	0	0	0	0.0
546700	Subscriptions/Dues/License Fee	29.4	35.8	54.2	0	0	0	0.0
546709	Subscription & Due Interagency	0.7	1	0	0	0	0	0.0
546800	Employee Training & Education	24	40.5	50.2	0	0	0	0.0

State of New Mexico

S-13 Line Items by Business Unit Expenditures

(Dollars in Thousands)

546900	Advertising	1,005.53	322	359.5	0	0	0	0.0
547200	Grants To Individuals	316.44	1,132	294.8	0	0	0	0.0
547300	Care & Support	1,050.26	1,078.7	1,285.3	0	0	0	0.0
547400	Grants To Local Governments	38,149.39	41,661.1	46,121	0	0	0	0.0
547430	Grants to Native Amer Indians	5,260.43	6,628	6,800.7	0	0	0	0.0
547440	Grants To Other Entities	1,310.8	2,721.8	2,017	0	0	0	0.0
547900	Miscellaneous Expense	336.62	153.1	412	0	0	0	0.0
547909	Misc Expense Interagency	1,200	0	0	0	0	0	0.0
547999	Request to Pay Prior Year	74.75	1	0	0	0	0	0.0
548200	Furniture & Fixtures	6.11	20	0	0	0	0	0.0
548300	Information Tech Equipment	2.63	0	0	0	0	0	0.0
548800	Automotive & Aircraft	145.34	0	0	0	0	0	0.0
549600	Employee O/S Mileage & Fares	28.95	47	58	0	0	0	0.0
549700	Employee O/S Meals & Lodging	35.9	49.3	59.7	0	0	0	0.0
Grand Total		77,894.13	94,414.1	100,106.3	0	0	0	0.0

APPROPRIATION REQUEST

FORM S-10 FUND BALANCE PROJECTION

(In Whole Dollars)

Agency: Aging and Long-Term Services Department Business Unit: 62400
 Fund Name: Agency on Aging-Admin Fund Number: 04900
 Legal Auth. Laws 2020, Ch.8 SS1

BEGINNING BALANCE

Unreserved, undesignated fund balance (not cash balance) from SHARE NMS006GL Balance Sheet
 Report at close of FY24 7,186,600

ADJUSTMENTS

Add:

Interfund receivables, accounts receivables, and other assets not reflected in fund balance from FCD
 Reports at close of FY24 0

Other (explain in detail) 0

Deduct:

Liabilities not reflected in FCD Reports at close of FY24 (2,288,600)

Fund balance designated by law for future expenditure (non-reverting funds) 0

Amount due to State General Fund or other fund designated by statute 0

Other (explain in detail) 0

FY24 revision not reflected in liabilities 0

Total Adjustments (2,288,600)

ADJUSTED UNRESERVED, UNDESIGNATED FUND BALANCE at close of FY24 4,898,000

Add:

Projected revenue/sources (less fund balance budgeted) for FY25 0

Deduct:

Projected total expenditures for FY25 0

ADJUSTED UNRESERVED/UNDESIGNATED FUND BALANCE at close of FY25 4,898,000

Add:

Projected revenue/sources (less fund balance requested) for FY26 0

Deduct:

Total expenditures budgeted in appropriation request 0

ADJUSTED UNRESERVED/UNDESIGNATED FUND BALANCE at close of FY26 4,898,000

APPROPRIATION REQUEST

FORM S-10 FUND BALANCE PROJECTION

(In Whole Dollars)

Agency: <u>Aging and Long-Term Services Department</u>	Business Unit: <u>62400</u>
Fund Name: <u>Tax Refund Contribution Senior</u>	Fund Number: <u>40210</u>
Legal Auth. <u>Laws of 2015, Ch. 50</u>	

BEGINNING BALANCE

Unreserved, undesignated fund balance (not cash balance) from SHARE NMS006GL Balance Sheet Report at close of FY24	97,300
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ADJUSTMENTS

Add:

Interfund receivables, accounts receivables, and other assets not reflected in fund balance from FCD Reports at close of FY24	500
Other (explain in detail)	0

Deduct:

Liabilities not reflected in FCD Reports at close of FY24	0
Fund balance designated by law for future expenditure (non-reverting funds)	0
Amount due to State General Fund or other fund designated by statute	0
Other (explain in detail)	0
FY24 revision not reflected in liabilities	0

Total Adjustments	500
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ADJUSTED UNRESERVED, UNDESIGNATED FUND BALANCE at close of FY24	97,800
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Add:

Projected revenue/sources (less fund balance budgeted) for FY25	0
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Deduct:

Projected total expenditures for FY25	0
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ADJUSTED UNRESERVED/UNDESIGNATED FUND BALANCE at close of FY25	97,800
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Add:

Projected revenue/sources (less fund balance requested) for FY26	0
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Deduct:

Total expenditures budgeted in appropriation request	0
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ADJUSTED UNRESERVED/UNDESIGNATED FUND BALANCE at close of FY26	97,800
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APPROPRIATION REQUEST

FORM S-10 FUND BALANCE PROJECTION

(In Whole Dollars)

Agency: Aging and Long-Term Services Department Business Unit: 62400
 Fund Name: Conference On Aging Fund Number: 62200
 Legal Auth. Laws of 2017. Ch. 6, Section 4

BEGINNING BALANCE

Unreserved, undesignated fund balance (not cash balance) from SHARE NMS006GL Balance Sheet Report at close of FY24 146,900

ADJUSTMENTS

Add:

Interfund receivables, accounts receivables, and other assets not reflected in fund balance from FCD Reports at close of FY24 0

Other (explain in detail) 0

Deduct:

Liabilities not reflected in FCD Reports at close of FY24 (68,600)

Fund balance designated by law for future expenditure (non-reverting funds) 0

Amount due to State General Fund or other fund designated by statute 0

Other (explain in detail) 0

FY24 revision not reflected in liabilities 0

Total Adjustments (68,600)

ADJUSTED UNRESERVED, UNDESIGNATED FUND BALANCE at close of FY24 78,300

Add:

Projected revenue/sources (less fund balance budgeted) for FY25 0

Deduct:

Projected total expenditures for FY25 0

ADJUSTED UNRESERVED/UNDESIGNATED FUND BALANCE at close of FY25 78,300

Add:

Projected revenue/sources (less fund balance requested) for FY26 0

Deduct:

Total expenditures budgeted in appropriation request 0

ADJUSTED UNRESERVED/UNDESIGNATED FUND BALANCE at close of FY26 78,300

Program Description:

The purpose of Program Support is to provide quality functional and administrative support to direct service divisions within the agency through fiscal, human resources, information technology, legal, management, and administrative support in the areas of personnel, budget, procurement, contracting, capital projects, systems support, and counsel services. To provide oversight, sound business practices and direction while ensuring compliance, transparency, and accountability in fulfillment of the department's mission and goals.

Program Support provides effective and efficient leadership, support, coordination, and oversight for the various divisions within the department. The primary services are to provide management, administrative and legal support in the areas of personnel, budget, payroll, purchasing, contracts, systems support and counsel services to agency staff, outside partners, and external control agencies to implement and manage programs. Other functions include: to provide policy recommendations, timely and accurate financial management, and coordinate reporting efforts using a framework of accountability and compliancy with applicable rules and regulations.

Program Support provides strategic planning, logical options, guidance, and solutions regarding departmental issues to the direct service divisions throughout the department, while employing reliable fiscal and program data. This program plays a key role in meeting the goals and objectives of the overall department.

Major Issues and Accomplishments:

Filling positions in program support is critical to continue the flow of everyday duties. In Program support we have successfully filled the ASD director position. In addition, the IT, General Counsel and HR teams are fully staffed. Program support transitioned the Capital Outlay bureau out of ASD into the Aging Network Division. The agency was awarded a P Card. ALTSD is home to numerous divisions and direct service programs including the Aging Network, Adult Protective Services Division, External Affairs, Business Engineering, Information Technology, Office of Indian and Elder Affairs, the Consumer and Elder Rights Division, and the State Long-Term Care Ombudsman Program. The agency identified the need for P-Card access in the Long-Term Care Ombudsman Program, Adult Protective Services, and External Affairs. The agency began the P card application process in October and was successfully awarded the PCard in June 2024. Policies and procedures are now being worked on and we should have the PCard established in FY25. The ASD team was successful in maintaining the budget and procuring goods and services for Seniors which enabled the agency to bring down the reversion rate. The procurement team implemented Bonfire. The Bonfire system is a contract tracking database that has replaced the traditional paper Contract Request Form, providing the Agency with a more efficient and up-to-date tracking and pre-approval process. This system allows for quicker responses when updating and obtaining information. Additionally, Bonfire enables the electronic receipt of Requests for Proposals, reducing the risks associated with receiving potential offerors' proposals via email. All evaluations, scoring, and Evaluation Committee Reports are generated through Bonfire's projects module. Furthermore, Bonfire will be supporting the processing, evaluation, and awarding of Capital Outlay projects for our Capital Outlay Bureau.

In FY24, the IT Department achieved several significant milestones that bolstered both security and operational efficiency. We ensured that all agency-owned and controlled smart devices were updated with the latest security patches and operating system versions, which allowed for the centralized deployment of applications and enhanced both device security and operational efficiency. We also replaced our previous SEP and Symantec software with CrowdStrike Falcon in active mode and Microsoft Defender in passive mode across all endpoints, integrating advanced threat detection and prevention with robust malware protection to significantly strengthen endpoint security. Additionally, we piloted a new data collection process for Area Agencies on Aging (AAA) providers using Service Scan Web within the WellSky Aging & Disability application, which improved the efficiency and accuracy of data collection, thereby enhancing the management and analysis of aging and disability services. Our collaboration with Risk Sense and the Department of Information Technology (DoIT) for monthly vulnerability scanning further contributed to our security posture by systematically reviewing, identifying, investigating, and remediating network vulnerabilities. These efforts collectively increased security by reducing risks, streamlined operations through centralized application deployment and improved data collection processes, and fostered a more secure and resilient network infrastructure through proactive vulnerability management.

The HR team was successful in implementing the first phase of the Agency Reorganization effort; new leadership was recruited to address specific skill deficiencies. One of these was the Director of External Affairs. This position leads a cross-functional team designed to reduce silos and create consistent cohesive communications to help achieve programmatic goals. The Director of this newly created division started in October 2023 and is methodically building capacity with the goal of managing all public-facing information, centralizing marketing initiatives and communication efforts for all Agency programs and services. Constituent and industry relations along with increased public awareness and earned media are among the division's priorities.

Since its inception, the External Affairs Division has started building its team. The Director has worked closely with the Agency's Public Information Officer (PIO), onboarded a division manager, webmaster, and made arrangements for additional support in the areas of event planning and management, social media, marketing, community management, and photo and video asset creation. These reorganization efforts will be followed by advertising campaigns and a quarterly publication designed to bolster outreach.

Vacancies in the Administrative Services division including deputy ASD director. Recruitment efforts have resulted in sister agencies outbidding each other to retain talent.

BU PCode
62400 P591

Overview of Request: For the FY26 budget request, Program Support has no variance to the FY25 budget.

Programmatic Changes: The agency will focus on filling vacancies.

Base Budget Justification: The base budget is necessary to continue to support the various initiatives across the agency.

Program Support

BU PCode Department
62400 P591 000000

State of New Mexico
S-8 Financial Summary
(Dollars in Thousands)

	2023-24 Opbud	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	Base	----- FY 2026 Agency Request ----- Expansion	Total
REVENUE							
111 General Fund Transfers	6,846.7	6,565.3	7,207.8	0.0	7,207.8	0.0	7,207.8
112 Other Transfers	0.0	281.4	0.0	0.0	0.0	0.0	0.0
120 Federal Revenues	121.9	70.3	121.9	0.0	121.9	0.0	121.9
130 Other Revenues	0.0	0.0	0.0	0.0	0.0	0.0	0.0
150 Fund Balance	3,747.0	0.0	2,275.6	0.0	2,275.6	0.0	2,275.6
REVENUE, TRANSFERS	10,715.6	6,917.0	9,605.3	0.0	9,605.3	0.0	9,605.3
REVENUE	10,715.6	6,917.0	9,605.3	0.0	9,605.3	0.0	9,605.3
EXPENSE							
200 Personal Services and Employee Benefits	4,810.3	4,401.2	5,191.4	6,802.9	5,191.4	0.0	5,191.4
300 Contractual services	4,037.2	573.0	2,565.8	0.0	2,565.8	0.0	2,565.8
400 Other	1,868.1	1,571.9	1,848.1	0.0	1,848.1	0.0	1,848.1
EXPENDITURES	10,715.6	6,546.1	9,605.3	6,802.87	9,605.3	0.0	9,605.3
EXPENSE	10,715.6	6,546.1	9,605.3	6,802.87	9,605.3	0.0	9,605.3
FTE POSITIONS							
810 Permanent	45.00	52.00	45.00	52.00	45.00	0.00	45.00
820 Term	1.00	1.00	1.00	1.00	2.00	0.00	2.00
830 Temporary	1.00	0.00	0.00	0.00	0.00	0.00	0.00
FTEs	47.00	53.00	46.00	53.00	47.00	0.00	47.00
FTE POSITIONS	47.00	53.00	46.00	53.00	47.00	0.00	47.00

Program Support

BU PCode Department
62400 P591 000000

State of New Mexico

S-9 Account Code Revenue Summary
(Dollars in Thousands)

	Provider PCode	2023-24 Opbud	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	----- FY 2026 Agency Request -----		
						Base	Expansion	Total
499105	General Fd. Appropriation	6,846.7	6,565.3	7,207.8	0.0	7,207.8	0.0	7,207.8
111	General Fund Transfers	6,846.7	6,565.3	7,207.8	0.0	7,207.8	0.0	7,207.8
499905	Other Financing Sources	0.0	281.4	0.0	0.0	0.0	0.0	0.0
112	Other Transfers	0.0	281.4	0.0	0.0	0.0	0.0	0.0
451903	Federal Direct - Operating	121.9	70.3	121.9	0.0	121.9	0.0	121.9
120	Federal Revenues	121.9	70.3	121.9	0.0	121.9	0.0	121.9
496901	Miscellaneous Revenue	0.0	0.0	0.0	0.0	0.0	0.0	0.0
130	Other Revenues	0.0	0.0	0.0	0.0	0.0	0.0	0.0
325900	Restricted FB - Gov	3,747.0	0.0	2,275.6	0.0	2,275.6	0.0	2,275.6
150	Fund Balance	3,747.0	0.0	2,275.6	0.0	2,275.6	0.0	2,275.6
TOTAL REVENUE		10,715.6	6,917.0	9,605.3	0.0	9,605.3	0.0	9,605.3

Program Support

BU PCode Department
62400 P591 000000

State of New Mexico

S-9 Account Code Expenditure Summary
(Dollars in Thousands)

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
520100	Exempt Perm Positions P/T&F/T	1,271.0	867.2	1,435.9	1,437.5	1,343.8	0.0	1,343.8
520200	Term Positions	82.5	67.6	0.0	80.3	82.5	0.0	82.5
520300	Classified Perm Positions F/T	2,303.0	2,228.3	2,708.3	3,597.9	2,300.0	0.0	2,300.0
520500	Temporary Positions F/T & P/T	0.0	42.4	0.0	0.0	0.0	0.0	0.0
520600	Paid Unused Sick Leave	0.0	1.6	0.0	0.0	0.0	0.0	0.0
520700	Overtime & Other Premium Pay	0.0	0.3	0.4	0.0	0.0	0.0	0.0
520800	Annrl & Comp Paid At Separation	0.0	56.8	41.5	0.0	0.0	0.0	0.0
521100	Group Insurance Premium	268.9	193.1	212.9	276.9	467.2	0.0	467.2
521200	Retirement Contributions	552.1	602.8	504.0	986.2	614.2	0.0	614.2
521300	F I C A	231.8	237.3	204.5	314.3	286.3	0.0	286.3
521400	Workers' Comp Assessment Fee	0.5	0.3	0.4	0.0	0.4	0.0	0.4
521410	GSD Work Comp Insur Premium	10.1	10.1	6.6	0.0	7.7	0.0	7.7
521500	Unemployment Comp Premium	6.0	7.9	3.5	0.0	1.8	0.0	1.8
521600	Employee Liability Ins Premium	22.8	22.8	13.9	0.0	20.7	0.0	20.7
521700	RHC Act Contributions	61.6	62.7	53.3	109.8	66.8	0.0	66.8
523000	COVID Related Admin Leave	0.0	0.0	6.2	0.0	0.0	0.0	0.0
200	Personal Services and Employee	4,810.3	4,401.2	5,191.4	6,802.9	5,191.4	0.0	5,191.4
535100	Medical Services	0.0	5.0	0.0	0.0	0.0	0.0	0.0
535200	Professional Services	163.0	441.4	150.3	0.0	64.9	0.0	64.9
535300	Other Services	3,747.0	25.2	2,275.6	0.0	2,275.6	0.0	2,275.6
535309	Other Services - Interagency	0.3	0.1	0.1	0.0	0.0	0.0	0.0
535400	Audit Services	74.2	75.0	82.2	0.0	86.3	0.0	86.3
535500	Attorney Services	0.0	13.5	0.0	0.0	0.0	0.0	0.0
535600	IT Services	52.7	12.8	57.6	0.0	139.0	0.0	139.0
300	Contractual services	4,037.2	573.0	2,565.8	0.0	2,565.8	0.0	2,565.8
542100	Employee I/S Mileage & Fares	7.0	1.5	8.0	0.0	3.5	0.0	3.5
542200	Employee I/S Meals & Lodging	5.5	14.0	7.5	0.0	7.4	0.0	7.4
542300	Brd & Comm Mbr Meals & Lodgin	2.0	0.0	3.0	0.0	5.0	0.0	5.0
542500	Transp - Fuel & Oil	13.4	3.1	20.0	0.0	13.4	0.0	13.4
542600	Transp - Parts & Supplies	2.4	0.0	3.0	0.0	2.2	0.0	2.2
542800	State Transp Pool Charges	239.5	239.1	233.7	0.0	239.5	0.0	239.5
543200	Maint - Furn, Fixt, Equipment	0.0	0.4	0.3	0.0	0.0	0.0	0.0
543300	Maint - Buildings & Structures	0.0	1.6	60.9	0.0	0.0	0.0	0.0

Program Support

BU PCode Department
62400 P591 000000

State of New Mexico

S-9 Account Code Expenditure Summary
(Dollars in Thousands)

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
543400	Maint - Property Insurance	0.2	0.0	0.1	0.0	0.1	0.0	0.1
543500	Maint - Supplies	0.0	0.0	5.0	0.0	0.0	0.0	0.0
543820	Maintenance IT	0.0	0.0	38.9	0.0	395.0	0.0	395.0
543830	IT HW/SW Agreements	450.2	488.1	476.0	0.0	0.0	0.0	0.0
544000	Supply Inventory IT	439.1	71.5	354.1	0.0	444.5	0.0	444.5
544100	Supplies-Office Supplies	22.5	5.6	10.0	0.0	25.0	0.0	25.0
544200	Supplies-Medical, Lab, Personal	0.0	0.2	0.0	0.0	0.0	0.0	0.0
544400	Supplies-Field Supplies	0.0	0.0	0.4	0.0	0.0	0.0	0.0
544500	Supplies-Food	0.0	14.6	0.0	0.0	0.0	0.0	0.0
544900	Supplies-Inventory Exempt	0.0	34.6	30.0	0.0	0.0	0.0	0.0
545700	ISD Services	23.2	98.9	19.3	0.0	40.4	0.0	40.4
545710	DOIT HCM Assessment Fees	18.4	17.7	16.5	0.0	18.6	0.0	18.6
545900	Printing & Photo Services	0.0	12.8	10.0	0.0	0.0	0.0	0.0
546100	Postage & Mail Services	5.0	9.0	10.0	0.0	5.0	0.0	5.0
546310	Utilities - Sewer/Garbage	5.0	1.6	1.3	0.0	5.0	0.0	5.0
546320	Utilities - Electricity	0.0	0.2	0.0	0.0	0.0	0.0	0.0
546330	Utilities - Water	0.0	0.3	0.0	0.0	0.0	0.0	0.0
546400	Rent Of Land & Buildings	405.0	315.7	361.9	0.0	515.0	0.0	515.0
546500	Rent Of Equipment	12.5	23.7	10.0	0.0	13.0	0.0	13.0
546600	Communications	0.0	62.2	21.5	0.0	0.0	0.0	0.0
546610	DOIT Telecommunications	80.2	53.3	59.0	0.0	50.3	0.0	50.3
546700	Subscriptions/Dues/License Fee	65.0	16.3	35.0	0.0	50.2	0.0	50.2
546800	Employee Training & Education	32.0	12.3	19.8	0.0	15.0	0.0	15.0
546900	Advertising	0.0	14.8	0.4	0.0	0.0	0.0	0.0
547900	Miscellaneous Expense	0.0	15.4	12.5	0.0	0.0	0.0	0.0
547999	Request to Pay Prior Year	0.0	28.0	0.0	0.0	0.0	0.0	0.0
548300	Information Tech Equipment	0.0	2.4	0.0	0.0	0.0	0.0	0.0
549600	Employee O/S Mileage & Fares	20.0	7.0	10.0	0.0	0.0	0.0	0.0
549700	Employee O/S Meals & Lodging	20.0	6.1	10.0	0.0	0.0	0.0	0.0
400	Other	1,868.1	1,571.9	1,848.1	0.0	1,848.1	0.0	1,848.1
TOTAL EXPENSE		10,715.6	6,546.1	9,605.3	6,802.87	9,605.3	0.0	9,605.3

Program Support

BU PCode Department
62400 P591 000000

State of New Mexico

S-9 Account Code Revenue/Expenditure Summary
(Dollars in Thousands)

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
499105	General Fd. Appropriation	6,846.7	6,565.3	7,207.8	0.0	7,207.8	0.0	7,207.8
111	General Fund Transfers	6,846.7	6,565.3	7,207.8	0.0	7,207.8	0.0	7,207.8
499905	Other Financing Sources	0.0	281.4	0.0	0.0	0.0	0.0	0.0
112	Other Transfers	0.0	281.4	0.0	0.0	0.0	0.0	0.0
451903	Federal Direct - Operating	121.9	70.3	121.9	0.0	121.9	0.0	121.9
120	Federal Revenues	121.9	70.3	121.9	0.0	121.9	0.0	121.9
496901	Miscellaneous Revenue	0.0	0.0	0.0	0.0	0.0	0.0	0.0
130	Other Revenues	0.0	0.0	0.0	0.0	0.0	0.0	0.0
325900	Restricted FB - Gov	3,747.0	0.0	2,275.6	0.0	2,275.6	0.0	2,275.6
150	Fund Balance	3,747.0	0.0	2,275.6	0.0	2,275.6	0.0	2,275.6
TOTAL REVENUE		10,715.6	6,917.0	9,605.3	0.0	9,605.3	0.0	9,605.3
520100	Exempt Perm Positions P/T&F/T	1,271.0	867.2	1,435.9	1,437.5	1,343.8	0.0	1,343.8
520200	Term Positions	82.5	67.6	0.0	80.3	82.5	0.0	82.5
520300	Classified Perm Positions F/T	2,303.0	2,228.3	2,708.3	3,597.9	2,300.0	0.0	2,300.0
520500	Temporary Positions F/T & P/T	0.0	42.4	0.0	0.0	0.0	0.0	0.0
520600	Paid Unused Sick Leave	0.0	1.6	0.0	0.0	0.0	0.0	0.0
520700	Overtime & Other Premium Pay	0.0	0.3	0.4	0.0	0.0	0.0	0.0
520800	Annl & Comp Paid At Separation	0.0	56.8	41.5	0.0	0.0	0.0	0.0
521100	Group Insurance Premium	268.9	193.1	212.9	276.9	467.2	0.0	467.2
521200	Retirement Contributions	552.1	602.8	504.0	986.2	614.2	0.0	614.2
521300	F I C A	231.8	237.3	204.5	314.3	286.3	0.0	286.3
521400	Workers' Comp Assessment Fee	0.5	0.3	0.4	0.0	0.4	0.0	0.4
521410	GSD Work Comp Insur Premium	10.1	10.1	6.6	0.0	7.7	0.0	7.7
521500	Unemployment Comp Premium	6.0	7.9	3.5	0.0	1.8	0.0	1.8
521600	Employee Liability Ins Premium	22.8	22.8	13.9	0.0	20.7	0.0	20.7
521700	RHC Act Contributions	61.6	62.7	53.3	109.8	66.8	0.0	66.8
523000	COVID Related Admin Leave	0.0	0.0	6.2	0.0	0.0	0.0	0.0
200	Personal Services and Employee Bene	4,810.3	4,401.2	5,191.4	6,802.9	5,191.4	0.0	5,191.4
535100	Medical Services	0.0	5.0	0.0	0.0	0.0	0.0	0.0
535200	Professional Services	163.0	441.4	150.3	0.0	64.9	0.0	64.9
535300	Other Services	3,747.0	25.2	2,275.6	0.0	2,275.6	0.0	2,275.6
535309	Other Services - Interagency	0.3	0.1	0.1	0.0	0.0	0.0	0.0
535400	Audit Services	74.2	75.0	82.2	0.0	86.3	0.0	86.3

Program Support

State of New Mexico

BU PCode Department
62400 P591 000000

S-9 Account Code Revenue/Expenditure Summary
(Dollars in Thousands)

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
535500	Attorney Services	0.0	13.5	0.0	0.0	0.0	0.0	0.0
535600	IT Services	52.7	12.8	57.6	0.0	139.0	0.0	139.0
300	Contractual services	4,037.2	573.0	2,565.8	0.0	2,565.8	0.0	2,565.8
542100	Employee I/S Mileage & Fares	7.0	1.5	8.0	0.0	3.5	0.0	3.5
542200	Employee I/S Meals & Lodging	5.5	14.0	7.5	0.0	7.4	0.0	7.4
542300	Brd & Comm Mbr Meals & Lodging	2.0	0.0	3.0	0.0	5.0	0.0	5.0
542500	Transp - Fuel & Oil	13.4	3.1	20.0	0.0	13.4	0.0	13.4
542600	Transp - Parts & Supplies	2.4	0.0	3.0	0.0	2.2	0.0	2.2
542800	State Transp Pool Charges	239.5	239.1	233.7	0.0	239.5	0.0	239.5
543200	Maint - Furn, Fixt, Equipment	0.0	0.4	0.3	0.0	0.0	0.0	0.0
543300	Maint - Buildings & Structures	0.0	1.6	60.9	0.0	0.0	0.0	0.0
543400	Maint - Property Insurance	0.2	0.0	0.1	0.0	0.1	0.0	0.1
543500	Maint - Supplies	0.0	0.0	5.0	0.0	0.0	0.0	0.0
543820	Maintenance IT	0.0	0.0	38.9	0.0	395.0	0.0	395.0
543830	IT HW/SW Agreements	450.2	488.1	476.0	0.0	0.0	0.0	0.0
544000	Supply Inventory IT	439.1	71.5	354.1	0.0	444.5	0.0	444.5
544100	Supplies-Office Supplies	22.5	5.6	10.0	0.0	25.0	0.0	25.0
544200	Supplies-Medical, Lab, Personal	0.0	0.2	0.0	0.0	0.0	0.0	0.0
544400	Supplies-Field Supplies	0.0	0.0	0.4	0.0	0.0	0.0	0.0
544500	Supplies-Food	0.0	14.6	0.0	0.0	0.0	0.0	0.0
544900	Supplies-Inventory Exempt	0.0	34.6	30.0	0.0	0.0	0.0	0.0
545700	ISD Services	23.2	98.9	19.3	0.0	40.4	0.0	40.4
545710	DOIT HCM Assessment Fees	18.4	17.7	16.5	0.0	18.6	0.0	18.6
545900	Printing & Photo Services	0.0	12.8	10.0	0.0	0.0	0.0	0.0
546100	Postage & Mail Services	5.0	9.0	10.0	0.0	5.0	0.0	5.0
546310	Utilities - Sewer/Garbage	5.0	1.6	1.3	0.0	5.0	0.0	5.0
546320	Utilities - Electricity	0.0	0.2	0.0	0.0	0.0	0.0	0.0
546330	Utilities - Water	0.0	0.3	0.0	0.0	0.0	0.0	0.0
546400	Rent Of Land & Buildings	405.0	315.7	361.9	0.0	515.0	0.0	515.0
546500	Rent Of Equipment	12.5	23.7	10.0	0.0	13.0	0.0	13.0
546600	Communications	0.0	62.2	21.5	0.0	0.0	0.0	0.0
546610	DOIT Telecommunications	80.2	53.3	59.0	0.0	50.3	0.0	50.3
546700	Subscriptions/Dues/License Fee	65.0	16.3	35.0	0.0	50.2	0.0	50.2
546800	Employee Training & Education	32.0	12.3	19.8	0.0	15.0	0.0	15.0

Program Support

BU PCode Department
62400 P591 000000

State of New Mexico

S-9 Account Code Revenue/Expenditure Summary
(Dollars in Thousands)

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
546900	Advertising	0.0	14.8	0.4	0.0	0.0	0.0	0.0
547900	Miscellaneous Expense	0.0	15.4	12.5	0.0	0.0	0.0	0.0
547999	Request to Pay Prior Year	0.0	28.0	0.0	0.0	0.0	0.0	0.0
548300	Information Tech Equipment	0.0	2.4	0.0	0.0	0.0	0.0	0.0
549600	Employee O/S Mileage & Fares	20.0	7.0	10.0	0.0	0.0	0.0	0.0
549700	Employee O/S Meals & Lodging	20.0	6.1	10.0	0.0	0.0	0.0	0.0
400	Other	1,868.1	1,571.9	1,848.1	0.0	1,848.1	0.0	1,848.1
TOTAL EXPENSE		10,715.6	6,546.1	9,605.3	6,802.9	9,605.3	0.0	9,605.3
810	Permanent	45.00	52.00	42.00	52.00	45.00	0.00	45.00
810	Permanent	45.00	52.00	42.00	52.00	45.00	0.00	45.00
820	Term	1.00	1.00	1.00	1.00	2.00	0.00	2.00
820	Term	1.00	1.00	1.00	1.00	2.00	0.00	2.00
830	Temporary	1.00	0.00	0.00	0.00	0.00	0.00	0.00
830	Temporary	1.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL FTE POSITIONS		47.00	53.00	43.00	53.00	47.00	0.00	47.00

Program Support

BU PCode
62400 P591

State of New Mexico

F4 PCode Detail
(Dollars in Thousands)

Fund	Account	Description	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	FY 2026 Agency Request				Total	Justification
						GF	OSF	ISF/IAT	FF		
00000	520100	Exempt Perm Positions P/T&F/T	0.0	0.0	99.46	0.0	0.0	0.0	0.0	0.0	
00000	520300	Classified Perm Positions F/T	0.0	0.0	527.21	0.0	0.0	0.0	0.0	0.0	
00000	521100	Group Insurance Premium	0.0	0.0	41.73	0.0	0.0	0.0	0.0	0.0	
00000	521200	Retirement Contributions	0.0	0.0	130.32	0.0	0.0	0.0	0.0	0.0	
00000	521300	F I C A	0.0	0.0	38.46	0.0	0.0	0.0	0.0	0.0	
00000	521700	RHC Act Contributions	0.0	0.0	16.65	0.0	0.0	0.0	0.0	0.0	
04900	520100	Exempt Perm Positions P/T&F/T	867.2	1,435.9	1,338.04	1,343.8	0.0	0.0	0.0	1,343.8	5 New Aging and Disability Resource Center Staff. Funding for 5 unfunded OMB staff.
04900	520200	Term Positions	67.6	0.0	80.33	0.0	0.0	0.0	82.5	82.5	
04900	520300	Classified Perm Positions F/T	2,228.3	2,708.3	3,070.73	2,300.0	0.0	0.0	0.0	2,300.0	
04900	520500	Temporary Positions F/T & P/T	42.4	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	520600	Paid Unused Sick Leave	1.6	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	520700	Overtime & Other Premium Pay	0.3	0.4	0	0.0	0.0	0.0	0.0	0.0	
04900	520800	Annl & Comp Paid At Separation	56.8	41.5	0	0.0	0.0	0.0	0.0	0.0	
04900	521100	Group Insurance Premium	193.1	212.9	235.16	450.0	0.0	0.0	17.2	467.2	
04900	521200	Retirement Contributions	602.8	504.0	855.86	600.0	0.0	0.0	14.2	614.2	
04900	521300	F I C A	237.3	204.5	275.8	280.0	0.0	0.0	6.3	286.3	
04900	521400	Workers' Comp Assessment Fee	0.3	0.4	0	0.4	0.0	0.0	0.0	0.4	
04900	521410	GSD Work Comp Insur Premium	10.1	6.6	0	7.7	0.0	0.0	0.0	7.7	GSD Rates
04900	521500	Unemployment Comp Premium	7.9	3.5	0	1.8	0.0	0.0	0.0	1.8	GSD Rates
04900	521600	Employee Liability Ins Premium	22.8	13.9	0	20.7	0.0	0.0	0.0	20.7	GSD Rates
04900	521700	RHC Act Contributions	62.7	53.3	93.13	65.1	0.0	0.0	1.7	66.8	Fixed cost
04900	523000	COVID Related Admin Leave	0.0	6.2	0	0.0	0.0	0.0	0.0	0.0	
	200	Personal Services and Employee Bene	4,401.2	5,191.4	6,802.87	5,069.5	0.0	0.0	121.9	5,191.4	
04900	542100	Employee I/S Mileage & Fares	1.5	8.0	0	3.5	0.0	0.0	0.0	3.5	In-State mileage and fares for Program Support staff
04900	542200	Employee I/S Meals & Lodging	14.0	7.5	0	7.4	0.0	0.0	0.0	7.4	In-State meals and lodging for Program Support staff
04900	542300	Brd & Comm Mbr Meals & Lodging	0.0	3.0	0	5.0	0.0	0.0	0.0	5.0	In-State meals and lodging for Program Support staff
04900	542500	Transp - Fuel & Oil	3.1	20.0	0	13.4	0.0	0.0	0.0	13.4	
04900	542600	Transp - Parts & Supplies	0.0	3.0	0	2.2	0.0	0.0	0.0	2.2	
04900	542800	State Transp Pool Charges	239.1	233.7	0	239.5	0.0	0.0	0.0	239.5	
04900	543200	Maint - Furn, Fixt, Equipment	0.4	0.3	0	0.0	0.0	0.0	0.0	0.0	

Program Support

BU PCode
62400 P591

State of New Mexico

F4 PCode Detail
(Dollars in Thousands)

Fund	Account	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	FY 2026 Agency Request				Total	Justification	
					GF	OSF	ISF/AT	FF			
04900	543300	Maint - Buildings & Structures	1.6	60.9	0	0.0	0.0	0.0	0.0	0.0	
04900	543400	Maint - Property Insurance	0.0	0.1	0	0.1	0.0	0.0	0.0	0.1	GSD Rates
04900	543500	Maint - Supplies	0.0	5.0	0	0.0	0.0	0.0	0.0	0.0	
04900	543820	Maintenance IT	0.0	38.9	0	395.0	0.0	0.0	0.0	395.0	Misc IT hardware and software maintenance
04900	543830	IT HW/SW Agreements	488.1	476.0	0	0.0	0.0	0.0	0.0	0.0	
04900	544000	Supply Inventory IT	71.5	354.1	0	444.5	0.0	0.0	0.0	444.5	misc. IT equipment to include monitors, keyboards, laptops, hardware etc.
04900	544100	Supplies-Office Supplies	5.6	10.0	0	25.0	0.0	0.0	0.0	25.0	misc. office supplies to in include paper, pens, scissors, binders etc
04900	544200	Supplies-Medical,Lab,Personal	0.2	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	544400	Supplies-Field Supplies	0.0	0.4	0	0.0	0.0	0.0	0.0	0.0	
04900	544500	Supplies-Food	14.6	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	544900	Supplies-Inventory Exempt	34.6	30.0	0	0.0	0.0	0.0	0.0	0.0	
04900	545700	ISD Services	98.9	19.3	0	40.4	0.0	0.0	0.0	40.4	DOIT Rates
04900	545710	DOIT HCM Assessment Fees	17.7	16.5	0	18.6	0.0	0.0	0.0	18.6	DOIT Rates
04900	545900	Printing & Photo Services	12.8	10.0	0	0.0	0.0	0.0	0.0	0.0	
04900	546100	Postage & Mail Services	9.0	10.0	0	5.0	0.0	0.0	0.0	5.0	Postage for all divisions within Program Support
04900	546310	Utilities - Sewer/Garbage	1.6	1.3	0	5.0	0.0	0.0	0.0	5.0	
04900	546320	Utilities - Electricity	0.2	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	546330	Utilities - Water	0.3	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	546400	Rent Of Land & Buildings	315.7	361.9	0	515.0	0.0	0.0	0.0	515.0	
04900	546500	Rent Of Equipment	23.7	10.0	0	13.0	0.0	0.0	0.0	13.0	
04900	546600	Communications	62.2	21.5	0	0.0	0.0	0.0	0.0	0.0	
04900	546610	DOIT Telecommunications	53.3	59.0	0	50.3	0.0	0.0	0.0	50.3	DOIT Rates
04900	546700	Subscriptions/Dues/License Fee	16.3	35.0	0	50.2	0.0	0.0	0.0	50.2	subscriptions and dues to include AGA, BAR, Notary renewals etc.
04900	546800	Employee Training & Education	12.3	19.8	0	15.0	0.0	0.0	0.0	15.0	training opportunities for Program Support staff
04900	546900	Advertising	14.8	0.4	0	0.0	0.0	0.0	0.0	0.0	
04900	547900	Miscellaneous Expense	15.4	12.5	0	0.0	0.0	0.0	0.0	0.0	
04900	547999	Request to Pay Prior Year	28.0	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	548300	Information Tech Equipment	2.4	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	549600	Employee O/S Mileage & Fares	7.0	10.0	0	0.0	0.0	0.0	0.0	0.0	
04900	549700	Employee O/S Meals & Lodging	6.1	10.0	0	0.0	0.0	0.0	0.0	0.0	

Program Support

BU PCode
62400 P591

State of New Mexico

F4 PCode Detail
(Dollars in Thousands)

Fund	Account	2023-24	2024-25	2025-26	FY 2026 Agency Request				Total	Justification
		Actuals	Opbud	PCF Proj	GF	OSF	ISF/IAT	FF		
	400 Other	1,571.9	1,848.1	0	1,848.1	0.0	0.0	0.0	1,848.1	
	TOTAL EXPENSE	5,973.1	7,039.5		6,917.6	0.0	0.0	121.9	7,039.5	

Program Support

BU PCode
62400 P591

State of New Mexico
Contract by PCode Detail
(Dollars in Thousands)

Fund	Account	#	Contract Purpose	Actuals	----- FY 2026 Agency Request -----					Total	Justification
					GF	OSF	ISF/IAT	FF			
04900	535100	1000	Medical Services	5.0	0.0	0.0	0.0	0.0	0.0		
04900	535200	1000	Professional Services	441.4	64.9	0.0	0.0	0.0	64.9	Continuing Care compliance	
04900	535300	1000	Other Services	25.2	0.0	2,275.6	0.0	0.0	2,275.6	Kiki Saavedra Dignity Fund	
04900	535309	1000	Other Services - Interagency	0.1	0.0	0.0	0.0	0.0	0.0		
04900	535400	1000	Audit Services	75.0	86.3	0.0	0.0	0.0	86.3	Audit	
04900	535500	1000	Attorney Services	13.5	0.0	0.0	0.0	0.0	0.0		
04900	535600	1000	IT Services	12.8	139.0	0.0	0.0	0.0	139.0	Abba, Xynergy, IT contracts	
TOTAL EXPENSE				573.0	290.2	2,275.6	0.0	0.0	2,565.8		

Program Description:

The New Mexico Aging and Disability Resource Center (ADRC) integrates access to numerous programs and services, which enables increased efficiency and availability of services throughout New Mexico. The ADRC reaches all of New Mexico's 33 counties and 23 tribal nations by providing access to information, assistance, referrals, options counseling, and advocacy to maximize personal choice and independence for older adults, adults with disabilities, and their caregivers.

ADRC staff educate and offer available options, coordinate the State's aging and disability service systems, provide objective information and assistance, and empower people to make informed decisions. The ADRC team provides informational services in person, over the telephone, during community outreach events, and at various state-wide locations convenient to consumers.

The Department's ADRC serves more than 4,100 people a month, connects constituents to a broad array of services and is a visible and trusted supportive source to which people turn for objective information. The ADRC is the link that integrates ALTSO services, as well as the services of other state agencies and public/private partners. The ADRC provides guidance counseling for Turquoise Care to assist Medicaid clients and potential Medicaid clients to better understand coverage benefits, helps facilitate access to covered health care services, assists with enrollment and familiarity with program services, and helps address questions or concerns.

Care Transitions Unit (CTU) staff support individuals transitioning from institutional nursing facility (NF) settings to community-based settings (i.e., assisted living facility ALF [ALF] or residential settings) through a person-centered process. This approach facilitates the individual's ability to make informed choices about long-term services and supports (LTSS) within the context of preferences, strengths, and values. The process may include developing steps towards a specified goal, long-term service, a support plan, or when requested, assistance in accessing support options. CTU assists the individual throughout the transition, including post-transition follow-through for up to six months – and provides direct advocacy to ensure the plan is implemented in a manner that provides the individual with the best opportunity for continued success in the community setting of their choice. CTU personnel are responsible to have enhanced current knowledge of available programs and services specific to individual needs and to educate individuals, long-term care facilities, and the community.

The Long-Term Care Ombudsman Program (LTCOP) is federally and state mandated to provide oversight, advocacy, and resident-directed protection of the rights of New Mexicans living in long-term care facilities (residents), including NFs and ALFs. Funded primarily under the Older Americans Act, the Ombudsman Program provides independent, individual, and systemic advocacy on behalf of long-term care residents. Staff and volunteers strive to fulfill this responsibility by providing prompt and fair resolutions of residents' complaints, advocating for their wishes, and providing a voice for those who often go unheard. Advocacy services are offered at the request of any resident or surrogate decision maker regardless of payer source.

LTCOP works to identify, investigate and resolve complaints that are made by, or on behalf of, residents; provides services to assist the residents in protecting the health, safety, welfare and rights of the residents; informs the residents about means of obtaining services provided by providers or agencies; ensures that residents have regular, timely, private, and unimpeded access to the Ombudsman services; represents the interests of the residents before governmental agencies and seeks administrative, legal, and other remedies to protect the health, safety, welfare, and rights of the residents; provides administrative and technical assistance to entities regarding the Ombudsman program; analyzes, comments on, and monitors the development and implementation of federal, state and local laws, regulations, and other governmental policies and actions that pertain to the health, safety, welfare, and rights of the residents, particularly with respect to the adequacy of long-term care facilities; recommends any changes in such laws, regulations, and policies, and facilitates public comment on such changes.

BU PCode
62400 P592**Major Issues and Accomplishments:**

Major Issues and Accomplishments:

In FY24, CERD assisted 49,350 consumers through its telephonic contact center and community-based programs. CERD's Aging and Disability Resource Center (ADRC) assisted consumers and addressed 69% of the calls by a live operator. The remaining 31% of callers had the option to provide a voicemail message to then receive a return call. The ADRC team was understaffed throughout FY24, generally operating with 7 of 10 Options Counselors, and at one point with only 5 of 10. During FY24, the ADRC received an average of 136 calls per day.

The ADRC assesses consumers for LTSS eligibility using a person-centered approach through options counseling, which may identify multiple needs. Increases in requests for assistance are attributed to a number of factors, including changes in social service programs, economic and personal life or health, new or increasingly demanding family caregiving responsibilities, employment status, retirement, and eligibility for or enrollment in the Medicare or Medicaid programs. The ADRC utilizes the "Alliance for Information and Referral Taxonomy" to track the topics discussed during counseling sessions. During FY24, the top two most commonly discussed topics were:

1. Medicaid – 26,800 consumers counseled on various Medicaid programs
 - a. This represents an increase of 9,588 compared to the total of 17,212 in FY23.
 - b. The increase in call volume was due largely in part to the nationwide Medicaid Unwinding and Returning to Regular Operations after COVID-19.
2. Medicare – 5,946 consumers counseled on various Medicare programs
 - a. This represents 779 fewer compared to the total of 6,725 in FY23.
 - b. The change was impacted by increased state-wide community outreach events where CERD's nationally certified State Health Insurance and Assistance Program (SHIP) counselors facilitated in-person rather than telephone-based counseling.
 - i. During the FY24 Medicare Fall Open Enrollment period, SHIP counselors held 97 in-person counseling events, mostly in rural areas, assisting 2,688 Medicare beneficiaries with plan information and details to help them make confident decisions about their coverage for the upcoming year.
 - ii. SHIP counselors and volunteers also provided telephone-based counseling to 720 individuals.

In FY24, CERD staff and volunteers managed 1,532 individual referrals for assistance with Medicare, Medicaid, and other resources from a variety of sources, including Short-Term Assistance from the ADRC, constituent matters from the Governor's office, and referrals from community partners. SHIP and State Medicare Patrol (SMP) staff and volunteers also reached 26,717 older New Mexicans at 341 events statewide. These events ranged from small group presentations on Medicare topics or interactive workshops at Senior Centers, to larger educational exhibits at events like various statewide county health fairs, the Juneteenth Celebration, the New Mexico Women's Veterans Conference, the National Hispanic Cultural Center Foundation's Cinco de Mayo Run/Dia de Salud, and the Presbyterian Health Aging Resource Fair.

In the national reach and influence setting, our SHIP Director was invited to present at the Navajo Caregivers Conference in Window Rock, Arizona. She also presented "How Medicare Works with Indian Health Services" to a national audience of Administration for Community Living (ACL) grantees and as part of a panel of SHIP Directors during a national Title VI meeting. Our SHIP Director and SMP Volunteer Coordinator were invited to present at the annual National Office of Healthcare Information and Counseling (OHIC) Conference to share their successful experiences in leading the division's volunteer program. Based on the positive feedback during that presentation, they are invited to present at future national webinars for their colleagues across the country. Our division's services, including Medicare options counseling and fraud prevention education are featured through ALTSD's Re:Wire podcast and through publicly accessible video formats, in printed material, on the department website, and dedicated YouTube channel.

In FY26, CERD requests an additional 5 FTE in order to achieve the goal of 90% of calls answered by a live operator.

CTU had an average monthly caseload of 146 individuals who wished transition from a nursing facility to the community, with 98% of the residents remaining in the community following a six-month discharge. In addition to supporting individuals transitioning from a long-term care facility to a community-based setting, during FY 23, CTU provided short-term assistance to 241 individuals in the community who were facing difficulties navigating care options within a community-based setting.

CTU successfully helped residents displaced by long-term facility closures, and helped individuals navigate COVID-19 public health emergency and direct caregiver shortages, which continue to pose barriers to successful transitions. CTU continues to provide outreach and education to community members and residents in long-term care settings statewide to build rapport, provide program information, education, and options for their wellbeing.

LTCOP strives to ensure resident access to an ombudsman representative and quick resolution to concerns. This is best achieved when every one of the roughly 300 facilities has a designated Ombudsman representative. The LTCOP is working to reach this goal, and accomplished much toward doing so in FY24, with facility visits, resolved complaints, and case referrals.

- Facility Visits: During FY24 Q4, the Long-Term Care State Ombudsman Program (LTCOP) staff (e.g., LTCOP Supervisors and Regional Coordinators) and LTCOP volunteers, visited 46% of long-term care (LTC) facilities, exceeding the 40% target. For the entire FY, the average facilities visited was 56%, up from 52% (2023), 32% (2022), and 18% (2021).
- Complaints resolved within 60 days: The LTCOP closed out FY24 Q4 at 100% complaints resolved within 60 days. During this quarter, 150 cases were referred to the Ombudsman program. Throughout the entire FY, the LTCOP consistently resolved complaints within 60 days at 92.75%. The LTCOP always prioritizes timeliness in resolving complaints prior to 60 days and has implemented strategies to ensure timeliness of data entry.
- Cases referred to LTCOP: It is important to note that for FY23, a total of 348 cases were referred to the Ombudsman program, while FY24 saw a 75% increase in referrals, with a total of 610. This is a dramatic difference, which is due in part to increased presence of Ombudsmen in facilities, education and awareness of the services Ombudsmen provide, and better data entry practices.

Overview of Request:

The LTCOP is working to increase capacity. The Program has been focusing on interviewing and hiring new personnel. In FY24, the Legislature granted the Long-Term Care Ombudsman Program funding for five (5) full-time permanent positions. These have been filled. The Program also has six (6) additional positions that are temporary (STERM). These positions are currently being filled in FY25. For FY26, the Program is requesting funding to convert these six (6) STERM positions to permanent, in order to ensure that funding for these positions will continue into the future. Hiring and retaining additional staff, as well as recruiting more volunteers, are critical to the Program meeting its goal of weekly visits to nursing homes and assisted living facilities. During Quarter 4 of FY24, the LTCOP recruited and began training nine (9) new volunteers, which is a 75% increase in volunteers over the last quarter. The Program also gained an additional eighteen (18) potential new volunteers through its annual Pickleball Tournament and has begun a strategic advertising and outreach campaign with paid digital and print media this quarter. With a 75% increase in volunteers over the last quarter and eighteen (18) potential new recruits, as well as the addition of six (6) permanent full-time positions, the LTCOP aims to meet its goal of weekly visits to facilities.

BU PCode
62400 P592

Programmatic Changes: The LTCOP is working to increase capacity. The Program has been focusing on interviewing and hiring new personnel. In FY24, the Legislature granted the Long-Term Care Ombudsman Program funding for five (5) full-time permanent positions. These have been filled. The Program also has six (6) additional positions that are temporary (STERM). These positions are currently being filled in FY25. For FY26, the Program is requesting funding to convert these six (6) STERM positions to permanent, in order to ensure that funding for these positions will continue into the future.

To support the increasing request for services, CERD requests an additional 5 FTE in FY26 to achieve the goal of 90% of calls answered by a live operator. An additional 5 FTE are also requested to support the LTCOP.

The agency will focus on filling vacancies.

Base Budget Justification: The base budget is necessary to continue to support the various initiatives across the agency.

State of New Mexico
S-8 Financial Summary
 (Dollars in Thousands)

BU PCode Department
 62400 P592 000000

	2023-24 Opbud	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	Base	----- FY 2026 Agency Request -----		Total
						Expansion		
REVENUE								
111 General Fund Transfers	2,085.3	1,961.8	2,150.3	0.0	3,342.5	0.0		3,342.5
112 Other Transfers	1,300.0	877.8	900.0	0.0	900.0	0.0		900.0
120 Federal Revenues	2,352.2	1,147.2	1,871.8	0.0	1,871.8	0.0		1,871.8
130 Other Revenues	0.0	0.2	0.0	0.0	0.0	0.0		0.0
REVENUE, TRANSFERS	5,737.5	3,987.0	4,922.1	0.0	6,114.3	0.0		6,114.3
REVENUE	5,737.5	3,987.0	4,922.1	0.0	6,114.3	0.0		6,114.3
EXPENSE								
200 Personal Services and Employee Benefits	4,314.6	3,099.3	3,947.0	4,843.8	4,839.2	0.0		4,839.2
300 Contractual services	563.8	428.5	121.0	0.0	421.0	0.0		421.0
400 Other	859.1	309.5	854.1	0.0	854.1	0.0		854.1
EXPENDITURES	5,737.5	3,837.3	4,922.1	4,843.77	6,114.3	0.0		6,114.3
EXPENSE	5,737.5	3,837.3	4,922.1	4,843.77	6,114.3	0.0		6,114.3
FTE POSITIONS								
810 Permanent	40.00	50.00	37.00	50.00	42.00	5.00		47.00
820 Term	8.00	0.00	13.00	0.00	17.00	0.00		17.00
FTEs	48.00	50.00	50.00	50.00	59.00	5.00		64.00
FTE POSITIONS	48.00	50.00	50.00	50.00	59.00	5.00		64.00

Consumer and Elder Rights

BU PCode Department
 62400 P592 000000

State of New Mexico

S-9 Account Code Revenue Summary
 (Dollars in Thousands)

	Provider PCode	2023-24 Opbud	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	----- FY 2026 Agency Request -----		
						Base	Expansion	Total
499105	General Fd. Appropriation	2,085.3	1,961.8	2,150.3	0.0	3,342.5	0.0	3,342.5
111	General Fund Transfers	2,085.3	1,961.8	2,150.3	0.0	3,342.5	0.0	3,342.5
451909	Federal Contract - Interagency	0.0	754.3	0.0	0.0	0.0	0.0	0.0
451909	Federal Contract - Interagency	P524	1,300.0	0.0	900.0	0.0	900.0	900.0
499905	Other Financing Sources	0.0	123.5	0.0	0.0	0.0	0.0	0.0
112	Other Transfers	1,300.0	877.8	900.0	0.0	900.0	0.0	900.0
451903	Federal Direct - Operating	2,352.2	1,147.2	1,871.8	0.0	1,871.8	0.0	1,871.8
120	Federal Revenues	2,352.2	1,147.2	1,871.8	0.0	1,871.8	0.0	1,871.8
496901	Miscellaneous Revenue	0.0	0.2	0.0	0.0	0.0	0.0	0.0
130	Other Revenues	0.0	0.2	0.0	0.0	0.0	0.0	0.0
TOTAL REVENUE		5,737.5	3,987.0	4,922.1	0.0	6,114.3	0.0	6,114.3

Consumer and Elder Rights

BU PCode Department
62400 P592 000000

State of New Mexico

S-9 Account Code Expenditure Summary
(Dollars in Thousands)

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
520100	Exempt Perm Positions P/T&F/T	416.2	73.1	260.0	232.3	335.8	0.0	335.8
520200	Term Positions	313.1	87.9	578.8	0.0	363.0	0.0	363.0
520300	Classified Perm Positions F/T	2,195.4	2,071.0	2,017.7	3,365.7	2,884.7	0.0	2,884.7
520600	Paid Unused Sick Leave	0.0	0.3	1.2	0.0	0.0	0.0	0.0
520700	Overtime & Other Premium Pay	0.4	0.3	3.1	0.0	1.7	0.0	1.7
520800	Annl & Comp Paid At Separation	0.0	22.8	11.4	0.0	0.0	0.0	0.0
521100	Group Insurance Premium	681.2	172.0	365.0	261.4	526.1	0.0	526.1
521200	Retirement Contributions	440.4	429.2	426.2	684.7	411.2	0.0	411.2
521300	F I C A	185.9	164.0	166.6	220.6	216.5	0.0	216.5
521400	Workers' Comp Assessment Fee	0.2	0.3	0.5	0.0	0.5	0.0	0.5
521410	GSD Work Comp Insur Premium	8.7	8.7	7.1	0.0	0.8	0.0	0.8
521500	Unemployment Comp Premium	5.1	5.1	3.8	0.0	2.0	0.0	2.0
521600	Employee Liability Ins Premium	19.6	19.9	15.3	0.0	23.3	0.0	23.3
521700	RHC Act Contributions	48.4	44.6	45.6	79.0	73.6	0.0	73.6
523000	COVID Related Admin Leave	0.0	0.0	5.7	0.0	0.0	0.0	0.0
523200	COVID Related Time Worked	0.0	0.0	39.0	0.0	0.0	0.0	0.0
200	Personal Services and Employee	4,314.6	3,099.3	3,947.0	4,843.8	4,839.2	0.0	4,839.2
535200	Professional Services	63.0	65.5	0.0	0.0	63.0	0.0	63.0
535300	Other Services	452.2	362.9	73.0	0.0	58.0	0.0	58.0
535309	Other Services - Interagency	0.6	0.1	0.0	0.0	300.0	0.0	300.0
535600	IT Services	48.0	0.0	48.0	0.0	0.0	0.0	0.0
300	Contractual services	563.8	428.5	121.0	0.0	421.0	0.0	421.0
542100	Employee I/S Mileage & Fares	0.0	0.7	4.3	0.0	12.6	0.0	12.6
542200	Employee I/S Meals & Lodging	0.0	20.6	33.0	0.0	19.0	0.0	19.0
542500	Transp - Fuel & Oil	15.0	14.0	15.0	0.0	39.3	0.0	39.3
542600	Transp - Parts & Supplies	0.7	2.7	0.2	0.0	1.0	0.0	1.0
542700	Transp - Transp Insurance	5.6	1.5	0.2	0.0	0.2	0.0	0.2
542800	State Transp Pool Charges	77.3	28.2	77.8	0.0	85.5	0.0	85.5
543200	Maint - Furn, Fixt, Equipment	0.0	0.0	2.1	0.0	0.0	0.0	0.0
543830	IT HW/SW Agreements	209.8	51.2	79.7	0.0	108.2	0.0	108.2
544000	Supply Inventory IT	7.6	1.0	56.5	0.0	15.3	0.0	15.3
544100	Supplies-Office Supplies	3.7	1.3	1.3	0.0	22.5	0.0	22.5
544600	Supplies-Kitchen Supplies	0.0	0.9	0.0	0.0	0.0	0.0	0.0

Consumer and Elder Rights

BU PCode Department
62400 P592 000000

State of New Mexico

S-9 Account Code Expenditure Summary
(Dollars in Thousands)

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
544900	Supplies-Inventory Exempt	0.0	7.5	1.9	0.0	0.0	0.0	0.0
545700	ISD Services	19.9	26.1	21.0	0.0	44.0	0.0	44.0
545710	DOIT HCM Assessment Fees	15.8	14.4	18.0	0.0	20.3	0.0	20.3
545900	Printing & Photo Services	17.3	7.0	12.0	0.0	14.0	0.0	14.0
546100	Postage & Mail Services	0.4	0.0	0.7	0.0	2.6	0.0	2.6
546400	Rent Of Land & Buildings	100.0	16.8	129.7	0.0	16.5	0.0	16.5
546500	Rent Of Equipment	15.0	4.8	7.0	0.0	15.0	0.0	15.0
546600	Communications	0.0	7.5	0.0	0.0	0.0	0.0	0.0
546610	DOIT Telecommunications	68.7	67.0	64.0	0.0	64.0	0.0	64.0
546700	Subscriptions/Dues/License Fee	0.4	0.0	0.0	0.0	0.0	0.0	0.0
546800	Employee Training & Education	0.5	0.2	1.8	0.0	0.5	0.0	0.5
546900	Advertising	279.9	15.1	304.9	0.0	336.4	0.0	336.4
547900	Miscellaneous Expense	5.0	4.3	1.7	0.0	0.0	0.0	0.0
547999	Request to Pay Prior Year	0.0	8.4	0.0	0.0	0.0	0.0	0.0
548300	Information Tech Equipment	0.0	0.2	0.0	0.0	0.0	0.0	0.0
549600	Employee O/S Mileage & Fares	8.5	2.4	11.7	0.0	18.0	0.0	18.0
549700	Employee O/S Meals & Lodging	8.0	5.8	9.6	0.0	19.2	0.0	19.2
400	Other	859.1	309.5	854.1	0.0	854.1	0.0	854.1
TOTAL EXPENSE		5,737.5	3,837.3	4,922.1	4,843.77	6,114.3	0.0	6,114.3

Consumer and Elder Rights

BU PCode Department
62400 P592 000000

State of New Mexico

S-9 Account Code Revenue/Expenditure Summary
(Dollars in Thousands)

	2023-24 Opbud	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	----- FY 2026 Agency Request -----		
					Base	Expansion	Total
499105 General Fd. Appropriation	2,085.3	1,961.8	2,150.3	0.0	3,342.5	0.0	3,342.5
111 General Fund Transfers	2,085.3	1,961.8	2,150.3	0.0	3,342.5	0.0	3,342.5
451909 Federal Contract - Interagency	1,300.0	754.3	900.0	0.0	900.0	0.0	900.0
499905 Other Financing Sources	0.0	123.5	0.0	0.0	0.0	0.0	0.0
112 Other Transfers	1,300.0	877.8	900.0	0.0	900.0	0.0	900.0
451903 Federal Direct - Operating	2,352.2	1,147.2	1,871.8	0.0	1,871.8	0.0	1,871.8
120 Federal Revenues	2,352.2	1,147.2	1,871.8	0.0	1,871.8	0.0	1,871.8
496901 Miscellaneous Revenue	0.0	0.2	0.0	0.0	0.0	0.0	0.0
130 Other Revenues	0.0	0.2	0.0	0.0	0.0	0.0	0.0
TOTAL REVENUE	5,737.5	3,987.0	4,922.1	0.0	6,114.3	0.0	6,114.3
520100 Exempt Perm Positions P/T&F/T	416.2	73.1	260.0	232.3	335.8	0.0	335.8
520200 Term Positions	313.1	87.9	578.8	0.0	363.0	0.0	363.0
520300 Classified Perm Positions F/T	2,195.4	2,071.0	2,017.7	3,365.7	2,884.7	0.0	2,884.7
520600 Paid Unused Sick Leave	0.0	0.3	1.2	0.0	0.0	0.0	0.0
520700 Overtime & Other Premium Pay	0.4	0.3	3.1	0.0	1.7	0.0	1.7
520800 Annl & Comp Paid At Separation	0.0	22.8	11.4	0.0	0.0	0.0	0.0
521100 Group Insurance Premium	681.2	172.0	365.0	261.4	526.1	0.0	526.1
521200 Retirement Contributions	440.4	429.2	426.2	684.7	411.2	0.0	411.2
521300 F I CA	185.9	164.0	166.6	220.6	216.5	0.0	216.5
521400 Workers' Comp Assessment Fee	0.2	0.3	0.5	0.0	0.5	0.0	0.5
521410 GSD Work Comp Insur Premium	8.7	8.7	7.1	0.0	0.8	0.0	0.8
521500 Unemployment Comp Premium	5.1	5.1	3.8	0.0	2.0	0.0	2.0
521600 Employee Liability Ins Premium	19.6	19.9	15.3	0.0	23.3	0.0	23.3
521700 RHC Act Contributions	48.4	44.6	45.6	79.0	73.6	0.0	73.6
523000 COVID Related Admin Leave	0.0	0.0	5.7	0.0	0.0	0.0	0.0
523200 COVID Related Time Worked	0.0	0.0	39.0	0.0	0.0	0.0	0.0
200 Personal Services and Employee Bene	4,314.6	3,099.3	3,947.0	4,843.8	4,839.2	0.0	4,839.2
535200 Professional Services	63.0	65.5	0.0	0.0	63.0	0.0	63.0
535300 Other Services	452.2	362.9	73.0	0.0	58.0	0.0	58.0
535309 Other Services - Interagency	0.6	0.1	0.0	0.0	300.0	0.0	300.0
535600 IT Services	48.0	0.0	48.0	0.0	0.0	0.0	0.0
300 Contractual services	563.8	428.5	121.0	0.0	421.0	0.0	421.0
542100 Employee I/S Mileage & Fares	0.0	0.7	4.3	0.0	12.6	0.0	12.6

Consumer and Elder Rights

BU PCode Department
62400 P592 000000

State of New Mexico

S-9 Account Code Revenue/Expenditure Summary
(Dollars in Thousands)

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
542200	Employee I/S Meals & Lodging	0.0	20.6	33.0	0.0	19.0	0.0	19.0
542500	Transp - Fuel & Oil	15.0	14.0	15.0	0.0	39.3	0.0	39.3
542600	Transp - Parts & Supplies	0.7	2.7	0.2	0.0	1.0	0.0	1.0
542700	Transp - Transp Insurance	5.6	1.5	0.2	0.0	0.2	0.0	0.2
542800	State Transp Pool Charges	77.3	28.2	77.8	0.0	85.5	0.0	85.5
543200	Maint - Furn, Fixt, Equipment	0.0	0.0	2.1	0.0	0.0	0.0	0.0
543830	IT HW/SW Agreements	209.8	51.2	79.7	0.0	108.2	0.0	108.2
544000	Supply Inventory IT	7.6	1.0	56.5	0.0	15.3	0.0	15.3
544100	Supplies-Office Supplies	3.7	1.3	1.3	0.0	22.5	0.0	22.5
544600	Supplies-Kitchen Supplies	0.0	0.9	0.0	0.0	0.0	0.0	0.0
544900	Supplies-Inventory Exempt	0.0	7.5	1.9	0.0	0.0	0.0	0.0
545700	ISD Services	19.9	26.1	21.0	0.0	44.0	0.0	44.0
545710	DOIT HCM Assessment Fees	15.8	14.4	18.0	0.0	20.3	0.0	20.3
545900	Printing & Photo Services	17.3	7.0	12.0	0.0	14.0	0.0	14.0
546100	Postage & Mail Services	0.4	0.0	0.7	0.0	2.6	0.0	2.6
546400	Rent Of Land & Buildings	100.0	16.8	129.7	0.0	16.5	0.0	16.5
546500	Rent Of Equipment	15.0	4.8	7.0	0.0	15.0	0.0	15.0
546600	Communications	0.0	7.5	0.0	0.0	0.0	0.0	0.0
546610	DOIT Telecommunications	68.7	67.0	64.0	0.0	64.0	0.0	64.0
546700	Subscriptions/Dues/License Fee	0.4	0.0	0.0	0.0	0.0	0.0	0.0
546800	Employee Training & Education	0.5	0.2	1.8	0.0	0.5	0.0	0.5
546900	Advertising	279.9	15.1	304.9	0.0	336.4	0.0	336.4
547900	Miscellaneous Expense	5.0	4.3	1.7	0.0	0.0	0.0	0.0
547999	Request to Pay Prior Year	0.0	8.4	0.0	0.0	0.0	0.0	0.0
548300	Information Tech Equipment	0.0	0.2	0.0	0.0	0.0	0.0	0.0
549600	Employee O/S Mileage & Fares	8.5	2.4	11.7	0.0	18.0	0.0	18.0
549700	Employee O/S Meals & Lodging	8.0	5.8	9.6	0.0	19.2	0.0	19.2
400	Other	859.1	309.5	854.1	0.0	854.1	0.0	854.1
TOTAL EXPENSE		5,737.5	3,837.3	4,922.1	4,843.8	6,114.3	0.0	6,114.3
810	Permanent	40.00	50.00	32.00	50.00	42.00	5.00	47.00
810	Permanent	40.00	50.00	32.00	50.00	42.00	5.00	47.00
820	Term	8.00	0.00	8.00	0.00	17.00	0.00	17.00
820	Term	8.00	0.00	8.00	0.00	17.00	0.00	17.00
TOTAL FTE POSITIONS		48.00	50.00	40.00	50.00	59.00	5.00	64.00

Consumer and Elder Rights
BU PCode Department
62400 P592 000000

State of New Mexico
S-9 Account Code Revenue/Expenditure Summary
(Dollars in Thousands)

Consumer and Elder Rights

BU PCode
62400 P592

State of New Mexico

F4 PCode Detail
(Dollars in Thousands)

Fund	Account	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	FY 2026 Agency Request				Total	Justification	
					GF	OSF	ISF/IAT	FF			
00000	520300	Classified Perm Positions F/T	0.0	0.0	752.32	0.0	0.0	0.0	0.0	0.0	
00000	521100	Group Insurance Premium	0.0	0.0	61.34	0.0	0.0	0.0	0.0	0.0	
00000	521200	Retirement Contributions	0.0	0.0	143.09	0.0	0.0	0.0	0.0	0.0	
00000	521300	F I C A	0.0	0.0	46.11	0.0	0.0	0.0	0.0	0.0	
00000	521700	RHC Act Contributions	0.0	0.0	18.6	0.0	0.0	0.0	0.0	0.0	
04900	520100	Exempt Perm Positions P/T&F/T	73.1	260.0	232.31	234.3	0.0	0.0	101.5	335.8	
04900	520200	Term Positions	87.9	578.8	0	26.7	0.0	25.0	311.3	363.0	
04900	520300	Classified Perm Positions F/T	2,071.0	2,017.7	2,613.41	1,923.9	0.0	560.0	400.8	2,884.7	
04900	520600	Paid Unused Sick Leave	0.3	1.2	0	0.0	0.0	0.0	0.0	0.0	
04900	520700	Overtime & Other Premium Pay	0.3	3.1	0	1.7	0.0	0.0	0.0	1.7	
04900	520800	Annl & Comp Paid At Separation	22.8	11.4	0	0.0	0.0	0.0	0.0	0.0	
04900	521100	Group Insurance Premium	172.0	365.0	200.04	240.0	0.0	150.0	136.1	526.1	
04900	521200	Retirement Contributions	429.2	426.2	541.61	180.0	0.0	100.0	131.2	411.2	
04900	521300	F I C A	164.0	166.6	174.53	110.7	0.0	50.0	55.8	216.5	
04900	521400	Workers' Comp Assessment Fee	0.3	0.5	0	0.5	0.0	0.0	0.0	0.5	
04900	521410	GSD Work Comp Insur Premium	8.7	7.1	0	0.8	0.0	0.0	0.0	0.8	
04900	521500	Unemployment Comp Premium	5.1	3.8	0	2.0	0.0	0.0	0.0	2.0	
04900	521600	Employee Liability Ins Premium	19.9	15.3	0	23.3	0.0	0.0	0.0	23.3	
04900	521700	RHC Act Contributions	44.6	45.6	60.42	44.0	0.0	15.0	14.6	73.6	
04900	523000	COVID Related Admin Leave	0.0	5.7	0	0.0	0.0	0.0	0.0	0.0	
04900	523200	COVID Related Time Worked	0.0	39.0	0	0.0	0.0	0.0	0.0	0.0	
95300	521200	Retirement Contributions	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	
	200	Personal Services and Employee Bene	3,099.3	3,947.0	4,843.77	2,787.9	0.0	900.0	1,151.3	4,839.2	
04900	542100	Employee I/S Mileage & Fares	0.7	4.3	0	0.6	0.0	0.0	12.0	12.6	ADRC, OMB, SHIP, SMP Travel
04900	542200	Employee I/S Meals & Lodging	20.6	33.0	0	7.0	0.0	0.0	12.0	19.0	ADRC, OMB, SHIP, SMP Travel
04900	542500	Transp - Fuel & Oil	14.0	15.0	0	15.0	0.0	0.0	24.3	39.3	
04900	542600	Transp - Parts & Supplies	2.7	0.2	0	0.7	0.0	0.0	0.3	1.0	
04900	542700	Transp - Transp Insurance	1.5	0.2	0	0.2	0.0	0.0	0.0	0.2	
04900	542800	State Transp Pool Charges	28.2	77.8	0	13.5	0.0	0.0	72.0	85.5	
04900	543200	Maint - Furn, Fixt, Equipment	0.0	2.1	0	0.0	0.0	0.0	0.0	0.0	
04900	543830	IT HW/SW Agreements	51.2	79.7	0	85.0	0.0	0.0	23.2	108.2	Well Sky
04900	544000	Supply Inventory IT	1.0	56.5	0	5.3	0.0	0.0	10.0	15.3	misc. IT equipment to include monitors, keyboards, laptops, hardware etc.

Consumer and Elder Rights

BU PCode
62400 P592

State of New Mexico

F4 PCode Detail
(Dollars in Thousands)

Fund	Account	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	FY 2026 Agency Request				Total	Justification
					GF	OSF	ISF/IAT	FF		
04900	544100	Supplies-Office Supplies	1.3	1.3	0	2.5	0.0	0.0	20.0	22.5 misc. office supplies to in include paper, pens, scissors, binders etc
04900	544600	Supplies-Kitchen Supplies	0.9	0.0	0	0.0	0.0	0.0	0.0	0.0
04900	544900	Supplies-Inventory Exempt	7.5	1.9	0	0.0	0.0	0.0	0.0	0.0
04900	545700	ISD Services	26.1	21.0	0	22.0	0.0	0.0	22.0	44.0 DOIT Rates
04900	545710	DOIT HCM Assessment Fees	14.4	18.0	0	10.2	0.0	0.0	10.1	20.3 DOIT Rates
04900	545900	Printing & Photo Services	7.0	12.0	0	4.0	0.0	0.0	10.0	14.0 business cards, name plates, awards, plaques, envelopes etc
04900	546100	Postage & Mail Services	0.0	0.7	0	0.0	0.0	0.0	2.6	2.6 postage for all divisions with CERD
04900	546400	Rent Of Land & Buildings	16.8	129.7	0	0.0	0.0	0.0	16.5	16.5
04900	546500	Rent Of Equipment	4.8	7.0	0	15.0	0.0	0.0	0.0	15.0
04900	546600	Communications	7.5	0.0	0	0.0	0.0	0.0	0.0	0.0
04900	546610	DOIT Telecommunications	67.0	64.0	0	40.2	0.0	0.0	23.8	64.0 DOIT Rates
04900	546800	Employee Training & Education	0.2	1.8	0	0.5	0.0	0.0	0.0	0.5 training opportunities for CERD staff
04900	546900	Advertising	15.1	304.9	0	12.9	0.0	0.0	323.5	336.4 Advertising for SHIP, SMP, ADRC
04900	547900	Miscellaneous Expense	4.3	1.7	0	0.0	0.0	0.0	0.0	0.0
04900	547999	Request to Pay Prior Year	8.4	0.0	0	0.0	0.0	0.0	0.0	0.0
04900	548300	Information Tech Equipment	0.2	0.0	0	0.0	0.0	0.0	0.0	0.0
04900	549600	Employee O/S Mileage & Fares	2.4	11.7	0	5.0	0.0	0.0	13.0	18.0 Travel, SHIP, SMP, CERD, OMB
04900	549700	Employee O/S Meals & Lodging	5.8	9.6	0	5.0	0.0	0.0	14.2	19.2 Travel, SHIP, SMP, CERD, OMB
	400 Other		309.5	854.1	0	244.6	0.0	0.0	609.5	854.1
TOTAL EXPENSE			3,408.8	4,801.1		3,032.5	0.0	900.0	1,760.8	5,693.3

Consumer and Elder Rights

BU PCode
62400 P592

State of New Mexico
Contract by PCode Detail
 (Dollars in Thousands)

Fund	Account	#	Contract Purpose	Actuals	----- FY 2026 Agency Request -----				Total	Justification
					GF	OSF	ISF/IAT	FF		
04900	535200	Professional Services	1000	65.5	0.0	0.0	0.0	63.0	63.0	Ombudsman Services
04900	535300	Other Services	1000	362.9	10.0	0.0	0.0	48.0	58.0	Advertising, language line, shredding, archives
04900	535309	Other Services - Interagency	1000	0.1	300.0	0.0	0.0	0.0	300.0	ADRC call center- assessment testing and implementation.
04900	535600	IT Services	1000	0.0	0.0	0.0	0.0	0.0	0.0	
TOTAL EXPENSE				428.5	310.0	0.0	0.0	111.0	421.0	

Program Description:

The Adult Protective Services Division (APS) investigates allegations of abuse, neglect, and exploitation of incapacitated adults 18 years of age and older, who do not have the ability to self-care or self-protect, who reside in the community, and are not receiving Developmental Disability Services.

Major Issues and Accomplishments:

In FY24, APS received and screened 15,399 reports of adult abuse, neglect, and exploitation, including 1,031 Critical Incident Reports (CIRs) submitted from the Health Care Authority (HCA). As a result, APS conducted 7,632 investigations. APS Intake workers, utilizing "Wellsky" also known as (APSS -Adult Protective Services System) software, receive reports and collect incident-specific information which is transmitted to the APS field office nearest to the alleged victim. Upon receipt of the report, an APS Investigative caseworker supervisor (ICWS) reviews the intake and assigns those cases which meet APS criteria for the investigation to an APS caseworker (ICW). The ICW initiates face-to-face contact with the alleged victims in their homes to address immediate safety needs, investigate allegations and perform assessments. In FY24, 1,299 or 17 % of investigations required a face-to-face response within 24 hours, due to the urgent nature of the referral (Emergency + Priority 1 response times). APS demonstrates remarkable responsiveness by effectively handling 99% of emergency and priority one investigation within set response times, highlighting its commitment to promptly safeguarding vulnerable individuals. This commitment is further evidenced by APS consistently surpassing quarterly targets and year-to-date performance, showcasing its professionalism, adherence to protocols, and continuous efforts to enhance intervention quality and efficiency.

FY24 Investigation Statistics

- 15,399 reports (traditional/CIRs) made to APS's Intake division.
- o The top 4 methods of reporting were: Telephone: 54% Web-Intake: 29% Fax: 3% and Email: 13%
- 7,632 Investigations were conducted from a total of 15,399 Reports made by the public.
- o 53.1% Accepted Reports – This remains consistently high and continues to remain steady.
- o 961 were found to be substantiated, including self-neglect, resulting in a 12.6% substantiation rate.
- 1.56% repeat maltreatment for Abuse/Neglect/Exploitation after 6 months – APS Investigators alleviated concerns during their initial involvement with clients.
- 81 combined investigators responded to investigations, resulting in an average of 105 per investigator with at least 10 investigations each.
- o 1,031 Critical Incident Reports were reviewed by APS Supervisors; 8% of those reports were accepted as APS Investigations; nearly 7% were found to be substantiated. This includes self-neglect reports.
- ? Many Critical Incident Reports (CIRs) highlighted a recurring issue of Insufficient Staffing among service providers. This refers to situations where providers were unable to assign a caregiver to fulfill the required weekly hours of care at the client's residence.
- ? For urgent matters, Managed Care Organization (MCO) providers should directly call the Adult Protective Services (APS) intake line to receive a quicker response. The CIRs discussed here pertain to non-urgent situations.
- ? The actual number of reports from providers is likely higher than what appears in the CIRs, as calls to the intake hotline are categorized and recorded as telephone reports rather than CIRs.

Programmatic Accomplishments

- APS clinical team was invited to present at 1 national conference and 1 Texas APS conference.
- ALTSD was awarded an additional \$218,193 in funding to leverage wrap around services, improve and increase awareness through marketing and advertisement, and offer professional development or training to staff.
- APS leveraged federal ARPA funds to purchase 22 new Hybrid vehicles for the APS fleet.
- In September of 2024, NM is host to the National Adult Protective Services Conference that is expected to realize 1500-2000 attendees, marking it the largest conference in its history.

Protective services interventions, such as contracted home care & adult day care, emergency placements, guardianships, APS home care, or attendant care were provided to an average of 484 adult victims in FY24. In most cases, in-home services were provided to prevent continued abuse or neglect and to support clients with significant

BU PCode
62400 P593

functional limitations in remaining safe in an environment of their choosing.

- 434 clients received APS-funded homecare services.
- APS pursued 17 guardianships using the APS person-centered mode and 32 emergency placements.
- APS staff delivered 917 Food Boxes to vulnerable adults.
- 1,557 referrals to outside communities occurred to better serve our clients
- APS actively engaged with the public through outreach presentations. A total of 438 presentations were conducted to disseminate crucial information and raise awareness about adult protective services.

Overview of Request: Base budget is flat to FY25.

Programmatic Changes: APS also successfully completed its second year of Medicaid reimbursement for duties APS staff completes. The total reimbursement is not yet available. However, during the 2024 Legislative Session, ALTSD was successful at requesting and receiving non-reverting language that will allow the program to utilize this fund fully without reverting funding at the end of a fiscal year.

Base Budget Justification: The base budget is necessary to continue to support the various initiatives across the agency.

Adult Protective Services

State of New Mexico
S-8 Financial Summary
 (Dollars in Thousands)

BU PCode Department
 62400 P593 000000

	2023-24 Opbud	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	Base	----- FY 2026 Agency Request ----- Expansion	Total
REVENUE							
111 General Fund Transfers	15,385.1	15,032.5	16,018.8	0.0	10,618.8	0.0	10,618.8
112 Other Transfers	4,576.3	2,350.6	5,133.8	0.0	4,733.8	0.0	4,733.8
120 Federal Revenues	0.0	0.0	503.5	0.0	0.0	0.0	0.0
REVENUE, TRANSFERS	19,961.4	17,383.1	21,656.1	0.0	15,352.6	0.0	15,352.6
REVENUE	19,961.4	17,383.1	21,656.1	0.0	15,352.6	0.0	15,352.6
EXPENSE							
200 Personal Services and Employee Benefits	10,821.4	10,603.8	12,383.8	13,442.2	11,412.6	0.0	11,412.6
300 Contractual services	8,418.6	2,373.8	8,195.9	0.0	3,018.6	0.0	3,018.6
400 Other	721.4	3,465.8	1,076.4	0.0	921.4	0.0	921.4
EXPENDITURES	19,961.4	16,443.3	21,656.1	13,442.18	15,352.6	0.0	15,352.6
EXPENSE	19,961.4	16,443.3	21,656.1	13,442.18	15,352.6	0.0	15,352.6
FTE POSITIONS							
810 Permanent	127.00	132.00	138.00	132.00	128.00	0.00	128.00
820 Term	5.00	5.00	5.00	5.00	5.00	0.00	5.00
FTEs	132.00	137.00	143.00	137.00	133.00	0.00	133.00
FTE POSITIONS	132.00	137.00	143.00	137.00	133.00	0.00	133.00

Adult Protective Services
 BU PCode Department
 62400 P593 000000

State of New Mexico
S-9 Account Code Revenue Summary
 (Dollars in Thousands)

	Provider PCode	2023-24 Opbud	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	----- FY 2026 Agency Request -----		
						Base	Expansion	Total
499105	General Fd. Appropriation	15,385.1	15,032.5	16,018.8	0.0	10,618.8	0.0	10,618.8
111	General Fund Transfers	15,385.1	15,032.5	16,018.8	0.0	10,618.8	0.0	10,618.8
451909	Federal Contract - Interagency	2,376.3	1,998.0	2,533.8	0.0	2,533.8	0.0	2,533.8
451909	Federal Contract - Interagency	P524	2,200.0	0.0	2,600.0	0.0	2,200.0	2,200.0
499905	Other Financing Sources	0.0	352.6	0.0	0.0	0.0	0.0	0.0
112	Other Transfers	4,576.3	2,350.6	5,133.8	0.0	4,733.8	0.0	4,733.8
451903	Federal Direct - Operating	0.0	0.0	503.5	0.0	0.0	0.0	0.0
120	Federal Revenues	0.0	0.0	503.5	0.0	0.0	0.0	0.0
TOTAL REVENUE		19,961.4	17,383.1	21,656.1	0.0	15,352.6	0.0	15,352.6

Adult Protective Services

BU PCode Department
62400 P593 000000

State of New Mexico

S-9 Account Code Expenditure Summary
(Dollars in Thousands)

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
520100	Exempt Perm Positions P/T&F/T	0.0	190.7	37.9	311.6	0.0	0.0	0.0
520200	Term Positions	0.0	124.4	131.3	286.2	266.0	0.0	266.0
520300	Classified Perm Positions F/T	8,311.7	7,067.0	9,291.1	9,164.1	7,889.3	0.0	7,889.3
520600	Paid Unused Sick Leave	0.0	1.8	0.4	0.0	0.0	0.0	0.0
520700	Overtime & Other Premium Pay	113.9	223.0	109.2	0.0	242.1	0.0	242.1
520800	Annl & Comp Paid At Separation	0.0	22.9	51.0	0.0	0.0	0.0	0.0
521100	Group Insurance Premium	791.6	783.1	789.0	1,024.3	1,027.6	0.0	1,027.6
521200	Retirement Contributions	970.7	1,403.6	1,246.3	1,857.1	1,166.3	0.0	1,166.3
521300	F I C A	436.6	548.1	505.0	598.5	592.3	0.0	592.3
521400	Workers' Comp Assessment Fee	1.2	1.0	1.3	0.0	1.2	0.0	1.2
521410	GSD Work Comp Insur Premium	23.8	23.8	20.4	0.0	22.2	0.0	22.2
521500	Unemployment Comp Premium	14.0	13.9	11.0	0.0	5.3	0.0	5.3
521600	Employee Liability Ins Premium	53.7	53.5	43.1	0.0	60.1	0.0	60.1
521700	RHC Act Contributions	104.2	146.0	133.0	200.4	140.2	0.0	140.2
521900	Other Employee Benefits	0.0	0.9	0.8	0.0	0.0	0.0	0.0
523000	COVID Related Admin Leave	0.0	0.0	11.5	0.0	0.0	0.0	0.0
523200	COVID Related Time Worked	0.0	0.1	1.5	0.0	0.0	0.0	0.0
200	Personal Services and Employee	10,821.4	10,603.8	12,383.8	13,442.2	11,412.6	0.0	11,412.6
535100	Medical Services	0.0	0.0	0.0	0.0	0.0	0.0	0.0
535200	Professional Services	0.0	175.7	0.5	0.0	0.0	0.0	0.0
535300	Other Services	8,418.2	155.3	8,194.9	0.0	2,993.1	0.0	2,993.1
535309	Other Services - Interagency	0.4	0.7	0.5	0.0	25.5	0.0	25.5
535600	IT Services	0.0	2,042.2	0.0	0.0	0.0	0.0	0.0
300	Contractual services	8,418.6	2,373.8	8,195.9	0.0	3,018.6	0.0	3,018.6
542100	Employee I/S Mileage & Fares	0.0	1.6	0.2	0.0	0.5	0.0	0.5
542200	Employee I/S Meals & Lodging	7.5	14.3	4.2	0.0	2.5	0.0	2.5
542500	Transp - Fuel & Oil	50.5	53.9	55.6	0.0	54.0	0.0	54.0
542600	Transp - Parts & Supplies	1.5	4.7	10.1	0.0	5.0	0.0	5.0
542800	State Transp Pool Charges	0.0	0.1	0.0	0.0	0.0	0.0	0.0
543300	Maint - Buildings & Structures	0.0	2.7	0.4	0.0	0.0	0.0	0.0
543500	Maint - Supplies	0.5	0.6	1.3	0.0	1.1	0.0	1.1
543830	IT HW/SW Agreements	48.0	41.7	185.8	0.0	96.7	0.0	96.7
544000	Supply Inventory IT	3.5	36.0	24.0	0.0	0.5	0.0	0.5

Adult Protective Services

BU 62400 PCode P593 Department 000000

State of New Mexico

S-9 Account Code Expenditure Summary
(Dollars in Thousands)

	2023-24 Opbud	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	----- FY 2026 Agency Request -----			
					Base	Expansion	Total	
544100	Supplies-Office Supplies	8.8	21.3	11.0	0.0	5.0	0.0	5.0
544400	Supplies-Field Supplies	0.0	0.8	0.7	0.0	2.0	0.0	2.0
544700	Supplies-Clothing,Unifrms,Linen	3.0	0.0	0.0	0.0	1.0	0.0	1.0
544900	Supplies-Inventory Exempt	0.0	37.4	14.4	0.0	9.0	0.0	9.0
545600	Reporting & Recording	0.0	0.1	0.0	0.0	0.0	0.0	0.0
545700	ISD Services	54.5	60.0	60.0	0.0	116.9	0.0	116.9
545710	DOIT HCM Assessment Fees	43.4	42.7	51.5	0.0	53.9	0.0	53.9
545900	Printing & Photo Services	4.5	42.9	4.4	0.0	7.4	0.0	7.4
546100	Postage & Mail Services	0.6	0.8	0.6	0.0	0.6	0.0	0.6
546310	Utilities - Sewer/Garbage	0.0	0.2	0.0	0.0	0.0	0.0	0.0
546400	Rent Of Land & Buildings	215.0	334.7	215.0	0.0	81.0	0.0	81.0
546409	Rent Expense - Interagency	8.0	4.3	8.9	0.0	8.0	0.0	8.0
546500	Rent Of Equipment	5.5	3.0	3.4	0.0	5.5	0.0	5.5
546600	Communications	0.0	14.5	20.7	0.0	0.0	0.0	0.0
546610	DOIT Telecommunications	188.4	145.3	183.1	0.0	145.2	0.0	145.2
546700	Subscriptions/Dues/License Fee	1.0	0.0	0.8	0.0	0.0	0.0	0.0
546709	Subscription & Due Interagency	0.0	0.7	1.0	0.0	0.0	0.0	0.0
546800	Employee Training & Education	7.7	10.8	5.4	0.0	3.0	0.0	3.0
546900	Advertising	1.5	933.0	1.7	0.0	0.5	0.0	0.5
547300	Care & Support	61.0	362.2	176.7	0.0	322.1	0.0	322.1
547900	Miscellaneous Expense	0.0	13.4	6.0	0.0	0.0	0.0	0.0
547909	Misc Expense Interagency	0.0	1,100.0	0.0	0.0	0.0	0.0	0.0
547999	Request to Pay Prior Year	0.0	1.0	1.0	0.0	0.0	0.0	0.0
548200	Furniture & Fixtures	0.0	6.1	20.0	0.0	0.0	0.0	0.0
548300	Information Tech Equipment	0.0	0.0	0.0	0.0	0.0	0.0	0.0
548800	Automotive & Aircraft	0.0	145.3	0.0	0.0	0.0	0.0	0.0
549600	Employee O/S Mileage & Fares	2.5	13.0	2.3	0.0	0.0	0.0	0.0
549700	Employee O/S Meals & Lodging	4.5	16.6	6.2	0.0	0.0	0.0	0.0
400	Other	721.4	3,465.8	1,076.4	0.0	921.4	0.0	921.4
TOTAL EXPENSE		19,961.4	16,443.3	21,656.1	13,442.18	15,352.6	0.0	15,352.6

Adult Protective Services

BU PCode Department
62400 P593 000000

State of New Mexico

S-9 Account Code Revenue/Expenditure Summary
(Dollars in Thousands)

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
499105	General Fd. Appropriation	15,385.1	15,032.5	16,018.8	0.0	10,618.8	0.0	10,618.8
111	General Fund Transfers	15,385.1	15,032.5	16,018.8	0.0	10,618.8	0.0	10,618.8
451909	Federal Contract - Interagency	4,576.3	1,998.0	5,133.8	0.0	4,733.8	0.0	4,733.8
499905	Other Financing Sources	0.0	352.6	0.0	0.0	0.0	0.0	0.0
112	Other Transfers	4,576.3	2,350.6	5,133.8	0.0	4,733.8	0.0	4,733.8
451903	Federal Direct - Operating	0.0	0.0	503.5	0.0	0.0	0.0	0.0
120	Federal Revenues	0.0	0.0	503.5	0.0	0.0	0.0	0.0
TOTAL REVENUE		19,961.4	17,383.1	21,656.1	0.0	15,352.6	0.0	15,352.6
520100	Exempt Perm Positions P/T&F/T	0.0	190.7	37.9	311.6	0.0	0.0	0.0
520200	Term Positions	0.0	124.4	131.3	286.2	266.0	0.0	266.0
520300	Classified Perm Positions F/T	8,311.7	7,067.0	9,291.1	9,164.1	7,889.3	0.0	7,889.3
520600	Paid Unused Sick Leave	0.0	1.8	0.4	0.0	0.0	0.0	0.0
520700	Overtime & Other Premium Pay	113.9	223.0	109.2	0.0	242.1	0.0	242.1
520800	Annl & Comp Paid At Separation	0.0	22.9	51.0	0.0	0.0	0.0	0.0
521100	Group Insurance Premium	791.6	783.1	789.0	1,024.3	1,027.6	0.0	1,027.6
521200	Retirement Contributions	970.7	1,403.6	1,246.3	1,857.1	1,166.3	0.0	1,166.3
521300	F I CA	436.6	548.1	505.0	598.5	592.3	0.0	592.3
521400	Workers' Comp Assessment Fee	1.2	1.0	1.3	0.0	1.2	0.0	1.2
521410	GSD Work Comp Insur Premium	23.8	23.8	20.4	0.0	22.2	0.0	22.2
521500	Unemployment Comp Premium	14.0	13.9	11.0	0.0	5.3	0.0	5.3
521600	Employee Liability Ins Premium	53.7	53.5	43.1	0.0	60.1	0.0	60.1
521700	RHC Act Contributions	104.2	146.0	133.0	200.4	140.2	0.0	140.2
521900	Other Employee Benefits	0.0	0.9	0.8	0.0	0.0	0.0	0.0
523000	COVID Related Admin Leave	0.0	0.0	11.5	0.0	0.0	0.0	0.0
523200	COVID Related Time Worked	0.0	0.1	1.5	0.0	0.0	0.0	0.0
200	Personal Services and Employee Bene	10,821.4	10,603.8	12,383.8	13,442.2	11,412.6	0.0	11,412.6
535100	Medical Services	0.0	0.0	0.0	0.0	0.0	0.0	0.0
535200	Professional Services	0.0	175.7	0.5	0.0	0.0	0.0	0.0
535300	Other Services	8,418.2	155.3	8,194.9	0.0	2,993.1	0.0	2,993.1
535309	Other Services - Interagency	0.4	0.7	0.5	0.0	25.5	0.0	25.5
535600	IT Services	0.0	2,042.2	0.0	0.0	0.0	0.0	0.0
300	Contractual services	8,418.6	2,373.8	8,195.9	0.0	3,018.6	0.0	3,018.6
542100	Employee I/S Mileage & Fares	0.0	1.6	0.2	0.0	0.5	0.0	0.5

Adult Protective Services

State of New Mexico

BU PCode Department
62400 P593 000000

S-9 Account Code Revenue/Expenditure Summary
(Dollars in Thousands)

	2023-24 Opbud	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	----- FY 2026 Agency Request -----		
					Base	Expansion	Total
542200 Employee I/S Meals & Lodging	7.5	14.3	4.2	0.0	2.5	0.0	2.5
542500 Transp - Fuel & Oil	50.5	53.9	55.6	0.0	54.0	0.0	54.0
542600 Transp - Parts & Supplies	1.5	4.7	10.1	0.0	5.0	0.0	5.0
542800 State Transp Pool Charges	0.0	0.1	0.0	0.0	0.0	0.0	0.0
543300 Maint - Buildings & Structures	0.0	2.7	0.4	0.0	0.0	0.0	0.0
543500 Maint - Supplies	0.5	0.6	1.3	0.0	1.1	0.0	1.1
543830 IT HW/SW Agreements	48.0	41.7	185.8	0.0	96.7	0.0	96.7
544000 Supply Inventory IT	3.5	36.0	24.0	0.0	0.5	0.0	0.5
544100 Supplies-Office Supplies	8.8	21.3	11.0	0.0	5.0	0.0	5.0
544400 Supplies-Field Supplies	0.0	0.8	0.7	0.0	2.0	0.0	2.0
544700 Supplies-Clothing,Unifrms,Linen	3.0	0.0	0.0	0.0	1.0	0.0	1.0
544900 Supplies-Inventory Exempt	0.0	37.4	14.4	0.0	9.0	0.0	9.0
545600 Reporting & Recording	0.0	0.1	0.0	0.0	0.0	0.0	0.0
545700 ISD Services	54.5	60.0	60.0	0.0	116.9	0.0	116.9
545710 DOIT HCM Assessment Fees	43.4	42.7	51.5	0.0	53.9	0.0	53.9
545900 Printing & Photo Services	4.5	42.9	4.4	0.0	7.4	0.0	7.4
546100 Postage & Mail Services	0.6	0.8	0.6	0.0	0.6	0.0	0.6
546310 Utilities - Sewer/Garbage	0.0	0.2	0.0	0.0	0.0	0.0	0.0
546400 Rent Of Land & Buildings	215.0	334.7	215.0	0.0	81.0	0.0	81.0
546409 Rent Expense - Interagency	8.0	4.3	8.9	0.0	8.0	0.0	8.0
546500 Rent Of Equipment	5.5	3.0	3.4	0.0	5.5	0.0	5.5
546600 Communications	0.0	14.5	20.7	0.0	0.0	0.0	0.0
546610 DOIT Telecommunications	188.4	145.3	183.1	0.0	145.2	0.0	145.2
546700 Subscriptions/Dues/License Fee	1.0	0.0	0.8	0.0	0.0	0.0	0.0
546709 Subscription & Due Interagency	0.0	0.7	1.0	0.0	0.0	0.0	0.0
546800 Employee Training & Education	7.7	10.8	5.4	0.0	3.0	0.0	3.0
546900 Advertising	1.5	933.0	1.7	0.0	0.5	0.0	0.5
547300 Care & Support	61.0	362.2	176.7	0.0	322.1	0.0	322.1
547900 Miscellaneous Expense	0.0	13.4	6.0	0.0	0.0	0.0	0.0
547909 Misc Expense Interagency	0.0	1,100.0	0.0	0.0	0.0	0.0	0.0
547999 Request to Pay Prior Year	0.0	1.0	1.0	0.0	0.0	0.0	0.0
548200 Furniture & Fixtures	0.0	6.1	20.0	0.0	0.0	0.0	0.0
548300 Information Tech Equipment	0.0	0.0	0.0	0.0	0.0	0.0	0.0
548800 Automotive & Aircraft	0.0	145.3	0.0	0.0	0.0	0.0	0.0

Adult Protective Services

State of New Mexico

BU PCode Department
62400 P593 000000

S-9 Account Code Revenue/Expenditure Summary
(Dollars in Thousands)

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
549600	Employee O/S Mileage & Fares	2.5	13.0	2.3	0.0	0.0	0.0	0.0
549700	Employee O/S Meals & Lodging	4.5	16.6	6.2	0.0	0.0	0.0	0.0
400	Other	721.4	3,465.8	1,076.4	0.0	921.4	0.0	921.4
TOTAL EXPENSE		19,961.4	16,443.3	21,656.1	13,442.2	15,352.6	0.0	15,352.6
810	Permanent	127.00	132.00	135.00	132.00	128.00	0.00	128.00
810	Permanent	127.00	132.00	135.00	132.00	128.00	0.00	128.00
820	Term	5.00	5.00	5.00	5.00	5.00	0.00	5.00
820	Term	5.00	5.00	5.00	5.00	5.00	0.00	5.00
TOTAL FTE POSITIONS		132.00	137.00	140.00	137.00	133.00	0.00	133.00

Adult Protective Services

BU PCode
62400 P593

State of New Mexico

F4 PCode Detail
(Dollars in Thousands)

Fund	Account	Description	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	FY 2026 Agency Request				Total	Justification
						GF	OSF	ISF/IAT	FF		
00000	520100	Exempt Perm Positions P/T&F/T	0.0	0.0	68.92	0.0	0.0	0.0	0.0	0.0	
00000	521100	Group Insurance Premium	0.0	0.0	5.11	0.0	0.0	0.0	0.0	0.0	
00000	521200	Retirement Contributions	0.0	0.0	13.21	0.0	0.0	0.0	0.0	0.0	
00000	521300	F I C A	0.0	0.0	4.26	0.0	0.0	0.0	0.0	0.0	
00000	521700	RHC Act Contributions	0.0	0.0	1.72	0.0	0.0	0.0	0.0	0.0	
04900	520100	Exempt Perm Positions P/T&F/T	190.7	37.9	242.7	0.0	0.0	0.0	0.0	0.0	
04900	520200	Term Positions	124.4	131.3	286.23	0.0	0.0	266.0	0.0	266.0	
04900	520300	Classified Perm Positions F/T	7,067.0	9,291.1	8,913.32	5,849.3	0.0	2,040.0	0.0	7,889.3	
04900	520600	Paid Unused Sick Leave	1.8	0.4	0	0.0	0.0	0.0	0.0	0.0	
04900	520700	Overtime & Other Premium Pay	223.0	109.2	0	242.1	0.0	0.0	0.0	242.1	
04900	520800	Annl & Comp Paid At Separation	22.9	51.0	0	0.0	0.0	0.0	0.0	0.0	
04900	521100	Group Insurance Premium	783.1	789.0	997.06	927.6	0.0	100.0	0.0	1,027.6	
04900	521200	Retirement Contributions	1,403.6	1,246.3	1,796.16	1,099.8	0.0	66.5	0.0	1,166.3	
04900	521300	F I C A	548.1	505.0	578.92	522.3	0.0	70.0	0.0	592.3	
04900	521400	Workers' Comp Assessment Fee	1.0	1.3	0	1.2	0.0	0.0	0.0	1.2	
04900	521410	GSD Work Comp Insur Premium	23.8	20.4	0	22.2	0.0	0.0	0.0	22.2	
04900	521500	Unemployment Comp Premium	13.9	11.0	0	5.3	0.0	0.0	0.0	5.3	
04900	521600	Employee Liability Ins Premium	53.5	43.1	0	60.1	0.0	0.0	0.0	60.1	
04900	521700	RHC Act Contributions	146.0	133.0	192.46	125.2	0.0	15.0	0.0	140.2	
04900	521900	Other Employee Benefits	0.9	0.8	0	0.0	0.0	0.0	0.0	0.0	
04900	523000	COVID Related Admin Leave	0.0	11.5	0	0.0	0.0	0.0	0.0	0.0	
04900	523200	COVID Related Time Worked	0.1	1.5	0	0.0	0.0	0.0	0.0	0.0	
27000	520300	Classified Perm Positions F/T	0.0	0.0	250.74	0.0	0.0	0.0	0.0	0.0	
27000	521100	Group Insurance Premium	0.0	0.0	22.12	0.0	0.0	0.0	0.0	0.0	
27000	521200	Retirement Contributions	0.0	0.0	47.69	0.0	0.0	0.0	0.0	0.0	
27000	521300	F I C A	0.0	0.0	15.37	0.0	0.0	0.0	0.0	0.0	
27000	521700	RHC Act Contributions	0.0	0.0	6.2	0.0	0.0	0.0	0.0	0.0	
	200	Personal Services and Employee Bene	10,603.8	12,383.8	13,442.18	8,855.1	0.0	2,557.5	0.0	11,412.6	
04900	542100	Employee I/S Mileage & Fares	1.6	0.2	0	0.5	0.0	0.0	0.0	0.5	In-State mileage and fares for APS staff
04900	542200	Employee I/S Meals & Lodging	14.3	4.2	0	2.5	0.0	0.0	0.0	2.5	In-State meals and lodging for APS staff
04900	542500	Transp - Fuel & Oil	53.9	55.6	0	54.0	0.0	0.0	0.0	54.0	
04900	542600	Transp - Parts & Supplies	4.7	10.1	0	5.0	0.0	0.0	0.0	5.0	
04900	542800	State Transp Pool Charges	0.1	0.0	0	0.0	0.0	0.0	0.0	0.0	

Adult Protective Services

State of New Mexico

BU PCode
62400 P593

F4 PCode Detail
(Dollars in Thousands)

Fund	Account	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	FY 2026 Agency Request				Total	Justification	
					GF	OSF	ISF/IAT	FF			
04900	543300	Maint - Buildings & Structures	2.7	0.4	0	0.0	0.0	0.0	0.0	0.0	
04900	543500	Maint - Supplies	0.6	1.3	0	1.1	0.0	0.0	0.0	1.1	misc. cleaning supplies to include, hand sanitizer, disinfectant wipes/spray etc.
04900	543830	IT HW/SW Agreements	41.7	185.8	0	96.7	0.0	0.0	0.0	96.7	Misc IT hardware and software maintenance
04900	544000	Supply Inventory IT	36.0	24.0	0	0.5	0.0	0.0	0.0	0.5	misc. IT equipment to include monitors, keyboards, laptops, hardware etc.
04900	544100	Supplies-Office Supplies	21.3	11.0	0	5.0	0.0	0.0	0.0	5.0	misc. office supplies to in include paper, pens, scissors, binders etc
04900	544400	Supplies-Field Supplies	0.8	0.7	0	2.0	0.0	0.0	0.0	2.0	
04900	544700	Supplies-Clothing,Unifrms,Linen	0.0	0.0	0	1.0	0.0	0.0	0.0	1.0	
04900	544900	Supplies-Inventory Exempt	37.4	14.4	0	9.0	0.0	0.0	0.0	9.0	chairs, desks, furniture for APS staff
04900	545600	Reporting & Recording	0.1	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	545700	ISD Services	60.0	60.0	0	116.9	0.0	0.0	0.0	116.9	DOIT Rates
04900	545710	DOIT HCM Assessment Fees	42.7	51.5	0	53.9	0.0	0.0	0.0	53.9	DOIT Rates
04900	545900	Printing & Photo Services	42.9	4.4	0	7.4	0.0	0.0	0.0	7.4	business cards, name plates, awards, plaques, envelopes etc.
04900	546100	Postage & Mail Services	0.8	0.6	0	0.6	0.0	0.0	0.0	0.6	Postage for all divisions within APS
04900	546310	Utilities - Sewer/Garbage	0.2	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	546400	Rent Of Land & Buildings	334.7	215.0	0	81.0	0.0	0.0	0.0	81.0	
04900	546409	Rent Expense - Interagency	4.3	8.9	0	8.0	0.0	0.0	0.0	8.0	
04900	546500	Rent Of Equipment	3.0	3.4	0	5.5	0.0	0.0	0.0	5.5	
04900	546600	Communications	14.5	20.7	0	0.0	0.0	0.0	0.0	0.0	
04900	546610	DOIT Telecommunications	145.3	183.1	0	145.2	0.0	0.0	0.0	145.2	DOIT Rates
04900	546700	Subscriptions/Dues/License Fee	0.0	0.8	0	0.0	0.0	0.0	0.0	0.0	
04900	546709	Subscription & Due Interagency	0.7	1.0	0	0.0	0.0	0.0	0.0	0.0	
04900	546800	Employee Training & Education	10.8	5.4	0	3.0	0.0	0.0	0.0	3.0	training opportunities for APS staff
04900	546900	Advertising	933.0	1.7	0	0.5	0.0	0.0	0.0	0.5	advertising in local newspapers for RFP's
04900	547300	Care & Support	362.2	176.7	0	72.1	0.0	250.0	0.0	322.1	
04900	547900	Miscellaneous Expense	13.4	6.0	0	0.0	0.0	0.0	0.0	0.0	
04900	547909	Misc Expense Interagency	1,100.0	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	547999	Request to Pay Prior Year	1.0	1.0	0	0.0	0.0	0.0	0.0	0.0	
04900	548200	Furniture & Fixtures	6.1	20.0	0	0.0	0.0	0.0	0.0	0.0	
04900	548300	Information Tech Equipment	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	548800	Automotive & Aircraft	145.3	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	549600	Employee O/S Mileage & Fares	13.0	2.3	0	0.0	0.0	0.0	0.0	0.0	

Adult Protective Services

State of New Mexico

BU PCode
62400 P593

F4 PCode Detail
(Dollars in Thousands)

Fund	Account	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	FY 2026 Agency Request				Total	Justification
					GF	OSF	ISF/IAT	FF		
04900	549700 Employee O/S Meals & Lodging	16.6	6.2	0	0.0	0.0	0.0	0.0	0.0	
	400 Other	3,465.8	1,076.4	0	671.4	0.0	250.0	0.0	921.4	
TOTAL EXPENSE		14,069.6	13,460.2		9,526.5	0.0	2,807.5	0.0	12,334.0	

Adult Protective Services

BU PCode
62400 P593

State of New Mexico
Contract by PCode Detail
(Dollars in Thousands)

Fund	Account	#	Contract Purpose	Actuals	FY 2026 Agency Request					Total	Justification
					GF	OSF	ISF/IAT	FF			
04900	535100	1000	Medical Services	0.0	0.0	0.0	0.0	0.0	0.0		
04900	535200	1000	Professional Services	175.7	0.0	0.0	0.0	0.0	0.0		
04900	535300	1000	Other Services	155.3	1,066.8	0.0	1,926.3	0.0	2,993.1	Adult Protective Service Providers	
04900	535309	1000	Other Services - Interagency	0.7	25.5	0.0	0.0	0.0	25.5	Language line, background checks, shredding	
04900	535600	1000	IT Services	2,042.2	0.0	0.0	0.0	0.0	0.0		
TOTAL EXPENSE				2,373.8	1,092.3	0.0	1,926.3	0.0	3,018.6		

Program Description: The Aging Network Division includes the Senior Services Bureau, the Employment Programs Bureau, Capital Project Bureau, Food Security Programs/initiatives (NM Grown), and oversight of the Office of Indian Elder Affairs. Senior Services Bureau oversees program funding, both federal and state, that are consistent with the services available to the aging population under the Older Americans Act. Services include but are not limited to nutrition services (congregate, grab-n-go, and home delivered meals), transportation, social services, and health promotion. These services are administered through contracts with the Area Agencies on Aging (City of Albuquerque-Metro AAA-Planning and Service Area (PSA)1-Bernalillo County and NCNMEDD Non-Metro AAA-PSA 2-4 32 counties) and their contract providers. The Senior Services9 Bureau also oversees the state funded Ameri Corp/Senior Corps Volunteer programs that include the Foster Grandparent Program, Senior Companion Program and RSVP Program. Employment Programs Bureau provides subsidized training placements for older workers through the federally funded Senior Community Services Employment Program- SCSEP and the state funded Senior Employment Program-SEP. The Aging Network Division also contracts with the New Mexico Senior Olympics, promoting physical fitness for seniors statewide: providing year-round opportunities and motivation for adults 50+ to participate in local and state sport events. Capital Project Bureau (COB) oversees appropriations made to the department to fund senior center projects statewide to both local and tribal governments for new construction, renovations, and /or for the purchase of vehicles and center equipment. The COB accepts annual applications, reviews and recommends all requests to DFA and LFC, issues agreements and funds relative to the project, tracks, monitors and conducts reporting for such capital appropriations. Office of Indian Elder Affairs is a statutorily created office within the Office of the Secretary and is situated in the Aging Network Division. The Aging and Long-Term Services Department's (ALTSD) Cabinet Secretary appoints the Director of the OIEA and the department's Tribal Liaison. The OIEA interfaces with Indian elders, tribal service providers , federal, state, regional and tribal entities to aid in the collective understanding of broad based needs and challenges Indian elders and disabled populations face; ensures compliance with the State Tribal Collaboration Act (STCA); addresses cross-jurisdictional issues with New Mexico's multiple sovereign tribal governments: performs Tribal Liaison functions to New Mexico tribes, pueblos, and nations to support the Indian Area Agency on Aging (IAAA) and Navajo Nation Area Agency on Aging known as the Navajo Nation-Division of Aging & Long-Term Care Services (DALTCS); and is charged with administering the responsibilities of the ALTSD by providing technical assistance program development and contract oversight for tribal providers. Tribal providers are encouraged to conduct outreach to identify Indian elders eligible for assistance under the Older American's Act (OAA) and other programs, both public and private and inform elders and disabled populations of the availability of such assistance. With support from the OIEA, tribal outreach efforts target older individuals with the greatest economic and social needs and are conducted by multilingual staff using culturally appropriate and linguistically appropriate methods. NM has two state planning and service areas (PSAs) designated specifically to serve its Native American Indian populations and tribal service providers: PSA 5, which consists of the Navajo Nation-Division of Aging & Long-Term Care Services (DALTCS) that serve 39 senior centers in New Mexico; and PSA 6, which consists of NM's 19 Pueblos and 2 Apache Tribes.

Major Issues and Accomplishments:

Accomplishments:
Aging Network providers deliver critical services to older New Mexicans, statewide, particularly in rural, frontier and tribal areas. Aging network providers are experiencing an increase in the cost of services, an increase in staff vacancy rates, and an increase demand for services as New Mexico's older adult population grows. The aging network providers respond to the highly popular nutritional services, as it is the highest accessed Older Americans Act Title III and Title VI service. The Area Agencies on Aging and senior service providers reported that 3,864,706 congregate and home delivered meals were served in FY24. Through the Area Agencies on Aging and the contracted providers, in FY24 the Older American's Act Title III services increased by 12.5% in unduplicated consumers served, resulting in a total of 5% increase in units of services from FY23 (congregate and home delivered meals, transportation, case management, homemaker, chore services, and evidence based enhanced fitness).

In FY24 the department transferred \$1,700,000.00 to HSD to increase SNAP benefits for older adults. This transfer calculates to 492,282 meals based on the USDA 3.4533 meal rate or an extra \$135 in SNAP benefits serving 11,834 seniors. The department also transferred \$100,000.00 to DOH for the Senior Farmers' Market voucher program to support

In FY24 \$ 925,600 in state general funds were used to expand the New Mexico Grown Program to 32 Aging Network Providers, a 32% increase allowing 91 senior centers, total increase of 45% more senior centers incorporate locally grown produce into their senior nutrition program.

Every year, New Mexico older adults are impacted by weather-related emergencies. For example, the fires and flooding that have ravaged areas of the state requires collaboration amongst departments and agencies to ensure food reaches our older adult population. In May 2024 the department allocated \$39,315 to the Metro Area Agency on Aging to support 4,500 freshly prepared and ready to eat meals, which were delivered to Ruidoso for those seniors impacted and \$76,608.00 to the Non-Metro Area Agency on Aging for 26,880 Miss Olives ready to eat meals, which was delivered to the Armory in Roswell to support those immediately evacuated.

Area Plans on Aging have been approved for the upcoming two years. These plans directly align with the Departments (ACL approved) State Unit on Aging State Plan, including performance measures to increase service delivery across the state and drastically reducing and eliminate waiting list.

The volunteer programs, Foster Grandparents, Senior Companion and RSVP continued to operate throughout the state serving 1,211 volunteers. A total of 492 children per quarter were served by the foster grandparent program volunteers. The total volunteer hours for FY24 were 310,109 and the national value rate is \$33.49, which is the equivalent of \$10,385,550.00.

The Senior Employment and Senior Community Employment Program have provided part-time employment and training opportunities to approximately 88 participants in FY24.

Senior employment enrollees participating in the community health worker (CHW) program are trained and receive the DOH Community Health Worker certification. The Employment Programs staff have worked to incorporate CHW training and placement into the Employment Programs Bureau. Two older workers were recruited in 2020, and both enrolled in the CHW Program at CNM. In 2024, the agency entered into contract with UNM to recruit and train CHW Senior Employment participants with clinical supervision. Currently the program has 4 CHW placed in the community senior centers in Bernalillo, Valencia, and Sandoval counties. CHW assesses older adult participants, referring them to community-based programs

Major Issues:

From 2000 to 2010, New Mexico's population of adults aged 60 or older grew from 283,837 to 430,901; or a 65% increase. The US Census Bureau 2019 5-year estimates for the NM senior population 60+ is 513,000. The federal Administration on Aging projects this dramatic trend will continue, with the state's 60 and older population growing an additional 40% from 2015-2030. According to 2010 US census figures, 430,901 New Mexicans are age 60 or older, and another 283,969 New Mexicans are age 50 to 59, for a total of 714,870 New Mexicans aged 50 and older, many of whom are or will be consumers of aging network services.

According to the National Survey of Title VI Programs 2020 Report, a survey conducted by N4A: "Tribal communities in New Mexico have disproportionately impacted by the COVID-19 pandemic due to disparities in health and socioeconomic status resulting in from racial inequity and historical trauma. These disparities, which have resulted in reduced access to health care; infrastructure gaps, including lack of electricity, running water and internet: and increased incidence of chronic disease, heightened the risk of death for COVID-19." In relation to national statistics, COVID-19 pandemic statistics affecting tribal communities in New Mexico, are somber: According to the NM-DOH statistics, for every 1 non-Indian person in New Mexico who contracted COVID-19, there are 10 American Indians in New Mexico who have contracted COVID-19. To reiterate, this is a 10:1 ratio.

The Office of Indian Elder Affairs (OIEA) serves 60 tribal senior centers: 2 Apache Tribes, 19 Pueblos, and 39 seniors center sites located within New Mexico on the Navajo Nation, through Intergovernmental Agreements (IGAs) funded by State General Funds. The Intergovernmental Agreements support social supportive services, congregate meals, home-delivered meals, health promotion and disease prevention, caregiver support, and adult day care services. In addition to Intergovernmental Agreements (IGAs) funded by State General Funds, the ALTSD is legally bound to provide federal funding to New Mexico's Tribes and Pueblos through federally designated AAAs.

Overview of Request:

The Aging Network Division provides supportive services to older adults, enabling them to remain independent, productive, and involved in their communities, and to maintain their health and economic security. More than 300 Aging Network organizations/sites, funded by the Department, provide services to older adults throughout the State, particularly in rural, tribal and frontier areas. Services are free of charge to persons aged 60 and older (age 55 and older for Native American Indians), regardless of income, although those with low-incomes and other risk factors are targeted. Congregate, grab-n-go, and home-delivered meals are the most critical services to alleviate hunger and food insecurity of many older New Mexicans. These services provide training, education, and work experience to older adults to ensure they can enter or re-enter the work force. Health promotion and volunteer initiatives help older New Mexicans maintain their ability to actively contribute to their local communities, serving as valuable resources rather than utilizing the State's resources.

- The Area Agencies on Aging report all 6 Planning and Service Area network providers are suffering significantly from high vacancy rates and lower local funding. This jeopardizes the sustainability of the services to older adults statewide. Pay equity for these positions is a necessity. Non-profit providers desperately need to increase kitchen staff, center staff and driver's salaries to \$15.00 per hour, making it competitive to fast food starting hourly rates. The AAAs will work with the municipality operated providers to reclassify positions for the same \$15.00 per hour starting rate. This includes scaling up for positions to increase the impact. The funding for increased staff hourly rates will also include staff benefits and fringe benefits.

The FY26 budget request of \$3,100,000 to increase AAA-Title III and Title VI senior services for the Older American's Act Title IIIB- Supportive Services (Case Management, Caregiver Respite, Homemaker and Chore Services) to recruit providers, address gaps in service areas and expand on service delivery.

- AAA-Planning and Service Area gaps of services and insufficient number of specialty service providers statewide limit the older adult population in accessing Title IIIB services. Funding increase is needed to expand Title IIIB case management, caregiver respite, homemaker and chore services.

The Ameri Corps/ Senior Corps (Foster Grandparent Program, Senior Companion Program and the RSVP Program awards are made mid year and to best address gaps and support new service providers, the agency is requesting \$400,000. This funding will support the match funding requirement for the Americorp Program.

The non-recurring request of the Kiki Saavedra Endowment fund for the Aging Network Division includes:

- \$1,500,000 for Governor Initiative NM Grown
- \$400,000 for Care Companion
- \$2,000,000 AAA Expansion Initiative
- \$1,250,000 Senior Transportation Vouchers
- \$685,000 for the Senior Community Health Workers Program
- \$360,000 for the New Mexico Senior Employment Program

Programmatic Changes:

Successfully transferred the Capital Outlay bureau from the Program Support Division to the Aging Network Division.

Base Budget Justification:

The base budget is necessary to continue to support the various initiatives across the agency.

State of New Mexico
S-8 Financial Summary
 (Dollars in Thousands)

BU **PCode** **Department**
 62400 P594 000000

		2023-24 Opbud	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	Base	----- FY 2026 Agency Request ----- Expansion	Total
REVENUE								
111	General Fund Transfers	41,055.4	40,931.4	46,090.2	0.0	48,499.4	0.0	48,499.4
112	Other Transfers	0.0	125.1	0.0	0.0	0.0	0.0	0.0
120	Federal Revenues	11,817.0	11,238.2	12,024.6	0.0	12,024.6	0.0	12,024.6
130	Other Revenues	115.8	58.5	115.8	0.0	115.8	0.0	115.8
REVENUE, TRANSFERS		52,988.2	52,353.1	58,230.6	0.0	60,639.8	0.0	60,639.8
REVENUE		52,988.2	52,353.1	58,230.6	0.0	60,639.8	0.0	60,639.8
EXPENSE								
200	Personal Services and Employee Benefits	1,657.6	1,446.7	2,172.4	3,107.2	1,972.4	0.0	1,972.4
300	Contractual services	1,539.9	1,694.5	1,939.9	0.0	1,069.1	0.0	1,069.1
400	Other	49,790.7	47,920.1	54,118.3	0.0	57,598.3	0.0	57,598.3
EXPENDITURES		52,988.2	51,061.4	58,230.6	3,107.16	60,639.8	0.0	60,639.8
EXPENSE		52,988.2	51,061.4	58,230.6	3,107.16	60,639.8	0.0	60,639.8
FTE POSITIONS								
810	Permanent	17.00	22.00	25.00	22.00	23.00	0.00	23.00
820	Term	1.00	1.00	1.00	1.00	1.00	0.00	1.00
830	Temporary	0.00	31.00	0.00	31.00	0.00	0.00	0.00
FTEs		18.00	54.00	26.00	54.00	24.00	0.00	24.00
FTE POSITIONS		18.00	54.00	26.00	54.00	24.00	0.00	24.00

BU PCode Department
62400 P594 000000

S-9 Account Code Revenue/Expenditure Summary
(Dollars in Thousands)

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
499105	General Fd. Appropriation	41,055.4	40,931.4	46,090.2	0.0	48,499.4	0.0	48,499.4
111	General Fund Transfers	41,055.4	40,931.4	46,090.2	0.0	48,499.4	0.0	48,499.4
422909	Other Fees - Interagency	0.0	1.1	0.0	0.0	0.0	0.0	0.0
499905	Other Financing Sources	0.0	124.0	0.0	0.0	0.0	0.0	0.0
499906	OFS - INTRA-Agency	0.0	0.0	0.0	0.0	0.0	0.0	0.0
112	Other Transfers	0.0	125.1	0.0	0.0	0.0	0.0	0.0
451903	Federal Direct - Operating	11,817.0	11,238.2	12,024.6	0.0	12,024.6	0.0	12,024.6
120	Federal Revenues	11,817.0	11,238.2	12,024.6	0.0	12,024.6	0.0	12,024.6
405901	Other	0.0	15.4	0.0	0.0	0.0	0.0	0.0
417902	Other Registration Fees	80.8	5.9	80.8	0.0	80.8	0.0	80.8
422902	Other Fees	35.0	36.7	35.0	0.0	35.0	0.0	35.0
496901	Miscellaneous Revenue	0.0	0.0	0.0	0.0	0.0	0.0	0.0
496909	Misc Revenue - Interagency	0.0	0.5	0.0	0.0	0.0	0.0	0.0
130	Other Revenues	115.8	58.5	115.8	0.0	115.8	0.0	115.8
TOTAL REVENUE		52,988.2	52,353.1	58,230.6	0.0	60,639.8	0.0	60,639.8
520100	Exempt Perm Positions P/T&F/T	308.3	374.6	317.6	448.3	761.8	0.0	761.8
520200	Term Positions	67.3	92.5	0.0	51.2	73.5	0.0	73.5
520300	Classified Perm Positions F/T	901.4	342.6	1,243.1	1,184.1	799.0	0.0	799.0
520400	Classified Perm Positions P/T	0.0	0.0	0.0	0.0	55.0	0.0	55.0
520500	Temporary Positions F/T & P/T	11.1	77.5	26.9	818.3	26.9	0.0	26.9
520600	Paid Unused Sick Leave	0.0	1.3	0.0	0.0	1.2	0.0	1.2
520700	Overtime & Other Premium Pay	0.0	0.1	0.0	0.0	0.0	0.0	0.0
520800	Annl & Comp Paid At Separation	0.0	17.4	0.0	0.0	0.0	0.0	0.0
521100	Group Insurance Premium	101.3	106.0	183.6	124.1	74.7	0.0	74.7
521200	Retirement Contributions	215.1	280.4	253.2	296.4	86.8	0.0	86.8
521300	F I C A	24.1	114.6	107.2	153.2	62.4	0.0	62.4
521400	Workers' Comp Assessment Fee	0.2	0.2	0.2	0.0	0.2	0.0	0.2
521410	GSD Work Comp Insur Premium	3.3	3.2	3.7	0.0	4.0	0.0	4.0
521500	Unemployment Comp Premium	1.9	0.0	2.0	0.0	1.0	0.0	1.0
521600	Employee Liability Ins Premium	7.4	7.3	7.8	0.0	10.8	0.0	10.8
521700	RHC Act Contributions	16.2	29.2	27.1	31.5	15.1	0.0	15.1
200	Personal Services and Employee Bene	1,657.6	1,446.7	2,172.4	3,107.2	1,972.4	0.0	1,972.4
535200	Professional Services	160.4	253.9	529.0	0.0	279.9	0.0	279.9

Aging Network

State of New Mexico

BU PCode Department
62400 P594 000000

S-9 Account Code Revenue/Expenditure Summary
(Dollars in Thousands)

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
535300	Other Services	829.5	0.3	860.9	0.0	492.2	0.0	492.2
535309	Other Services - Interagency	0.0	0.1	0.0	0.0	0.0	0.0	0.0
535500	Attorney Services	545.0	645.0	545.0	0.0	297.0	0.0	297.0
535600	IT Services	5.0	795.2	5.0	0.0	0.0	0.0	0.0
300	Contractual services	1,539.9	1,694.5	1,939.9	0.0	1,069.1	0.0	1,069.1
542100	Employee I/S Mileage & Fares	17.0	1.5	19.0	0.0	8.0	0.0	8.0
542200	Employee I/S Meals & Lodging	37.0	10.3	29.5	0.0	8.0	0.0	8.0
542500	Transp - Fuel & Oil	10.0	2.2	20.0	0.0	10.0	0.0	10.0
542600	Transp - Parts & Supplies	0.0	0.3	0.5	0.0	0.5	0.0	0.5
542800	State Transp Pool Charges	0.5	0.0	0.0	0.0	0.0	0.0	0.0
543300	Maint - Buildings & Structures	0.0	1.5	0.0	0.0	0.0	0.0	0.0
543830	IT HW/SW Agreements	267.7	517.5	306.8	0.0	352.8	0.0	352.8
543900	Other Maintenance	0.0	0.0	0.0	0.0	7.7	0.0	7.7
544000	Supply Inventory IT	16.1	892.2	12.3	0.0	11.7	0.0	11.7
544100	Supplies-Office Supplies	12.0	7.6	9.0	0.0	16.0	0.0	16.0
544500	Supplies-Food	257.6	78.5	397.6	0.0	472.6	0.0	472.6
544600	Supplies-Kitchen Supplies	0.0	94.7	0.0	0.0	0.0	0.0	0.0
544900	Supplies-Inventory Exempt	0.0	23.4	0.0	0.0	0.0	0.0	0.0
545700	ISD Services	7.5	6.8	10.9	0.0	21.1	0.0	21.1
545710	DOIT HCM Assessment Fees	6.0	5.3	9.4	0.0	9.7	0.0	9.7
545900	Printing & Photo Services	13.0	24.6	7.2	0.0	12.0	0.0	12.0
546100	Postage & Mail Services	10.0	0.0	10.0	0.0	10.0	0.0	10.0
546400	Rent Of Land & Buildings	0.0	7.0	0.0	0.0	0.0	0.0	0.0
546610	DOIT Telecommunications	26.0	10.3	33.3	0.0	26.2	0.0	26.2
546700	Subscriptions/Dues/License Fee	4.0	13.1	0.0	0.0	4.0	0.0	4.0
546800	Employee Training & Education	16.7	0.7	13.5	0.0	15.7	0.0	15.7
546900	Advertising	17.6	42.6	15.0	0.0	12.6	0.0	12.6
547200	Grants To Individuals	632.0	316.4	1,132.0	0.0	294.8	0.0	294.8
547300	Care & Support	702.0	688.1	902.0	0.0	912.7	0.0	912.7
547400	Grants To Local Governments	39,256.9	38,149.4	41,661.1	0.0	46,121.0	0.0	46,121.0
547430	Grants to Native Amer Indians	5,460.3	5,260.4	6,628.0	0.0	6,800.7	0.0	6,800.7
547440	Grants To Other Entities	2,475.8	1,310.8	2,721.8	0.0	2,017.0	0.0	2,017.0
547900	Miscellaneous Expense	498.5	303.5	132.9	0.0	407.0	0.0	407.0
547909	Misc Expense Interagency	0.0	100.0	0.0	0.0	0.0	0.0	0.0

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BU PCode Department
 62400 P594 000000

State of New Mexico

S-9 Account Code Revenue/Expenditure Summary
 (Dollars in Thousands)

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
547999	Request to Pay Prior Year	0.0	37.4	0.0	0.0	0.0	0.0	0.0
549600	Employee O/S Mileage & Fares	23.0	6.6	23.0	0.0	23.0	0.0	23.0
549700	Employee O/S Meals & Lodging	23.5	7.4	23.5	0.0	23.5	0.0	23.5
400	Other	49,790.7	47,920.1	54,118.3	0.0	57,598.3	0.0	57,598.3
TOTAL EXPENSE		52,988.2	51,061.4	58,230.6	3,107.2	60,639.8	0.0	60,639.8
810	Permanent	17.00	22.00	23.00	22.00	23.00	0.00	23.00
810	Permanent	17.00	22.00	23.00	22.00	23.00	0.00	23.00
820	Term	1.00	1.00	1.00	1.00	1.00	0.00	1.00
820	Term	1.00	1.00	1.00	1.00	1.00	0.00	1.00
830	Temporary	0.00	31.00	0.00	31.00	0.00	0.00	0.00
830	Temporary	0.00	31.00	0.00	31.00	0.00	0.00	0.00
TOTAL FTE POSITIONS		18.00	54.00	24.00	54.00	24.00	0.00	24.00

S-9 Account Code Revenue Summary
(Dollars in Thousands)

	Provider PCode	2023-24 Opbud	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	----- FY 2026 Agency Request -----		
						Base	Expansion	Total
499105	General Fd. Appropriation	41,055.4	40,931.4	46,090.2	0.0	48,499.4	0.0	48,499.4
111	General Fund Transfers	41,055.4	40,931.4	46,090.2	0.0	48,499.4	0.0	48,499.4
422909	Other Fees - Interagency	0.0	1.1	0.0	0.0	0.0	0.0	0.0
499905	Other Financing Sources	0.0	124.0	0.0	0.0	0.0	0.0	0.0
499906	OFS - INTRA-Agency	0.0	0.0	0.0	0.0	0.0	0.0	0.0
112	Other Transfers	0.0	125.1	0.0	0.0	0.0	0.0	0.0
451903	Federal Direct - Operating	11,817.0	11,238.2	12,024.6	0.0	12,024.6	0.0	12,024.6
120	Federal Revenues	11,817.0	11,238.2	12,024.6	0.0	12,024.6	0.0	12,024.6
405901	Other	0.0	15.4	0.0	0.0	0.0	0.0	0.0
417902	Other Registration Fees	80.8	5.9	80.8	0.0	80.8	0.0	80.8
422902	Other Fees	35.0	36.7	35.0	0.0	35.0	0.0	35.0
496901	Miscellaneous Revenue	0.0	0.0	0.0	0.0	0.0	0.0	0.0
496909	Misc Revenue - Interagency	0.0	0.5	0.0	0.0	0.0	0.0	0.0
130	Other Revenues	115.8	58.5	115.8	0.0	115.8	0.0	115.8
TOTAL REVENUE		52,988.2	52,353.1	58,230.6	0.0	60,639.8	0.0	60,639.8

Aging Network

BU PCode Department
62400 P594 000000

State of New Mexico

S-9 Account Code Expenditure Summary
(Dollars in Thousands)

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
520100	Exempt Perm Positions P/T&F/T	308.3	374.6	317.6	448.3	761.8	0.0	761.8
520200	Term Positions	67.3	92.5	0.0	51.2	73.5	0.0	73.5
520300	Classified Perm Positions F/T	901.4	342.6	1,243.1	1,184.1	799.0	0.0	799.0
520400	Classified Perm Positions P/T	0.0	0.0	0.0	0.0	55.0	0.0	55.0
520500	Temporary Positions F/T & P/T	11.1	77.5	26.9	818.3	26.9	0.0	26.9
520600	Paid Unused Sick Leave	0.0	1.3	0.0	0.0	1.2	0.0	1.2
520700	Overtime & Other Premium Pay	0.0	0.1	0.0	0.0	0.0	0.0	0.0
520800	Annl & Comp Paid At Separation	0.0	17.4	0.0	0.0	0.0	0.0	0.0
521100	Group Insurance Premium	101.3	106.0	183.6	124.1	74.7	0.0	74.7
521200	Retirement Contributions	215.1	280.4	253.2	296.4	86.8	0.0	86.8
521300	F I C A	24.1	114.6	107.2	153.2	62.4	0.0	62.4
521400	Workers' Comp Assessment Fee	0.2	0.2	0.2	0.0	0.2	0.0	0.2
521410	GSD Work Comp Insur Premium	3.3	3.2	3.7	0.0	4.0	0.0	4.0
521500	Unemployment Comp Premium	1.9	0.0	2.0	0.0	1.0	0.0	1.0
521600	Employee Liability Ins Premium	7.4	7.3	7.8	0.0	10.8	0.0	10.8
521700	RHC Act Contributions	16.2	29.2	27.1	31.5	15.1	0.0	15.1
200	Personal Services and Employe	1,657.6	1,446.7	2,172.4	3,107.2	1,972.4	0.0	1,972.4
535200	Professional Services	160.4	253.9	529.0	0.0	279.9	0.0	279.9
535300	Other Services	829.5	0.3	860.9	0.0	492.2	0.0	492.2
535309	Other Services - Interagency	0.0	0.1	0.0	0.0	0.0	0.0	0.0
535500	Attorney Services	545.0	645.0	545.0	0.0	297.0	0.0	297.0
535600	IT Services	5.0	795.2	5.0	0.0	0.0	0.0	0.0
300	Contractual services	1,539.9	1,694.5	1,939.9	0.0	1,069.1	0.0	1,069.1
542100	Employee I/S Mileage & Fares	17.0	1.5	19.0	0.0	8.0	0.0	8.0
542200	Employee I/S Meals & Lodging	37.0	10.3	29.5	0.0	8.0	0.0	8.0
542500	Transp - Fuel & Oil	10.0	2.2	20.0	0.0	10.0	0.0	10.0
542600	Transp - Parts & Supplies	0.0	0.3	0.5	0.0	0.5	0.0	0.5
542800	State Transp Pool Charges	0.5	0.0	0.0	0.0	0.0	0.0	0.0
543300	Maint - Buildings & Structures	0.0	1.5	0.0	0.0	0.0	0.0	0.0
543830	IT HW/SW Agreements	267.7	517.5	306.8	0.0	352.8	0.0	352.8
543900	Other Maintenance	0.0	0.0	0.0	0.0	7.7	0.0	7.7
544000	Supply Inventory IT	16.1	892.2	12.3	0.0	11.7	0.0	11.7
544100	Supplies-Office Supplies	12.0	7.6	9.0	0.0	16.0	0.0	16.0

Aging Network

BU PCode Department
62400 P594 000000

State of New Mexico

S-9 Account Code Expenditure Summary
(Dollars in Thousands)

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
544500	Supplies-Food	257.6	78.5	397.6	0.0	472.6	0.0	472.6
544600	Supplies-Kitchen Supplies	0.0	94.7	0.0	0.0	0.0	0.0	0.0
544900	Supplies-Inventory Exempt	0.0	23.4	0.0	0.0	0.0	0.0	0.0
545700	ISD Services	7.5	6.8	10.9	0.0	21.1	0.0	21.1
545710	DOIT HCM Assessment Fees	6.0	5.3	9.4	0.0	9.7	0.0	9.7
545900	Printing & Photo Services	13.0	24.6	7.2	0.0	12.0	0.0	12.0
546100	Postage & Mail Services	10.0	0.0	10.0	0.0	10.0	0.0	10.0
546400	Rent Of Land & Buildings	0.0	7.0	0.0	0.0	0.0	0.0	0.0
546610	DOIT Telecommunications	26.0	10.3	33.3	0.0	26.2	0.0	26.2
546700	Subscriptions/Dues/License Fee	4.0	13.1	0.0	0.0	4.0	0.0	4.0
546800	Employee Training & Education	16.7	0.7	13.5	0.0	15.7	0.0	15.7
546900	Advertising	17.6	42.6	15.0	0.0	12.6	0.0	12.6
547200	Grants To Individuals	632.0	316.4	1,132.0	0.0	294.8	0.0	294.8
547300	Care & Support	702.0	688.1	902.0	0.0	912.7	0.0	912.7
547400	Grants To Local Governments	39,256.9	38,149.4	41,661.1	0.0	46,121.0	0.0	46,121.0
547430	Grants to Native Amer Indians	5,460.3	5,260.4	6,628.0	0.0	6,800.7	0.0	6,800.7
547440	Grants To Other Entities	2,475.8	1,310.8	2,721.8	0.0	2,017.0	0.0	2,017.0
547900	Miscellaneous Expense	498.5	303.5	132.9	0.0	407.0	0.0	407.0
547909	Misc Expense Interagency	0.0	100.0	0.0	0.0	0.0	0.0	0.0
547999	Request to Pay Prior Year	0.0	37.4	0.0	0.0	0.0	0.0	0.0
549600	Employee O/S Mileage & Fares	23.0	6.6	23.0	0.0	23.0	0.0	23.0
549700	Employee O/S Meals & Lodging	23.5	7.4	23.5	0.0	23.5	0.0	23.5
400	Other	49,790.7	47,920.1	54,118.3	0.0	57,598.3	0.0	57,598.3
TOTAL EXPENSE		52,988.2	51,061.4	58,230.6	3,107.16	60,639.8	0.0	60,639.8

Fund	Account		2023-24	2024-25	2025-26	FY 2026 Agency Request				Justification	
			Actuals	Opbud	PCF Proj	GF	OSF	ISF/IAT	FF		Total
00000	520300	Classified Perm Positions F/T	0.0	0.0	72.29	0.0	0.0	0.0	0.0	0.0	
00000	521100	Group Insurance Premium	0.0	0.0	5.11	0.0	0.0	0.0	0.0	0.0	
00000	521200	Retirement Contributions	0.0	0.0	13.75	0.0	0.0	0.0	0.0	0.0	
00000	521300	F I C A	0.0	0.0	4.43	0.0	0.0	0.0	0.0	0.0	
00000	521700	RHC Act Contributions	0.0	0.0	1.79	0.0	0.0	0.0	0.0	0.0	
04900	520100	Exempt Perm Positions P/T&F/T	374.6	317.6	448.3	761.8	0.0	0.0	0.0	761.8	
04900	520200	Term Positions	92.5	0.0	51.15	0.0	0.0	0.0	73.5	73.5	
04900	520300	Classified Perm Positions F/T	342.6	1,217.6	1,111.86	504.0	0.0	0.0	269.5	773.5	
04900	520400	Classified Perm Positions P/T	0.0	0.0	0	55.0	0.0	0.0	0.0	55.0	
04900	520500	Temporary Positions F/T & P/T	77.5	26.9	818.32	0.0	0.0	0.0	26.9	26.9	
04900	520600	Paid Unused Sick Leave	1.3	0.0	0	0.6	0.0	0.0	0.6	1.2	
04900	520700	Overtime & Other Premium Pay	0.1	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	520800	Annl & Comp Paid At Separation	17.4	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	521100	Group Insurance Premium	106.0	180.7	119	39.4	0.0	0.0	32.4	71.8	
04900	521200	Retirement Contributions	280.4	249.2	282.67	57.0	0.0	0.0	25.8	82.8	
04900	521300	F I C A	114.6	105.5	148.75	38.3	0.0	0.0	22.4	60.7	
04900	521400	Workers' Comp Assessment Fee	0.2	0.2	0	0.2	0.0	0.0	0.0	0.2	
04900	521410	GSD Work Comp Insur Premium	3.2	3.7	0	4.0	0.0	0.0	0.0	4.0	
04900	521500	Unemployment Comp Premium	0.0	2.0	0	1.0	0.0	0.0	0.0	1.0	
04900	521600	Employee Liability Ins Premium	7.3	7.8	0	10.8	0.0	0.0	0.0	10.8	
04900	521700	RHC Act Contributions	29.2	26.7	29.74	10.5	0.0	0.0	4.2	14.7	
62200	520300	Classified Perm Positions F/T	0.0	25.5	0	0.0	25.5	0.0	0.0	25.5	
62200	521100	Group Insurance Premium	0.0	2.9	0	0.0	2.9	0.0	0.0	2.9	
62200	521200	Retirement Contributions	0.0	4.0	0	0.0	4.0	0.0	0.0	4.0	
62200	521300	F I C A	0.0	1.7	0	0.0	1.7	0.0	0.0	1.7	
62200	521700	RHC Act Contributions	0.0	0.4	0	0.0	0.4	0.0	0.0	0.4	
	200	Personal Services and Employee Bene	1,446.7	2,172.4	3,107.16	1,482.6	34.5	0.0	455.3	1,972.4	
04900	542100	Employee I/S Mileage & Fares	1.5	19.0	0	8.0	0.0	0.0	0.0	8.0	In-State mileage and fares for AND staff
04900	542200	Employee I/S Meals & Lodging	10.3	29.5	0	8.0	0.0	0.0	0.0	8.0	In-State meals and lodging forAND staff
04900	542500	Transp - Fuel & Oil	2.2	20.0	0	10.0	0.0	0.0	0.0	10.0	
04900	542600	Transp - Parts & Supplies	0.3	0.5	0	0.5	0.0	0.0	0.0	0.5	
04900	543300	Maint - Buildings & Structures	1.5	0.0	0	0.0	0.0	0.0	0.0	0.0	

Aging Network

BU PCode
62400 P594

State of New Mexico

E4 PCode Detail
(Dollars in Thousands)

Fund	Account	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	FY 2026 Agency Request				Total	Justification	
					GF	OSF	ISF/IAT	FF			
04900	543830	IT HW/SW Agreements	517.5	237.5	0	326.1	0.0	0.0	0.0	326.1	Misc IT hardware and software maintenance
04900	543900	Other Maintenance	0.0	0.0	0	7.7	0.0	0.0	0.0	7.7	AAA database maintenance
04900	544000	Supply Inventory IT	892.1	12.3	0	6.7	0.0	0.0	0.0	6.7	misc. IT equipment to include monitors, keyboards, laptops, hardware etc.
04900	544100	Supplies-Office Supplies	7.0	9.0	0	11.0	0.0	0.0	0.0	11.0	misc. office supplies to in include paper, pens, scissors, binders etc
04900	544500	Supplies-Food	78.5	397.6	0	457.6	0.0	0.0	0.0	457.6	
04900	544600	Supplies-Kitchen Supplies	94.7	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	544900	Supplies-Inventory Exempt	23.4	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	545700	ISD Services	6.8	10.9	0	21.1	0.0	0.0	0.0	21.1	DOIT Rates
04900	545710	DOIT HCM Assessment Fees	5.3	9.4	0	9.7	0.0	0.0	0.0	9.7	DOIT Rates
04900	545900	Printing & Photo Services	21.2	6.0	0	5.0	0.0	0.0	0.0	5.0	business cards, name plates, awards, plaques, envelopes etc.
04900	546100	Postage & Mail Services	0.0	10.0	0	10.0	0.0	0.0	0.0	10.0	Postage for all divisions within AND
04900	546610	DOIT Telecommunications	10.3	33.3	0	26.2	0.0	0.0	0.0	26.2	DOIT Rates
04900	546700	Subscriptions/Dues/License Fee	12.6	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	546800	Employee Training & Education	0.2	12.7	0	9.7	0.0	0.0	0.0	9.7	training opportunities for AND staff
04900	546900	Advertising	14.0	15.0	0	10.0	0.0	0.0	0.0	10.0	advertising in local newspapers for RFP's
04900	547200	Grants To Individuals	316.4	1,132.0	0	294.8	0.0	0.0	0.0	294.8	
04900	547300	Care & Support	688.1	902.0	0	902.0	0.0	0.0	10.7	912.7	
04900	547400	Grants To Local Governments	38,149.4	41,661.1	0	34,681.6	0.0	0.0	11,439.4	46,121.0	
04900	547430	Grants to Native Amer Indians	5,260.4	6,628.0	0	6,800.7	0.0	0.0	0.0	6,800.7	
04900	547440	Grants To Other Entities	1,310.8	2,721.8	0	2,017.0	0.0	0.0	0.0	2,017.0	
04900	547900	Miscellaneous Expense	275.5	132.9	0	407.0	0.0	0.0	0.0	407.0	Americorp match increase
04900	547909	Misc Expense Interagency	100.0	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	547999	Request to Pay Prior Year	37.4	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	549600	Employee O/S Mileage & Fares	6.6	23.0	0	23.0	0.0	0.0	0.0	23.0	airfare and transportation for out of state travel
04900	549700	Employee O/S Meals & Lodging	7.4	23.5	0	23.5	0.0	0.0	0.0	23.5	Meals & Lodging for out of state travel
62200	543830	IT HW/SW Agreements	0.0	69.3	0	0.0	26.7	0.0	0.0	26.7	Misc IT hardware and software maintenance
62200	544000	Supply Inventory IT	0.0	0.0	0	0.0	5.0	0.0	0.0	5.0	misc. IT equipment to include monitors, keyboards, laptops, hardware etc.
62200	544100	Supplies-Office Supplies	0.6	0.0	0	0.0	5.0	0.0	0.0	5.0	misc. office supplies to in include paper, pens, scissors, binders etc
62200	544500	Supplies-Food	0.0	0.0	0	0.0	15.0	0.0	0.0	15.0	

BU PCode
62400 P594

E4 PCode Detail
(Dollars in Thousands)

Fund	Account		2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	FY 2026 Agency Request				Total	Justification
						GF	OSF	ISF/IAT	FF		
62200	545900	Printing & Photo Services	3.4	1.2	0	0.0	7.0	0.0	0.0	7.0	business cards, name plates, awards, plaques, envelopes etc.
62200	546400	Rent Of Land & Buildings	7.0	0.0	0	0.0	0.0	0.0	0.0	0.0	
62200	546700	Subscriptions/Dues/License Fee	0.5	0.0	0	0.0	4.0	0.0	0.0	4.0	
62200	546800	Employee Training & Education	0.5	0.8	0	0.0	6.0	0.0	0.0	6.0	training opportunities for AND staff
62200	546900	Advertising	28.5	0.0	0	0.0	2.6	0.0	0.0	2.6	advertising in local newspapers for RFP's
62200	547900	Miscellaneous Expense	28.0	0.0	0	0.0	0.0	0.0	0.0	0.0	
	400	Other	47,920.1	54,118.3	0	46,076.9	71.3	0.0	11,450.1	57,598.3	
TOTAL EXPENSE			49,366.8	56,290.7		47,559.5	105.8	0.0	11,905.4	59,570.7	

State of New Mexico
Contract by PCode Detail
 (Dollars in Thousands)

Fund	Account	#	Contract Purpose	Actuals	----- FY 2026 Agency Request -----				Total	Justification
					GF	OSF	ISF/IAT	FF		
04900	535200	Professional Services	1000	253.9	210.9	0.0	0.0	64.0	274.9	
04900	535300	Other Services	1000	0.3	432.0	0.0	0.0	55.2	487.2	
04900	535309	Other Services - Interagency	1000	0.1	0.0	0.0	0.0	0.0	0.0	
04900	535500	Attorney Services	1000	645.0	297.0	0.0	0.0	0.0	297.0	
04900	535600	IT Services	1000	795.2	0.0	0.0	0.0	0.0	0.0	
62200	535200	Professional Services	1000	0.0	0.0	5.0	0.0	0.0	5.0	
62200	535300	Other Services	1000	0.0	0.0	5.0	0.0	0.0	5.0	
TOTAL EXPENSE				1,694.5	939.9	10.0	0.0	119.2	1,069.1	

State of New Mexico

S-13 Line Items by Business Unit Expenditures

(Dollars in Thousands)

BusUnit	Line Item	2023-24	2024-25	Request		Recommendation		Opbud
		Actuals	Opbud	Base	Expansion	Base	Expansion	
62400	P594-R Aging Network							
	520100 Exempt Perm Positions P/T&F/T	374.6	317.6	761.8	0	0	0	0.0
	520200 Term Positions	92.47	0	73.5	0	0	0	0.0
	520300 Classified Perm Positions F/T	342.56	1,243.1	799	0	0	0	0.0
	520400 Classified Perm Positions P/T	0	0	55	0	0	0	0.0
	520500 Temporary Positions F/T & P/T	77.47	26.9	26.9	0	0	0	0.0
	520600 Paid Unused Sick Leave	1.28	0	1.2	0	0	0	0.0
	520700 Overtime & Other Premium Pay	0.1	0	0	0	0	0	0.0
	520800 Annl & Comp Paid At Separation	17.39	0	0	0	0	0	0.0
	521100 Group Insurance Premium	106.02	183.6	74.7	0	0	0	0.0
	521200 Retirement Contributions	280.39	253.2	86.8	0	0	0	0.0
	521300 F I C A	114.61	107.2	62.4	0	0	0	0.0
	521400 Workers' Comp Assessment Fee	0.21	0.2	0.2	0	0	0	0.0
	521410 GSD Work Comp Insur Premium	3.22	3.7	4	0	0	0	0.0
	521500 Unemployment Comp Premium	0	2	1	0	0	0	0.0
	521600 Employee Liability Ins Premium	7.28	7.8	10.8	0	0	0	0.0
	521700 RHC Act Contributions	29.16	27.1	15.1	0	0	0	0.0
	535200 Professional Services	253.94	529	279.9	0	0	0	0.0
	535300 Other Services	0.26	860.9	492.2	0	0	0	0.0
	535309 Other Services - Interagency	0.11	0	0	0	0	0	0.0
	535500 Attorney Services	645	545	297	0	0	0	0.0
	535600 IT Services	795.23	5	0	0	0	0	0.0
	542100 Employee I/S Mileage & Fares	1.48	19	8	0	0	0	0.0
	542200 Employee I/S Meals & Lodging	10.28	29.5	8	0	0	0	0.0
	542500 Transp - Fuel & Oil	2.17	20	10	0	0	0	0.0
	542600 Transp - Parts & Supplies	0.33	0.5	0.5	0	0	0	0.0
	543300 Maint - Buildings & Structures	1.48	0	0	0	0	0	0.0
	543830 IT HW/SW Agreements	517.51	306.8	352.8	0	0	0	0.0
	543900 Other Maintenance	0	0	7.7	0	0	0	0.0
	544000 Supply Inventory IT	892.16	12.3	11.7	0	0	0	0.0
	544100 Supplies-Office Supplies	7.59	9	16	0	0	0	0.0
	544500 Supplies-Food	78.49	397.6	472.6	0	0	0	0.0
	544600 Supplies-Kitchen Supplies	94.74	0	0	0	0	0	0.0

State of New Mexico

S-13 Line Items by Business Unit Expenditures

(Dollars in Thousands)

544900	Supplies-Inventory Exempt	23.45	0	0	0	0	0	0	0.0
545700	ISD Services	6.85	10.9	21.1	0	0	0	0	0.0
545710	DOIT HCM Assessment Fees	5.31	9.4	9.7	0	0	0	0	0.0
545900	Printing & Photo Services	24.55	7.2	12	0	0	0	0	0.0
546100	Postage & Mail Services	0	10	10	0	0	0	0	0.0
546400	Rent Of Land & Buildings	7.04	0	0	0	0	0	0	0.0
546610	DOIT Telecommunications	10.27	33.3	26.2	0	0	0	0	0.0
546700	Subscriptions/Dues/License Fee	13.06	0	4	0	0	0	0	0.0
546800	Employee Training & Education	0.73	13.5	15.7	0	0	0	0	0.0
546900	Advertising	42.58	15	12.6	0	0	0	0	0.0
547200	Grants To Individuals	316.44	1,132	294.8	0	0	0	0	0.0
547300	Care & Support	688.09	902	912.7	0	0	0	0	0.0
547400	Grants To Local Governments	38,149.39	41,661.1	46,121	0	0	0	0	0.0
547430	Grants to Native Amer Indians	5,260.43	6,628	6,800.7	0	0	0	0	0.0
547440	Grants To Other Entities	1,310.8	2,721.8	2,017	0	0	0	0	0.0
547900	Miscellaneous Expense	303.55	132.9	407	0	0	0	0	0.0
547909	Misc Expense Interagency	100	0	0	0	0	0	0	0.0
547999	Request to Pay Prior Year	37.4	0	0	0	0	0	0	0.0
549600	Employee O/S Mileage & Fares	6.57	23	23	0	0	0	0	0.0
549700	Employee O/S Meals & Lodging	7.35	23.5	23.5	0	0	0	0	0.0
Subtotal for:	62400 P594-R Aging Network	51,061.36	58,230.6	60,639.8	0	0	0	0	0.0
62400		51,061.36	58,230.6	60,639.8	0	0	0	0	0.0

Totals by Line Item

BusUnit	Line Item	2023-24	2024-25	Request		Recommendation		Opbud
		Actuals	Opbud	Base	Expansion	Base	Expansion	
62400	520100 Exempt Perm Positions P/T&F/T	374.6	317.6	761.8	0	0	0	0.0
	520200 Term Positions	92.47	0	73.5	0	0	0	0.0
	520300 Classified Perm Positions F/T	342.56	1,243.1	799	0	0	0	0.0
	520400 Classified Perm Positions P/T	0	0	55	0	0	0	0.0
	520500 Temporary Positions F/T & P/T	77.47	26.9	26.9	0	0	0	0.0

State of New Mexico

S-13 Line Items by Business Unit Expenditures

(Dollars in Thousands)

520600	Paid Unused Sick Leave	1.28	0	1.2	0	0	0	0.0
520700	Overtime & Other Premium Pay	0.1	0	0	0	0	0	0.0
520800	Annl & Comp Paid At Separation	17.39	0	0	0	0	0	0.0
521100	Group Insurance Premium	106.02	183.6	74.7	0	0	0	0.0
521200	Retirement Contributions	280.39	253.2	86.8	0	0	0	0.0
521300	F I C A	114.61	107.2	62.4	0	0	0	0.0
521400	Workers' Comp Assessment Fee	0.21	0.2	0.2	0	0	0	0.0
521410	GSD Work Comp Insur Premium	3.22	3.7	4	0	0	0	0.0
521500	Unemployment Comp Premium	0	2	1	0	0	0	0.0
521600	Employee Liability Ins Premium	7.28	7.8	10.8	0	0	0	0.0
521700	RHC Act Contributions	29.16	27.1	15.1	0	0	0	0.0
535200	Professional Services	253.94	529	279.9	0	0	0	0.0
535300	Other Services	0.26	860.9	492.2	0	0	0	0.0
535309	Other Services - Interagency	0.11	0	0	0	0	0	0.0
535500	Attorney Services	645	545	297	0	0	0	0.0
535600	IT Services	795.23	5	0	0	0	0	0.0
542100	Employee I/S Mileage & Fares	1.48	19	8	0	0	0	0.0
542200	Employee I/S Meals & Lodging	10.28	29.5	8	0	0	0	0.0
542500	Transp - Fuel & Oil	2.17	20	10	0	0	0	0.0
542600	Transp - Parts & Supplies	0.33	0.5	0.5	0	0	0	0.0
543300	Maint - Buildings & Structures	1.48	0	0	0	0	0	0.0
543830	IT HW/SW Agreements	517.51	306.8	352.8	0	0	0	0.0
543900	Other Maintenance	0	0	7.7	0	0	0	0.0
544000	Supply Inventory IT	892.16	12.3	11.7	0	0	0	0.0
544100	Supplies-Office Supplies	7.59	9	16	0	0	0	0.0
544500	Supplies-Food	78.49	397.6	472.6	0	0	0	0.0
544600	Supplies-Kitchen Supplies	94.74	0	0	0	0	0	0.0
544900	Supplies-Inventory Exempt	23.45	0	0	0	0	0	0.0
545700	ISD Services	6.85	10.9	21.1	0	0	0	0.0
545710	DOIT HCM Assessment Fees	5.31	9.4	9.7	0	0	0	0.0
545900	Printing & Photo Services	24.55	7.2	12	0	0	0	0.0
546100	Postage & Mail Services	0	10	10	0	0	0	0.0

State of New Mexico

S-13 Line Items by Business Unit Expenditures

(Dollars in Thousands)

546400	Rent Of Land & Buildings	7.04	0	0	0	0	0	0.0
546610	DOIT Telecommunications	10.27	33.3	26.2	0	0	0	0.0
546700	Subscriptions/Dues/License Fee	13.06	0	4	0	0	0	0.0
546800	Employee Training & Education	0.73	13.5	15.7	0	0	0	0.0
546900	Advertising	42.58	15	12.6	0	0	0	0.0
547200	Grants To Individuals	316.44	1,132	294.8	0	0	0	0.0
547300	Care & Support	688.09	902	912.7	0	0	0	0.0
547400	Grants To Local Governments	38,149.39	41,661.1	46,121	0	0	0	0.0
547430	Grants to Native Amer Indians	5,260.43	6,628	6,800.7	0	0	0	0.0
547440	Grants To Other Entities	1,310.8	2,721.8	2,017	0	0	0	0.0
547900	Miscellaneous Expense	303.55	132.9	407	0	0	0	0.0
547909	Misc Expense Interagency	100	0	0	0	0	0	0.0
547999	Request to Pay Prior Year	37.4	0	0	0	0	0	0.0
549600	Employee O/S Mileage & Fares	6.57	23	23	0	0	0	0.0
549700	Employee O/S Meals & Lodging	7.35	23.5	23.5	0	0	0	0.0
Grand Total		51,061.36	58,230.6	60,639.8	0	0	0	0.0

BU PCode
62400 P595

- Program Description:** The Long-Term Care Division has been a dormant division, but statutorily required. The LTC Division would administer all Caregiver Health Programming: Veteran’s Directed Care, New MexiCare, and Dementia/Alzheimer’s Programming. The Division would also oversee Care Transitions (assistance with transitioning from any level of care).
- Major Issues and Accomplishments:** Problem: The aging population in New Mexico is growing, institutional care beds are decreasing and there is a lack of personal caregivers.
Purpose: The Division shall administer home and community-based long-term care programs. Section 9-23-9(D) NMSA 1978.
2025 Legislative Recommended Change: The Division shall administer caregiver-based programming and support not otherwise provided or administered by the Health Care Authority.
- Overview of Request:** The Long-Term Care Division will be made up of funding from New Mexicare, Care Transitions, and the Office of Alzheimer’s and Dementia general fund allocations. In addition, federal funding from the Veterans program and Medicaid, which is federal interagency funds from the Health Care Authority. Launched within the APS division, the New Mexi-Care pilot program is a Governor’s initiative and provides financial support to individuals and their caregivers who do not otherwise qualify for a paid caregiver through Medicare or Medicaid. The goal of this program is to allow older adults to thrive in their homes and communities of choice while reducing nursing home placements and emergency department visits, potentially saving New Mexico at least \$33 million per year.⁹ Qualified participants will be provided with a stipend of up to \$12,000, per fiscal year, for their existing caregiver, respite or day care, transportation, and safety monitoring. Each participant will be given an individualized service plan with a community engagement specialist to best meet their needs. This program will be available in 31 counties across New Mexico. The FY26 agency budget proposes to move this program into the Long-Term Care Division.
12 FTE will also be moved under the P595 organizational structure - 8 Care Transitions, 2 New Mexicare, 2 Alzheimer’s positions.
The agency is also requesting an additional \$1,000,000 to build and sustain FTE positions that are currently unfunded.
- Programmatic Changes:** The Long-Term Care Division will continue with the established program initiatives and emphasizing Caregiver Health Programs.
- Base Budget Justification:** \$6.5 Million reallocated from Adult Protective Services and Aging Network Division for funding in PSEB, Contracts and Other. An additional \$1,000,000 to build and sustain FTE in LTCD.

Long-Term Care Division

BU PCode Department
62400 P595 000000

State of New Mexico
S-8 Financial Summary
(Dollars in Thousands)

	2023-24 Opbud	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	Base	----- FY 2026 Agency Request ----- Expansion	Total
REVENUE							
111 General Fund Transfers	0.0	0.0	0.0	0.0	7,490.8	0.0	7,490.8
112 Other Transfers	0.0	0.0	0.0	0.0	400.0	0.0	400.0
120 Federal Revenues	0.0	0.0	0.0	0.0	503.5	0.0	503.5
REVENUE, TRANSFERS	0.0	0.0	0.0	0.0	8,394.3	0.0	8,394.3
REVENUE	0.0	0.0	0.0	0.0	8,394.3	0.0	8,394.3
EXPENSE							
200 Personal Services and Employee Benefits	0.0	0.0	0.0	0.0	2,171.2	0.0	2,171.2
300 Contractual services	0.0	0.0	0.0	0.0	6,048.1	0.0	6,048.1
400 Other	0.0	0.0	0.0	0.0	175.0	0.0	175.0
EXPENDITURES	0.0	0.0	0.0	0	8,394.3	0.0	8,394.3
EXPENSE	0.0	0.0	0.0	0	8,394.3	0.0	8,394.3
FTE POSITIONS							
810 Permanent	0.00	0.00	0.00	0.00	12.00	0.00	12.00
FTEs	0.00	0.00	0.00	0.00	12.00	0.00	12.00
FTE POSITIONS	0.00	0.00	0.00	0.00	12.00	0.00	12.00

Long-Term Care Division

BU PCode Department
 62400 P595 000000

State of New Mexico

S-9 Account Code Revenue Summary
 (Dollars in Thousands)

	Provider PCode	2023-24 Opbud	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	----- FY 2026 Agency Request -----		
						Base	Expansion	Total
499105	General Fd. Appropriation	0.0	0.0	0.0	0.0	7,490.8	0.0	7,490.8
111	General Fund Transfers	0.0	0.0	0.0	0.0	7,490.8	0.0	7,490.8
451909	Federal Contract - Interagency	0.0	0.0	0.0	0.0	0.0	0.0	0.0
451909	Federal Contract - Interagency	P524	0.0	0.0	0.0	400.0	0.0	400.0
112	Other Transfers	0.0	0.0	0.0	0.0	400.0	0.0	400.0
451903	Federal Direct - Operating	0.0	0.0	0.0	0.0	503.5	0.0	503.5
120	Federal Revenues	0.0	0.0	0.0	0.0	503.5	0.0	503.5
TOTAL REVENUE		0.0	0.0	0.0	0.0	8,394.3	0.0	8,394.3

Long-Term Care Division

BU PCode Department
62400 P595 000000

State of New Mexico

S-9 Account Code Expenditure Summary
(Dollars in Thousands)

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
520100	Exempt Perm Positions P/T&F/T	0.0	0.0	0.0	0.0	168.0	0.0	168.0
520300	Classified Perm Positions F/T	0.0	0.0	0.0	0.0	1,774.5	0.0	1,774.5
521100	Group Insurance Premium	0.0	0.0	0.0	0.0	66.4	0.0	66.4
521200	Retirement Contributions	0.0	0.0	0.0	0.0	73.4	0.0	73.4
521300	F I C A	0.0	0.0	0.0	0.0	55.8	0.0	55.8
521400	Workers' Comp Assessment Fee	0.0	0.0	0.0	0.0	0.1	0.0	0.1
521410	GSD Work Comp Insur Premium	0.0	0.0	0.0	0.0	2.0	0.0	2.0
521500	Unemployment Comp Premium	0.0	0.0	0.0	0.0	0.5	0.0	0.5
521600	Employee Liability Ins Premium	0.0	0.0	0.0	0.0	5.4	0.0	5.4
521700	RHC Act Contributions	0.0	0.0	0.0	0.0	25.1	0.0	25.1
200	Personal Services and Employe	0.0	0.0	0.0	0.0	2,171.2	0.0	2,171.2
535200	Professional Services	0.0	0.0	0.0	0.0	4,734.5	0.0	4,734.5
535300	Other Services	0.0	0.0	0.0	0.0	1,065.6	0.0	1,065.6
535500	Attorney Services	0.0	0.0	0.0	0.0	248.0	0.0	248.0
300	Contractual services	0.0	0.0	0.0	0.0	6,048.1	0.0	6,048.1
542100	Employee I/S Mileage & Fares	0.0	0.0	0.0	0.0	2.4	0.0	2.4
542200	Employee I/S Meals & Lodging	0.0	0.0	0.0	0.0	1.0	0.0	1.0
542500	Transp - Fuel & Oil	0.0	0.0	0.0	0.0	20.0	0.0	20.0
542600	Transp - Parts & Supplies	0.0	0.0	0.0	0.0	0.5	0.0	0.5
544000	Supply Inventory IT	0.0	0.0	0.0	0.0	1.0	0.0	1.0
544100	Supplies-Office Supplies	0.0	0.0	0.0	0.0	3.0	0.0	3.0
545700	ISD Services	0.0	0.0	0.0	0.0	10.6	0.0	10.6
545710	DOIT HCM Assessment Fees	0.0	0.0	0.0	0.0	4.9	0.0	4.9
545900	Printing & Photo Services	0.0	0.0	0.0	0.0	2.0	0.0	2.0
546100	Postage & Mail Services	0.0	0.0	0.0	0.0	1.0	0.0	1.0
546610	DOIT Telecommunications	0.0	0.0	0.0	0.0	13.1	0.0	13.1
546800	Employee Training & Education	0.0	0.0	0.0	0.0	16.0	0.0	16.0
546900	Advertising	0.0	0.0	0.0	0.0	10.0	0.0	10.0
547300	Care & Support	0.0	0.0	0.0	0.0	50.5	0.0	50.5
547900	Miscellaneous Expense	0.0	0.0	0.0	0.0	5.0	0.0	5.0
549600	Employee O/S Mileage & Fares	0.0	0.0	0.0	0.0	17.0	0.0	17.0
549700	Employee O/S Meals & Lodging	0.0	0.0	0.0	0.0	17.0	0.0	17.0
400	Other	0.0	0.0	0.0	0.0	175.0	0.0	175.0

Long-Term Care Division
 BU PCode Department
 62400 P595 000000

State of New Mexico

S-9 Account Code Expenditure Summary
 (Dollars in Thousands)

	2023-24 Opbud	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	----- FY 2026 Agency Request -----		
					Base	Expansion	Total
TOTAL EXPENSE	0.0	0.0	0.0	0	8,394.3	0.0	8,394.3

Long-Term Care Division

BU PCCode Department
62400 P595 000000

State of New Mexico

S-9 Account Code Revenue/Expenditure Summary
(Dollars in Thousands)

	2023-24 Opbud	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	----- FY 2026 Agency Request ----- Base	Expansion	Total
499105 General Fd. Appropriation	0.0	0.0	0.0	0.0	7,490.8	0.0	7,490.8
111 General Fund Transfers	0.0	0.0	0.0	0.0	7,490.8	0.0	7,490.8
451909 Federal Contract - Interagency	0.0	0.0	0.0	0.0	400.0	0.0	400.0
112 Other Transfers	0.0	0.0	0.0	0.0	400.0	0.0	400.0
451903 Federal Direct - Operating	0.0	0.0	0.0	0.0	503.5	0.0	503.5
120 Federal Revenues	0.0	0.0	0.0	0.0	503.5	0.0	503.5
TOTAL REVENUE	0.0	0.0	0.0	0.0	8,394.3	0.0	8,394.3
520100 Exempt Perm Positions P/T&F/T	0.0	0.0	0.0	0.0	168.0	0.0	168.0
520300 Classified Perm Positions F/T	0.0	0.0	0.0	0.0	1,774.5	0.0	1,774.5
521100 Group Insurance Premium	0.0	0.0	0.0	0.0	66.4	0.0	66.4
521200 Retirement Contributions	0.0	0.0	0.0	0.0	73.4	0.0	73.4
521300 F I C A	0.0	0.0	0.0	0.0	55.8	0.0	55.8
521400 Workers' Comp Assessment Fee	0.0	0.0	0.0	0.0	0.1	0.0	0.1
521410 GSD Work Comp Insur Premium	0.0	0.0	0.0	0.0	2.0	0.0	2.0
521500 Unemployment Comp Premium	0.0	0.0	0.0	0.0	0.5	0.0	0.5
521600 Employee Liability Ins Premium	0.0	0.0	0.0	0.0	5.4	0.0	5.4
521700 RHC Act Contributions	0.0	0.0	0.0	0.0	25.1	0.0	25.1
200 Personal Services and Employee Bene	0.0	0.0	0.0	0.0	2,171.2	0.0	2,171.2
535200 Professional Services	0.0	0.0	0.0	0.0	4,734.5	0.0	4,734.5
535300 Other Services	0.0	0.0	0.0	0.0	1,065.6	0.0	1,065.6
535500 Attorney Services	0.0	0.0	0.0	0.0	248.0	0.0	248.0
300 Contractual services	0.0	0.0	0.0	0.0	6,048.1	0.0	6,048.1
542100 Employee I/S Mileage & Fares	0.0	0.0	0.0	0.0	2.4	0.0	2.4
542200 Employee I/S Meals & Lodging	0.0	0.0	0.0	0.0	1.0	0.0	1.0
542500 Transp - Fuel & Oil	0.0	0.0	0.0	0.0	20.0	0.0	20.0
542600 Transp - Parts & Supplies	0.0	0.0	0.0	0.0	0.5	0.0	0.5
544000 Supply Inventory IT	0.0	0.0	0.0	0.0	1.0	0.0	1.0
544100 Supplies-Office Supplies	0.0	0.0	0.0	0.0	3.0	0.0	3.0
545700 ISD Services	0.0	0.0	0.0	0.0	10.6	0.0	10.6
545710 DOIT HCM Assessment Fees	0.0	0.0	0.0	0.0	4.9	0.0	4.9
545900 Printing & Photo Services	0.0	0.0	0.0	0.0	2.0	0.0	2.0
546100 Postage & Mail Services	0.0	0.0	0.0	0.0	1.0	0.0	1.0
546610 DOIT Telecommunications	0.0	0.0	0.0	0.0	13.1	0.0	13.1

Long-Term Care Division

BU PCode Department
 62400 P595 000000

State of New Mexico

S-9 Account Code Revenue/Expenditure Summary
 (Dollars in Thousands)

		2023-24	2023-24	2024-25	2025-26	----- FY 2026 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
546800	Employee Training & Education	0.0	0.0	0.0	0.0	16.0	0.0	16.0
546900	Advertising	0.0	0.0	0.0	0.0	10.0	0.0	10.0
547300	Care & Support	0.0	0.0	0.0	0.0	50.5	0.0	50.5
547900	Miscellaneous Expense	0.0	0.0	0.0	0.0	5.0	0.0	5.0
549600	Employee O/S Mileage & Fares	0.0	0.0	0.0	0.0	17.0	0.0	17.0
549700	Employee O/S Meals & Lodging	0.0	0.0	0.0	0.0	17.0	0.0	17.0
400	Other	0.0	0.0	0.0	0.0	175.0	0.0	175.0
TOTAL EXPENSE		0.0	0.0	0.0	0.0	8,394.3	0.0	8,394.3
810	Permanent	0.00	0.00	0.00	0.00	12.00	0.00	12.00
810	Permanent	0.00	0.00	0.00	0.00	12.00	0.00	12.00
TOTAL FTE POSITIONS		0.00	0.00	0.00	0.00	12.00	0.00	12.00

Long-Term Care Division

BU PCode
62400 P595

State of New Mexico

F4 PCode Detail
(Dollars in Thousands)

Fund	Account	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	FY 2026 Agency Request				Total	Justification
					GF	OSF	ISF/IAT	FF		
04900	520100	0.0	0.0	0	168.0	0.0	0.0	0.0	168.0	
04900	520300	0.0	0.0	0	1,410.5	0.0	330.0	34.0	1,774.5	
04900	521100	0.0	0.0	0	34.1	0.0	20.0	12.3	66.4	
04900	521200	0.0	0.0	0	47.2	0.0	20.0	6.2	73.4	
04900	521300	0.0	0.0	0	33.2	0.0	20.0	2.6	55.8	
04900	521400	0.0	0.0	0	0.1	0.0	0.0	0.0	0.1	
04900	521410	0.0	0.0	0	2.0	0.0	0.0	0.0	2.0	
04900	521500	0.0	0.0	0	0.5	0.0	0.0	0.0	0.5	
04900	521600	0.0	0.0	0	5.4	0.0	0.0	0.0	5.4	
04900	521700	0.0	0.0	0	14.5	0.0	10.0	0.6	25.1	
	200	0.0	0.0	0	1,715.5	0.0	400.0	55.7	2,171.2	
04900	542100	0.0	0.0	0	2.4	0.0	0.0	0.0	2.4	In-State mileage and fares for Long Term Care staff
04900	542200	0.0	0.0	0	1.0	0.0	0.0	0.0	1.0	In-State meals and lodging for Long Term Care staff
04900	542500	0.0	0.0	0	20.0	0.0	0.0	0.0	20.0	
04900	542600	0.0	0.0	0	0.5	0.0	0.0	0.0	0.5	
04900	544000	0.0	0.0	0	1.0	0.0	0.0	0.0	1.0	misc. IT equipment to include monitors, keyboards, laptops, hardware etc.
04900	544100	0.0	0.0	0	3.0	0.0	0.0	0.0	3.0	misc. office supplies to in include paper, pens, scissors, binders etc.
04900	545700	0.0	0.0	0	10.6	0.0	0.0	0.0	10.6	DOIT Rates
04900	545710	0.0	0.0	0	4.9	0.0	0.0	0.0	4.9	DOIT Rates
04900	545900	0.0	0.0	0	2.0	0.0	0.0	0.0	2.0	business cards, name plates, awards, plaques, envelopes etc
04900	546100	0.0	0.0	0	1.0	0.0	0.0	0.0	1.0	Postage for all divisions within Long Term Care
04900	546610	0.0	0.0	0	13.1	0.0	0.0	0.0	13.1	DOIT Rates
04900	546800	0.0	0.0	0	16.0	0.0	0.0	0.0	16.0	training opportunities for Long Term Care Staff
04900	546900	0.0	0.0	0	10.0	0.0	0.0	0.0	10.0	advertising in local newspapers for RFP's
04900	547300	0.0	0.0	0	50.5	0.0	0.0	0.0	50.5	
04900	547900	0.0	0.0	0	0.0	0.0	0.0	5.0	5.0	
04900	549600	0.0	0.0	0	17.0	0.0	0.0	0.0	17.0	airfare and transportation for out of state travel
04900	549700	0.0	0.0	0	17.0	0.0	0.0	0.0	17.0	Meals & Lodging for out of state travel

Long-Term Care Division

BU PCode
62400 P595

State of New Mexico

F4 PCode Detail
(Dollars in Thousands)

Fund	Account	2023-24 Actuals	2024-25 Opbud	2025-26 PCF Proj	FY 2026 Agency Request				Total	Justification
					GF	OSF	ISF/IAT	FF		
	400 Other	0.0	0.0	0	170.0	0.0	0.0	5.0	175.0	
	TOTAL EXPENSE	0.0	0.0		1,885.5	0.0	400.0	60.7	2,346.2	

Long-Term Care Division

BU PCode
62400 P595

State of New Mexico
Contract by PCode Detail
(Dollars in Thousands)

Fund	Account	#	Contract Purpose	Actuals	FY 2026 Agency Request				Total	Justification
					GF	OSF	ISF/IAT	FF		
04900	535200	1000	Professional Services	0.0	4,734.5	0.0	0.0	0.0	4,734.5	Nmexicare
04900	535300	1000	Other Services	0.0	622.8	0.0	0.0	442.8	1,065.6	GF- ALZ contract, FF- Palco
04900	535500	1000	Attorney Services	0.0	248.0	0.0	0.0	0.0	248.0	Pegasus
TOTAL EXPENSE				0.0	5,605.3	0.0	0.0	442.8	6,048.1	

REV EXP COMPARISON

(Dollars in Thousands)

62400 - Aging and Long-Term Services Department

	General Fund	Other Funds	Other Transfers	Federal Funds	Total
SOURCES	77,159.3	2,391.4	6,033.8	14,521.8	100,106.3
Personal Services and Employee Benefits	19,910.6	34.5	3,857.5	1,784.2	25,586.8
Contractual services	8,237.7	2,285.6	1,926.3	673.0	13,122.6
Other	49,011.0	71.3	250.0	12,064.6	61,396.9
USES Total:	77,159.3	2,391.4	6,033.8	14,521.8	100,106.3
Net:	0.0	0.0	0.0	0.0	0.0

REV EXP COMPARISON

(Dollars in Thousands)

62400 - Aging and Long-Term Services Department

P591 - Program Support					
	General Fund	Other Funds	Other Transfers	Federal Funds	Total
SOURCES Totals	7,207.8	2,275.6	0.0	121.9	9,605.3
Personal Services and Employee Benefits	5,069.5	0.0	0.0	121.9	5,191.4
Contractual services	290.2	2,275.6	0.0	0.0	2,565.8
Other	1,848.1	0.0	0.0	0.0	1,848.1
USES Total:	7,207.8	2,275.6	0.0	121.9	9,605.3
Net:	0.0	0.0	0.0	0.0	0.0

REV EXP COMPARISON

(Dollars in Thousands)

62400 - Aging and Long-Term Services Department

P592 - Consumer and Elder Rights					
	General Fund	Other Funds	Other Transfers	Federal Funds	Total
SOURCES Totals	3,342.5	0.0	900.0	1,871.8	6,114.3
Personal Services and Employee Benefits	2,787.9	0.0	900.0	1,151.3	4,839.2
Contractual services	310.0	0.0	0.0	111.0	421
Other	244.6	0.0	0.0	609.5	854.1
USES Total:	3,342.5	0.0	900.0	1,871.8	6,114.3
Net:	0.0	0.0	0.0	0.0	0.0

REV EXP COMPARISON

(Dollars in Thousands)

62400 - Aging and Long-Term Services Department

P593 - Adult Protective Services					
	General Fund	Other Funds	Other Transfers	Federal Funds	Total
SOURCES Totals	10,618.8	0.0	4,733.8	0.0	15,352.6
Personal Services and Employee Benefits	8,855.1	0.0	2,557.5	0.0	11,412.6
Contractual services	1,092.3	0.0	1,926.3	0.0	3,018.6
Other	671.4	0.0	250.0	0.0	921.4
USES Total:	10,618.8	0.0	4,733.8	0.0	15,352.6
Net:	0.0	0.0	0.0	0.0	0.0

REV EXP COMPARISON

(Dollars in Thousands)

62400 - Aging and Long-Term Services Department

P594 - Aging Network					
	General Fund	Other Funds	Other Transfers	Federal Funds	Total
SOURCES Totals	48,499.4	115.8	0.0	12,024.6	60,639.8
Personal Services and Employee Benefits	1,482.6	34.5	0.0	455.3	1,972.4
Contractual services	939.9	10.0	0.0	119.2	1,069.1
Other	46,076.9	71.3	0.0	11,450.1	57,598.3
USES Total:	48,499.4	115.8	0.0	12,024.6	60,639.8
Net:	0.0	0.0	0.0	0.0	0.0

REV EXP COMPARISON

(Dollars in Thousands)

62400 - Aging and Long-Term Services Department

P595 - Long-Term Care Division					
	General Fund	Other Funds	Other Transfers	Federal Funds	Total
SOURCES Totals	7,490.8	0.0	400.0	503.5	8,394.3
Personal Services and Employee Benefits	1,715.5	0.0	400.0	55.7	2,171.2
Contractual services	5,605.3	0.0	0.0	442.8	6,048.1
Other	170.0	0.0	0.0	5.0	175
USES Total:	7,490.8	0.0	400.0	503.5	8,394.3
Net:	0.0	0.0	0.0	0.0	0.0

Detail of Federal Funds Revenue (numbers in thousands)

Agency:
 BU:
 Program:
 Program Code:

FUND	REVENUE ACCOUNT	GRANT NAME	MATCH RATIO	EXP. DATE	TOTAL GRANT AMOUNT	FY24 ACTUALS	FY25 OPBUD	FY26 REQUEST		
								BASE	EXPANSION	TOTAL
4900	451903	Title III Admin	25%	6/30/2025	121,900.0	98,626.1	121,900.0	121,900.0		121,900.0
4900	451903	Medicaid Match - Resource Center	50%	6/30/2025	1,300,000.0	995,840.6	900,000.0	900,000.0		900,000.0
4900	451903	OMB Title III/Title VII	0%	6/30/2025	800,100.0	622,792.2	818,200.0	818,200.0		818,200.0
4900	451903	ACL/SHIP	0%	6/30/2025	494,600.0	329,751.6	361,800.0	361,800.0		361,800.0
4900	451903	MIPPA - SHIP	0%	6/30/2025	138,502.0	77,697.6	138,600.0	138,600.0		138,600.0
4900	451903	MIPPA - AAA	0%	6/30/2025	132,540.0	18,133.7	133,600.0	133,600.0		133,600.0
4900	451903	MIPPA - ADRC	0%	6/30/2025	31,806.0	12,840.4	31,900.0	31,900.0		31,900.0
4900	451903	Senior Saving Medicare	0%	6/30/2025	352,400.0	275,782.5	387,700.0	387,700.0		387,700.0
4900	451909	Title XX Home Care	0%	6/30/2025	2,659,843.5	1,967,599.0	2,533,800.0	2,533,800.0		2,533,800.0
4900	451903	Medicaid Match - Resource Center	50%	6/30/2025	2,200,000.0	721,030.7	2,600,000.0	2,600,000.0		2,600,000.0
4900	451903	Senior Services Bureau Admin	25%	6/30/2025	750,000.0	320,027.9	380,200.0	380,200.0		380,200.0
4900	451903	Title III-B Social Services	15%	6/30/2025	1,873,800.0	1,873,741.0	1,943,433.0	1,907,100.0		1,907,100.0
4900	451903	Title III C-1 Congregate Meals	15%	6/30/2025	3,038,300.0	3,038,202.7	3,344,000.0	3,344,000.0		3,344,000.0
4900	451903	Title III C-2 Home Delivered Meals	15%	6/30/2025	1,653,100.0	1,653,004.0	2,200,000.0	2,200,000.0		2,200,000.0
4900	451903	Title III D Preventative Health	0%	6/30/2025	248,000.0	247,930.0	234,000.0	234,000.0		234,000.0
4900	451903	Title III E National Family Care	25%	6/30/2025	1,546,400.0	1,451,241.4	1,502,300.0	1,502,300.0		1,502,300.0
4900	451903	Nutrition Services Incentive Program	0%	6/30/2025	2,257,400.0	2,251,961.0	2,252,000.0	2,252,000.0		2,252,000.0
4900	451903	Title V	10%	6/30/2025	450,000.0	392,479.8	205,000.0	205,000.0		205,000.0
4900	452003	Veterans	0%	6/30/2025			503,500.0	503,500.0		503,500.0
										0.0
TOTALS						16,348,682.28	20,591,933.00	20,555,600.00	0.00	20,555,600.00

State of New Mexico
SPECIALS, SUPPLEMENTALS AND DEFICIENCIES DFA

(Prepare separate forms for each request)

BU: 62400
Agency: Aging and Long-Term Services Departm
Program: _____
Analyst: Latishia Ortiz
Phone: 505-699-2370

Request Type: Special (FY 26)

Rank: 1

TOTAL SOURCES MUST EQUAL TOTAL USES

(Dollars in Thousands)

Sources		Uses	
Revenue Account	Amount	Uses Account	Amount
General Fund Transfers	20,000.0	Other	20,000.0
Total Sources	20,000.0	Total Uses	20,000.0
Full Time Equivalents (FTE)			
Type	Amount of FTE	Request is related to a recurring expense	Yes
	0.00	Request is related to a capital request	No
Total FTE	0.00	Request is related to proposed legislation	No

Language requested for inclusion in General Appropriations Act (Please Follow Legislative Bill Drafting Conventions - See Instructions)

To the Kiki Saavedra senior dignity fund, contingent on enactment of legislation of the second session of the fifty-seventh legislature making the fund an endowment to provide a recurring revenue source for services to senior citizens.

Justification Quantitative Data (Description)

The Kiki Saavedra fund provides the means to tackle the challenges seniors face today and plan for the future. By 2030, New Mexico will move from 29th highest ranking to the 4th highest in the nation for total senior population per capita. 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 (HCBS).

There are many problems facing today's seniors including:

New Mexico seniors are 2nd in the nation for food insecurity

9% of New Mexico seniors have an annual income of less than \$10K

Isolation on the rise as families are not coming back home to rural NM (27% are living alone)

New Mexico ranks 3rd highest for Medicaid (LTSS) HCBS spending (93%); U.S. HCBS spending is 72%.

New Mexico ranks 4th highest for poverty level among older adults (12.8%)

Further, U.S. data shows these trends for senior centers:

a decrease in transportation activities; in 2020, there were 48,692 clients served, and in 2021 this decreased to 43,939 clients.

an increase in case management activities; in 2020, there were 487,523 clients served for case management and in 2021, this increased to 515,114 clients.

New Mexico needs to rebalance the aging network, services and infrastructure to provide quality care for one of our most vulnerable populations.

We need a sustainable funding source to address these issues now and into the future.

Request: Provide a brief description of what the request does, how the dollars will be spent and explain why it is a nonrecurring need.

The agency is requesting an additional nonrecurring \$20,000.0 be added to the Kiki Saavedra Dignity fund balance to allow the agency to conduct a comprehensive data-based assessment of current service provision throughout this state. This will allow the agency to then have a data-informed strategy to target growth and development of specific services where there is in fact a need.

Current senior center capacity can only serve 4% (20,428) of New Mexico's 60+ (532,186) population. If New Mexico does not increase our senior centers' capacities now, New Mexico will only be able to serve 3% by 2030. Direct care services provided by Aging Network Centers need to expand services for transportation, respite, case management, meals, homecare, etc. Grocery delivery services for food deserts is also critical.

Request: How the dollars will be spent.

The agency is requesting an additional nonrecurring \$20,000.0 be added to the Kiki Saavedra Senior Dignity fund balance. This will ensure a funding source for the agency to continue to evolve and address the changing needs of the aging population for years to come.

Further, the funding will allow the agency to ensure that projects are informed and developed utilizing data. Any projects developed over the next three years will be targeted towards data-based needs in the communities.

Request: Explain why request is nonrecurring need.

The Kiki Saavedra fund is non-reverting, and the goal of the agency is to build up the funding. With a 20,000,000 appropriation, this will help establish a cushion to ensure funding for multiple fiscal years.

Consequences: Provide a brief description of consequences of not funding a performance and accountability task.

Current senior center capacity can only serve 4% (20,428) of New Mexico's 60+ (532,186) population. If New Mexico does not increase our senior centers' capacities now, New Mexico will only be able to serve 3% by 2030. The funding will help the agency reach all seniors within New Mexico. It will allow the agency to promote the services provided by the Aging and Long-Term Services Department. It is essential to build out a modern aging network that meets the needs of seniors prioritizing aging in place within their community.

Performance: How will agency performance be affected.

ALTSD will build programs to address the needs of seniors throughout the state.

Performance: How will agency performance will be improved.

ALTSD will increase the number of seniors served throughout the state and expand services offered.

Brief description of problem agency is addressing.

Current senior center capacity can only serve 4% (20,428) of New Mexico's 60+ (532,186) population. If New Mexico does not increase our senior centers' capacities now, New Mexico will only be able to serve 3% by 2030. Ideally, New Mexico should be serving 15% of its senior population through the Senior Centers and expand services for transportation, respite, case management, meals, homecare, etc. Grocery delivery services for food deserts is also critical. The current aging network model is antiquated.

State of New Mexico
SPECIALS, SUPPLEMENTALS AND DEFICIENCIES DFA

(Prepare separate forms for each request)

BU: 62400
Agency: Aging and Long-Term Services Departm
Program:
Analyst: Latishia Ortiz
Phone: 505-699-2370

Request Type: Special (FY 26)

Rank: 4

TOTAL SOURCES MUST EQUAL TOTAL USES

(Dollars in Thousands)

Sources		Uses	
Revenue Account	Amount	Uses Account	Amount
General Fund Transfers	500.0	Other	500.0
Total Sources	500.0	Total Uses	500.0
Full Time Equivalents (FTE)			
Type	Amount of FTE	Request is related to a recurring expense	Yes
	0.00	Request is related to a capital request	No
Total FTE	0.00	Request is related to proposed legislation	No

Language requested for inclusion in General Appropriations Act (Please Follow Legislative Bill Drafting Conventions - See Instructions)

To consolidate, modernize, and maintain customer-focused, effective and innovative information technology systems for the department.

Justification Quantitative Data (Description)

Modernizing the agency's technology, ALTSD aims to enhance decision-making and operational efficiency in a sector expected to experience significant growth in the coming years. By leveraging technology to conduct longitudinal studies, ALTSD can gather and analyze data over time, providing valuable insights into trends and outcomes relevant to aging and long-term services. These studies involve observing and collecting data on various variables without influencing them, which helps address complex issues within the aging services ecosystem.

Additionally, implementing a Customer Relationship Management (CRM) system will be crucial in enhancing local capacity and achieving economies of scale. The CRM will integrate business processes such as customer service, marketing, and engagement into a unified portal. Key benefits of this CRM system include streamlining operations, centralizing interactions, and efficiently managing information to support both existing and potential customers.

With New Mexico projected to move from 29th to 4th in the nation for senior population per capita by 2030, there will be an increased demand for long-term services and supports (LTSS), with a particular focus on home- and community-based supports (HCBS) to facilitate older adults' desire to age in place. To effectively manage and support this anticipated growth, leveraging advanced technology solutions is essential.

By aligning technology with the increasing demand for senior services and integrating data-driven insights with CRM capabilities, ALTSD aims to improve its effectiveness and responsiveness. This strategic approach will prepare the agency to address future challenges and deliver more efficient, high-quality services to older adults throughout New Mexico.

Request: Provide a brief description of what the request does, how the dollars will be spent and explain why it is a nonrecurring need.

The agency has antiquated technology ranging from our phone systems to the case management systems to the grant management systems, etc. Further, none of these technology programs integrate effectively, so we cannot conduct programmatic longitudinal studies. The lack of the agency's technology sophistication is a barrier to solving complex challenges across the state for seniors, and the long-term living network. The agency also needs a new website that has proven software modules to support programs like the aging network - to help increase attendance to senior centers and promote activities.

Request: How the dollars will be spent.

The agency will commission a programmatic technology assessment which will analyze its current technology systems, needs and gaps, identify opportunities across systems and longitudinal studies. After which, the agency will forge RFP(s) to procure technology solutions and then manage the design/project implementation.

Request: Explain why request is nonrecurring need.

Many of the expenses are one-time like the design, building, API integrations, data transfers and other setup costs.

Consequences: Provide a brief description of consequences of not funding a performance and accountability task.

There are several consequences to not funding this special appropriation including not building the agency's capacity for a rapidly growing aging population; not building capacity and economies of scale for the aging network across the state; not identifying service gaps and potential solutions to a complex system; not maximizing provider capabilities and sustainability.

Performance: How will agency performance be affected.

The agency will build efficiencies and expand capabilities to serve New Mexico's seniors better. Additionally, it will be better positioned to collaborate across divisions and across sister agencies like DOH and HSD.

Performance: How will agency performance will be improved.

ALTSD will increase the number of seniors served throughout the state and expand services offered.

Brief description of problem agency is addressing.

By 2030, New Mexico will move from 29th highest ranking to the 4th highest in the nation for total senior population per capita. 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 (HCBS). The current aging network model is antiquated including the agency's technology systems.

State of New Mexico
SPECIALS, SUPPLEMENTALS AND DEFICIENCIES DFA

(Prepare separate forms for each request)

BU: 62400
 Agency: Aging and Long-Term Services Departm
 Program: _____
 Analyst: Latishia Ortiz
 Phone: 505-699-2370

Request Type: Special (FY 26)

Rank: 3

TOTAL SOURCES MUST EQUAL TOTAL USES

(Dollars in Thousands)

Sources		Uses	
Revenue Account	Amount	Uses Account	Amount
General Fund Transfers	1,500.0	Contractual Services	1,500.0
Total Sources	1,500.0	Total Uses	1,500.0
Full Time Equivalents (FTE)			
Type	Amount of FTE	Request is related to a recurring expense	Yes
	0.00	Request is related to a capital request	No
Total FTE	0.00	Request is related to proposed legislation	No

Language requested for inclusion in General Appropriations Act (Please Follow Legislative Bill Drafting Conventions - See Instructions)

For an appropriate marketing strategy and educational outreach to connect the aging population and their caregivers to available resources.

Justification Quantitative Data (Description)

Without appropriate funding, the agency will be unable to effectively communicate with New Mexico's seniors and disabled population.

Request: Provide a brief description of what the request does, how the dollars will be spent and explain why it is a nonrecurring need.

It is critical to healthy aging that the agency is able to make seniors aware of and connect them to their community and various resources. Tactics include but are not limited to:

Ombudsman Program - Increase in number of certified volunteers (300), increase in number of counties with LTCOP volunteers, number of higher education institutions offering LTCOP internships. With the labor shortage, many long-term living conditions are not meeting quality thresholds and seniors need advocates.

Senior Center Participation Rate – Increase the number of seniors engaging with local senior centers to reach 15% of the senior population by 2030. Attendance has not yet returned to pre-pandemic levels and with the trend of people “aging in place,” senior centers are playing an integral role in the care of elders.

Scam Alerts – Increase awareness and knowledge for how to handle attempted fraud among the senior population across the state, protecting their lives, identities, and assets.

ADRC/Call Center – Increase outreach efforts through event activation with providers, partners, and key stakeholders. With people aging in place and more kinship (family and friends) providing caregiving services, connecting multiple generations to aging resources is critical.

Request: How the dollars will be spent.

This funding will allow the agency to reach all of New Mexico's seniors in rural and urban areas. It will allow for multimedia campaigns leveraging television, radio, print, digital, and place-based media, event activation (exhibits), and community outreach.

Request: Explain why request is nonrecurring need.

It is critical to connect seniors to their communities and the breadth of resources offered by the State of New Mexico.

Consequences: Provide a brief description of consequences of not funding a performance and accountability task.

The funding will help the agency reach all seniors within New Mexico as opposed to the 4% the aging network serves currently. Without promoting the agency's programs and resources, seniors could potentially get connected to the wrong providers for their needs, be victims of scams, not have advocates within long-term care facilities, etc.?? Connecting the aging population, disabled adults and their caregivers to resources is paramount. Without the proper marketing strategy and ability to conduct public education and outreach, the agency's ability to reach seniors, especially those in rural communities, will be dampened.

Performance: How will agency performance be affected.

The agency will connect with more seniors and their care givers.

Performance: How will agency performance will be improved.

The agency will have more seniors participating in programming and resources.

Brief description of problem agency is addressing.

It is critical to connect seniors with their community and resources. This is compounded by the rapid senior population growth that the state will realize. By 2030, New Mexico will move from 29th highest ranking to the 4th highest in the nation for total senior population per capita. Most older adults wish to "age-in-place" by living in their communities longer, necessitating a rebalance of long-term services and supports (LTSS) to include more funding for home- and community-based supports (HCBS).

State of New Mexico
SPECIALS, SUPPLEMENTALS AND DEFICIENCIES DFA

(Prepare separate forms for each request)

BU: 62400
Agency: Aging and Long-Term Services Departm
Program:
Analyst: Latishia Ortiz
Phone: 505-699-2370

Request Type: Special (FY 26)

Rank: 2

TOTAL SOURCES MUST EQUAL TOTAL USES

(Dollars in Thousands)

Sources		Uses	
Revenue Account	Amount	Uses Account	Amount
General Fund Transfers	600.0	Other	600.0
Total Sources	600.0	Total Uses	600.0
Full Time Equivalents (FTE)			
Type	Amount of FTE	Request is related to a recurring expense	Yes
	0.00	Request is related to a capital request	No
Total FTE	0.00	Request is related to proposed legislation	No

Language requested for inclusion in General Appropriations Act (Please Follow Legislative Bill Drafting Conventions - See Instructions)

For emergencies, disaster preparedness, urgent supplemental programmatic needs and planning to serve seniors and adults with disabilities.

Justification Quantitative Data (Description)

Without this funding, services to seniors may be limited or halted. Examples of this may include placing seniors on waiting lists for Home Delivered Meals, limiting or discontinuing transportation to doctors' appointments or grocery pickup and / or denying services to newly or currently enrolled seniors. Subsequently, during emergencies and / or disasters, services that are normally available via the providers may be interrupted; this allows the department to ensure the providers have the resources necessary to continue delivery of those services.

Request: Provide a brief description of what the request does, how the dollars will be spent and explain why it is a nonrecurring need.

The agency has had to provide funding for emergencies to assist seniors due to unforeseen circumstances and emergencies. This funding will help provide additional services during these times. In addition, the Aging network providers may need advancements during the year due to lack of funding. These dollars will help provide a buffer during those times to help ensure the providers have continuity of services.

Request: How the dollars will be spent:

The funds will allow the agency to provide advancements to aging network providers. This request allows the department to issue advancements to fund waiting lists that may arise during the year due to lack of funding and help ensure the providers have continuity of service. In addition, the department will prioritize this funding for emergencies, disaster preparedness, and planning that will result in serving seniors, including those not currently enrolled in senior programs.

Request: Explain why request is nonrecurring need.

The request is nonrecurring due to the circumstances of the funding. The agency needs the funding to be prepared for such circumstances so there is no delay or disruption to senior services.

Consequences: Provide a brief description of consequences of not funding a performance and accountability task.

Without this funding, services to seniors may be limited or halted. Examples of this may include placing seniors on waiting lists for Home Delivered Meals, limiting or discontinuing transportation to doctors' appointments or grocery pickup and / or denying services to newly or currently enrolled seniors. Subsequently, during emergencies and / or disasters, services that are normally available via the providers may be interrupted; this allows the department to ensure the providers have the resources necessary to continue delivery of those services.

Performance: How will agency performance be affected.

The aging network providers will be able to continue services without interruption. The agency will be able to provide services to seniors in case of an emergency, ensuring their safety and wellbeing.

Performance: How will agency performance will be improved.

The agency's mission is to serve seniors, with this funding the agency can ensure seniors services are not delayed, halted or in case of an emergency are substituted to ensure senior safety, and wellbeing.

Brief description of problem agency is addressing.

The agency has had to provide funding for emergencies to assist seniors due to unforeseen circumstances and emergencies. This funding will help provide additional services during these times. In addition, the Aging network providers may need advancements during the year due to lack of funding. These dollars will help provide a buffer during those times to help ensure the providers have continuity of services.

DFA Performance Based Budgeting Data System

Annual Performance Report

Agency: 62400 Aging and Long-Term Services Department

Program: P591 Program Support

The purpose of program support is to provide clerical, record-keeping and administrative support in the areas of personnel, budget, procurement and contracting to agency staff, outside contractors and external control agencies to implement and manage programs.

Performance Measures:		2023-24 Target	2023-24 Result	Met Target	Year End Result Narrative
Outcome	Number of caregiver hours	888,000:00	445,844:00	No	Caregiver support is a strategic priority for ALTSD. Services reported for this measure include home care, adult day care, respite care, and other support services.

Program: P592 Consumer and Elder Rights

The purpose of the consumer and elder rights program is to provide current information, assistance, counseling, education and support to older individuals and people with disabilities, residents of long-term care facilities and their families and caregivers that allow them to protect their rights and make informed choices about quality services.

Performance Measures:		2023-24 Target	2023-24 Result	Met Target	Year End Result Narrative
Outcome	Percent of individuals provided short-term assistance who accessed services within thirty days of a referral from options counseling	92.00%	92.75%	Yes	Constituents who accessed services within 30 days improved to 100% throughout the year. The Short-Term Assistance Program utilizes State Health Insurance Assistance Program (SHIP) Regional Coordinators to assist consumers in obtaining services that allow seniors to remain in the community.
Outcome	Percent of ombudsman complaints resolved within sixty days	97.00%	98.00%	Yes	For FY23, a total of 348 cases were referred to the Ombudsman program, while FY24 saw a 75% increase in referrals, with a total of 610. This is a dramatic difference, which is due in part to increased presence of ombudsmen in facilities, education and awareness of the services Ombudsmen provide, and better data entry practices.
Outcome	Percent of residents who remained in the community six months following a nursing home care transition	90%	99%	Yes	CTU continues to utilize an individualized process to develop a plan for the individual's transition to engage with clients, families, nursing and assisted living facilities and other agencies. This process guides CTU's advocacy for the rights and wishes of those wanting to move to a less restrictive environment.
Output	Percent of facilities visited monthly	40.00%	56.00%	Yes	The agency has focused on filling funded staff vacancies, recruiting volunteers, and added more robust training and reporting elements which captures the outputs to better track and reflect the increase in facility visits.

DFA Performance Based Budgeting Data System

Annual Performance Report

Program: P592 Consumer and Elder Rights

Performance Measures:		2023-24 Target	2023-24 Result	Met Target	Year End Result Narrative
Quality	Percent of calls to the aging and disability resource center answered by a live operator	90%	73%	No	The ADRC received 10,137 calls, an increase of 2,001 from the third quarter (average of 165 calls per day, an 33 more calls per day on average than the previous quarter). The ADRC worked with an average of 5 Options Counselors during the fourth quarter, a decrease from the average of 9 Options Counselors in the third quarter. We had between 2 and 5 positions vacant at different timeframes in FY24.
Quality	Percent of calls to the aging and disability resource center that have the primary issue resolved in a single contact	0	73%	Yes	Through regular assessment of caller survey data, weekly team performance meetings, ongoing training, and individual Options Counselor development plans, we expect to maintain a high level of customer satisfaction through single call resolution efforts on a regular basis.
Quality	Percent of complaints resolved by the ombudsman's office to the satisfaction of the nursing facility resident over the reporting period	0	N/A	Yes	The agency's strategic focus for this division is to increase the presence in facilities, ensure that each resident has been spoken to at each visit, and use data tracking tools for timely follow up for tracking purposes.
Quality	Percent of customers satisfied with the outcome of their call to the aging and disability resource center	0	96%	Yes	ADRC utilizes the satisfaction survey to assess the effectiveness of their counseling services, which has helped improve customer service.
Quality	Percent of nursing and assisted living facility residents who remained in the facility following a discharge or eviction complaint	88.00%	0.0%	No	As a result of engagement efforts with individuals, CTU has seen a decrease in readmissions to a hospital setting and overall, better care of these clients in any type of setting.
Quality	Percent of people accessing consumer and elder rights division programs who indicated the assistance improved their quality of life and made a positive difference in their decisions	92.00%	0.0%	No	Customer satisfaction steadily increased throughout the year with ADRC ending the 4th quarter with 94% customer satisfaction. The ADRC received 10,137 calls (average of 165 calls per day).

Program: P593 Adult Protective Services

The purpose of the adult protective services program is to investigate allegations of abuse, neglect and exploitation of seniors and adults with disabilities and provide in-home support services to adults at high risk of repeat neglect.

Performance Measures:		2023-24 Target	2023-24 Result	Met Target	Year End Result Narrative
Outcome	Percent of consumers for whom referrals were made that accessed services and remained in a community setting for six or more months	0	95%	Yes	Utilizing the harm reduction model has been essential to the success and enables proactive interventions by CES to ensure the safety and stability of adults in their homes.

DFA Performance Based Budgeting Data System

Annual Performance Report

Program: P593 Adult Protective Services

Performance Measures:		2023-24 Target	2023-24 Result	Met Target	Year End Result Narrative
Outcome	Percent of contractor referrals in which services were implemented within two weeks of the initial referral	99.00%	71.00%	No	
Outcome	Percent of emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed timeframes	99%	99%	No	Adult Protective services has dedicated around the clock service to ensure seniors are safe. Automated monthly reminders play a role in maintaining a high success rate.
Outcome	Percent of priority two investigations in which a caseworker made initial face-to-face contact with the alleged victim within prescribed time frames	97.00%	99.00%	Yes	
Outcome	Percent of repeat abuse, neglect or exploitation cases within six months of a substantiation of an investigation	5.00%	.47%	No	Overall APS averaged .48% repeat maltreatment, less than 2% of the target. APS utilizes the harm reduction model which has helped in identifying and addressing core abuse, neglect and exploitation.
Output	Number of adult protective services' investigations of abuse, neglect or exploitation	6,150	7,632	Yes	As a guiding principal, engaging in the least restrictive and person-centered interventions to reduce abuse, neglect, and exploitation, is key, and focusing on prevention helps adults stay safely in their homes and communities before they become an APS client. APS created community health worker positions for each region to better facilitate service identification and coordination. APS is establishing its case management unit to work with higher needs clients that require more clinical intervention.
Output	Number of outreach presentations conducted in the community within adult protective services' jurisdiction	141	437	Yes	APS averaged 109 outreach presentations per quarter demonstrating consistent efforts despite field staff's multiple responsibilities vastly exceeding the target.
Output	Number of referrals made to and enrollments in home care services as a result of an investigation of abuse, neglect or exploitation	600	248	Undef	From FY23 to FY24 there was an increase of 101 referrals, a 69% increase. The agency is continuing to expand services particularly in the Southwest region and less populated areas.

Program: P594 Aging Network

The purpose of the aging network program is to provide supportive social and nutrition services for older individuals and persons with disabilities so they can remain independent and involved in their communities and to provide training, education and work experience to older individuals so they can enter or re-enter the workforce and receive appropriate income and benefits.

Performance Measures:		2023-24 Target	2023-24 Result	Met Target	Year End Result Narrative
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DFA Performance Based Budgeting Data System

Annual Performance Report

Program: P594 Aging Network

Performance Measures:		2023-24 Target	2023-24 Result	Met Target	Year End Result Narrative
Explanatory	Average cost per unit of transportation in Bernalillo and Santa Fe counties	N/A	0	N/A	Over the long-term, ALTSD is developing an implementation grant program for the AAA's and providers to increase and promote expansion of transportation services across the state.
Outcome	Percent of individuals exiting the senior employment programs achieving financial independence through employment without public sector subsidy	43.00%	0.0%	No	The Aging Network advocates for older adults, people with disabilities, families, and caregivers; funds services and support provided primarily by networks of community-based programs; and invests in training, education, research, and innovation.
Outcome	Percent of older New Mexicans receiving congregate and home-delivered meals through aging network programs that are assessed with high nutritional risk	15.00%	20.00%	No	The Aging Network Division is in the process of implementing the Universal Consumer Assessment Tool (UCIT) which will automate data collection for all senior centers in the aging network. The UCIT includes a "Nutrition Risk Screening", a mandatory field to complete the survey. With the implementation of the UCIT, the Division expects an increase in the future to identify those older adults nutritionally at-risk.
Output	Number of hours of service provided by senior volunteers, statewide	1,638,000	454,772	No	ALTSD has prioritized volunteer recruitment as a major initiative for the next three years and included this in the agency's strategic plan submitted in September of 2023. These initiatives include targeted marketing campaigns and specific retention activities. Additionally, the measure should see improvement in the third and fourth quarters based on the increase in volunteer recruitment and retention training conducted quarterly, as well as the additional outreach required by the volunteer providers.
Output	Number of meals served in congregate and home-delivered meal settings	4,410,000	4,020,390	No	For this measure, AND's intent is to characterize and count a successful outcome as an increase in services. Because AND strives for successful outcomes, data for this measure includes services provided only to clients.

DFA Performance Based Budgeting Data System

Annual Performance Report

Program: P594 Aging Network

Performance Measures:		2023-24 Target	2023-24 Result	Met Target	Year End Result Narrative
Output	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	250	986	Yes	Outreach modes to the public may be in-person or virtual. Specific outreach activities include recruitment of persons who may benefit from Aging Network services as well as providing presentations or disseminating materials for distribution through religious, civic, educational groups or schools, local employers, senior centers, senior nutritional meal sites, and other agencies and organizations frequented by older adults.
Output	Number of transportation units provided	637,000	265,565	No	ALTSD and our service providers continue to explore creative ways to expand transportation services to serve more of New Mexico's older adult population.

Program: P595 Long-Term Care Division

Performance Measures:		2023-24 Target	2023-24 Result	Met Target	Year End Result Narrative
Outcome	Percent of older New Mexicans receiving congregate and home-delivered meals through aging network programs that are assessed with "high" nutritional risk	0	New	Yes	The Aging Network Division is in the process of implementing the Universal Consumer Assessment Tool (UCIT) which will automate data collection for all senior centers in the aging network. The UCIT includes a "Nutrition Risk Screening", a mandatory field to complete the survey. With the implementation of the UCIT, the Division expects an increase in the future to identify those older adults nutritionally at-risk.
Output	Number of meals served in congregate and home-delivered meal settings	0	New	Yes	For this measure, AND's intent is to characterize and count a successful outcome as an increase in services. Because AND strives for successful outcomes, data for this measure includes services provided only to clients.
Output	Number of transportation units provided	0	New	Yes	The Aging Network Division is in the process of implementing the Universal Consumer Assessment Tool (UCIT) which will automate data collection for all senior centers in the aging network. The UCIT includes a "Nutrition Risk Screening", a mandatory field to complete the survey. With the implementation of the UCIT, the Division expects an increase in the future to identify those older adults nutritionally at-risk.

DFA Performance Based Budgeting Data System
Annual Performance Report

Performance Measures Summary

P591 Program Support

Purpose: The purpose of program support is to provide clerical, record-keeping and administrative support in the areas of personnel, budget, procurement and contracting to agency staff, outside contractors and external control agencies to implement and manage programs.

Performance Measures:		2022-23 Actual	2023-24 Actual	2024-25 Budget	2025-26 Request	2025-26 Recomm
Outcome	Number of caregiver hours	392,492:54	445,844:00	400,000:00	400,000:00	

P592 Consumer and Elder Rights

Purpose: The purpose of the consumer and elder rights program is to provide current information, assistance, counseling, education and support to older individuals and people with disabilities, residents of long-term care facilities and their families and caregivers that allow them to protect their rights and make informed choices about quality services.

Performance Measures:		2022-23 Actual	2023-24 Actual	2024-25 Budget	2025-26 Request	2025-26 Recomm
Quality	Percent of calls to the aging and disability resource center answered by a live operator	81%	73%	90%	90%	
Quality	Percent of nursing and assisted living facility residents who remained in the facility following a discharge or eviction complaint	93.0%	0.0%	96.0%	96.0%	
Quality	Percent of people accessing consumer and elder rights division programs who indicated the assistance improved their quality of life and made a positive difference in their decisions	98.0%	0.0%	98.0%	98.0%	
Quality	Percent of complaints resolved by the ombudsman's office to the satisfaction of the nursing facility resident over the reporting period	New	N/A	70%	70%	
Quality	Percent of customers satisfied with the outcome of their call to the aging and disability resource center	New	96%	90%	90%	
Quality	Percent of calls to the aging and disability resource center that have the primary issue resolved in a single contact	New	73%	90%	90%	
Output	Percent of facilities visited monthly	52.0%	56.0%	50.0%	50.0%	
Outcome	Percent of ombudsman complaints resolved within sixty days	100.0%	98.0%	99.0%	99.0%	
Outcome	Percent of residents who remained in the community six months following a nursing home care transition	98%	99%	98%	98%	
Outcome	Percent of individuals provided short-term assistance who accessed services within thirty days of a referral from options counseling	83.7%	92.8%	92.0%	92.0%	

P593 Adult Protective Services

Purpose: The purpose of the adult protective services program is to investigate allegations of abuse, neglect and exploitation of seniors and adults with disabilities and provide in-home support services to adults at high risk of repeat neglect.

Performance Measures:		2022-23 Actual	2023-24 Actual	2024-25 Budget	2025-26 Request	2025-26 Recomm
Output	Number of adult protective services' investigations of abuse, neglect or exploitation	6,863	7,632	6,850	6,850	
Output	Number of referrals made to and enrollments in home care services as a result of an investigation of abuse, neglect or exploitation	147	248	400	400	
Output	Number of outreach presentations conducted in the community within adult protective services' jurisdiction	409	437	400	400	
Outcome	Percent of emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed timeframes	99%	99%	100%	100%	

Performance Measures Summary

Performance Measures:		2022-23 Actual	2023-24 Actual	2024-25 Budget	2025-26 Request	2025-26 Recomm
Outcome	Percent of repeat abuse, neglect or exploitation cases within six months of a substantiation of an investigation	0.0%	.5%	2.0%	2.0%	
Outcome	Percent of contractor referrals in which services were implemented within two weeks of the initial referral	71.8%	71.0%	80.0%	80.0%	
Outcome	Percent of priority two investigations in which a caseworker made initial face-to-face contact with the alleged victim within prescribed time frames	99.0%	99.0%	99.0%	99.0%	
Outcome	Percent of consumers for whom referrals were made that accessed services and remained in a community setting for six or more months	New	95%	90%	90%	

P594 Aging Network

Purpose: The purpose of the aging network program is to provide supportive social and nutrition services for older individuals and persons with disabilities so they can remain independent and involved in their communities and to provide training, education and work experience to older individuals so they can enter or re-enter the workforce and receive appropriate income and benefits.

Performance Measures:		2022-23 Actual	2023-24 Actual	2024-25 Budget	2025-26 Request	2025-26 Recomm
Output	Number of hours of service provided by senior volunteers, statewide	472,250	454,772	745,000	745,000	
Output	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	764	986	800	800	
Output	Number of meals served in congregate and home-delivered meal settings	4,105,279	4,020,390	4,000,000	4,000,000	
Output	Number of transportation units provided	223,938	265,565	224,000	224,000	
Outcome	Percent of individuals exiting the senior employment programs achieving financial independence through employment without public sector subsidy	32.0%	0.0%	43.0%	43.0%	
Outcome	Percent of older New Mexicans receiving congregate and home-delivered meals through aging network programs that are assessed with high nutritional risk	17.1%	20.0%	17.0%	17.0%	
Explanatory	Average cost per unit of transportation in Bernalillo and Santa Fe counties	0	0	N/A	N/A	



Strategic Plan: Fiscal Year 2026

September 1, 2024

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Table of Contents

Agency History.....	4
Strategic Framework.....	5
Data-based Approach.....	5
Strategic Planks	5
Action Plan	5
Agency Reorganization.....	6
Current Status	6
Action Plan	7
Agency Programs	10
Office of Business Engineering and Program Development	10
Current Status	10
SWOT Analysis	11
Action Plan	12
Office of External Affairs	13
Consumer and Elder Rights Division.....	15
Current Status	15
SWOT Analysis.....	16
Action Plan	17
Ombudsman Program	18
Current Status	18
SWOT Analysis.....	20
Action Plan	21
Adult Protective Services Division	25
Current Status	25
SWOT Analysis.....	27
Action Plan	28
Summary	28
Current Status	31
SWOT Analysis.....	38
Action Plan	39
Cross-Agency Collaborations.....	39
New Mexico Grown	40

SNAP-HCA.....40
Rural Senior Food Boxes.....40
Grandparents Raising Grandchildren.....40
 Multi-agency Resource Guide42
Health Care Authority43
Data References 44

Agency History

The New Mexico Aging & Long-Term Services Department (Agency) was established in 2004 to provide advocacy, support, and resources for seniors and adults with disabilities. The Agency oversees the state's Area Agencies on Aging to elevate the quality of care at senior centers, offers advocacy through the Long-Term Care Ombudsman volunteer program, and provides intervention through the Agency's national award-winning Adult Protective Services Division. Additionally, the Agency houses the state's Aging and Disability Resource Center, which assists constituents through counseling, education, and connection to resources throughout the state.

Historically, the Agency had a customer responsive model where the Agency primarily *responds* to concerns of abuse, neglect and service needs. While this is a critical function, the Agency is transitioning to take a proactive approach and shift this model over time. Aligning reactive programs to a *proactive approach* connects vulnerable adults to services, resources, support, and quality care before situations elevate. It is critical to address systemic issues throughout the aging and long-term services network by leveraging legacy programs and modernizing models to include proactive measures. The Agency, therefore, proposes to expand its model to proactively evaluate the quality of its services and provider community.

The Agency's enabling legislation is codified in New Mexico's statutes annotated (NMSA) 1978 Chapter 9 Article 23, sections 9-23-1 through 9-23-14. The Agency's enabling statutes include the creation of five (5) distinct divisions including administrative services division, consumer and elder rights division, aging network services division, long-term care division and adult protective services division. Further pursuant to NMSA sections 9-23-1 through 9-23-13 the purpose of the Agency, the duties, authority and responsibilities of Cabinet Secretary, as well as division responsibilities are defined. Specifically NMSA 9-23-9 defines the basic duties of each division which includes requirements for the administrative services division to provide clerical, recordkeeping and administrative support to the Agency in the areas of personnel, budget, procurement and contracting; the consumer and elder rights division shall administer the long-term care ombudsman program and provide health insurance and benefits counseling and legal services; the aging network services division shall administer the federal Older Americans' Act programs; the long-term care division shall administer home- and community-based long-term care programs; and the adult protective services division shall provide adult protective services. Furthermore, pursuant to NMSA 9-23-10 the Office of Indian and Elder Affairs is created, and their duties are defined. In addition to the enabling legislation contained within NMSA Chapter 9 Article 23 both the New Mexico Adult Protective Services and the New Mexico Long-Term Care Ombudsman have specific statutory authority and obligations as outlined in NMSA 27-7-14 through 27-7-31 and NMSA 28-17-1 through 28-17-19 respectively.

Strategic Framework

Data-based Approach

Transforming the Agency’s staff thinking and culture related to performance measurement is a top priority. Except where outcome measures are proscribed by the New Mexico Legislature, Governor’s Office or federal agency, the Agency will develop result-based rather than activity-based performance measures. This will require re-setting expectations of staff, providing training and support, and prioritizing the sets of measures to be addressed. These expectations will be consistently conveyed across the Agency to propel accountability and elevate performance.

Strategic Planks

Five strategic planks were identified to drive programmatic and investment decisions. The Agency will be:

1. Successful in supporting aging through high-quality, efficient, and innovative programs.
2. Responsive to social determinants of health including food and housing security, social support and connection, employment and meaningful engagement, access to information and health services.
3. Effective in addressing consumer protections, elder rights and allegations of abuse, neglect, and exploitation through nationally recognized approaches.
4. Inclusive of best practices and innovations to continuously improve services and interventions and drive sustainability.
5. Committed to innovations and investments that are data-driven and value-based.

Action Plan

Programmatic Performance Development

The Agency will adopt a formalized, disciplined approach to prioritizing, implementing, and evaluating new and existing initiatives. This will include but is not limited to the following:

- Establishing a project evaluation, prioritization, and approval process.
- Appointing an Implementation Manager or equivalent leader to review documents and provide feedback to business owners, convene meetings including developing agenda and documenting decisions by the executive team, providing feedback to the business owners, and driving the implementation.
- Creating a standardized implementation “playbook” to guide new initiatives.
- Instituting a process for reviewing and approving potential project performance goals and other complex deliverables to ensure meaningful program evaluation and adequate capabilities development.

Centralize Agency Data

There are short-term data initiatives which will be the foundation for more advanced data capabilities in the future.

Short-term: To facilitate more robust performance measures, a master data repository should be developed in which all internally and externally reported measures are stored to improve transparency, reduce the level of effort and time necessary to respond to Legislative or other requests, and reduce duplication of effort.

Long-term: During FY24, performance measures were improved, and a plan was established for migrating the multiple data sets into a master data repository. During FY25, the Agency is developing the infrastructure necessary to enable longitudinal analyses and other complex program evaluation methods such as cost of care and ROI analyses. These analyses will not only assist the Agency in prioritizing the most successful program interventions but will also help articulate the value that the Agency returns to the State of New Mexico and its residents. The Agency is uniquely positioned to measure the effectiveness of various services and, arguably, may be the best overall positioned of any Agency in our state's government to impact long-term costs incurred by the State (through Medicaid and related programs) by providing interventions that support lower utilization of emergency departments, hospitals, and Medicaid services such as nursing facilities and home- and community-based services.

Implementing data-based decision making and accountability measures requires a cultural shift, a retooling of legacy programs, and a modernization of the Agency's organizational model and technology. Development of an innovative performance measure solution will allow the evaluation of existing performance measures and data sources to assess quality, consistency, and completeness of existing data. Utilizing appropriate technology will ensure user-friendly interfaces are created for reporting and accessing the data as well as implementing security measures to protect sensitive data and maintain confidentiality.

Agency Reorganization

Current Status

After an initial assessment, it was determined that re-organizing the Agency to create structure and clarify lines of authority and communication was necessary. The existing organizational and reporting structure for the Agency is dysfunctional as it is too flat, siloed, and includes leadership vacancies in nearly every Division with no proactive or systematic approach to ensure that the Agency is adequately resourced. The Agency began the reorganization in FY24 and will continue through FY25. The FY26 budget request reflects the additional needs to finalize this reorganization to sustain programmatic capacity and meet the growing senior population needs. However, unfunded positions continue to be a challenge to implementing the re-organization.

The Agency has made progress toward lowering its funded vacancy rate, which is six percent as of August 30, 2024. However, the Ombudsman division has eight unfunded vacancies. The

overall vacancy rate for this program is 38% but all funded vacancies are filled. There were inadequate career growth pathways in this division which created significant turnover and caused many Ombudsmen to take higher paid positions in other Agency Divisions. During FY25, critical steps will be taken to minimize intra-agency poaching, increase retention and establish upward mobility opportunities. Additionally, as of August 27, 2024, there are 53 unfunded positions agency wide, which informed the FY26 budget request for additional personnel funding.

The top of the wave reorganization structure reduces the number of direct reports to the Cabinet Secretary from nine to five, but it requires additional leadership roles with specific skillsets. These new leadership roles were identified to address specific skill deficiencies, build cross-function teams, and a model designed to infuse data and technology into program development and outcomes. Several strides occurred in FY24 and will continue in FY25 and FY26. Specifically, the Office of External Affairs was established in FY24; the Office of Indian and Elder Affairs was positioned as a cross-functional office, so it represented the tribal community interests and needs throughout all Agency programs in FY24; it was also determined that reestablishing the Long-term Care Division in FY25 is a necessity. This division will be sharply focused on building caregiver infrastructure including programs, workforce development, and policy.

Action Plan

The FY26 Agency budget request includes three primary investments that support the restructuring initiative:

- 1) Fund key personnel to support direct service delivery and quality. This includes funding five Ombudsman unfunded FTE positions and creating five new CERD FTE positions to meet the increase of calls, complaints and capacity demands from the growing vulnerable population.
- 2) Increasing funding for the AAAs including Metro, Non-Metro and IAAA (OIEA) as the senior population and caregiving needs increase.
- 3) Reestablishing the Long-Term Care Division which realigns base funding allocations with a modest funding increase to support unfunded position.

It is imperative that the Agency provide financial support to benefit those who need help aging-in-place, including direct services for family caregiving and caregiver support. By strengthening these supports, the Agency reduces the strain on the hospital and long-term care systems, enabling individuals to stay in communities of their choice longer, and buttress those who sacrifice their time and energy to care for those in need.

Across the United States, the need for caregiving and persons to provide skilled caregiving has and will continue to increase. Since 2020, there has been an increase in persons providing care, especially to those aged 50 years or older;¹ as baby boomers age and enter the “high-risk” years of late life, the number of caregivers needed to support the population will similarly grow.² For New Mexicans 60 years and older, ten percent report difficulty living independently; this means

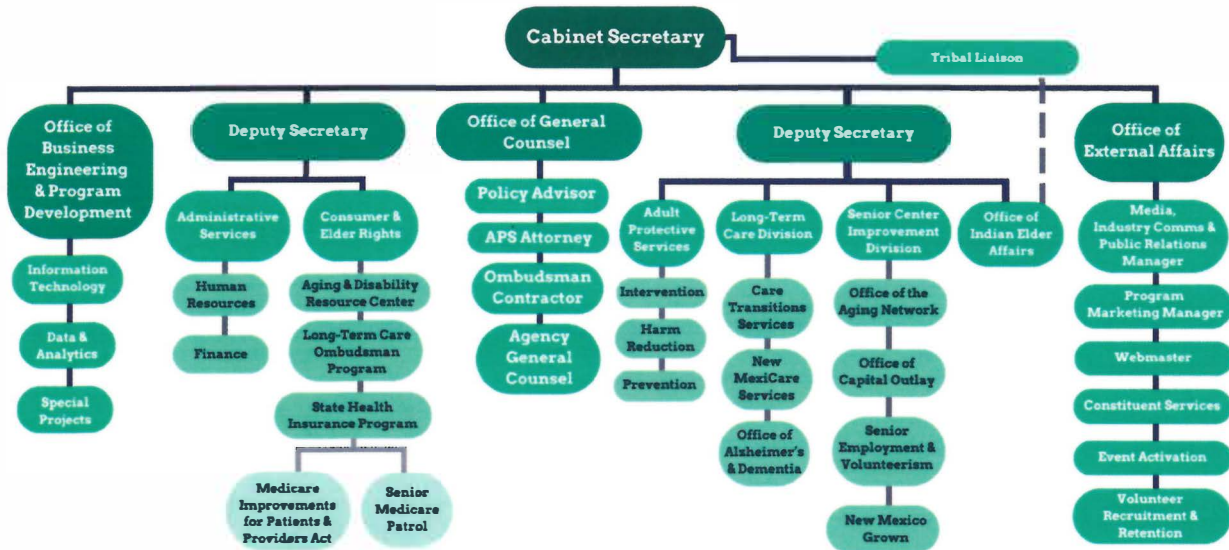
approximately 212,019 New Mexicans require assistance for errands such as visiting the doctor or shopping.³

In 2021, at least 20% of New Mexico's adults reported they provide regular care or assistance to a loved one with a health issue or disability.⁴ For many of these New Mexicans, caregiving is a long-term commitment spanning multiple years of regular care⁵, involving 20+ hours every week. Furthermore, 21% of these caregivers spend 40+ hours each week engaged in caregiving activities, the equivalent of a full-time job.⁶ These activities may include attending to someone with dementia or Alzheimer's Disease⁷, help giving medications, feeding, dressing, bathing, or doing household tasks such as cleaning and cooking.⁸

For these reasons, reestablishing the Long-Term Care Division and increasing programmatic capacity through hiring specialized staff is a critical step and as the full reorganization is implemented, the following guiding principles will inform the Agency's work:

- A comprehensive review of the Agency's staff and staffing needs to ensure the Agency is adequately resourced with the necessary skilled staff in positions aligned to fulfill expectations.
- Identify improvements in upward mobility and talent development to increase retention rates, become a magnet for emerging talent, and build a pipeline of high performing teams.
- Increase agency stability and resiliency through leadership transitions and crisis by building cross-functional teams and standard procedures to equip crisis teams.

AGENCY ORGANIZATION



Agency Programs

Office of Business Engineering and Program Development

Current Status

Due to the current structure of the Agency, technology is siloed from programmatic development, performance analysis and data analytics. In collaboration with Chief Information Officer and the Information Technology (IT) team, each division has identified several technology obstacles that limit their ability to improve efficiencies and effectiveness while measuring progress. The IT Bureau is currently within the Administrative Services Division (ASD) which has the critical role of fiscal, procurement compliance, and cooperating with the Agency's oversight agencies; ASD has a transactional function which limits the potential of IT's function. The Agency needs technology to be at the center of programmatic development and growth, so leadership may utilize analytical and proprietary intelligence to generate valuable insights that will ultimately identify solutions to the multifaceted challenges and inform strategic investments. The creation of the Office of Business Engineering and Program Development will drive a culture of innovation and excellence throughout the entire Agency. While not reflected in the FY26 budget request, this office will be prioritized in the next three fiscal years. Essential preparation is underway to build a foundation for transformational change and set this office up for success.

In FY24, the IT Department achieved several significant milestones that bolstered both security and operational efficiency. We ensured that all agency-owned and controlled smart devices were updated with the latest security patches and operating system versions, which allowed for the centralized deployment of applications and enhanced both device security and operational efficiency. We also replaced our previous SEP and Symantec software with CrowdStrike Falcon in active mode and Microsoft Defender in passive mode across all endpoints, integrating advanced threat detection and prevention with robust malware protection to significantly strengthen endpoint security. Additionally, we piloted a new data collection process for Area Agencies on Aging (AAA) providers using Service Scan Web within the WellSky Aging & Disability application, which improved the efficiency and accuracy of data collection, thereby enhancing the management and analysis of aging and disability services. Our collaboration with Risk Sense and the Department of Information Technology (DoIT) for monthly vulnerability scanning further contributed to our security posture by systematically reviewing, identifying, investigating, and remediating network vulnerabilities. These efforts collectively increased security by reducing risks, streamlined operations through centralized application deployment and improved data collection processes, and fostered a more secure and resilient network infrastructure through proactive vulnerability management.

For FY25, the IT Department will undertake several key initiatives to advance our technology infrastructure and enhance operational efficiency. We will replace all network infrastructure across ALTSD sites, including servers, routers and firewalls, to standardize and update equipment with full vendor support. This upgrade will boost system reliability and performance and provide comprehensive visibility through a unified dashboard. Additionally, we will migrate

our server environment to Microsoft Azure, which will offer improved bandwidth flexibility, higher performance, centralized data security, and cost savings, supporting scalable infrastructure and enhancing operational efficiency.

Our device management will transition to Microsoft Intune, resulting in streamlined operations, improved security policies, and a better user experience. We will also replace all printers across ALTSD sites with standardized models to reduce downtime and increase efficiency. The SharePoint platform will be refreshed through updates and upgrades, optimizing performance and ensuring compatibility with current systems, which will enhance functionality, user experience, and system integration. We will consolidate two separate, outdated call centers into one solution. We plan to upgrade technology, improve processes, and enhance support capabilities to boost customer service and operational efficiency.

We have hired an IT Security & Compliance position which acts as our Chief Information Security Officer (CISO) to focus on critical security efforts and develop a Disaster Recovery Plan as required by DoIT, significantly enhancing data protection and reducing the risk of system interruptions or data loss. Continuous security monitoring will be implemented in collaboration with vendors like CrowdStrike and ABBA, aiming to protect our infrastructure from emerging threats. Lastly, our continued partnership with the HHS2020 project will help us evaluate our systems and ensure that the technology solutions offered align with our agency's needs. These initiatives will collectively enhance network performance and management, improve our security posture, provide scalable and cost-efficient infrastructure, and ensure strategic technology alignment with our organizational goals.

During FY25, a data analyst will be hired and their top priority will be to begin the collection process, synthesize, and model data; design and develop systems and dashboards that facilitate fulfilling the Agency's needs; serve as a link between the programmatic and technical teams to provide actionable insights into current organizational performance; and monitor and oversee quality control and assess performance levels.

SWOT Analysis

<p>Strengths</p> <ul style="list-style-type: none"> • Strong relationship with DoIT and other state agencies. • Existing IT staff are motivated and skilled. • Existing data specialists and available Agency data. • Current Agency culture is starting to have a technology solution mindset for programmatic development. 	<p>Weaknesses</p> <ul style="list-style-type: none"> • IT is not leveraged for program development. • Data is siloed by division so longitudinal studies are not currently possible. • Internal leadership development is needed. • Budget constraints can delay initiatives.
<p>Opportunities</p>	<p>Threats</p> <ul style="list-style-type: none"> • Cybersecurity threats. • Innovation hesitancy from DoIT.

<ul style="list-style-type: none"> • Public data is available and can be stratified and visualized to inform strategy and investments. • Leveraging subject matter experts to ensure optimal functioning within the Agency. • The Agency applied for C2 funding. 	<ul style="list-style-type: none"> • Technology evolves quickly, keeping up with the latest advancements is challenging. • New regulations and changes in compliance.
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Action Plan

As the Agency innovates to identify and develop programmatic solutions, integrating technological products and processes with old and new Agency model patterns is imperative. Moreover, understanding and driving such processes on an ongoing basis requires shifting the Agency’s culture and bringing new expertise to the leadership team.

The Agency will establish a cross-functional entity over the next three fiscal years, the Office of Business Engineering and Program Development. The director of this office will report to the Cabinet Secretary. The IT Bureau will be placed within the Office of Business Engineering and Program Development and will contain the Agency’s data specialists and the special projects team members. Looking towards FY27 and Fy28, a Chief Business Engineer and Program Development Officer will be hired to lead this new office; the desired skillset is a mix between a business administrator and a technology specialist. They will have the business acumen and engineering skills to comprehend a complicated organization, create solutions, and act as a bridge between program and technical teams. This highly skilled professional will also help the Agency make difficult decisions by analyzing quantitative data and managing uncertainty.

While resources have yet to be available for the Office of Business Engineering and Program Development, the IT department was successful in implementing key infrastructure in FY24 and will be continuing this effort in FY25. The FY26 budget request and C2 funding request will allow the Agency to propel forward with its plan, which is ultimately building a foundation for a world-class technology system.

The FY26 C2 funding request is to support key initiatives related to the HHS2020 project and Agency systems which is enhanced with a focused on advancing Medicaid management and related systems. By funding these critical upgrades, the Agency will improve system interoperability and overall functionality, thereby supporting more efficient and effective Medicaid administration.

Office of External Affairs

Current Status

As part of the Agency Reorganization effort, new leadership was recruited to address specific skill deficiencies. One of these was the Director of External Affairs. This position leads a cross-functional team designed to reduce silos and create consistent cohesive communications to help achieve programmatic goals. The Director of this newly created division started in October 2023 and is methodically building capacity with the goal of managing all public-facing information, centralizing marketing initiatives and communication efforts for all Agency programs and services. Constituent and industry relations along with increased public awareness and earned media are among the division’s priorities.

Since its inception, the External Affairs Division has started building its team. The Director has worked closely with the Agency’s Public Information Officer (PIO), onboarded a division manager, webmaster, and made arrangements for additional support in the areas of event planning and management, social media, marketing, community management, and photo and video asset creation. These enhancements will be followed by advertising campaigns and a quarterly publication designed to bolster outreach.

Other accomplishments of the Division include hosting *Blue Zones Bound*, a unique healthy living and longevity inspiring event featuring Dan Buettner, National Geographic Fellow, best-selling author, renowned speaker, and producer of the Netflix series, *Live to 100: Secrets of the Blue Zones*, developing a Legislative Session resource hub that houses documents and information of interest to state representatives and senators, and completing the RFP process for a marketing and advertising agency of record.

SWOT Analysis

<p>Strengths</p> <ul style="list-style-type: none"> • Team Members – motivated, passionate, dedicated, committed • Skill Set – complementary abilities and areas of expertise including writing, design, organization, execution • Leadership and budget to support capacity building • Healthy relationships internally, externally, and with media • Quality production 	<p>Weaknesses</p> <ul style="list-style-type: none"> • Nascent team lacks institutional knowledge • New division building foundational policies and procedures in the midst of operating and as needs arise • Misunderstandings around division’s role • Capacity and time constraints make it difficult to meet expectations and/or deadlines with highest quality products possible • High potential for burnout
<p>Opportunities</p> <ul style="list-style-type: none"> • Align Agency look and messaging • Build relationships through reliable and frequent communications 	<p>Threats</p> <ul style="list-style-type: none"> • Outdated brand led to off-shoots that contribute to inconsistent look and saps feelings of pride

<p>strategy both internally and with Agency partners.</p> <ul style="list-style-type: none"> • Educate internal “clients” about division’s role and responsibilities • Set reasonable expectations 	<ul style="list-style-type: none"> • Current owned media offers sub-par user experience • Unplanned needs with short turnaround time usurp time previously allocated for other priorities • New requirements and processes may cause other areas of Agency to proceed without consulting External Affairs
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Action Plan

The above information illuminates a vision for the Agency that has not previously been imagined. By coordinating public outreach and education efforts across divisions, programs, and services, the Agency has an opportunity to make an impression on New Mexicans. An updated, cohesive look, combined with consistent messages create recognition, inspire engagement, and ensuing positive experiences that build trust. To that end, the External Affairs Division sets the following goals for the coming year.

- Starting “at home” with an Internal Communications Plan to build a strong foundation for staff morale and retention, especially important with an Agency like ALTSD that has offices and personnel around the state who may feel disconnected from leadership, the Agency’s vision and mission, resources and support. The plan will include a regular cadence of accurate information dissemination and recognition of efforts and accomplishments.
- Devising and implementing a Communications, Marketing, and Events Calendar with associated processes, procedures, and a “Menu of Services” to instill timelines, set expectations, explain what the division has to offer (and which of the “tools in our toolbox” is appropriate in which situation), and facilitate advance planning and quality execution, while also reducing staff burden and stress.
- The Division will execute an RFP process to secure a web development and hosting company that will elevate our current look and functionality to incorporate best practices in user-centric design for a more engaging experience. It will include robust content accessible for a variety of audiences in an easy to navigate way.
- In an effort to reach more of New Mexico’s older adults and provide accurate, informative, interesting, thought-provoking, quality content in a beautiful format, the Division will produce a quarterly periodical. More than just a magazine, the publication will represent a strategic initiative designed to improve communication, foster community engagement, and enhance overall health and well-being by highlighting a variety of relevant content.

Consumer and Elder Rights Division

Current Status

The Aging and Disability Resource Center (ADRC) within the Consumer and Elder Rights Division (CERD) is often the first point of contact for clients seeking Agency resources. Through the ADRC, the Agency assists more than 4,100 people each month through the telephonic service, connecting constituents to a broad array of services. Additionally, each month CERD's State Health Insurance and Assistance Program (SHIP) and State Medicare Patrol (SMP) staff and volunteers reach 2,200 New Mexico seniors at 28 monthly events statewide.

Through recently increased statewide community outreach events, CERD's nationally certified SHIP counselors facilitate in-person educational and unbiased guidance discussions. During the Medicare Fall Open Enrollment period, for example, SHIP counselors lead nearly 100 in-person counseling events, mostly in rural areas, assisting over 2,600 Medicare beneficiaries with health plan information and details that help them confidently make health care decisions. The goal is to increase the number of in-person counseling events by ten percent each year.

CERD staff and volunteers manage over 125 referrals each month for assistance with Medicare, Medicaid, and various other resources, including Short-Term Assistance from the ADRC and referrals from community partners.

The ADRC staff provide objective informational options, coordinate the state's aging and disability service systems, and empower New Mexicans to make informed decisions. They communicate information in person, over the telephone, through the online chat, during educational presentations across the state, focusing on locations convenient to consumers.

The division focuses on building upon recent successes, strengthening the structure of the division to better serve the Agency's constituents. This plan includes implementing a technologically upgraded phone system and offering constituents options to schedule appointments through our website. We will continue to leverage available technology to improve our business practices and quality customer service within the ADRC. The Department continues to make notable progress in filling all vacancies to ensure a fully staffed, well-trained professional team. Due to understaffing throughout FY24, 70% of calls were answered by a live operator as compared with the goal of successfully addressing 90% of calls through a live interaction.

SWOT Analysis

<p>Strengths</p> <ul style="list-style-type: none"> • Constituent/callers survey satisfaction 96% • Knowledgeable and collaborative staff • Strong relationship with internal and external partners • Building capacity with newly on-boarded colleagues, progress towards becoming fully staffed • Empathetic caring staff that works well with constituents 	<p>Weaknesses</p> <ul style="list-style-type: none"> • 70% of calls were answered live in FY24. Goal 90%. • Limited constituent appointment opportunities for options counseling services. • High staff turnover • Limited career growth potential within the division. • Understaffed and under resourced. • Need for ongoing staff training and development resources, as programs and eligibility guidelines frequently change • Outdated phone system installed in 2007 which is reliant on various pieces of software to function. System is challenging to maintain and is vulnerable to security threats as support for older software diminishes.
<p>Opportunities</p> <ul style="list-style-type: none"> • Build new community partnerships • Recruit additional volunteers for SHIP/SMP program • Explore and incorporating nationally proven best practices • Modernize phone system technology • Improve access to informational resources on agency website • Expand SHIP volunteer program 	<p>Threats</p> <ul style="list-style-type: none"> • Public access – staff training and preparedness for safe, effective in-person interactions with sometimes frustrated constituents • High call volume and long wait times • Complexity of requests and multiple resource needs per constituent • Increased demand (beyond capacity) based on new and expanded ADRC marketing

Action Plan

There are several opportunities for CERD to expand collaborations across the Agency to ensure New Mexicans are connected to needed resources and the programs for which they may be eligible. Due to the siloed nature of the Agency's technology and communications, there are several ways to proceed, identified as follows:

- The FY26 Agency budget increases FTEs for the ADRC to adjust to the increasing call volume.
- Expand appointment scheduling options for the ADRC to better support constituents' schedules and minimize wait times.
- Continue the integration of marketing and communications efforts including further assessing the opportunity to have one hotline for the Agency that resources all programs. Plan for a more robust webpage with a variety of educational resources, informational checklists and references to better inform and prepare constituents for discussions with ADRC staff and for individual planning.
- Regularly evaluate opportunities to modernize phone systems and practices, other communication platforms, and other program management technology to best integrate data management and coordination across the Agency's services. Invest in the necessary resources to sustain and expand service efficiencies. Assess FY25 technology investments for beneficial impact on constituent service (e.g., percent of calls answered by a live operator, overall capability to manage expected increased call volume, quality data collected through constituent surveys).
- Further develop a volunteer recruitment and retention program, leveraging the expertise of the Office of External Affairs. Align volunteer recruitment with the Office of the Ombudsmen. Increase the number of trained and certified SHIP volunteers by 20% from the FY25 total of 20.
- Increase the total number of community educational outreach events by ten percent each year, with a particular focus on increased outreach during critical times of the year, such as the Medicare Fall Open Enrollment period.
- Develop staff training programs to upskill and build high-functioning teams. Align appropriate placement results with career pathways. Create tiered system of subject matter expertise to better manage the increased call volume and the increasingly complex, varied needs among constituents. Reclassify at least one position from an operational to an advanced level, creating a well-defined peer learning and mentoring role to support a higher level of constituent service delivery.
- Expand cross-Agency collaborations to offer more on-site, in-person options counseling services across the state. Further participate in Family Resource Center planning to establish a CERD presence in more locations across the state.

Ombudsman Program

Current Status

The federal Older Americans Act (OAA) requires that long-term care (LTC) facility residents have “regular and timely access” to representatives of the Long-Term Care Ombudsman Program (LTCOP). During facility visits, Ombudsmen interact with and listen to residents; observe the general conditions and daily activities of the facility and residents; share information about Ombudsman program services to residents, family and staff; support resident and family councils; provide information about long-term care options; identify and address complaints; and empower residents to speak up on their own behalf or voice concerns for those who are unable to do so.

LTCOP ensures access to an ombudsman for residents living in nursing facilities (NF) and assisted living facilities (ALF) through a regional approach. Each region has an Ombudsman Regional Coordinator who organizes LTCOP activities and responsibilities in their assigned region – including recruitment, training and oversight of certified volunteer ombudsmen.

The Administration for Community Living (ACL) does not specify a required frequency for Ombudsman visits to facilities. However, the Older Americans Act Performance System defines “regular basis” to mean facility visits that occur no less than quarterly and that are not in response to a complaint – essentially creating a minimum standard. Among State Ombudsmen whose programs set visitation standards, most aim to visit nursing facilities (NF) and assisted living facilities (ALF) at least quarterly.

Based on current staffing levels and number of LTCOP representatives, New Mexico LTCOP has established a goal of monthly visits to each LTC facility, outperforming 59% of LTCOP programs nationwide as it relates to NF visitation and 83% as it relates to ALF visitation.

Percent of LTCOPs (national) by Routine Visitation Frequency¹

Frequency	NF	ALF
Weekly	8%	0%
Monthly	33%	17%
Quarterly	38%	38%
Twice a year	6%	8%
Annually	2%	12%
Other	13%	25%

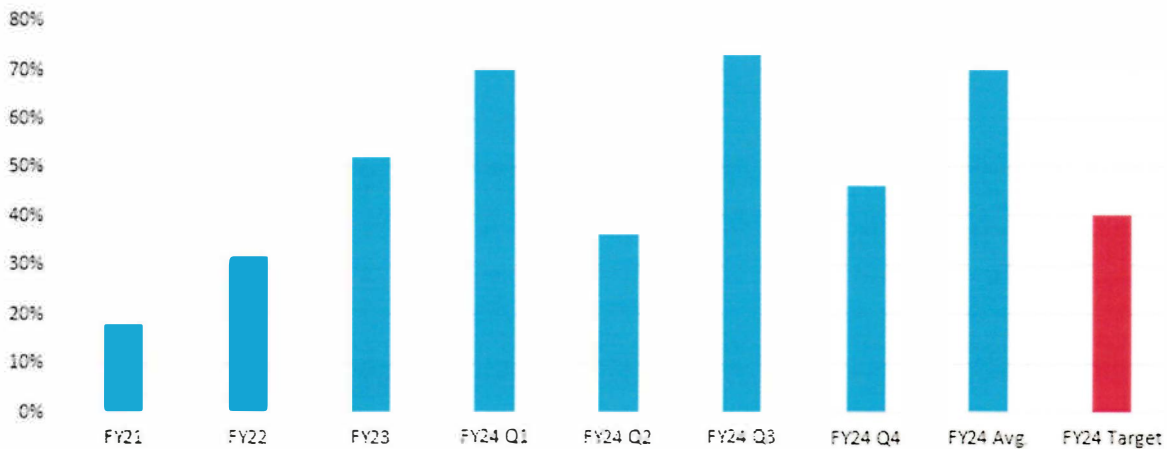
¹ Final Report, Process Evaluation of the Long-Term Care Ombudsman Program (LTCOP). 2019. Retrieved from: https://acl.gov/sites/default/files/programs/2020-10/LTCOPProcessEvaluationFinalReport_2.pdf

Percent of Facilities Visited Monthly

Results

FY21	FY22	FY23	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4	FY24 Avg.	FY24 Target
18%	32%	52%	70%	36%	73%	46%	56%	40%

Graph of Data Above



Since FY22, the annual percentage of New Mexico facilities visited monthly has increased by 24%, and in FY24 Q1 and Q3 LTCOP visits increased by 38% and 41% respectively; with 70% and 73% facilities visited monthly on average.

When constraints limit LTCOP from achieving monthly visitation to each facility, LTCOP prioritizes urgent complaints over less time-sensitive ones; responding to complaints over routine visits; and making routine visits to facilities with a higher census or to residents with higher acuity and therefore at higher risk of abuse, neglect or exploitation. This hierarchy of need typically results in a more consistent presence and response to NFs.

While this progress is strong, there are staffing realities within the Ombudsmen Program that have prevented it from achieving its ambitious goal of weekly visits to NFs and ALFs. Recruiting and retaining talented Ombudsmen staff is challenging, as the work is quite demanding and emotionally taxing. There are also few career growth pathways within the program. Furthermore, the Ombudsman certification training has not been updated in years, and staff and volunteer training, resources, and continuing education courses are in need of improvement. Finally, program staff must be adequately trained on documentation practices and capabilities of the program’s database, Ombudsmanager. The action plan below addresses these challenges.

SWOT Analysis

<p>Strengths</p> <ul style="list-style-type: none"> • Quick resolution of complaints with a strong commitment to the desired outcome of the resident. • Strong state-level Ombudsman rules and regulations. • Facilities are aware of Ombudsman responsibilities and are responsive to Ombudsman requests. • Strong collaboration with internal partners (APS and Care Transition). • Division roles and responsibilities allow for and encourage specialization. 	<p>Weaknesses</p> <ul style="list-style-type: none"> • Low number of LTCOP representatives (employees and volunteers). • Limited administrative resources for volunteer recruitment and oversight. • Current volunteers report feeling isolated and not properly engaged with the program. • Ombudsman certification training needs updating and revising. Current volunteers report they would like more robust education and training. • Many division staff have been in their positions for under a year. • More resources are needed for Ombudsmen staff, such as additional vehicles to allow for more visits to facilities. • Often LTCOP activities are complaints driven due to limited LTCOP representatives.
<p>Opportunities</p> <ul style="list-style-type: none"> • Increase public awareness of LTCOP. • Strengthen Ombudsman Certification training and provide more resources to employees and volunteers to be better equipped in the field. • Streamline volunteer application and training processes. • Modernize volunteer management to better support volunteers and enable trend analysis of volunteer program. • Strengthen support of resident and family councils to better identify facility and system-wide complaints. 	<p>Threats</p> <ul style="list-style-type: none"> • No decisions on unlicensed boarding homes. • Cases are increasingly complex. • Volunteerism remains in decline nationwide. • Staff are overextended due to lack of additional staff, as well as volunteers, leading to increased burnout. • Limited regulatory resources (licensing and regulatory) for ALFs result in LTCOP assessing for regulatory compliance issues vs. resident rights. • General trend of corporations putting profits ahead of resident care.

- | | |
|---|--|
| <ul style="list-style-type: none"> • Expand LTCOP coverage through additional staff and volunteer recruitment. | |
|---|--|

Action Plan

While the above-mentioned achievements show positive trends, the Agency is committed to developing a world-class Ombudsman program that delivers weekly routine visits to every NF and ALF in the state. With nearly 300 facilities to visit, ramping up capacity is imperative to achieve this metric. The Agency is working to hire additional regional coordinators and supervisors, as well as recruit 300 volunteers to build the required capacity to meet its ambitious goal of weekly visits.

Program Needs Overall

The program has enlisted the services of national experts to assess its strengths and weaknesses, identify areas in need of improvement, and construct a path forward. Some of the preliminary recommendations of the experts are noted below.

Training

Without a clearly defined initial certification training program, training may be delivered inconsistently. Federal and state training standards exist yet the New Mexico Long-Term Care Ombudsman Program does not have a “train the trainer” program or mechanism in place to monitor the appropriate delivery of the training. The policies and procedures indicate there are two parts to ombudsman certification training: Initial Ombudsman Training (Part I) and Certification Training (Part II). However, the requirements listed in the LTCOP policies and procedures for Part II are vague and open to interpretation, likely resulting in inconsistent training throughout the state. As we embark on a widespread volunteer recruitment campaign, an overhaul of the current initial certification training is in the process of being completed.

Certification

The State Ombudsman has sole authority to determine designation (i.e., certification) of an individual as a representative of the Office (i.e., an ombudsman). Within the New Mexico Long-Term Care Ombudsman Program, there appears to be no means in place to determine with certainty whether an individual is certified. Furthermore, there is no clear delineation between who is or is not certified. Ombudsmen have significant authority, duties, and responsibilities under federal and state law. Without the distinction between who does and does not have ombudsman authority, the program’s effectiveness and even integrity may be compromised and could have significant negative consequences for the program and for residents.

Volunteer Support

Through a survey and interviews with volunteers, volunteers reported not feeling supported by the program. Specific issues cited were poor and inconsistent communication, lack of staff to support volunteers, and lack of training. Some volunteer quotes:

- *Feels like I’m swimming in an ocean without a life preserver.*
- *Feeling alone.*
- *Communication is poor.*

- *Need something in place to keep the volunteers in place.*
- *Feels like I was thrown into doing it - -one hour with another volunteer – no other training.*
- *Difficult to feel I'm doing some good.*
- *There has never been any real guidance about what to include in the reports.*
- *I still have no idea what the official definition of a “complaint” is. You are getting a wide variety of definitions so that is not consistent for reporting.*
- *It is like a revolving door the number of supervisors I have had in my two years with the program. It appears to be a department in chaos.*
- *The department heads continue to tell us we are invaluable to the program, they do little to show it.*

Program Staff Needs

LTCOP recognizes the value of volunteer contributions, but the program requires more resources to ensure current and future volunteers are well-trained and effective. This requires the addition of paid staff to oversee the training and work of the volunteers. Increasing the program’s retention rate is paramount. To that end, the Agency will be requesting the State Personnel Office to remeasure all Ombudsman positions to ensure current and future employees are paid appropriately, which will ensure retention and recruitment opportunities are maximized. The program requested nine new Regional Coordinator positions, as well as a Supervisor position, that were approved by the State Personnel Office in FY24. The program expects to have all of those positions filled during FY25. This should make a marked difference in assisting the program with meeting its volunteer recruitment/retention and facility visitation goals.

The LTCOP must continue to prioritize facility visits and response to complaints. LTCOP will aggressively address both priorities by expanding the number of LTCOP staff, allowing more time for volunteer recruitment and management, as well as other critical ombudsman activities. Based on the number of LTC facilities in each region, LTCOP proposes a staff to facility ratio of at least 1:20. Assuming the number of LTCOP representatives remains stable or increases, LTCOP presumes the ability to raise the standard of routine visits to weekly, setting New Mexico apart from the rest of the nation in a positive way.

Region	Facilities		LTCOP Staff			
			Regional Coordinator		Supervisor	
	NF	ALF	Current	Proposed	Current	Proposed
Northwest	15	50	2	2	-	-
Northeast	10	22	2	2	-	-
Southwest	14	22	1	3	1	1
Southeast	12	18	1	2	1	1
Metro	18	119	2	6	1	1
Total	69	231	8	15	3	3

Program Volunteer Needs

Through frequent, routine visits to LTC facilities, Ombudsman representatives can identify concerns of residents, develop relationships, explain the LTCOP to residents and facility staff, and proactively address residents' issues. When LTCOP has more Ombudsmen, access to advocacy and promotion of resident rights expands. LTCOP strives to ensure resident access to an Ombudsman and asserts this is best achieved when every one of the roughly 300 facilities have a designated Ombudsman Volunteer.

The demands of the work and the normal level of attrition results in a continuous need for volunteer recruitment. The skills, knowledge, and commitment required of Ombudsmen volunteers can be very demanding. They must be familiar with resident rights, power of attorney, and possess a working knowledge of a broad range of state and federal regulations that govern LTC. Additionally, they must be able to problem-solve, and balance relationships with facility staff and other agencies that may be involved in a complaint, as well as family members.

Ombudsman volunteers who achieve certification are full representatives of the program. As such, they identify, investigate, and resolve complaints made by or on behalf of residents, provide information to residents about long-term services and supports, and ensure that residents have regular and timely access to ombudsman services. LTCOP requires active volunteers have at least one assigned LTC facility, which they visit at minimum of 3 hours per week.

The Ombudsmen Regional Volunteer Needs map (illustrated below) represents the LTCOP volunteer needs as they relate to the rate of volunteers per LTC facility bed capacity. This map further illustrates the need for volunteer recruitment to meet the needs of LTC residents statewide to improve access to critical ombudsman services.

Once a solid certification training program is implemented, and strong policies and procedures are in place, the Agency will develop a volunteer recruitment and retention strategy. Volunteer recruitment and community engagement strategy:

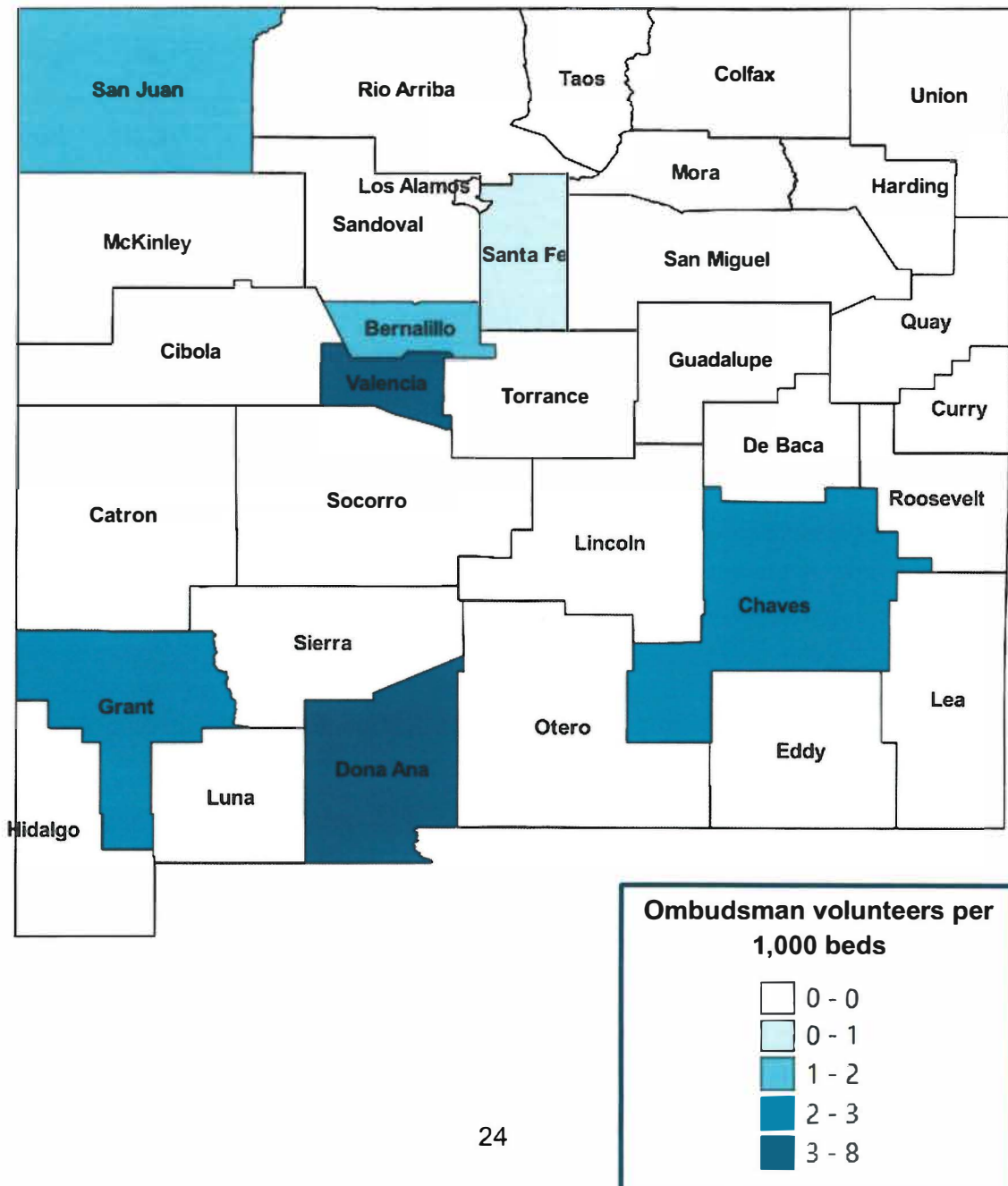
- Partner with the Retired Senior Volunteer Program to recruit RSVP volunteers for the Ombudsman Program.
- Partner with AARP for Ombudsman volunteers.
- Partner with colleges, particularly with the social work programs, for Ombudsman volunteers (will provide a constant stream of volunteers each semester).
- Seek assistance from the ALTSD Policy Advisory Committee (PAC) for PAC members to engage with non-profits, churches, etc. in their communities to recruit volunteers.
- Expand the Program's engagement in the Agency's strategic advertising and outreach campaign that began in July of this year.

Action Plan

- 1) Hire remaining staff within FY25 (including a full-time volunteer coordinator).
- 2) Modify organization and position classifications as needed during FY25 and FY26.

- 3) Develop clear policies and procedures during FY25.
- 4) Strengthen certification training sessions and continuing education classes during FY25.
- 5) Retain current volunteers by increasing communication and collaboration with other members of the program within FY25.
- 6) Recruit 300 volunteers – one volunteer per facility by the end of FY27.
- 7) Increase visits in all facilities to weekly visits (15,808 visits per year) by the end of FY26.
- 8) Improve data collection and reporting methods during FY25.
- 9) Continuous proactive community engagement.

Ombudsmen Regional Volunteer Needs Mapping



Adult Protective Services Division

Current Status

The Agency's Adult Protective Services Division has developed a state-of-the-art harm-reduction model that is nationally recognized as the gold standard. APS investigates reports of abuse, neglect, or exploitation of adults who do not have the capacity to protect themselves. It also provides short-term services to prevent continued abuse, neglect, or exploitation.

The Agency's Adult Protective Services (APS) program is mandated by New Mexico state law to provide a system of protective services and to ensure availability of those services to abused, neglected, or exploited adults 18 years of age or older who do not have the ability to self-care or self-protect. APS staff respond to situations in which functionally incapacitated adults are being harmed, are in danger of mistreatment, are unable to protect themselves, and/or have no one else to assist them. There are five APS geographic regions serving all 33 counties of New Mexico. APS continues to see growth in investigations, a 12 percent increase over the previous year's total, and continues to ensure appropriate response levels are maintained, completing the year with 98.75% of cases managed within prescribed timeframes.

Number of Investigations

FY21	FY22	FY23	FY24 Total	FY24 Target
4,355	5,550	6,863	7,632	6,150

This rise is part of a trend that began during the covid pandemic and has continued since, showing an increase in the reporting and completion of investigations for abuse, neglect, self-neglect, and exploitation.

APS Accomplishments of FY24

1. Case Management & Investigations

- 13,921 Reports received from the public (10% increase from FY23)
 - FY23 Reports: 12,560
- 6,511 Investigations conducted (13% increase from FY23)
 - FY23 Investigations: 5,697
- 55% of reports screened in as valid by regional supervisors and managers
- 1,031 Critical Incident Reports reviewed from HSD/MCOs
- Response Time for Priority Cases:
 - Priority 1: 98.84% initiated on time
 - Priority 2: 99.23% initiated on time
 - Emergency: 99.14% initiated on time
- Repeat maltreatment rate under 2%, primarily due to self-neglect cases

2. Multidisciplinary Collaboration

- Established and maintained MDTs with participation from law enforcement, healthcare providers, mental health professionals, and other key stakeholders.
 - Conducted 376 MDT meetings to discuss complex cases and coordinate interventions.
3. Community Outreach & Education
- Conducted numerous outreach events to raise awareness about elder abuse and APS services.
 - Developed and distributed educational materials (brochures, flyers)
 - Provided training sessions for mandated reporters (healthcare workers, social workers) on recognizing and reporting abuse.
 - Distributed 917 food boxes to individuals and families in need of emergency support.
4. Staff Development & Training
- Provided professional development training on best practices, trauma-informed care, and case management.
 - Included New Employee and Refresher APS CORE training.
 - Conducted regular supervision and case reviews to support staff and improve case handling.
 - Established a quality assurance process to identify areas for improvement and growth.
 - Achieved a 99% staff retention rate, reflecting a positive work environment and support for professional growth.
5. Data Management & Reporting
- Developed a data management system (APS Dashboard) to track and analyze case trends, service outcomes, and client demographics.
 - Utilized data to inform program improvements and strategic planning, leading to quicker turnaround times for Title XX funded services.
6. Client Outcomes & Satisfaction
- Reduced risk factors like isolation and financial exploitation through the creation of a Community Engagement Specialist role and a Pen Pal programs.
 - Implemented a three-pronged model of Intervention, Prevention, and Harm Reduction to address allegations and/or concerns of vulnerable adults.
 - Clinical Operation Team assisted with addressing behavioral health issues during investigations, ensuring all clients' needs are met.

APS has continued a prevention, intervention, harm reduction model, focusing on reducing future instances of abuse and neglect, rather than just addressing cases after they have occurred. APS completed FY24 with a fewer than 1% instance of repeat abuse, neglect, or exploitation cases within six months of a substantiation of an investigation. Generally, APS caseworkers are keeping cases open longer to ensure strategies and intervention are effective before closing the investigation. Title XX Homecare Services is designed to assist adults who had a substantiated allegation of abuse, neglect, self-neglect, and/or exploitation. This funding provides short-term homecare services or chore services to participants who meet the eligibility requirements. APS increased its network and number of contractors in order to reduce the delays for clients obtaining services quickly. In FY24, APS made 248 referrals for home care services. This will continue to increase as we deploy more prevention strategies. Our program goals are to allow incapacitated adults to thrive in their homes and communities and reduce nursing home

placements and emergency room visits. APS maintains a strong partnership with its clients and service providers to ensure local needs are addressed, coordinated, and deployed in local communities. On average, over 200 adults receive in-home assistance from an agency provider. APS contracts with agencies in every county of the state.

APS has realized strong improvements to its processes yielding a decrease in its recidivism rate. This indicates that not only is APS responding to and investigating reports of adult abuse effectively, it is also identifying solutions to prevent repetitive abuse and neglect situations. APS has realized strong improvements to its processes which have yielded a decrease in its recidivism rate. This indicates that not only is APS responding to and investigating reports of adult abuse effectively, it is also identifying solutions to prevent repetitive abuse and neglect situations.

SWOT Analysis

<p>Strengths</p> <ul style="list-style-type: none"> • Good experiences with field staff. • Compassionate and caring staff. • Enhanced communication between APS leadership and field. • Staff works well with one another. • Client-centered/Lease restrictive focus. • Prevention, Intervention, Harm Reduction Model. • Diversified programmatic funding sources. 	<p>Weaknesses</p> <ul style="list-style-type: none"> • Technology/Case Management System is antiquated. • Services and resource gaps. • Outdated policies and procedures. • Staff training and development is needed. • An increase in external collaboration and cross state agency cooperation is needed. • Lack of appropriate and adequate funding and staff resources.
<p>Opportunities</p> <ul style="list-style-type: none"> • Grow program awareness to serve increasingly aging population. • Explore new best practices based on experience and other state APS systems. • New preventative supports. • Address new training needs. • Data delivery and integration. • More collaboration with law enforcement, DA, AG's office. • Streamline processes. 	<p>Threats</p> <ul style="list-style-type: none"> • Increased workload and caseloads. • Unstable federal funding and volatile Medicaid reimbursements. • Increase referrals for older adults with mental health, homelessness, and substance use disorders without comprehensive solutions. • Unlicensed boarding homes continue to be present challenges for APS staff.

Action Plan

APS continues to meet its annual performance measures, demonstrating strong knowledge and capacity across the state. In addition to the division's regular outreach efforts, it exceeded the annual performance measures by over 257 events in FY24. APS continues to refine its approaches. During FY25, APS will identify target industries that can help increase awareness including pest control, housekeeping services, internet/cable providers, and others that may have specific insight and involvement with vulnerable adults who might not otherwise be reporting abuse, neglect or exploitation.

New Mexico's older adult population is estimated to grow to more than 30% of the population by 2030. As such, APS will need to have sustainable programming and strong referrals to outside agencies. APS has identified several service gaps within the overall system which will require an innovative approach to best serve aging and disabled adults throughout the state. A full assessment of models and programs will be conducted in partnership with the Office of Business Engineering and Program Development.

On May 7, 2024, ACL published a final rule to establish the first-ever federal regulations for adult protective services. The regulations took effect on June 7, 2024, but regulated entities have until May 8, 2028 to fully comply.

Summary

New regulations promote high-quality adult protective services and will improve consistency in services across states. With the final rule, ACL aims to support the national network that delivers services, with the ultimate goal of better meeting the needs of adults who experience, or are at risk of, maltreatment or self-neglect. To those ends, the final rule:

- Establishes a set of national standards for the operation of APS programs that all state APS systems must meet. These standards codify — and build upon — the existing National Voluntary Consensus Guidelines for State APS Systems. It's important to note that these standards represent the minimum standards; states are encouraged to adopt services, practices, and processes that exceed them.
- Establishes definitions for terms that are foundational to APS practice to improve information sharing, data collection, and program standardization between and within states, but does not require states to adopt them verbatim.
- Creates a tiered assessment system to differentiate between cases that represent immediate risk (defined as those that are life-threatening or likely to cause irreparable harm or significant loss of income, assets, or resources) and those that do not, and establishes response timelines for each.

- Requires APS programs to provide at least two ways for reports of adult maltreatment and self-neglect to be made 24 hours per day, seven days per week. At least one must be an online method, such as a secure email inbox.
- Emphasizes person-directedness and least-restrictive alternatives as core values.
- Requires robust conflict of interest policies to support ethical practices.
- Promotes coordination and collaboration with other entities, such as state Medicaid agencies, long-term care ombudsmen, tribal APS, and law enforcement.
- Requires state APS entities to create state plans at least once every five years and to submit annual program performance data.

The Administration for Community Living (ACL) is establishing the “Elder Justice Act—Adult Protective Services” funding opportunity in accordance with section 2042(b) of subtitle B of title XX of the Social Security Act, otherwise known as the Elder Justice Act (EJA) as authorized and funded through the further Additional Continuing Appropriations and Other Extensions Act, 2024, Public Law 118–35. Funds awarded to States and Territories under this opportunity will provide Adult Protective Services (APS) programs in the States, District of Columbia, and Territories with resources to enhance, improve, and expand the ability of APS to investigate allegations of abuse, neglect, and exploitation. In the coming months, APS will be deploying an Environmental Scan survey to partners that will provide recommendations on activities consistent with the purpose of this statute and funding. These recommendations will go into our SWOT analysis and operations plan to provide the foundation for how to leverage this funding for the next one to two years as funding is allowed.

APS will continue to expand its work with more health councils across the state. This will provide additional linkages to available services and resources at the local level. There are several system gaps and challenges that requires additional research and data and will be prioritized over the next 12 months.

- Many older adults in APS are experiencing signs of self-neglect which is defined as an inability for an incapacitated person to care and protect oneself.
- Older adults with substance use or mental health disorders and a dual diagnosis of dementia are difficult populations to locate to deliver suitable treatment, detox, and long-term care placement. This creates a gap in the continuum of care that the Agency needs to address.
- Another gap is New Mexico’s inability to serve individuals with traumatic brain injuries.

APS has seen and expects to continue to experience an increase in the aforementioned populations. Identifying these as barriers to services and creating sustainable programming to meet these needs is imperative and will continue to be examined.

Part of the initial phase to address these complex challenges is to create a memorandum of understanding with APS and external stakeholders such as Children, Youth and Families

Department, Department of Health, Department of Justice, District Attorneys and local law enforcement offices to identify each entities' role, responsibility and designation to facilitate vulnerable adults' safety, establishment of services, benefit and placement if necessary.

New MexiCare Bureau/APS Caregiver Support Services Bureau/ Community Support Bureau
In addition to the high-performing investigatory work of APS, the division has also launched prevention strategies, like New MexiCare. The New MexiCare pilot program is a Governor initiative that provides financial support to individuals and their caregivers who do not otherwise qualify for a paid caregiver status through Medicare or Medicaid. The goal of this program is to allow older adults to thrive in their homes and communities of choice while reducing nursing home placements and emergency room visits, potentially saving New Mexico at least \$33 million per year.⁹ Qualified participants are provided with a stipend of up to \$12,000, per fiscal year, for their existing caregiver, respite or day care, transportation, and safety monitoring servoces. Each participant is given an individualized service plan with a community engagement specialist to best meet their needs. This program is now available in 31 counties throughout New Mexico.

The New MexiCare Bureau administers four programs to address the service gaps within the overall system: The Caregiver Health Program (CHP); Veteran-Directed Care (VDC); Caregiver Respite Program, and Title XX Homecare Services. The goal of these programs is to reduce institutional care, emergency department visits, and maintain older adults in their homes and communities while ensuring caregivers have the tools, resources and supports to continue providing care.

The Caregiver Health Program provides financial assistance up to \$1,400 per month for up to 12 months to assist with paying caregiver(s) who provide home care, respite/daycare, transportation, and home health and safety monitoring services. Caregivers are also trained to assist friends or family members with daily activities due to physical or cognitive limitations. This program is currently in 31 counties with plans to expand into the last two counties.

Veteran Directed Care (VDC) is a program funded by the Veteran's Administration (VA). This program is for veterans who need assistance with activities of daily living (e.g., bathing and getting dressed) or instrumental activities of daily living (e.g., fixing meals); are isolated, or their caregiver is experiencing burden. Veteran-Directed Care can be used to help veterans remain in their homes or communities. The Agency is setting up a referral system that will provide our divisions and programs the ability to identify veterans who may benefit from this program to the VA Albuquerque Hospital. The Agency is in the process of developing relations with other VA systems serving New Mexico veterans to expand the delivery of this program to more areas of the state.

Caregiver Respite Program is in development and will build a state-wide Lifespan Respite Care System that provides reimbursement for caregivers to obtain respite care services, resources, and training across the lifespan of adults living with dementia or Alzheimer's Disease, and adults and children of all ages with disabilities. As training sites allow, caregivers can bring their loved ones along where they will receive on-site supervision by a trained individual for the

duration of the training. If the care recipient cannot leave their home, in-home stipends are made available to the caregiver to solicit care through an agency. Respite Program strives to reduce barriers and ensure the caregiver can receive the support to reduce caregiver burnout. The agency is also sponsoring regional caregiver conferences that will provide caregivers with additional respite, training, and support.

Senior Center Improvement Division

Current Status

Many of the programs that service the senior centers throughout the state are currently siloed within the Agency. While the Aging Network Division (AND) and the Office of Indian and Elder Affairs (OIEA) are two separate Agency units, there is significant overlap in purpose and function. AND manages the Area Agencies on Aging (AAA) funding and federal reporting for services to senior centers, while OIEA is the acting Area Agency on Aging for tribal governments, or IAAA. The Capital Outlay Bureau which is responsible for funding local and tribal government senior center infrastructure projects is currently located within the Agency's Administrative Services Division. There is opportunity for greater collaboration and strategic cooperation between the three units to elevate the level of services to senior centers.

The Agency proposed the Senior Center Improvement Division that will integrate these three Agency units to maximize economies of scale, forge comprehensive long-term planning, expand capacity-building infrastructure to the AAAs, and enhance service delivery. This transition was executed in FY24.

Aging Network Division – Current Status

AND's AAA providers deliver critical services to older New Mexicans statewide, particularly in rural, frontier and tribal areas. Aging network providers have faced numerous challenges in recent years, including increased vacancy rates, low starting salaries for kitchen and center staff and a lack of meal delivery drivers. These realities limit recruitment efforts, increase raw food and packing material costs. The AAAs are also anticipating and concerned with increased demand for services as New Mexico's older adult population grows.

The AND providers are responding to increases in meal services and transportation requests. Most providers have staff that are assigned and funded for multiple service deliveries making it difficult to accommodate long distance and specialty medical transportation request. Despite these ongoing challenges, the AAAs and senior service providers noted many accomplishments.

- The Aging Network providers responded to the highly popular nutritional services. The Area Agencies on Aging and senior service providers reported that 3,864,706 congregate and home delivered meals were served in FY24.
- Through the Area Agencies on Aging and the contracted providers, in FY24 the Older American's Act Title III services increased by 12.5% in unduplicated consumers served

- (50,903), resulting in a total of 5% increase in units of services from FY23 (congregate and home delivered meals, transportation, case management, homemaker, chore services, and evidence based enhanced fitness for a total of 4,367,617.97 units of service).
- In FY24 \$925,600 state general funds were used to expand the New Mexico Grown Program to 32 Aging Network Providers, 32% increase allowing 91 senior centers, total increase of 45% more senior centers incorporate locally grown produce into their senior nutrition program.
 - In FY24 the Agency transferred \$1,700,000.00 to HSD to increase SNAP benefits for older adults. This transfer calculated to 492,282 meals based on the USDA 3.4533 meal rate or an extra \$135 in SNAP benefits serving 11,834 seniors. The Agency also transferred \$100,000.00 to the Department of Health for the Senior Farmers' Market voucher program to support 1,105 Community Supported Agriculture bags for elders in Catron and Otero Counties and Mescalero Apache, Pueblo of Laguna, San Felipe, Santo Domingo, and Isleta, and Navajo Nation.
 - In FY24 the Agency implemented a volunteer driver program with the North Central New Mexico Economic Development Department (NCNMEDD), which recruited 17 volunteers who provided 66 seniors with a total of 362 transports.
 - In FY24 the Agency allocated \$62,445.00 to NCNMEDD Non-Metro AAA to fund Grandparents Raising Grandchildren/Rural Senior Food Vouchers-Provided funds to service provider Las Cumbres Community Services, Inc. (Las Cumbres), for the issuance of food assistance vouchers to assist grandparents raising grandchildren in the counties of Taos, Santa Fe and Rio Arriba. Las Cumbres distributed food assistance vouchers monthly to identified service clients age 60+ (55+ for tribal affiliated older adults) who are in households or arrangements as grandparents taking care of, raising grandchildren; 181 individuals served (60 seniors and 121 grandchildren).
 - In FY24 the Agency allocated \$35,000.00 to NCNMEDD Non-Metro AAA to fund a grocery delivery system with Colfax Senior Services to meet the need of 11 elders in Harding County, known as a food desert with limited resources.
 - Every year, New Mexico's older adults are impacted by weather-related emergencies. For example, the fires and flooding that have ravaged areas of the state require collaboration among departments and agencies to ensure food reaches our constituents. In May 2024 the department allocated \$39,315 to the Metro AAA to support 4,500 freshly prepared and ready to eat meals, which were delivered to Ruidoso for impacted seniors and \$76,608.00 to the Non-Metro AAA for 26,880 Miss Olives ready to eat meals, which were delivered to the Armory in Roswell to support those immediately evacuated.
 - The AAAs' area plans have been approved for the coming year. These plans directly align with the Agency's (ACL approved) State Unit on Aging State Plan, including performance measures to increase service delivery across the state, drastically reducing and working toward eliminating the waiting list.
 - The Aging Network Division also contracts with the New Mexico Senior Olympics, promoting physical fitness for seniors statewide, and providing year-round opportunities and motivation for adults 50+ to participate in local and state sporting events. FY24 state games saw 850 senior athletes participating in 24 sporting events.
 - AND's Employment Programs Bureau provides subsidized training placements for older workers through the federally funded Senior Community Services Employment Program

(SCSEP) and the state funded Senior Employment Program (SEP) for a total of 82 participants.

- The Agency implemented Community Health Worker programming in FY23 as a result of the \$314,000 ACL award funding ten CHW senior employment positions and supported clinical supervision by the University of New Mexico (UNM).
- Additional funding through the Kiki Saavedra Dignity Fund made it possible to increase services in FY24 to senior centers. This additional investment is to combat isolation and provide social interaction and engagement activity opportunities, such as:
 - Developing and implementing new senior center activities designed to attract older adults into centers
 - Encouraging older adult independence, and continued participation at senior centers by supporting current center activities.
 - Providing one-time small equipment, electronic purchases and/or repairs totaling up to \$1,500.00 per contractor to support senior centers and activities for older adult participants.
 - Sponsoring subcontractors and/or older adults for registration, and travel expenses associated with attending the annual Conference on Aging.

FY25 Kiki Saavedra Aging Network programming includes AAA Leadership programs with two cohorts of six full-day leadership sessions including emergency management, Title III and Title VI service provider best practices, seeking and applying for grants, market trends, and business acumen and networking as well as AAA Expansion Initiatives designed to fill geographic gaps in legal, case management and transportation services.

Office of Indian and Elder Affairs – Current Status

FY24 was a transitional year for the Office of Indian and Elder Affairs (OIEA) and tribal partners. A new OIEA director was hired. A deputy director position was newly created and filled. Staff roles and responsibilities were redefined to ensure tribal partners were properly served and accountability measures were in place. The AmeriCorps Vista grant was returned to compliance and the New Mexico Grown program was offered to tribal partners. Moreover, the OIEA director collaborated across the Agency to ensure every program and outreach effort also included support for tribal communities and constituents. Specifically, culturally appropriate visual and written printed material were created to improve understanding of the Agency's services to the tribal communities.

In spring 2023 (FY23), New Mexico's Tribes, Pueblos & Nations Providers, which had been severely impacted by the COVID-19 pandemic, finally began re-opening. The tribal senior and adult day service centers faced a myriad of challenges: community member loss, facility maintenance needs, understaffing, limited applicant pool, unmet training needs, safety concerns and ultimately trying to encourage qualified community members to return and take advantage of the senior or adult day center services provided. As FY24 began, OIEA, on behalf of the senior & adult services centers, focused on initiating and navigating the centers' return to standard operating processes and assessing the barriers the tribal eldercare centers were then facing.

Forging solutions has been a priority and is addressed carefully as each tribe is diverse in culture, language, landscape and community. For these reasons, unique approaches specific to each tribe are considered. Throughout this reintegration process, the Agency and OIEA continued to develop programs, streamline provider processes, and build connections through the collective work that is being accomplished by tribal administrations, tribal senior and adult day services centers, the Indian Affairs Department and Native American elder advocacy organizations.

Reopening tribal senior and adult day centers across the state in FY24 required additional training and support from OIEA staff. Most of the tribal senior and adult day center staff were new to the program. OIEA met the need by establishing monthly virtual meetings. In FY25, additional training programs will aid education and capacity building. OIEA is also conducting a gap analysis and needs assessment specifically geared toward tribal partners.

Executing the Intergovernmental Agreements timely was identified as a priority to best prepare and succeed in FY25. Additionally, tribal partners were encouraged to apply for Agency grant programs which resulted in 24 tribal partners being awarded \$708,972 in grant funds to increase direct services such as transportation and case management. The first tribal health summit is scheduled for FY25 and will connect more tribal elders to resources and services.

OIEA Operations Advancement

In FY24, OIEA focused on assessing barriers the Tribal Provider centers were facing post-pandemic. Evaluation of these challenges and changes, provided an opportunity to reevaluate methods, tools, and efficiencies needed to support and better equip the Tribal Providers to meet those challenges and identify sustainable solutions. Operations advancement included appointing two Native American women to lead OIEA operations. The Agency reinstated and redirected the scope of work for the AmeriCorps Vista Project for an additional \$25,000 grant to fund a needs assessment, an initiative, "Identifying Tribal Eldercare Needs for Supplemental Services." OIEA deployed the NM Grown program to six tribal providers during Q3 and Q4 of FY24, furthering availability of local foods to tribal communities. Capital outlay requests for Taos Pueblo and Pueblo of Laguna were restarted, and despite the fact that at end of Q2 (December 2023), only 30% of FY24 Tribal Provider IGA allocations were expended, after a significant push, expenditures increased to 70% by the end of Q3, March 2024. Q4 final expenditures were 93 percent, representing a one percent gain over FY23.

Meaningful Tribal Site Visits

Cabinet Secretary Jen Paul Schroer, Deputy Secretary Sarah Jacobs, Deputy Secretary Antoinette Vigil and several division directors, including OIEA's director, visited Tribal Provider sites throughout FY24. During these visits, The Agency toured facilities and spent time visiting with center team members, Tribal administration and community members. Agency leaders gleaned a deeper understanding of the uniqueness of Tribal Senior Centers, Adult Day Services Centers and additional centers in operation, assessed needs and strengthened understanding of

data collected. They collaborated to generate and share new information for improved stakeholder and beneficiary engagement, and gained first-hand knowledge of sites' progress, challenges, and accomplishments

Secretary Tribal Tour locations included:

- Upper Fruitland Senior Center
- Hogback Senior Center
- Shiprock Senior Center
- Pueblo of Isleta Elder Center
- Pueblo of Isleta Adult Day Care, Assisted Living & Memory Care Facility
- Pueblo of Santa Clara Senior Center
- Pueblo of Santa Clara Adult Day Care Center
- Pueblo of Zuni Senior Center
- Pueblo of Zuni Adult Day Care Center

Additional OIEA site visits included:

- Pueblo Pintado Senior Center Grand Opening
- Pueblo of Santa Ana Senior Center
- Pueblo of Santo Domingo Senior Center
- Pueblo of Zia Senior Center
- Pueblo of Sandia Senior Center

Bridged Programming to Tribes, Pueblos & Nations

An OIEA organizational focus is to increase awareness of the Agency's programs, services and resources to Tribal Provider's, elders and caregivers with the Indian Area Agencies on Aging (IAAA) and the Navajo Area Agencies on Aging (NAAA). This focus takes into consideration serving tribal elders living outside reservations who are consumers of AAA provider centers and facilities. Mutually beneficial advantages include improvements to service delivery, operational efficiency, partnerships, knowledge sharing, improved decision making and overall inclusivity. For our constituents, the advantage is improved well-being, welfare, and independence. FY24 Agency and OIEA outreach events are listed below.

- New Mexico State Fair
- American Indian Day at the Legislature
- NM Indian Council on Aging
- Blue Zone Panel Discussion: Tribal Provider representation
- 2023 Conference on Aging: Industry resources for IAAA, NAAA and AAA
- Inaugural issue of ALTSD magazine *New Mexico Generations* Spotlight article on OIEA Director, Melissa Sanchez were shipped to all IAAA & NAAA Tribal Providers
- Tribal representation within the Agency's Policy Advisory Committee (PAC)

- Meetings and Communications such as presentations to the IAAA and NAAA as part of the AAA quarterly meetings and letters from the Secretary to Tribal leaders and All Pueblo Council of Governors
- The Agency included OIEA's recommendations for the upcoming Universal Consumer Information Tool (UCIT) training for this new consumer assessment tool that will be utilized by Tribal Providers
- Secretary Tribal Tour site visits and OIEA staff site visits

FY25 Goals

Allocated Funding Expenditures of 100%

OIEA administers the IAAA and NAAA Intergovernmental Agreements (IGA). The IGAs (contracts) are the government-to-government agreement for the state general funds allocated as supplemental funding, and other funding opportunities such as the Senior Services Expansion and NM Grown, to support tribal senior and adult day service centers. OIEA manages the IGA's in collaboration with Tribal Leaders and their Tribal Provider managers and directors by monitoring timely responses of contract reporting responsibilities and monthly reimbursement requests.

- OIEA will expand its efforts to support tribal entities in spending all their IGA funds.
- The Agency will continue with early IGA distribution to allow for additional time for Tribal Administrative review.
- Fiscal staff and tribal leaders will be invited to meetings (in addition to Tribal Provider manager/directors)
- The Office will host individual meetings, monthly phone calls and deadline reminders.
- Mid-fiscal year funding balance review will assess possible IGA budget reductions.
- Applicable Agency divisions will be available to support Tribal Providers with training, service development and service improvement.
- Applicable Agency divisions and OIEA will seek to identify and provide relevant technical assistance for Tribal Providers to support timely reporting responsibilities, submission and monthly funding reimbursement requests.
- The Capital Outlay Bureau will continue to provide funding opportunities and OIEA will continue to guide Tribes, Pueblos and Nations to expend 100% of the funding allocation.

Advance Communication and Outreach

OIEA is furthering its communication strategy with tribal partners. These efforts include letters and email from the Secretary, monthly meetings and communications with IAAA and NAAA. Agency and industry resource presentations. OIEA will start a dedicated newsletter to serve as a platform for sharing updates, resources, success stories and tribal provider news, increase tribal site visits, communicate Capital Outlay application announcements and funding status updates, develop an annual calendar including relevant timelines, workshops, trainings, and information about the capital outlay funding process.

Implement FY25 Initiatives

OIEA will conduct a gaps and needs analysis using data collection tools and methodologies for the purpose of establishing a baseline of information that will lead to formation of a strategic plan for the Agency and OIEA through the AmeriCorps VISTA Project: Identifying Tribal Eldercare Needs for Supplemental Services. This analysis aims to identify operational needs of Tribal Provider facilities and services that are associated with any barriers to successful operations and meeting the needs of the tribal elders within their communities. Findings will be shared with participating Tribes, Pueblos and Nations.

Capital Outlay Assessment

ALTSD will begin a statewide assessment of all senior center buildings prioritizing capital outlay recommendations to the New Mexico Legislature. The Agency anticipates this assessment will provide invaluable information that will reduce the administrative burden on governments in the future. Tribes, Pueblos and Nations are encouraged to participate.

New Mexico Grown Tribal Participation

NM Grown is a program that works with local farmers, ranchers, and food businesses to connect them to people and organizations right here in our state. When local food producers can provide their fruits, vegetables, and meat to preschools, K-12 schools, senior centers, adult day care centers and food banks, it helps communities stay healthy and self-reliant.

NM Grown supports publicly funded meal programs by highlighting healthy food options and increasing access to fresh locally grown and produced foods for institutional and food bank buyers. The program strengthens purchasing relationships with food producers, creating sustainable market opportunities and healthy communities. Through this work, NM Grown can empower children, older adults, and families to make informed food choices while strengthening the state's local economy and contributing to vibrant communities.

FY25 New Mexico Grown Tribal allocation totals \$245,311. Currently, 17 Pueblo Senior Centers, three Pueblo Adult Day Services Centers, one Apache Senior Center and 29 Navajo Senior Centers are participating, for a total of 50 centers. In FY24, only six senior centers participated. As such, the Agency and OIEA are thrilled with the dramatic increase in participation.

Service Expansion Initiative

The Agency believes that a strong AAA provider network is essential to the health of older adults in New Mexico. The goal of this initiative is to strengthen the AAA provider network and capacity. The purpose of the Senior Services Expansion Initiative is to increase the number of case management services, transportation services, legal services and community activity services offered by AAA providers with an objective of increasing the number of customers served and units of services distributed in FY25.

SWOT Analysis

<p>Strengths</p> <ul style="list-style-type: none"> • Established network with knowledge of population and area needs. • Collaboration with community partners to bring added programming to older adults. • Coordination of services to meet the needs of older adults being served. • Consumer direct services. • Establishing a direct APS referral procedure, where APS consumer assessment is utilized. • Leveraging Medicaid funding to support community-based services. • Grant funding to support sustainability of services. 	<p>Weaknesses</p> <ul style="list-style-type: none"> • The AAAs and providers need additional administrative capacity to increase services. • FY24 budget did not accommodate for provider wage increases. • High turnover rate of network provider line staff. • Inconsistent local funding to support OAA services. • Stigma limits eligible older adults in accessing senior center services and older adults are working longer. • Limited resources in rural areas. • Stronger relationships with tribal governments to support capacity building and talent development is needed.
<p>Opportunities</p> <ul style="list-style-type: none"> • AAAs may play critical role to fill gaps in services. • AAAs collaboration with community programs and local governments to enhance partnerships. • Collaboration to implement real time data collection and a universal assessment tool across entire Aging Network. • Outreach and marketing. • Enhanced collaboration with other state departments to identify and target outreach efforts for those older adults most in need (Grandparents Raising Grandchildren, Caregivers, nutritionally at risk, veterans, and potential volunteers). • Senior Center meal gold standard development similar to the public schools' meal efforts. 	<p>Threats</p> <ul style="list-style-type: none"> • Population growth • Gaps in service providers for rural homebased programming/services • CARES/FFCRA/ARPA/Vax5 funding allowed for additional services without sustainability. • Limited funding and decrease in local revenue that supports direct services. • Increase cost of supplies and employee benefits that drive the increase cost of service. • Unknown historical issues popping up unexpectedly in the Capital Outlay Bureau.

Action Plan

Given the siloed nature of these Agency units and the limited data available at the provider level, continued research and assessment is necessary to truly understand how the Agency can play a strategic role in enhancing the Aging Network for both local and tribal governments throughout New Mexico. Again, the Office of Business Engineering and Program Development will be instrumental in formulating strategies, leveraging technology, and integrating systems to inform opportunities to improve the vast, complex system of senior centers and the services needed to elevate the level of care for the aging and disabled population.

These following tactics have been identified to build a foundation as the Agency supports the expansion of the Aging Network Division and its transition:

- The Agency, as the State Unit on Aging, must submit the FFY25 four-year State Plan on Aging, which will focus on the Older Americans' Act services and align with the updated federal rule changes, further elevating nutritional services (congregate, grab-n-go, and home delivered meals), transportation services, case management, respite care, homemaker and chore services. The State Plan on Aging will also include the innovative Consumer Elder Rights Division Aging and Disabilities Resource Center services, the nationally recognized prevention and intervention provided by Adult Protective Services, and the Title VII Ombudsmen statewide volunteer expansion efforts to advocate for resident's rights.
- Long-term Care Companion Program FY25 pilot includes eight SeniorCorps programs implementing and recruiting volunteers committed and dedicated to serve their community by giving of their valued time, while building rapport with long-term care residents who have limited natural supports or visits from friends and family.
- Quality Assurance Program will build a framework that is sharply focused on elevating the quality and expansion of services available at the senior centers. This requires additional staff which must be considered within the next three fiscal years.
- Establishing a Senior Center Cooperative Program will focus on increasing attendance, building capacity, and identifying economies of scale.
- Building an Aging and Disability Survey and Overlay Application will take a data-based approach to illustrate the needs of various services by geographic area. The Agency will develop an innovative application that efficiently stores and manages information about various services provided to older adults. The application will also integrate and overlay data sets to identify service gaps and improve distribution of services statewide.

Cross-Agency Collaborations

To ensure aging and disabled adults receive the resources and support necessary to thrive, the Agency collaborates with several state agencies. While not comprehensive of all the Agency's work, the below highlights several cross-collaboration efforts.

New Mexico Grown

New Mexico Grown Interagency Task Force is made up of Aging & Long-Term Services, Public Education Department, and Early Childhood Education and Care Department. The Task Force work together to coordinate local New Mexico vendors to provide local produce, meats and dairy products to schools and senior centers. The Agency provides funding to local providers through the AAAs to ensure seniors receive nutritious meals. The task force fosters the link between senior centers and local farms or farm organizations so that freshly harvested local foods become a staple in New Mexico seniors' diet. The Agency has been supporting the implementation of New Mexico grown foods in senior meals since 2021. Currently, 163 senior centers across New Mexico participate to offer fresh ingredients for meals.

SNAP-HCA

Five Agency staff participated in the Community Health Initiative-train the trainer DOH certified Community Health Workers (CHW). The Agency also implemented the Senior Employment Program Community Health worker programming allows for part-time employment for eight participants to obtain the DOH CHW certification and long-term employment opportunities. The Agency is collaborating with UNM for clinical supervision of the rural senior employment CHW participants.

Rural Senior Food Boxes

The Agency implemented a pilot project for rural senior non-perishable food boxes, collaborating with HCA and the food banks to deliver shelf-stable food items to 15 senior center, housing authority and Adult Protective Services sites.

Grandparents Raising Grandchildren

According to the most recent estimates from the U.S. Census Bureau (2021), approximately 12% or 24,000 New Mexico grandparents are responsible for a grandchild. While this is about two percent less than the national average, of those families, approximately 24% of New Mexico grandparents are living below the poverty level. That's 5,765 New Mexicans bringing in \$19,720 or less to care for themselves and their families, including their grandchildren. New Mexico also has an eight percent higher rate for non-parental involvement than the rest of the country. That means that for 20% of these New Mexicans, the grandchild's parent is not present. This can be for a variety of reasons, including incarceration, substance abuse and mental health. This puts extra pressure on the grandparents who are parenting "times two."

These families need resources. Some of the biggest challenges to grandparents raising grandchildren revolve around navigating systems, such as schools, early childhood programs and services, healthcare and the courts. Multiple state agencies in addition to this Agency, including Children, Youth and Families Department (CYFD), Department of Health (DOH), the Health Care Authority (HCA), Early Childhood Education and Care Department (ECECD) and

the Public Education Department (PED) are committed to expanding resources and developing comprehensive solutions.

These agencies will collaborate on a family resource fair statewide tour. For the 24,000 New Mexicans who are raising grandchildren, many don't have the time to seek out solutions that may exist, such as food boxes, financial assistance, and childcare. Through inter-agency cooperation, these informational events will help remove barriers to these resources. These state agencies will meet grandparents in their communities to provide wrap-around state services to address food insecurity, respite care, healthcare and more. Every grandparent and every family in New Mexico should have the resources they need to raise healthy, happy children, setting them up to be productive members of society in the future.

Multi-agency Resource Guide

Grandparents Raising Grandchildren / Kinship Care



Resources for grandparents or other kinship caregivers raising children:

NM Aging and Long-Term Services Department (ALTSD) / Aging and Disability Resource

Center (ADRC) provides information on resources and services in the community, including kinship support.

☎ 1-800-432-2080, TTY 505-476-4937

🌐 <https://aging.nm.gov/consumer-elder-rights/aging-disability-resource-center-adrc/>

NM Human Services Department (HSD) /Income Support Division (ISD) - offers emergency food assistance, Supplemental Nutrition Assistance Program, Temporary Assistance for Needy Families, Low Income Energy Assistance, and health coverage (Medicaid).

☎ 1-800-283-4465 🌐 <http://www.hsd.state.nm.us/Default.aspx>

Pegasus Legal Services for Children –provides information and civil legal services to assist grandparents raising grandchildren and other kinship caregivers in obtaining *kinship-guardianship*, especially in contested situations. Pegasus intake for kinship guardianship is through the Guardianship Legal Helpline. For free and low cost Kinship Guardianship legal services: ☎ 505-217-1660, 1-833-355-6944 Se habla español.

🌐 <http://pegasuslaw.org/>

Advocacy, Inc., New Mexico Guardianship Project – serves children and youth, birth to 18 years old living with grandparents, family members and caretakers. Information and referral regarding guardianship and adoption is provided. Downloadable forms (Power of Attorney, Caregiver’s Affidavit) and links to financial benefit information are available at www.nmadvocacy.org. It also provides legal representation in uncontested guardianship and adoption cases. A fee is charged on a sliding scale, based on income.

☎ 1-866-257-5320 or email kids@nmadvocacy.org

Legal Resources for the Elderly Program (LREP) – information and referral for seniors age 55 and over.

Provides a free English/Spanish, downloadable [NM Senior Legal Handbook](#); Chapter 12 covers “Grandparent Caregivers/Kinship Guardianship”. Access the Handbook at <https://www.sbnm.org/For-Public/Legal-Resources-for-the-Elderly>, click on the *Publications* tab. ☎ 1-800-876-6657

Las Cumbres Community Services (serves Rio Arriba and Santa Fe Counties only) – *Grandparents Raising Grandchildren Program* offers information, resources, monthly support group meetings, and educational opportunities, publications, discussion blogs, and a yearly conference.

☎ 505-955-0410 or at <https://www.lascumbres-nm.org>

The City of Santa Fe, Division of Senior Services – assists grandparents or kinship caregivers who pay out-of-pocket expenses for medical services, food, clothing and more for those they care for. Persons 55 years or older who live in the city/county of Santa Fe, and who show proof of actively caregiving and providing financial assistance for those they care for, may receive up to \$200.00 annually per household for reimbursable expenses. ☎ 505-955-4721 or <https://santafenm.gov/community-services/division-of-senior-services>

Health Care Authority

The Agency benefits from collaboration with the Health Care Authority (HCA); ongoing education regarding Turquoise Care, Turquoise Care MCO accountabilities and value-added services; Turquoise Care companion Medicare Advantage D-SNP plans including accountabilities and special requirements outlined in the SMAC (agreement with state, CMS and the MCOs), coordination of benefits, and extra benefits.

The Adult Protective Services, The Long-Term Care Ombudsman, Medicaid Fraud Control Division (AG's Office), and Division of Health Improvement (at Health Care Authority) meet regularly to review referral and investigation information, reports and findings in licensed long-term care facilities (both nursing homes and assisted living facilities). These meetings are referred to as the "Joint Protocol." Pursuant to an existing memorandum of understanding allegations of abuse, neglect or exploitation (ANE) occurring in facilities are cross reported between agencies depending on the circumstances of the report (alleged perpetrator is an employee of the facility or a family member, etc.). Each agency's response is somewhat different based on their statutory obligations. DHI is responsible for licensing health facilities including long-term care and assisted living homes as well as investigating ANE occurring at licensed health facilities and home and community-based Medicaid waiver programs. APS is statutorily mandated to investigate ANE of incapacitated adults and adults with disabilities and provide services on an emergency and non-emergency basis. The Ombudsman is tasked with advocating on behalf of long-term care residences but have strict confidentiality provisions.

Children, Youth and Families Department (CYFD), Office of Guardianship, and Adult Protective Services (APS) work together on permanency planning for incapacitated youth who are aging out of foster care. Many of these young adults are in need of both a guardian and conservator, when identified by CYFD, permanency planning workers coordinate with APS staff to ensure Medicaid and any home and community-based waiver services are in place as well as petition the court to appoint a guardian when no family is willing or able to serve in that role for the youth.

Data References

1. The estimated prevalence of caregiving for an adult age 18 or older is 19.2% in 2020, or approximately 47.9 million Americans, up from 16.6% in 2015. Over the same period, the estimated number of caregivers of adults ages 50 or older is 16.8% and increased by 7.6 million. As of 2020, there are an estimated 34.2 million caregivers of recipients aged 50 years or older. Source: AARP and National Alliance for Caregiving. Caregiving in the United States 2020. Washington, DC: AARP. May 2020.
2. In 2010, the “caregiver support ratio” was 7-to-1. By 2030, the ratio is projected to decline sharply to 4-to-1; in 2050, it is expected to decrease to less than 3-to-1, when baby boomers will be in their high-risk years of late life. Source: D. Redfoot, L. Feinberg, and A. Houser, “The Aging of the Baby Boom and the Growing Care Gap: A Look at Future Declines in the Availability of Family Caregivers,” AARP Public Policy Institute, Washington, DC, 2013, <https://www.aarp.org/home-family/caregiving/info-08-2013/the-aging-of-the-baby-boom-and-the-growing-care-gap-AARP-ppi-ltc.html>
3. In New Mexico in 2021, 10% of 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. Source: Behavioral Risk Factor Surveillance System Survey Data, U.S. Department of Health and Human Services, Centers for Disease Control and Prevention, together with New Mexico Department of Health
4. In New Mexico: 20% of adults report they provide regular care or assistance to a friend or family member who has a health problem or disability. Source: Behavioral Risk Factor Surveillance System Survey Data, U.S. Department of Health and Human Services, Centers for Disease Control and Prevention, together with New Mexico Department of Health
5. In New Mexico ,26% and 34% of adults have been providing care for longer than 2 and 5 years, respectively. Source: Behavioral Risk Factor Surveillance System Survey Data, U.S. Department of Health and Human Services, Centers for Disease Control and Prevention, together with New Mexico Department of Health
6. In New Mexico, 6% and 21% reported they provide 20 and 40 or more hours of care per week, respectively. Source: Behavioral Risk Factor Surveillance System Survey Data, U.S. Department of Health and Human Services, Centers for Disease Control and Prevention, together with New Mexico Department of Health
7. In New Mexico, 10% care for someone with dementia or Alzheimer's. Source: Behavioral Risk Factor Surveillance System Survey Data, U.S. Department of Health and Human Services, Centers for Disease Control and Prevention, together with New Mexico Department of Health
8. In New Mexico, 53% of caregivers helped another manage personal care such as giving medications, feeding, dressing, or bathing; 85% help another person manage household tasks such as cleaning, managing money, or preparing meals.
9. Data from Genworth Cost of Care Survey, conducted by CareScout®, November 2021



Fiscal Year 2026
Aging & Long-Term Services Department
IT STRATEGIC PLAN
September 3, 2024

Sonia Abeyta
Acting Chief Information Officer

Table of Contents

EXECUTIVE SUMMARY	3
I. AGENCY OVERVIEW	4
A. AGENCY MISSION	4
B. AGENCY GOALS	4
C. VISION AND PRIORITIES	4
D. AGENCY DESCRIPTION AND ORGANIZATION STRUCTURE	5
II. IT ENVIRONMENT	7
1. Major Applications	7
2. Infrastructure.....	8
3. Security	8
4. Agency IT Certified Projects.....	9
5. Workforce.....	9
6. Challenges.....	9
III. FY24 KEY ACCOMPLISHMENTS	10
A. FY24 STRATEGIC IT ACCOMPLISHMENTS	10
B. OTHER KEY IT ACCOMPLISHMENTS – FY24	11
IV. FY26 IT STRATEGIC GOALS AND STRATEGIES.....	12
V. IT FISCAL AND BUDGET MANAGEMENT	14
VI. SPECIAL FUNDING, SUPPLEMENTAL, COMPUTER SYSTEM ENHANCEMENT (C2) FUNDING AND REAUTHORIZATION OF C2 APPROPRIATIONS	15
APPENDIX A-I: AGENCY ORGANIZATION CHART	16
APPENDIX A-II: IT ORGANIZATION CHART	17
17	
APPENDIX A-III: C2 IT DATA PROCESSING CSEF	18
APPENDIX A-III: C2 IT Data Processing CSEF.....	18
Budget Director Signature _____	18

EXECUTIVE SUMMARY

The Aging & Long-Term Services Department (ALTSD) has developed this Information Technology (IT) Strategic Plan in support of the strategic plans of the ALTSD and the State of New Mexico (NM).

The ALTSD's strategic priorities are:

1. Collaborative Leadership – ALTSD management will encourage:
 - Open communication between constituents, AAAs, Providers, ALTSD staff;
 - Consumer focus and long-range thinking;
 - Performance-based decisions;
 - Results oriented continuous improvement;
 - Innovation and responsiveness by adapting to the ever-changing landscape of services for older adults and adults with disabilities in a proactive and efficient manner.
2. Integrity and Trust – Maintaining and enhancing our services.
3. Professional Excellence –
 - Continue high standards;
 - Enhance delivery of services;
 - Provide the necessary training required by our staff;
 - Improve workforce efficiency.
4. Process Improvement –
 - Shorten consumer service times;
 - Improve consumer satisfaction
 - Improve data integrity;
 - Eliminate non-value-added tasks
 - React expeditiously to business change.

To assist ALTSD in meeting its strategic priorities, the Information Technology Division (ITD) provides support to meet all IT related business needs for all divisions and staff. The ITD provides and maintains a suite of complementary database and case management systems that enable staff to support the Department's constituents efficiently and effectively, and to collect and report federally mandated data. The ITD is committed to support the Divisions and staff by providing a highly available, diverse infrastructure.

The ITD continues to strengthen its program infrastructure by working closely with the various divisions: Aging Network, Consumer and Elder Rights, Adult Protective Services, Office of Indian and Elder Affairs, External Affairs, and State Long-Term Care Ombudsman, to define the business needs and adapt the technology systems accordingly.

The ITD, along with other key ALTSD personnel, continues to participate in the Health Care Authority (HCA) Medicaid Management Information System Replacement (MMISR)/Health and Human

Services (HHS) 2020 project, to increase collaboration and data sharing with other New Mexico Health and Human Services agencies, and to leverage funding available via the project to support implementation of systems designed to meet that need.

I. AGENCY OVERVIEW

A. AGENCY MISSION

ALTSD 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.

B. AGENCY GOALS

ALTSD currently has 28 performance measures, which are reported quarterly or annually to the Department of Finance and Administration and the Legislative Finance Committee. Annual targets are determined based on an analysis of trends, forecasts, and operational assessments of programs and services. There are five types of performance measures:

- Output – measures the volume of work completed or the level of actual services or products delivered.
- Quality – measures the value of the service being provided.
- Outcome – measures the actual impact or public benefit of a program.
- Explanatory – measures external factors over which the agency has little or no control but that have a material effect on the agency’s ability to achieve its goals.
- Efficiency – measures cost per unit of service provided.

C. VISION AND PRIORITIES

At the heart of the Aging and Long-Term Services Department’s mission is the belief that New Mexico’s older adults and adults with disabilities have the right to remain active participants in their communities, to age with respect and dignity, to be protected from abuse, neglect, and exploitation and to have equal access to health care. The Department is a leader in developing programs and building partnerships that support lifelong independence and healthy aging.

The ITD has established the following priorities for FY26 in alignment with the agency vision and State Strategic Plan

- Continue to upgrade and improve the existing IT Systems that ALTSD currently utilized to collect, analyze, and report data for each of the divisions;
- Migrate toward a cloud-based IT infrastructure, to provide improved access

to remote employees, while also ensuring IT security protocols and practices are in line with industry standards and best-practices;

- Collaborate with each division within ALTSD to review their business processes to improve their program infrastructure, to improve efficiency and accountability;
- Continue to participate in the HCA MMISR / HHS 2020 project and improve data contribution and cross agency collaboration;
- In addition to the above priorities, the ITD will focus on infrastructure refresh, routine maintenance, and support of existing IT systems, while being cognizant of the budget.

IT Role within the ALTSD

The CIO, as the Director of the ITD, partners with other ALTSD senior management to guide and advise on technology solutions for all business-related needs, goals, and objectives. In addition, the ITD staff provides programmatic support to meet all IT related business needs for all ALTSD divisions and staff via the established Helpdesk.

Some of the main services and support provided by the ITD include, but are not limited to:

- The WellSky suite of applications:
 - Aging & Disability (formerly Social Assistance Management Software or SAMS) – utilized by both the Aging Network Division and Consumer and Elder Rights Division;
 - Harmony – utilized by the Adult Protective Services;
 - OmbudsManager - utilized by the Statewide Long-Term Care Ombudsman Division.
- Virtualized on-premise and cloud-based server environments:
 - Network File Shares
 - Web based Application
 - Telephone call recording system (utilized by APS/CERD)
 - Authentication servers and related resources
 - Comprehensive and regularly scheduled data backups
 - Local and wide area networks
 - Robust security policies that meet or exceed industry standard and compliance with federal regulations, such as HIPPA

D. AGENCY DESCRIPTION AND ORGANIZATION STRUCTURE

The ALTSD is organized as follows. Please reference Appendix A-I for the full organizational chart and Appendix A-II for the IT organizational chart.

- Office of the Secretary (OOS)

- Deputy Secretary
 - Administrative Support Division
 - Consumer & Elder Rights Division
 - Human Resources Division
 - Information Technology Division
 - Long-Term Care Ombudsman (employees)
- Deputy Secretary
 - Adult Protective Services (employees)
 - Aging Network Division
 - Office of Indian & Elder Affairs
- Office of General Counsel
- Director of External Affairs

The ALTSD has offices statewide, headquartered in Santa Fe, with major offices in Albuquerque and Las Cruces.

Major programs within the ALTSD:

- Aging and Disability Resource Center (ADRC)
 - Increase access to person-centered home & community-based service to minimize the need for more restrictive long-term care and health care services.
 - Increase the Department’s capability to recruit, train, and retain qualified and committed volunteers to augment and effectively deliver programs and services.
 - Improve access to long-term support services for older adults, adults with disabilities, and care givers by utilizing options counseling to assist them in making informed decisions.
- Senior Medicare Patrol (SMP)
 - Empower New Mexicans to prevent health care fraud.
- Legal Services
 - Provide legal assistance to older New Mexicans
- Long-Term Care Ombudsman
 - Protect the rights, health, safety, and welfare of New Mexicans living in long-term care facilities.
- Adult Protective Services
 - Protect adult victims of abuse, neglect, and exploitation without the capacity to protect themselves, while respecting individuals’ right to self-determination.
- Office of Alzheimer’s and Dementia Care
 - Further implementation of The New Mexico State Plan for Alzheimer’s Disease and Related Dementias and the New Mexico State Plan for Family Caregivers.

- Ensure that family caregivers are properly trained.
- Ensure support for family caregivers who work.
- Senior Services Bureau – Respite, Caregiver Services
 - Provide a statewide network of services and support for older New Mexicans and their caregivers.
 - Empower older adults to be active members of their communities.
 - Relieve food insecurity among New Mexico’s older adults.
- Health Promotion
 - Support the health and wellness of New Mexico’s older adults, adults with disabilities, and caregivers.
- Volunteer Programs
 - Provide community service while fostering the health and independence of volunteers.
- Senior Community Service Employment Program (SCSEP)
 - Provide older adults with low incomes with skills to become economically self-sustaining.
- New Mexico Senior Employment Program (SEP)
 - Support Aging Network partners with part-time assistance, while providing older workers with supplemental income and opportunities to achieve economic self-sufficiency.
- Care Transition Program
 - Help individuals successfully transition from long-term care facilities into a community setting.
- Prescription Drug Assistance Program (PDA)
 - Provide appropriate prescription drugs for program participants
- State Health Insurance Assistance Program (SHIP)
 - Provide accurate, objective, and comprehensive information and assistance.
- New Mexico’s Veteran Directed Home and Community Based Services
 - Provide Veterans with a clear pathway regarding home and community-based services that allow them to live independently in their homes.

II. IT ENVIRONMENT

1. Major Applications

The major applications the ITD provides to all ALTSD users (see Appendix B for a list of all applications) are:

Microsoft suite of applications,

- Microsoft Office 365, including OneDrive;
- SharePoint

WellSky suite of applications

- Aging and Disability (formerly SAMS)
- Human Services (formerly APSS/Harmony)
- OmbudsManager.

The ITD's infrastructure consists primarily of:

2. Infrastructure

ALTSD Infrastructure consists of:

- Cisco networking equipment (routers and switches)
- Cisco call management software for telephone
- HP SimpliVity virtual environment in Santa Fe, and an off-site disaster recovery site located at the NM DoIT SIMMS Building.

3. Security

To ensure endpoint security, the ITD employs

- Cisco Umbrella
- Absolute Secure Endpoint
- ConnectWise Automate (Third Party System Patching)
- Miradore Mobile Device Management (MDM)
- CrowdStrike Antivirus
- Microsoft Defender
- Bit locker on all portable devices
- DoIT's KnowBe4 Security Awareness Training

In addition, RiskSense conducts monthly security scans of the ALTSD environment, and ALTSD utilizes CrowdStrike for daily vulnerability scans.

4. Agency IT Certified Projects

Enterprise System Modernization (ESM)	
Project Description	HHS 2020/MMISR/ALTSD Enterprise System Modernization (ESM)
Estimated Project Costs	\$ 2,571,970
Current Funding	\$280,600
Certified Project Phase	Initiation and Planning
Estimated Completion	June 2028
Strategic Priority	The ESM project will allow ALTSD to modernize the current WellSky suite of application to improve intra-agency data sharing; subsequently, it will establish a repository and Application Programming Interface (API) which will enable ALTSD to contribute data to the HHS2020 enterprise data warehouse.

TABLE II.1: Current Certified IT Projects

5. Workforce

A. Full Time Employees

ALTSD's IT full time employees (FTE) count is 8:

Chief Information Officer – - 1 (vacant)
 Deputy Chief Information Officer – 1 (filled)
 Security & Compliance Administrator – 1 (filled)
 Project Manager II – 1 (filled)
 Systems Administrator Supervisor – 1 (filled)
 Systems Administrator I – 3 (all 3 positions are filled)

All IT staff is onsite 100%.

B. IT Professional Services Contractors

ALTSD works with ABBA to provide IT Managed Services to monitor our network.

6. Challenges

The following are challenges the ITD faces that introduce risk to achieving the goals to the plan:

- Flat budgets and budget constraints limit the ability to effectively support and refresh end of life technology
- High turnover in IT positions introduce risk of effectively supporting the agency IT needs and goals
- The need to migrate aging applications to newer platforms impacts the agency's ability to contribute quality data to the HCA HHS2020 project.

III. FY24 KEY ACCOMPLISHMENTS

The ALTSD ITD continued to execute tasks to modernize and upgrade legacy systems. This included hardware, software, and infrastructure.

A. FY24 STRATEGIC IT ACCOMPLISHMENTS

STRATEGIC PRIORITY 1 – Maintain and improve infrastructure and systems to serve the ALTSD and its clients	
The strategy allows for the ALTSD ITD to continue supporting its internal and external customers, with systems that are modern and secure, to allow for the agency to carry out its mission.	
FY24 Strategy 1	Migrate the existing server infrastructure to a cloud-based solution in order to ensure better access to accommodate to the increased telework / remote workforce.
Accomplishments	The ITD has migrated to cloud-based solutions when possible, to allow for enhanced productivity.
Outcomes/Metrics	Enhance productivity and decrease cost by allowing for secure access to resources within a cloud-based environment. Improve accessibility to resources and endpoint management.
FY24 Strategy 2	Continuously evaluate business processes to enhance / upgrade existing WellSky suite of applications (A&D / SAMS, Harmony and OmbudsManager)
Accomplishments	
Outcomes/Metrics	Improved quality and timeliness of data entry, compliance with new federal reporting requirements from the systems by beginning go FFY 2022. Reduction in paper processes and inefficiency of referrals that occur from existing, siloed systems, within internal ALTSD divisions.

STRATEGIC PRIORITY 2 – HHS 2020/MMISR Project	
The strategy allows for ALTSD to modernize its enterprise systems, utilized by the different divisions, to improve the overall experience and improve data collection and management.	
FY24 Strategy 1	The ITD continues to support the ALTSD’s HHS2020 project efforts, which involves upgraded the existing enterprise systems.
Accomplishments	The ITD has successfully kicked off the ESM project, by obtaining approval for initiation and planning, of a project that was initiated in December 2020.
Outcomes/Metrics	The ITD is collaborating with each division to ensure all the requirements are captured as we move to the next phase of the project. Once this is complete, the ITD will present to the Department of IT to move into the implementation phase of the project.

TABLE III.1: FY24 Strategic IT Accomplishments

B. OTHER KEY IT ACCOMPLISHMENTS – FY24

APPLICATION	
Accomplishment	Replaced SEP software for all endpoints with CrowdStrike Falcon software.
Value or Impact	Allowed the agency to combine two previous solutions into one software solution saving money for the agency.
Accomplishment	Replaced Symantec endpoint antivirus software with CrowdStrike in active mode combined with Microsoft Defender in passive mode to ensure the agency's endpoint devices were protected and secure.
Value or Impact	
PROCESS IMPROVEMENT	
Accomplishment	
Value or Impact	
WORKFORCE	
Accomplishments	0% vacancy rate for IT PERM FTE positions.
Value or Impact	Only vacant position is CIO, Governor appointed position.
CUSTOMER SERVICE	
Accomplishments	
Value or Impact	
TELEWORK	
Accomplishments	
Value or Impact	
SECURITY	
Accomplishments	Worked with Risk Sense and the Department of Information Technology on monthly vulnerability scanning of our department network to review, identify, investigate, and remediate vulnerabilities.
Value or Impact	Reduced and eliminated potential security vulnerabilities.

TABLE III.2: Other Key IT Accomplishments – FY24

IV. FY26 IT STRATEGIC GOALS AND STRATEGIES

ALTSD ITD continues to evaluate and assess business processes and systems to ensure they align, and our customer’s needs are met. The upcoming strategies are born from those results and support the ongoing goals of the ITD.

STRATEGIC PRIORITY 1 – Effective Resource Management	
Goal Statement: Focus on managing IT security and compliance, cost management and optimization, governance and monitoring, data management and analytics, innovation and continuous improvement, and end-user support and adoption.	
FY26 Strategy 1	<p>Security & Compliance – implement security postures used to improve the security of the ALTSD Azure resources. Ensure the Azure cloud infrastructure complies with state and federal regulations.</p> <p>Cost Management – Analyze the agency spending and identify opportunities to optimize costs. Regularly review resource usage and shut down or resize underutilized resources.</p>
Outcomes/Metrics	<p>Governance & Monitoring – Ensure consistent management across all resources. Gain visibility into the performance and health of the agency’s applications and infrastructure as well as setup alerts and automated actions for critical issues.</p> <p>Data Management & Analytics – manage data and leverage data analytics.</p> <p>Innovation & Continuous Improvement – continue to build scalable and cost-efficient solutions, explore technology to enhance the agency’s operations and decision making. Encourage the team to pursue continuous learning and certification in cloud-based technologies to stay updated with the latest advancements.</p> <p>Network & Connectivity – Implement secure access and traffic management solutions. Enhance connectivity between on-premise and cloud-based solutions.</p> <p>End-User Support & Adoption – Provide training and resources to IT and agency staff to help adapt to the new clou-based environment.</p>
FY26 Strategy 2	<p>Continuous Improvement: Focus on continuously improving the quality of ALTSD systems (WellSky suite of applications: A&D / SAMS, Harmony, and Ombud Manager) and existing processes using modern methodologies and metrics.</p>
Outcomes/Metrics	<p>Improve Productivity: Continuously evaluate business processes to improve application performance, functionality, efficiency, and productivity.</p> <p>Improved Quality & Timeliness of Data: Compliance with new federal reporting requirements, reduction in paper processes and inefficiency of referrals that occur from existing, siloed systems, within internal ALTSD divisions.</p> <p>Continuous Improvement: Ongoing plan to evaluate WellSky applications and services on an annual basis to ensure the products delivered align with ALTSD goals.</p>

FY26 Strategy 3	Cybersecurity: Focus on critical security efforts to protect ALTSD data and prevent system interruptions or data loss due to malicious activity targeted at state's applications or infrastructure.
Outcomes/Metrics	Data Protection: Enhance protection of ALTSD data. Security Awareness: Promote security awareness for all ALTSD employees and contractors using DoIT KnowBe4 Security Awareness Training. Reduce Potential Security Risk: Work with vendors, CrowdStrike and ABBA to continuously monitor ALTSD network and servers to reduce potential security risks that could impact critical programs and infrastructure.
FY26 Strategy 4	Continued participation in the HHS2020 / MMISR project
Outcomes/Metrics	Data sharing and process improvement as it relates to the other Health and Human Service agencies in the state. System modernization to improve data collection and accuracy.

TABLE IV.1. FY26 IT Strategic Goals and Strategies

V. IT FISCAL AND BUDGET MANAGEMENT

Information Technology (IT) Operating Budget (C1)

Agency Name			Agency Code		
Aging & Long-Term Services Department			624		
Base Request Operational Support of IT. Check one of the options below:			Flat Budget	Expansion from previous year	
Yes			No	Yes	
Revenue IT Base Budget (dollars in thousands)					
Appropriation Funding Type	FY23 Actual	FY24 Actual	FY25 OpBud	FY26 Request	FY27 Estimate
General Fund	2,233.4	1,879.6	2,084.4	2,084.4	0.0
Other State Funds	0.0	0.0	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0	0.0	0.0
Internal Svc Funds/Interagency Transfer	0.0	0.0	0.0	0.0	0.0
Total	2,233.4	1,879.6	2,084.4	2,084.4	0.0
Expenditure Categories (dollars in thousands)					
Category or Account Description	FY23 Actual	FY24 Actual	FY25 OpBud	FY26 Request	FY27 Estimate
Personal Services & Employee Benefits	636.1	914.2	1,054.2	1,054.2	0.0
Contractual & Professional Services	69.7	54.8	54.8	54.8	0.0
IT Other Services	1,527.6	901.6	975.4	975.4	0.0
Other Financing Uses	0.0	0.0	0.0	0.0	0.0
Total	2,233.4	1,870.6	2,084.4	2,084.4	0.0
	Print Name	Phone	Email Address	Date	
Agency Cabinet Secretary/Director (Mandatory)	Jen Schroer	505.316.0628	jen.schroer@altsd.nm.gov		
Chief information Officer or IT Lead (Mandatory)	Sonia Abeyta	505.709.8656	sonia.abeyta@altsd.nm.gov		
Chief Finance Officer (Mandatory)	Latishia Ortiz	505.699.2370	latishia.ortiz@altsd.nm.gov		

Agency Cabinet Secretary/Director Signature _____

Chief Information Officer/IT Lead Signature _____

Chief Financial Officer Signature _____

VI. SPECIAL FUNDING, SUPPLEMENTAL, COMPUTER SYSTEM ENHANCEMENT (C2) FUNDING AND REAUTHORIZATION OF C2 APPROPRIATIONS

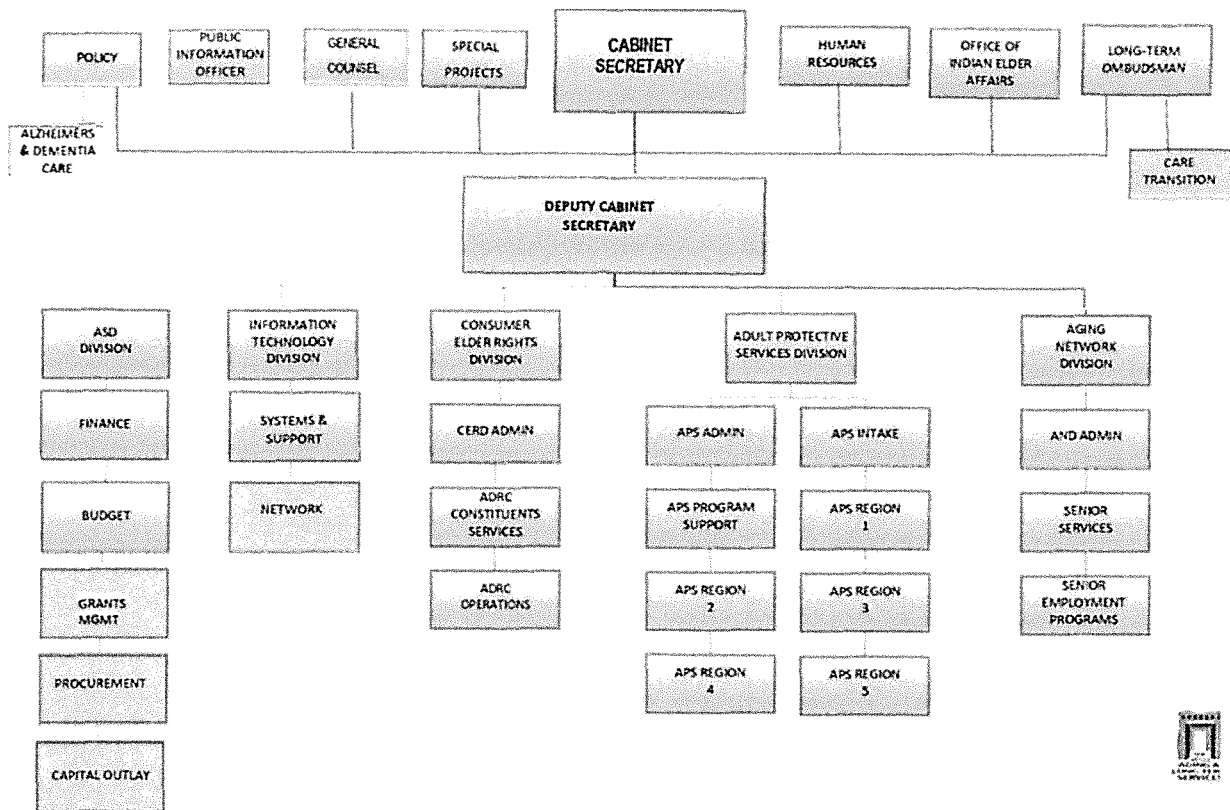
The period of time for expending the two hundred eighty thousand three hundred dollars (\$280,300) appropriated from the computer systems enhancement fund and the two million two hundred ninety-one thousand six hundred dollars (\$2,291,600) appropriated from federal funds in Subsection 21 of Section 7 of Chapter 83 of Laws 2020 as extended in Subsection 21 of Section 7 of Chapter 54 of Laws 2022 to continue the implementation of the medicaid management information system replacement project is extended through fiscal year 2026.

REQUEST FOR REAUTHORIZATION OF C2 APPROPRIATIONS

Information Technology Request for Reauthorization of C2 Appropriations			
Agency Name	Aging & Long-Term Services Department	Agency Code	624
Lead Agency Name Listed on Appropriation	Jen Schroer, Cabinet Secretary	Project Name	HHS2020
Source of Authorization (e.g. Laws 2022, Chapter 54, Section 7 (12) or Grant/Federal Fund #)		Appropriation Amount (in thousands)	Remaining Balance (in thousands)
Laws 2022, Chapter 210, Section 7 (15)		280,300	220,614
Laws 2022, Chapter 210, Section 7 (15)		2,291,600	2,291,600
		0.0	0.0
		0.0	0.0
		0.0	0.0
		0.0	0.0
Total amount appropriated for project life (in thousands)	\$2,251,900	Will the project be completed within the next fiscal year?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Reason for Requesting Reauthorization	To continue the implementation of the Medicaid Management Information Replacement System (MMISR) project.		

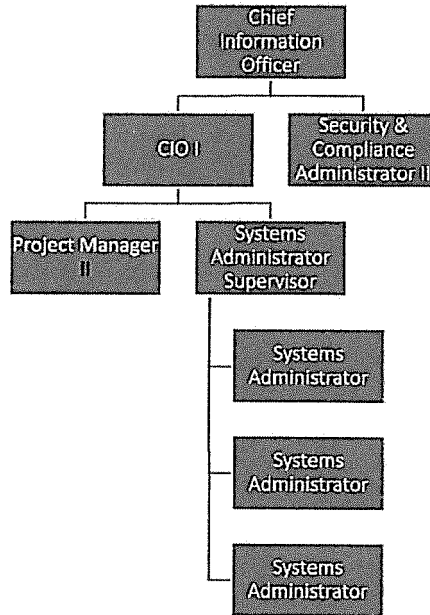
TABLE VI.1: Request for Reauthorization of C2 Appropriations

APPENDIX A-I: AGENCY ORGANIZATION CHART



APPENDIX A-II: IT ORGANIZATION CHART

Information Technology Division
Organizational Chart
P-591



APPENDIX A-III: C2 IT DATA PROCESSING CSEF

APPENDIX A-III: C2 IT Data Processing CSEF

Revenue Project Cost (dollars in thousands)					
Category or Account Description	FY24 & Prev Actual	FY25 Budget	FY26 Request	FY27 Request Estimate (If any)	Total
General Fund (CSEF)	220,614.8	185,227.7	228,263.0	12,364.0	646,469.5
Other State Funds (*specify funds below)	0.0	0.0	0.0	0.0	0.0
Federal Funds	0.0	2,291,600.0			2,291,600.0
Internal Svc Funds/Interagency Transfer	0.0	0.0	0.0	0.0	0.0
Total	220,614.8	2,476,827.7	228,263.0	12,364.0	2,938,069.5
*If Other State Funds, Specify Funding Source/Fund Name					

Expenditure Categories (dollars in thousands)					
	FY24 & Prev Actual	FY25 Budget	FY26 Request	FY27 Estimate	Total
Personal Services & Employee Benefits	0.0	303,790.5	0.0	0.0	0.0
Professional Services	95,077.0	114,141.0	228,263.0	12,364.0	449,845.0
Travel/Lodging	0.0	0.0	0.0	0.0	0.0
IT Hardware	0.0	0.0	0.0	0.0	0.0
IT Software	0.0	42,986.3	0.0	0.0	42,986.3
Other	0.0	0.0	0.0	0.0	0.0
Total	95,077.0	157,127.3	228,263.0	12,364.0	492,831.3

	Print Name	Phone	Email Address	Date
Agency Cabinet Secretary/ Director (Mandatory)	Jen Schroer	505.316.0628	jen.schroer@altsd.nm.gov	
Chief information Officer or IT Lead(Mandatory)	Sonia Abeyta	505.709.8656	sonia.abeyta@altsd.nm.gov	
Chief Finance Officer / Budget Director (Mandatory)	Latishia Ortiz	505.699.2370	latishia.ortiz@altsd.nm.gov	

Agency Cabinet Secretary/Director Signature _____

Chief Information Officer/IT Lead Signature _____

Budget Director Signature _____



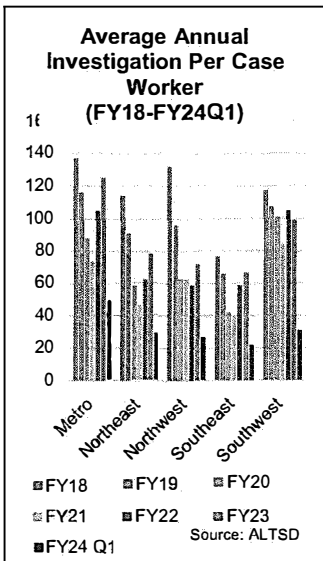
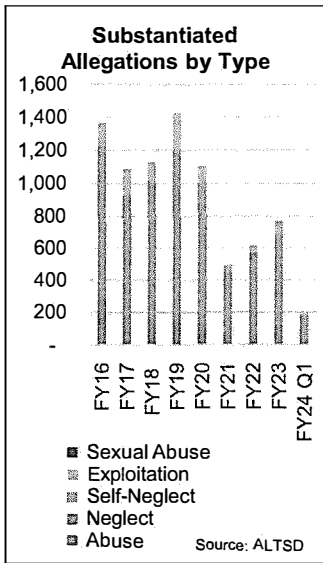
ACTION PLAN

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

The Aging and Long-Term Services Department (ALTSD) reported some improvement in performance during the first quarter of FY24. The department’s mission is to serve older adults and adults with disabilities so 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 first quarter of FY24, the Aging and Disability Resource Center (ADRC) received 7,055 calls, an average of 112 per day, on trend with the close of FY23 but lower than prepandemic levels. During the quarter, ADRC had 2 FTE dedicated to scheduled appointments and meeting with consumers by phone. The remaining FTE participated in live calls and callbacks. ADRC had three vacant positions during this time. In addition, training new ADRC staff has been a barrier to promptly answering consumer calls. The top topics for which people contact ADRC include assistance with Medicaid, Medicare, senior centers, and Covid-19.



Budget: \$5,185.7	FTE: 48	FY22 Actual	FY23 Actual	FY24 Target	FY24 Q1	FY24 Q2	FY24 Q3	Rating
Percent of calls to the Aging and Disability Resource Center that are answered by a live operator		52%	81%	90%	73%			Y
Percent of calls to the Aging and Disability Resource Center that are resolved in a single contact		New	New	90%	73%			Y
Percent of customers satisfied with the outcome of their call to the Aging and Disability Resource Center		New	New	90%	96%			G
Percent of residents who remained in the community six months following a nursing home care transition		86%	98%	90%	99%			G
Percent of individuals provided short-term assistance that accessed services within 30 days of a referral from options counseling		81%	84%	92%	83%			Y
Percent of facilities visited monthly		32%	52%	40%	70%			G
Percent of ombudsman complaints resolved within 60 days		99%	100%	99%	98%			G
Program Rating		R	R					Y

*Measure is classified as explanatory and does not have a target.

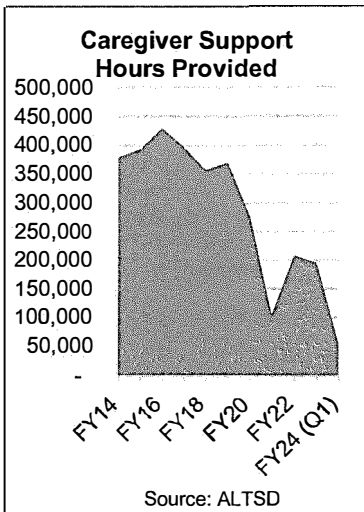
Adult Protective Services

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 first quarter of FY24, 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.

PERFORMANCE REPORT CARD
Aging and Long-Term Services Department
First Quarter, Fiscal Year 2024

Budget: \$14,408.8 FTE: 128	FY22 Actual	FY23 Actual	FY24 Target	FY24 Q1	FY24 Q2	FY24 Q3	Rating
Number of Adult Protective Services investigations of abuse, neglect, or exploitation	5,550	6,863	6,150	2,013			G
Percent of emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed timeframes	99%	99%	100%	99%			G
Percent of repeat abuse, neglect, or exploitation cases within six months of a substantiation of an investigation	0%	0%	2%	0%			G
Number of outreach presentations conducted in the community within adult protective services' jurisdiction	180	409	180	111			G
Percent of contractor referrals in which services were implemented within two weeks of the initial referral	60%	72%	80%	71%			Y
Number of referrals made to and enrollments in home care and adult daycare services as a result of an investigation of abuse, neglect, or exploitation	238	147	400	160			G
Percent of priority two investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed time frames	98%	99%	98%	99%			G
Percent of consumers for whom referrals were made, that accessed services and remained in a community setting for six or more months.	New	New	90%	95%			G
Program Rating	R	R					G

*Measure is classified as explanatory and does not have a target.



Aging Network

The Aging Network is on track to meet targeted performance for the hours of caregiver support for FY24, previously the program had struggled to meet 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 19,962 hours of respite care, 16,504 of adult daycare, 15,587 hours of homemakers, and 3,326 hours of other support services.

Budget: \$45,535.0 FTE: 18	FY22 Actual	FY23 Actual	FY24 Target	FY24 Q1	FY24 Q2	FY24 Q3	Rating
Percent of older New Mexicans receiving congregate and home-delivered meals through Aging Network programs that are assessed with "high" nutritional risk	15%	17%	17%	20%			G
Number of hours of services provided by senior volunteers, statewide	733,910	472,250	78,485	745,000			R
Number of outreach events and activities to identify, contact, and	802	764	800	348			Y



PERFORMANCE REPORT CARD
Aging and Long-Term Services Department
First Quarter, Fiscal Year 2024

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

Number of meals served in congregate and home-delivered meal settings 4,443,0664,105,2794,430,000 989,097

R

Number of transportation units provided 136,426 223,938 300,000 67,601

R

Number of hours of caregiver support provided. 167,701 196,246 167,000 55,380

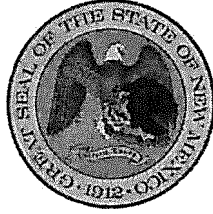
Program Rating

R

R

Y

*Measure is classified as explanatory and does not have a target.



Michelle Lujan Grisham
GOVERNOR

Jen Paul Schroer
CABINET SECRETARY

FY24 QUARTER #3 PERFORMANCE REPORT

Aging and Long-Term Services Department



Aging and Long-Term Services Department

Agency Mission:

The mission of the Aging and Long-Term Services Department (ALTSD) is to provide accessible, integrated services to older adults, adults with disabilities, and caregivers, to assist in maintaining their independence, dignity, health, safety, and economic well-being, thereby empowering them to live independently in their own communities as productively as possible.

Agency Goals:

The Aging and Long-Term Services Department's four primary goals for FY24 are:

Goal 1: Administer core programs that enable older New Mexicans to remain in their residence and community through the availability of and access to high-quality home and community services and supports, including supports for families and caregivers.

Goal 2: Expand and innovate services.

Goal 3: Establish and expand inventive programs that support consumer control and choice.

Goal 4: Prevent and improve response to abuse, neglect, and exploitation while preserving the rights and autonomy of older New Mexicans.

AGENCY PROGRAMS

CONSUMER AND ELDER RIGHTS DIVISION AND THE LONG-TERM CARE OMBUDSMAN PROGRAM	P592
ADULT PROTECTIVE SERVICES	P593
AGING NETWORK	P594

Consumer and Elder Rights Division and the Long -Term Care Ombudsman Program

Program Description, Purpose, and Objectives: The Consumer & Elder Rights Division (CERD) assists older adults, adults with disabilities, and their caregivers through telephonic, web-based, and community-based point of entry systems. CERD staff help people understand their options, access information, maximize personal choice, navigate systems to improve their quality of life.

CERD is composed of the following program areas:

- Aging & Disability Resource Center (ADRC) with Live Web Chat availability
- State Health Insurance Program (SHIP)
- Senior Medicare Patrol (SMP)
- Care Transitions Bureau (CTB)
- Prescription Drug Assistance Program
- NM Veteran Directed Care Program

The Long-Term Care Ombudsman Program (LTCOP) is federal- and state-mandated to provide independent oversight and advocacy services to residents in New Mexico's long-term care facilities. The program advocates for the recognition, respect, and enforcement of the civil and human rights of residents of long-term care facilities in New Mexico. Highly skilled LTCOP staff and many volunteers throughout the state regularly visit nursing homes and other long-term care facilities to ensure residents are properly treated.

Program Budget (in thousands):

FY23	General Fund	Other State Funds	Federal Funds	Other Transfers	TOTAL	FTE
200	1,830.70	-	1183.90	1,300.0	4,314.60	48
300	10.0	-	553.80	-	563.80	
400	244.6	-	614.50	-	859.10	
TOTAL	2,085.30	-	2,352.20	1,300.00	5,737.50	

FY24	General Fund	Other State Funds	Federal Funds	Other Transfers	TOTAL	FTE
200	1,647.20	-	1,032.70	1,300.00	3,979.90	48
300	10.0	-	442.80	-	452.80	
400	244.60	-	508.40	-	753.00	
TOTAL	1,901.80	-	1,983.90	1,300.00	5,185.70	

CERD Program Performance Measures:

1. Percent of calls to the Aging and Disability Resource Center, that are answered by a live operator.
2. Percentage of calls to the Aging and Disability Resource Center that are resolved in a single contact.
3. Percentage of customers satisfied with the outcome of their call to the Aging and Disability Resource Center.

4. Percent of residents who remained in the community six months following a nursing home care transition.
5. Percent of individuals provided short-term assistance that accessed services within 30 days of a referral from options counseling.
6. Percentage of facilities visited monthly.
7. Percent of ombudsman complaints resolved within sixty days.

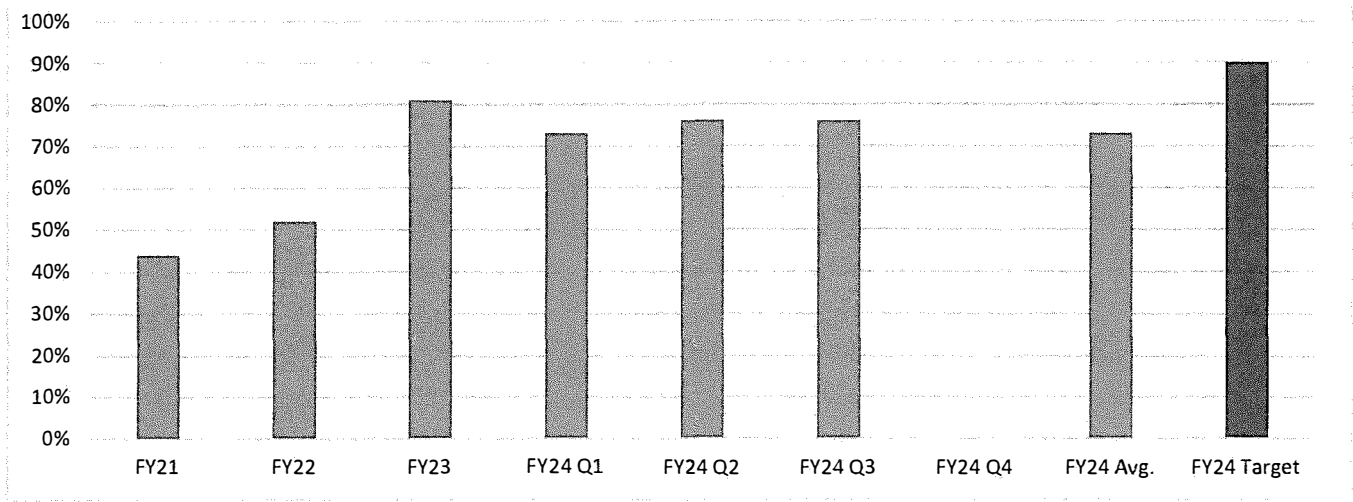
PERFORMANCE MEASURE #1

Percent of calls to the Aging and Disability Resource Center that are answered by a live operator.

Results

FY21	FY22	FY23	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4	FY24 Avg.	FY24 Target
57%	52%	81%	73%	76%	76%		73%	90%

Graph of Data Above



MEASURE DESCRIPTION: This measure reflects the adequacy of the Aging and Disability Resource Center (ADRC) responsiveness to customer needs.

DATA SOURCE/METHODOLOGY: WellSky Human Services Assistance Management Systems (SAMS), the services software required by the Federal Government’s Administration for Community Living (ACL) is an entry where staff track calls to obtain information, assistance, and referrals. The ADRC utilizes the CISCO call system database and the WellSky Human Services SAMS database. The percentage of calls answered by a live operator provides an indication of the demand for services and the relationship to customer service and ADRC staff resources.

STORY BEHIND THE DATA: During the third quarter FY24, 76% of the calls to the ADRC were answered by a live operator. The ADRC received 8,136 calls (average of 132 calls per day). The ADRC worked with an average of 9 Options Counselors. ADRC has 1 counselor dedicated to appointments, walk-ins, handled callbacks and overflow appointments. ADRC has 1 position vacant. Training new staff has also been a factor with answering calls. Also impacting this performance metric included 2 Holidays, 1 whole day and 3, 2-hour inclement weather days during the third quarter, and staff shortages due to leave (sick, annual, and administrative leave).

IMPROVEMENT ACTION PLAN: The ADRC is in the process of hiring for the vacant Options Counselor position, so so it is fully staffed. Additionally, the ADRC is upgrading our system, which would alleviate the issue of abandoned calls and instead there will be voicemail options, allowing immediate callbacks and the option of CHAT and robotchat, providing additional assistance to live calls. The system upgrade implementation is expected early FY25. The agency is also considering adding capacity through a contract vendor.

Alliance for Information and Referral Taxonomy is used to track the topics discussed and reviewed during each counseling session. Topic entries are entered into the SAMS database which includes entries by non-ADRC staff. The top five topics of concern in this quarter were:

- Medicaid – 6,527 consumers
- Medicare – 1,245 consumers (benefit explanation, enrollment, counseling)
- Prescription Drug Assistance (PDA) – 38 consumers
- Disability - 14 consumers
- Social Security – 12 consumers

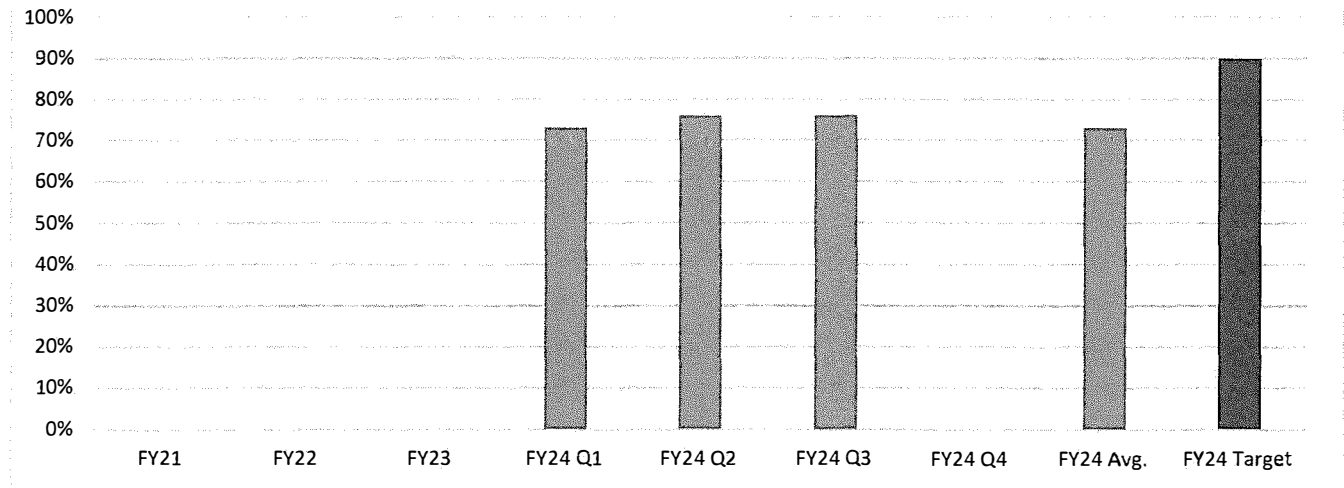
PERFORMANCE MEASURE #2

Percentage of calls to the Aging and Disability Resource Center that are resolved in a single contact.

Results

FY21	FY22	FY23	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4	FY24 Avg.	FY24 Target
N/A	N/A	N/A	73%	76%	76%		73%	90%

Graph of Data Above



MEASURE DESCRIPTION: This new measure indicates the resolution of both simple and complex calls received by the Aging and Disability Resource Center. This measure also provides an indication of the demand for services and the relationship to customer services as well as ADRC staff resources.

DATA SOURCE/METHODOLOGY: The ADRC utilizes the CISCO call system database and CISCO Unified reporting database. Data are obtained from Contact Service Queue (CSQ) reports, specifically, by counting calls with a single contact resolution.

STORY BEHIND THE DATA: During the third quarter FY24, 76% of the 8,136 calls received in the ADRC were resolved in that single contact. This means that there were 6,183 first call or single contact resolutions.

IMPROVEMENT ACTION PLAN: The ADRC is in the process of hiring for the vacant Options Counselor position to be fully staffed. Additionally, the ADRC is upgrading its system, which would alleviate the issue of abandoned calls, offering a callback option instead of remaining on hold, adding the option of CHAT and robotchat, providing additional assistance to live calls. The system upgrade is expected to happen in early FY25.

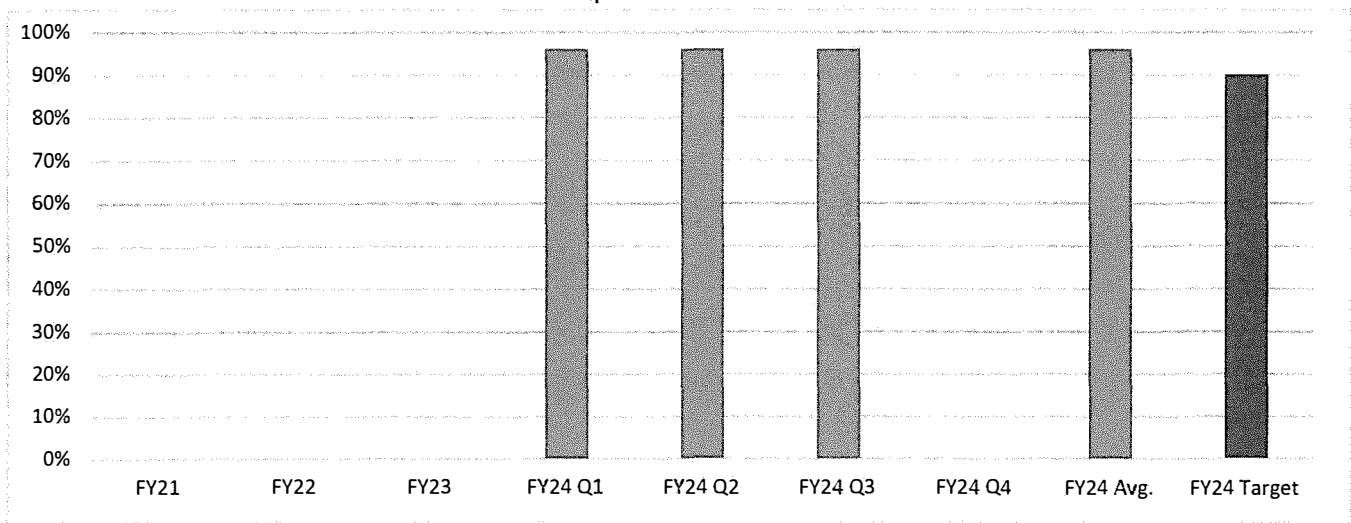
PERFORMANCE MEASURE #3

Percentage of customers satisfied with the outcome of their call to the aging and disability resource center.

Results

FY21	FY22	FY23	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4	FY24 Avg.	FY24 Target
N/A	N/A	N/A	96%	96%	96%		96%	90%

Graph of Data Above



MEASURE DESCRIPTION: This new measure – the percentage of customers satisfied with the outcome of their call to the Aging and Disability Resource Center – quantifies the degree of satisfactory ADRC customer service.

DATA SOURCE/METHODOLOGY: The Aging and Disability Resource Center (ADRC) conducts a satisfaction survey to assess the effectiveness of their counseling services. The measure indicates caller satisfaction, as indicated by data collected from the Aging and Disability Resource Center’s customer service survey. At the conclusion of each telephone counseling session, all callers are asked to complete a customer satisfaction survey. Survey data is collected from clients who completed the survey.

STORY BEHIND THE DATA: During the third quarter FY24, 96% of customers were satisfied with the outcome of their call to the Aging and Disability Resource Center. The ADRC received 8,136 calls (average of 132 calls per day). Callers are asked to provide feedback regarding the extent to which their primary issue was addressed. The survey also gathers feedback on the caller’s overall experience.

IMPROVEMENT ACTION PLAN: The ADRC is in the process of upgrading its call system, and this upgrade would alleviate the issue of abandoned calls and voicemails. Specifically, this upgrade would allow immediate callbacks and the options of CHAT and RoboCHAT, providing additional assistance to potential consumers. The system upgrade is expected to occur in early FY25.

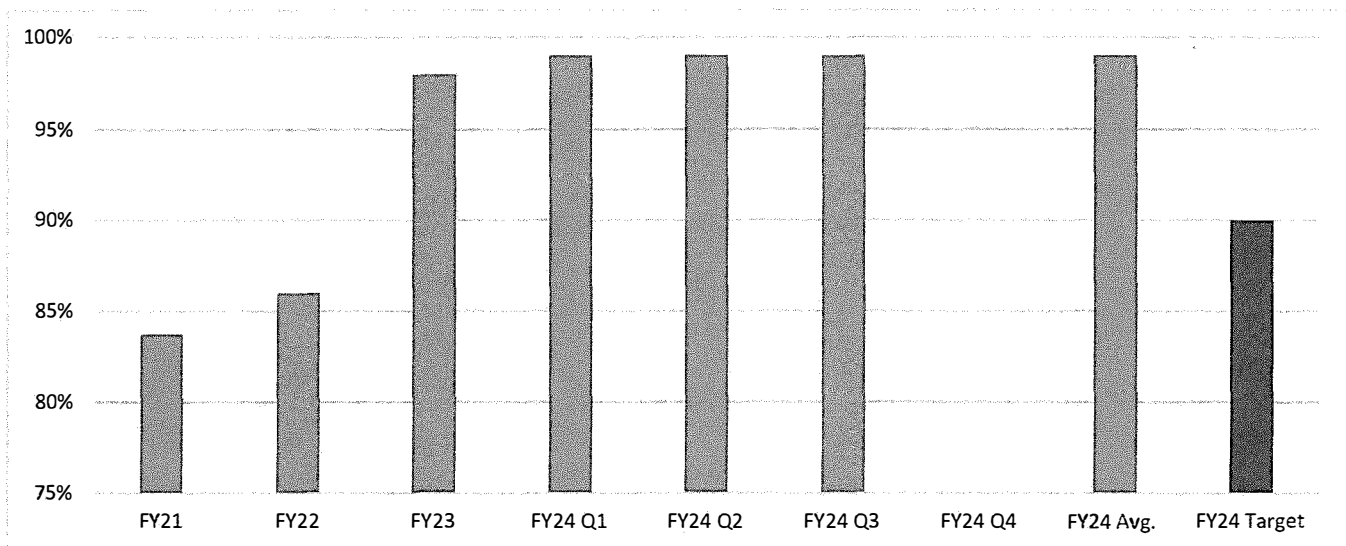
PERFORMANCE MEASURE #4

Percent of residents who remained in the community six-months following a nursing home care transition.

Results

FY21	FY22	FY23	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4	FY24 Avg.	FY24 Target
84%	86%	98%	99%	99%	99%		99%	90%

Graph of Data Above



MEASURE DESCRIPTION: The percent of residents who left a nursing facility and have remained in the community six months after their transition.

DATA SOURCE/METHODOLOGY: Data is obtained through WellSky Human Services Software and SAMS databases as well as from the Care Transition Specialists (CTS). This percentage data is quantified using the number of people served by LTCOP CTS staff and the subsequent wellbeing check provided six months following community re-entry or transfer.

STORY BEHIND THE DATA: During the 3rd quarter of FY24, 99% of residents remain in the community for six months following a nursing facility transition. CTU continues to utilize an individualized process to develop a plan for the individual’s transition to engage with clients, families, nursing and assisted living facilities and other agencies. This process guides CTU’s advocacy for the rights and wishes of those wanting to move to a less restrictive environment. As a result of engagement efforts with individuals, CTU has seen a decrease in readmissions to a hospital setting and overall, better care of these clients in any type of setting. Additionally, CTU maintains a working rapport with Managed Care

Organizations (MCO), nursing facility staff and many other state agencies, providing education about community resources and Medicaid. These ongoing efforts position the program to have success in its advocacy for all clients on the continuum of least restrictive environments-community-based settings to long-term care settings.

IMPROVEMENT ACTION PLAN: CTU will continue to provide updated information on community resources, the community reintegration process to a less restrictive environment, access and supports for residents transitioning from a nursing or assisted living facility to another facility. The program will continue to work with the Managed Care Organizations (MCO's), facility staff, many other state agencies and with the NM Ombudsman program to increase Medicaid outreach and education among facility staff and residents.

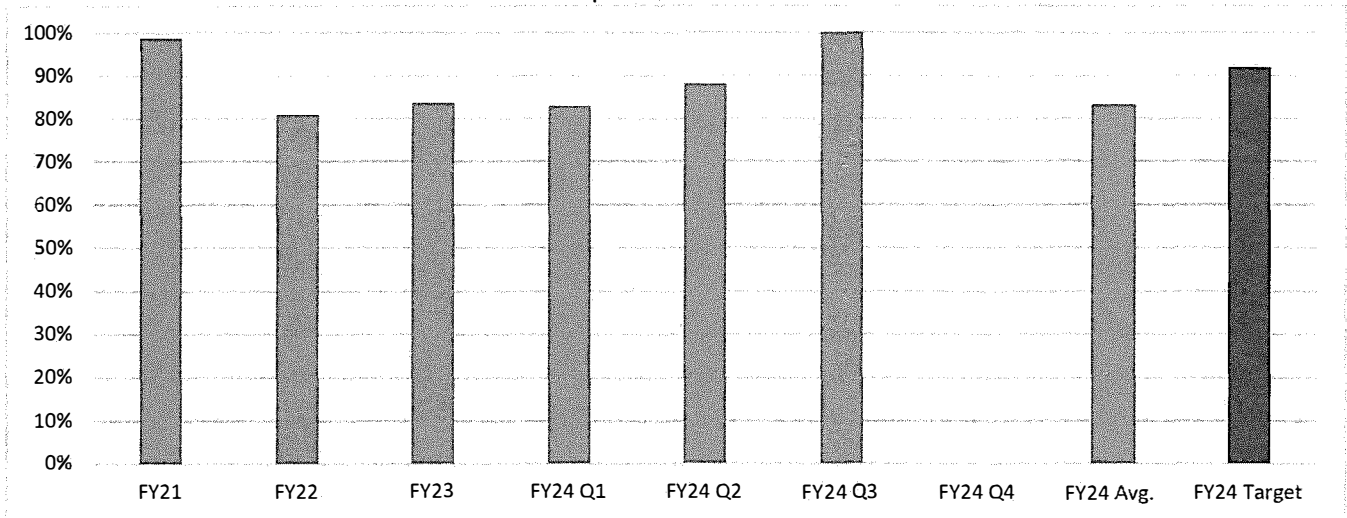
PERFORMANCE MEASURE #5

Percent of individuals provided short-term assistance that accessed service within 30 days of a referral from options counseling.

Results

FY21	FY22	FY23	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4	FY24 Avg.	FY24 Target
99%	81%	84%	83%	88%	100%		83%	92%

Graph of Data Above



MEASURE DESCRIPTION: This measure quantifies the proportion of individuals who accessed services because of an effective referral process.

DATA SOURCE/METHODOLOGY: Data are collected from WellSky Human Services Software, Sharepoint and ALTSD's Short-Term Assistance (STA) program. Reports are pulled from each system to obtain the necessary data for reporting.

STORY BEHIND THE DATA: In Q3 of 2024, the Short-Term Assistance measure of constituents who accessed services within 30 days improved to 100%. The Short-Term Assistance Program utilizes State Health Insurance Assistance Program (SHIP) Regional Coordinators to assist consumers in obtaining services such as Medicaid, Medicare, home modifications, meals, and more that allow them to remain in the community. The program, when fully staffed, has five coordinators throughout the State. During Q3 of 2024, the program had three fully trained coordinators and also utilized two Senior Medicare Patrol (SMP) staff. All staff received extensive training on Short-Term assistance during this quarter as well as close supervision and monitoring of the data.

IMPROVEMENT ACTION PLAN: A new SHIP Coordinator has been hired and hiring is in process to fill the final vacancy. The ADRC will continue to train staff and review data regularly to maintain this high level of service.

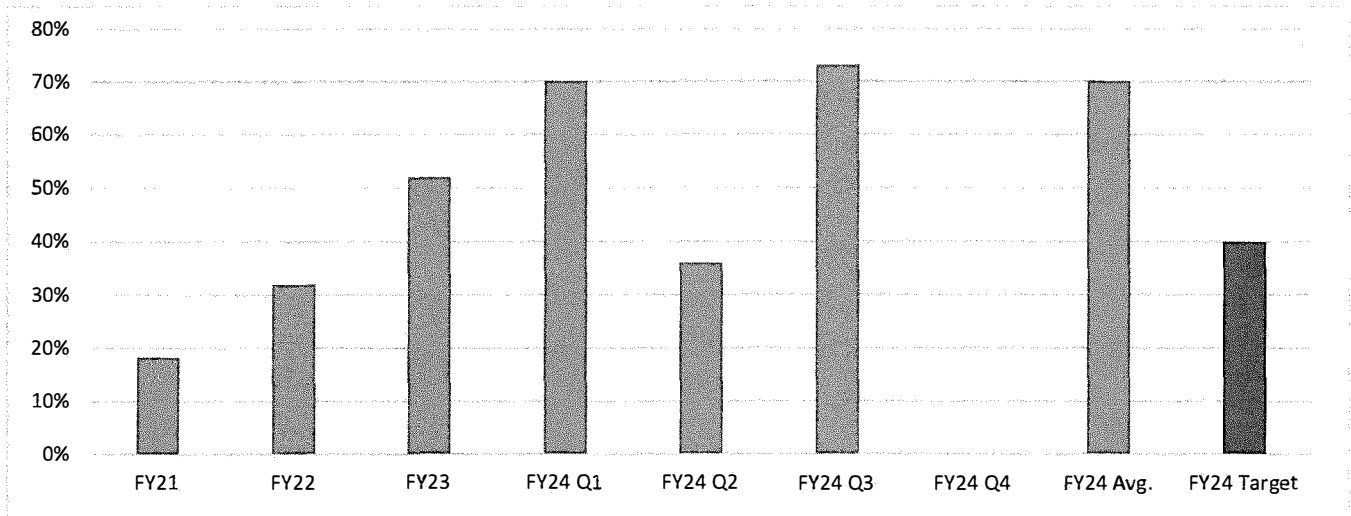
PERFORMANCE MEASURE #6

Percent of Facilities Visited Monthly

Results

FY21	FY22	FY23	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4	FY24 Avg.	FY24 Target
18%	32%	52%	70%	36%	73%		70%	40%

Graph of Data Above



MEASURE DESCRIPTION: This measure quantifies the percentage of long-term care facilities visited in-person by Ombudsman staff and volunteers each month (averaged across months within each state fiscal year and quarter).

DATA SOURCE/METHODOLOGY: The Ombudsmanager database is a comprehensive nursing home complaint and case management system that allows users to manage facility data, complaints, complainants,

activities, residents, investigations, and resolutions. Ombudsmanager fully automates data collection for the National Ombudsman Reporting Systems (NORS). All complaint automated reports and statistics are aggregated automatically into the format required by the federal Administration on Community Living (ACL). Ombudsmanager is the industry standard for long-term care facilities complaint data management and is used by 34 State Long-Term Care Ombudsman Program offices throughout the U.S.

STORY BEHIND THE DATA: During FY24 Q3, the Long-Term Care State Ombudsman Program (LTCOP) staff (e.g., LTCOP Regional Coordinators) and LTCOP volunteers visited 73% of long-term care (LTC) facilities, exceeding the 40% target. LTCOP Regional Coordinator and LTCOP Supervisor continued to make visits. The hiring of two LTC staff in Q2 contributed to the increase in visits. In addition to the two LTCOP positions recently filled, the LTCOP has been approved by the State Personnel Office to fill 10 additional FTE positions located across the state. The increase in LTCOP staff will allow us to increase visits to LTC facilities to investigate complaints; attend care plan meetings; provide educational presentations and consult with LTC staff on residents' rights. LTCOP continues to increase the number of visits.

IMPROVEMENT ACTION PLAN: The LTCOP recognizes the importance of access to residents' rights advocacy provided by LTCOP Regional Coordinators and Ombudsman volunteers. The most effective advocacy occurs *via* in-person visits to LTC facilities by a LTCOP representative. Therefore, the LTCOP continues to hire qualified staff and actively recruits and trains ombudsman volunteers. With the addition of 10 FTE positions, the LTCOP aims to exceed the monthly target.

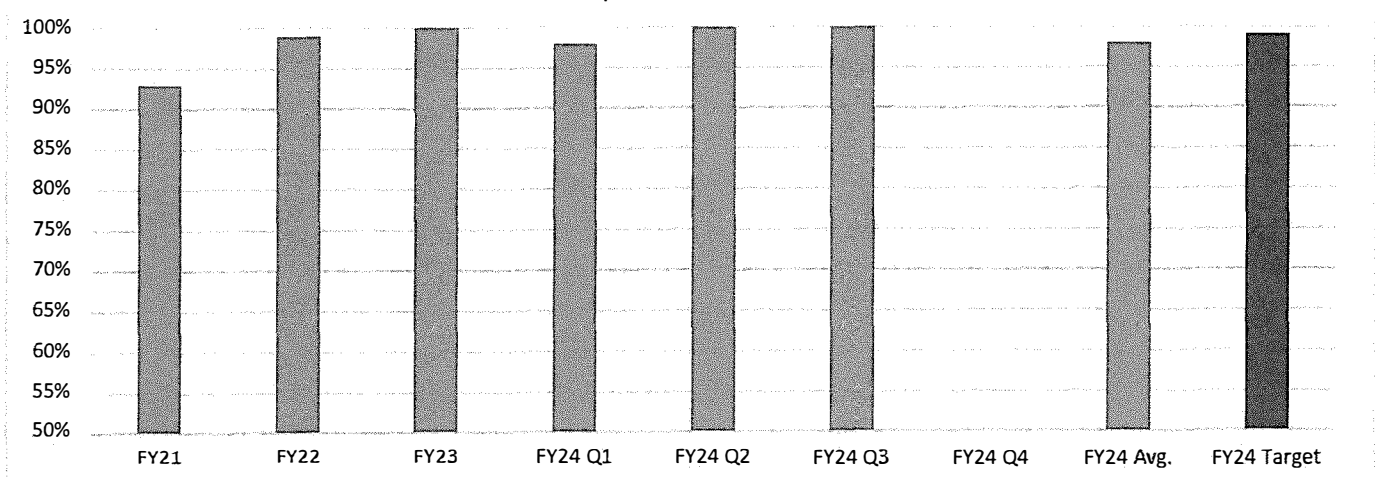
PERFORMANCE MEASURE #7

Percent of Ombudsman complaints resolved within sixty days.

Results

FY21	FY22	FY23	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4	FY24 Avg.	FY24 Target
93%	99%	100%	98%	100%	100%		98%	99%

Graph of Data Above



MEASURE DESCRIPTION: The percent of complaints the Ombudsmen resolved in 60 days or less.

DATA SOURCE/METHODOLOGY: The Long-Term Care Ombudsman Program (LTCOP) defines a complaint as a concern relating to the health, safety, welfare, or rights of one or more residents in a nursing home or assisted living facility which requires an LTCOP representative to conduct an investigation or take another action on behalf of the resident. Complaints and the associated the investigation findings and the dates when the complaints cases are opened and closed are tracked in Ombudsmanager, a database platform provided by WellSky Human Services Software. Data from this system of record is used to calculate the number of days necessary to resolve each complaint, and subsequently the percentage of complaints resolved in 60 days or less.

STORY BEHIND THE DATA: The LTCOP closed out FY24 Q3 at 100% complaints resolved within 60 days. During this quarter, 142 cases were referred to the Ombudsman program. The LTCOP always prioritizes timeliness in resolving complaints prior to 60 days and has implemented strategies to ensure timeliness of data entry.

IMPROVEMENT ACTION PLAN: The LTCOP will continue to resolve cases within 60 days. As this quarter's performance for this measure is attributed in part to timeliness of reporting, the LTCOP will continue to focus during supervision on staff training and oversight of staff documentation. Training and oversight are applicable for existing staff through automated prompts in Ombudsmanager and will be a priority in training relatively new Regional Coordinators and Ombudsman volunteers. Additionally, the LTCOP has hired an experienced Program Coordinator to assist in quality assurance activities such as prompt complaint resolution.

Adult Protective Services

Program Description, Purpose, and Objectives:

To investigate reports of abuse, neglect, or exploitation of adults who do not have the capacity to protect themselves and to provide short-term services to prevent continued abuse, neglect, or exploitation.

ALTSD's Adult Protective Services (APS) program is mandated by New Mexico state law to provide a system of protective services and to ensure availability of those services to abused, neglected, or exploited adults 18 years of age or older and who do not have the ability to self-care or self-protect. APS staff respond to situations in which functionally incapacitated adults are being harmed, are in danger of mistreatment, are unable to protect themselves, and/or have no one else to assist them. There are five APS geographic regions serving all 33 counties of New Mexico.

Program Budget (in thousands):

FY23	General Fund	Other State Funds	Federal Funds	Other Transfers	TOTAL	FTE
200	8,068.80	-	-	2,200.00	10,268.80	128
300	1,242.30	-	-	2,176.30	3,418.60	
400	721.40	-	-	-	721.40	
TOTAL	10,032.50	-	-	4,376.30	14,408.80	

FY24	General Fund	Other State Funds	Federal Funds	Other Transfers	TOTAL	FTE
200	8,421.40	-	2,400.00	-	10,821.40	133
300	6,242.30	-	2,176.30	-	8,418.60	
400	721.40	-	-	-	721.40	
TOTAL	15,385.10	-	4,576.30	-	19,961.40	

APS Program Performance Measures:

1. Number of Adult Protective Services investigations of abuse, neglect, or exploitation.
2. Percent of emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed timeframes.
3. Percentage of repeat abuse, neglect, or exploitation cases within six months of a substantiation of an investigation.
4. Number of outreach presentations conducted in the community within adult protective services' jurisdiction.
5. Percentage of contractor referrals in which services were implemented within two weeks of the initial referral.
6. Number of referrals made to and enrollments in home care and adult day care services resulting from an investigation of abuse, neglect, or exploitation.
7. Percentage of priority two investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed time frames.
8. The percent of consumers for whom referrals were made, that accessed services and remained in a community setting for six or more months.

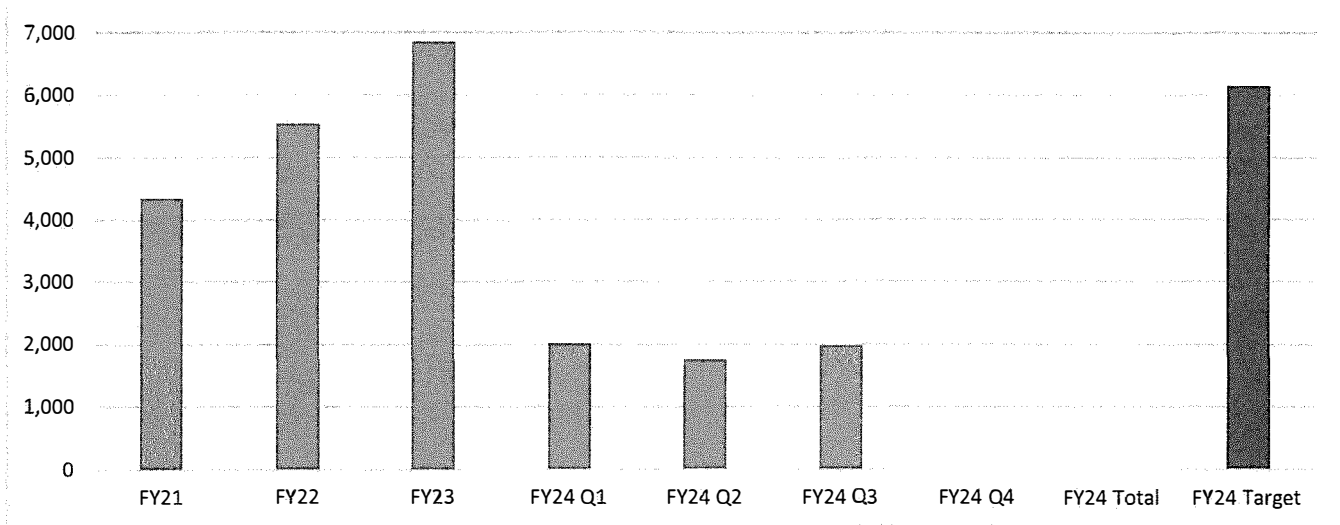
PERFORMANCE MEASURE #1

Number of Adult Protective Services investigations of abuse, neglect, or exploitation

Results

FY21	FY22	FY23	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4	FY24 Total	FY24 Target
4,355	5,550	6,863	2,013	1,752	1,982			6,150

Graph of Data Above



MEASURE DESCRIPTION: This measure is the number of investigations of abuse, neglect or exploitation initiated by Adult Protective Services in each time period (e.g., quarterly and/or annually).

DATA SOURCE/METHODOLOGY: Adult Protective Services staff utilize the WellSky Human Services Software system to maintain a database of investigation details. To gather information for this performance metric, APS relies on a report integrated within the WellSky Human Services Software system. The agency is currently upgrading its software to 8.8.2, the latest version for the WellSky database.

STORY BEHIND THE DATA: In Q3, APS saw a notable increase in reports compared to the previous quarter, receiving a total of 1,982 intake-investigations meeting the criteria for a formal investigation. This marks a positive increase from the 1,752 intakes reported in Q2, a growth of 13%.

The increase in reports this quarter suggests a slight increasing trend for APS, indicating heightened awareness and a proactive approach toward addressing issues of abuse, neglect, and exploitation in the community, for which the agency uses a harm reduction model. This increase may come from several factors, including enhanced community outreach efforts, improved reporting mechanisms, and a growing recognition of the importance of safeguarding vulnerable populations within our communities across New Mexico.

Overall, the increase in reports this quarter reflects positively on APS's mission and its effectiveness in responding to the needs of the community. This upward trend demonstrates a growing trust in APS's services and reinforces the organization's vital role in ensuring the safety and well-being of vulnerable adults.

IMPROVEMENT ACTION PLAN: To increase community engagement, APS is dedicated to educating the public on various referral methods through outreach programs conducted by regional supervisors across New Mexico. This includes sharing information on the most effective ways to report concerns. Additionally, APS is refining cross-reporting mechanisms to ensure thorough attention to all cases meeting investigation criteria by supervisors statewide.

Our 24-hour telephone system remains operational, allowing anyone to report at any time. During business hours, APS operators promptly process reports, with an additional team available after hours and on weekends. This round-the-clock service not only ensures immediate receipt of reports but also underscores our commitment to swift and effective community response.

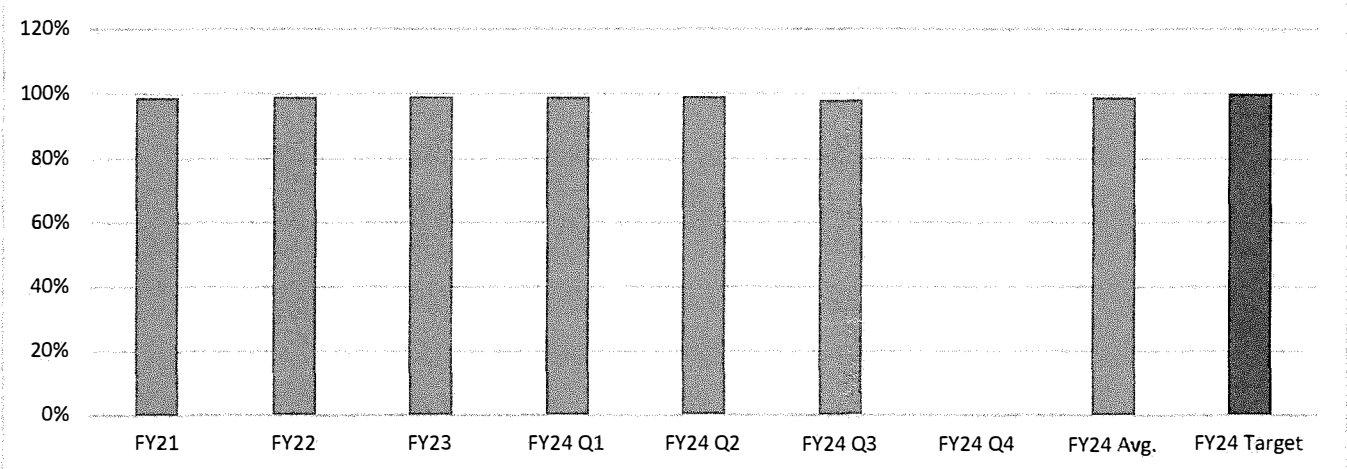
PERFORMANCE MEASURE #2

Percent of emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed timeframes.

Results

FY21	FY22	FY23	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4	FY24 Avg.	FY24 Target
99%	99%	99%	99%	99%	98%			100%

Graph of Data Above



MEASURE DESCRIPTION: This performance measure quantifies APS responsiveness to cases' prompt needs. Reports to APS are first assessed to determine priority. Cases assigned to "emergency priority" occur when there is an alleged victim in a situation of serious harm or danger of death from abuse or neglect. Cases assigned to "emergency priority" require an APS caseworker who conducts face-to-face contact with the alleged victim within three (3) hours of case assignment. Cases assigned a "priority one" status require an APS caseworker to make face-to-face contact within 24 hours of case assignment.

DATA SOURCE/METHODOLOGY: Adult Protective Services relies on the WellSky Human Services Software system to manage investigation data. To gather data for this metric, APS utilizes a report within the software.

The calculation for this measure involves averaging the emergency investigations responded to within three hours and priority one investigations within 24 hours, per specified timeframes (quarterly and annually).

STORY BEHIND THE DATA: Despite higher caseloads, our face-to-face meetings achieved a 98% success rate this quarter. Our automated monthly reminders continue to reach field staff, supervisors, and regional managers, ensuring compliance with meeting goals, demonstrating our staff's dedication throughout our state. Although some case workers may not hit the 100% mark immediately, they consistently meet this goal within a few days, making repeated trips back to their client's homes to check on them. APS staff are diligently working towards meeting critical objectives, utilizing automated reminders to ensure timely entries into the WellSky system and flagging late face-to-face meetings for supervision.

Our commitment to promptly investigate abuse, neglect, exploitation, and self-neglect allegations remains strong within APS. The regional investigative team conducts in-person assessments promptly, with emergency reports requiring initial contact within three hours. Priority one referrals demand an in-person visit within 24 hours, ensuring swift intervention for potential victims. This rapid response not only ensures immediate safety checks but also facilitates quick assessments of their well-being and the need for protective services. APS's use of this response framework highlights our dedication to safeguarding the most vulnerable members of our communities within our great state of New Mexico.

IMPROVEMENT ACTION PLAN: Maintaining and improving the timely response to potential victims remains an ongoing priority for APS caseworkers and management. This commitment extends beyond punctual meetings to include thorough investigations and the provision of necessary services post-investigation.

Regional managers, in collaboration with their supervisory teams, employ proactive strategies to emphasize the importance of meeting caseworker response deadlines. Regular face-to-face reminders and email notifications serve as continual reminders, aligning staff with the agency's expectations.

Periodic email updates on monthly and quarterly response times are shared with ALTSD staff and management, serving as performance metrics, and highlighting APS's dedication to its mission of ensuring the safety and well-being of potential victims. The agency acknowledges that consistent communication and transparent performance monitoring are essential elements in maintaining an efficient and responsive system.

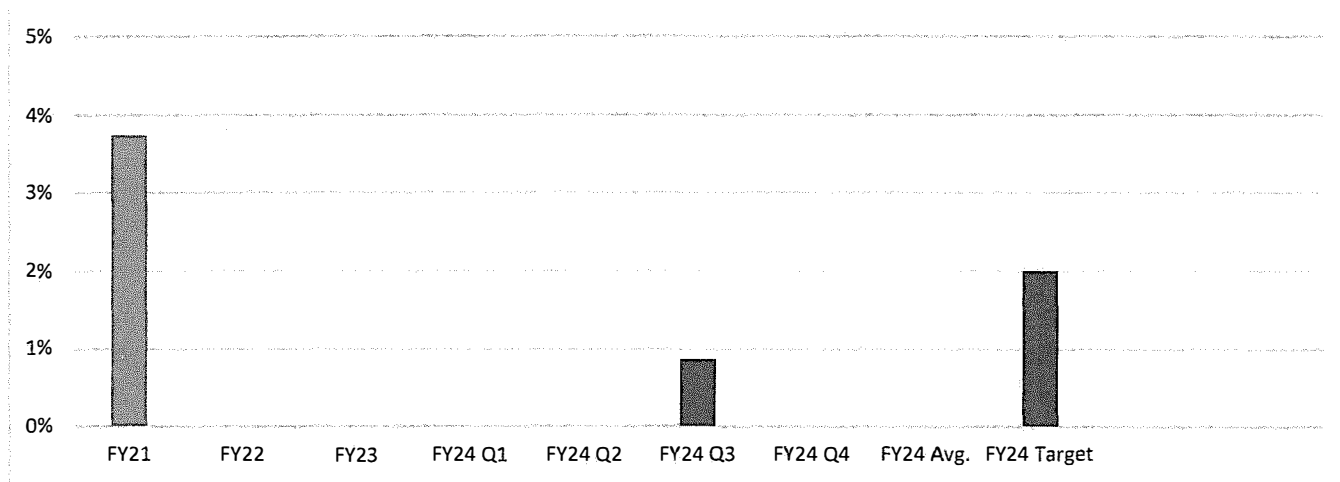
PERFORMANCE MEASURE #3

Percentage of repeat abuse, neglect, or exploitation cases within six months of a substantiation of an investigation.

Results

FY21	FY22	FY23	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4	FY24 Avg.	FY24 Target
4%	0%	0%	0%	0%	.877%			2%

Graph of Data Above



MEASURE DESCRIPTION: The percentage of those repeat cases of abuse, neglect, or exploitation that occur within six months of a substantiation of an investigation.

DATA SOURCE/METHODOLOGY: Adult Protective Services relies on the WellSky Human Services Software system to manage its investigation data. To gather data for this performance metric, APS utilizes a report within the WellSky Human Services Software system.

Currently, we are in the process of upgrading the software to the latest version offered by the vendor. This upgrade will provide APS with access to the most recent technology and software updates available.

STORY BEHIND THE DATA: In the past 6 months, we had a 0.877% rate of repeat maltreatment, including instances of self-neglect, with no cases of abuse, neglect, or financial exploitation repeating. This demonstrates APS's exceptional ability to identify and thoroughly address concerns of traditional abuse and neglect through comprehensive investigations.

Self-neglect cases are particularly challenging due to the delicate balance of victims maintaining their self-determination while ensuring their safety. APS regional managers receive notifications of reported self-neglect cases, working closely with supervisors to ensure these victims receive proper attention.

Agency records from state fiscal years 2022 and 2023, along with the first two quarters of fiscal year 2024, show a commendable 0.0% repeat occurrence rate of abuse, neglect, or exploitation within six months of an investigation. APS investigators proactively handle initial concerns, using data mining for monitoring and

manager notifications. The nationally recognized Prevention, Intervention, Harm Reduction model greatly contributes to APS's success.

IMPROVEMENT ACTION PLAN: APS is dedicated to enhancing community safety through a strategic improvement plan. This plan focuses on preventing case recurrence with immediate interventions and long-term strategies, including public outreach. Our goal is to build an informed, vigilant, and proactive community protecting its vulnerable members.

We're intensifying efforts to understand the root causes of case recurrence through analysis of recent cases. This will shape our future approaches and interventions.

We're also prioritizing the development of our team's skills. APS will provide comprehensive training to ensure our staff is equipped to deliver exceptional support and services to all individuals under our care.

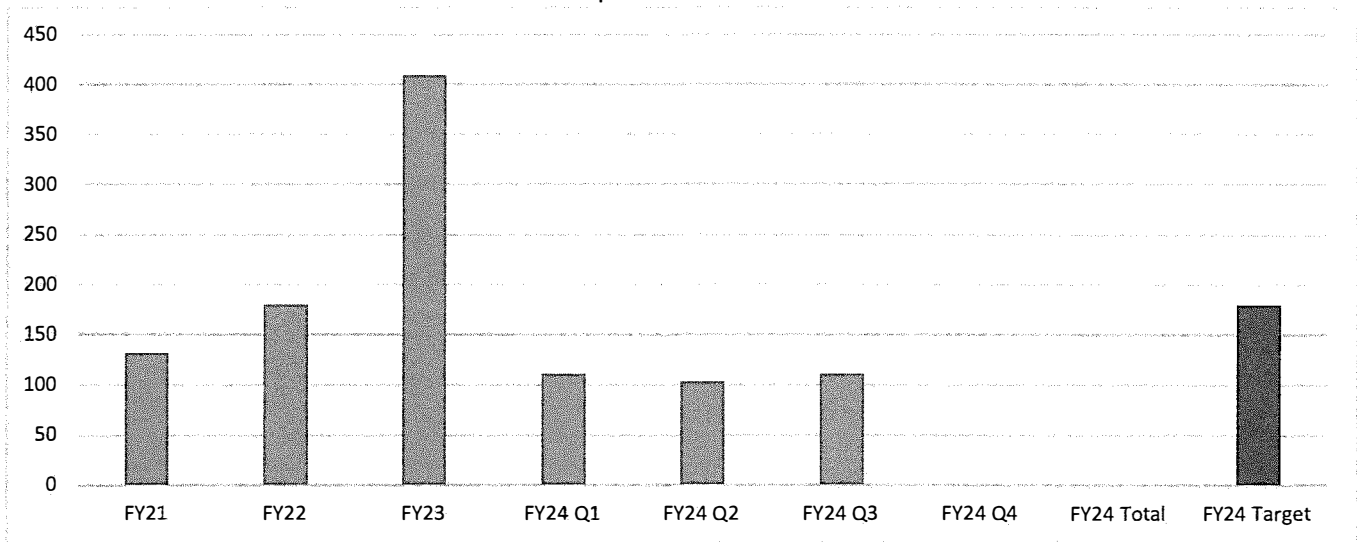
PERFORMANCE MEASURE #4

Number of Outreach Presentations conducted in the community within Adult Protective Services' jurisdiction.

Results

FY21	FY22	FY23	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4	FY24 Total	FY24 Target
132	180	409	111	103	111			180

Graph of Data Above



MEASURE DESCRIPTION: The number of outreach presentations conducted by APS staff in communities that align with APS jurisdiction.

DATA SOURCE/METHODOLOGY: Adult Protective Services relies on the WellSky Human Services Software system to manage its investigative data. To gather data for this performance measure, APS utilizes a report

within the WellSky Human Services Software system. Additionally, staff reports are used to quantify community outreach presentations.

STORY BEHIND THE DATA: In Q3, we conducted 111 outreach presentations, marking an increase attributed to the growing willingness of community members to engage, particularly as warmer weather approaches. APS has adapted its outreach approach to the changing times, embracing virtual platforms and techniques for presentations.

In addition to expanding outreach, APS is innovating with engaging strategies to amplify our reach and enhance public awareness of abuse, neglect, and exploitation issues faced by vulnerable populations. We collaborate with public entities such as fire departments, police, and essential service providers, raising our ability to gather reports and ensure the well-being of at-risk adults. This reflects our commitment to community engagement and protection.

APS supervisors are readily available to provide presentations to any agency or community partner interested in learning about the intake process or APS's mission and activities.

IMPROVEMENT ACTION PLAN: In our ongoing commitment to support older adults and vulnerable individuals, APS is enhancing its improvement plan by strengthening community outreach. By implementing new initiatives and the harm reduction model, APS aims to expand efforts in raising public awareness about its services. This increased exposure will make it easier for the community to connect with APS to report suspected abuse or neglect of vulnerable adults. We'll use diverse outreach methods, including technology, partnerships, and local events, to reach more people. Feedback sessions with past beneficiaries and stronger collaborations with service providers will create a more informed and connected community. Ongoing team training ensures our staff is prepared to serve effectively. Through these streamlined efforts, APS aims to enhance support for older adults and vulnerable individuals.

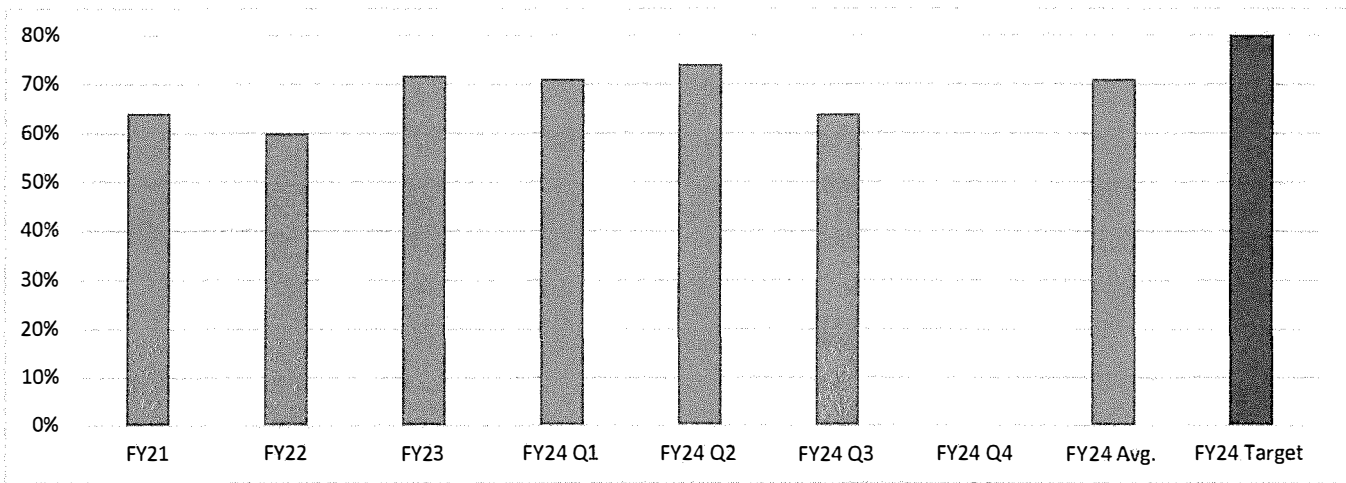
PERFORMANCE MEASURE #5

Percentage of contractor referrals in which services were implemented within two weeks of the initial referral.

Results

FY21	FY22	FY23	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4	FY24 Avg.	FY24 Target
64%	60%	72%	71%	74%	64%			80%

Graph of Data Above



MEASURE DESCRIPTION: This measure is quantified using the number of contractor referrals in which services were implemented (numerator) within two weeks divided by the total number of referrals (denominator).

DATA SOURCE/METHODOLOGY: Regional managers receive reports from field Community Engagement Specialists (CES) that detail the ongoing progress of Title XX initiatives. These reports include updates on the referrals sent to vendors in their respective regional areas within the state, providing a comprehensive overview of the program's effectiveness and reach.

STORY BEHIND THE DATA: This quarter, there was a drop in initiated Title XX cases, down to 64%. Regional managers attribute this decline to vendors' delayed responses in initiating referred cases. However, this doesn't necessarily indicate unmet victim needs, but rather administrative issues with vendors. Some vendors are experiencing hiring challenges in different parts of the state, leading to delays in case initiation.

Challenges in assessing clients, particularly with elderly clients preferring remote communication, have been a historical issue impacting comprehensive assessments. Additionally, vendor responsiveness has been affected by staffing shortages beyond APS's control, potentially delaying the identification of client needs.

IMPROVEMENT ACTION PLAN: APS is enhancing its improvement plan to strengthen collaboration with contractors and expedite service implementation. Recognizing challenges with delays and responsiveness, the focus is on fostering clear communication and understanding, particularly given clients' hesitance.

Regional managers have hired more Community Engagement Specialists (CES) to facilitate better communication with vendors and address areas of improvement in Title XX initiations. These CES staff, being regional, provide a more personalized and intimate approach for vendors working within APS's growing needs in this area.

The proactive plan emphasizes prompt and local solutions to challenges within respective regions. Safety remains a top priority, integrating sound policies to protect both clients and contractors. Streamlining communication channels will enhance service delivery efficiency, ensuring vulnerable populations receive timely and secure support.

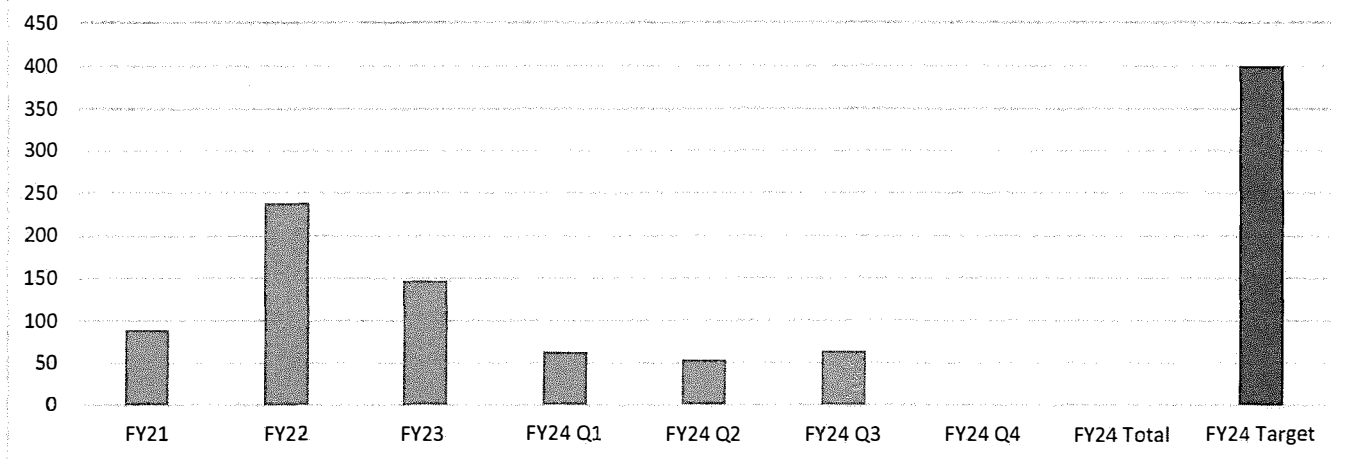
PERFORMANCE MEASURE #6

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

Results

FY21	FY22	FY23	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4	FY24 Total	FY24 Target
89	238	147	63	53	64			400

Graph of Data Above



MEASURE DESCRIPTION: This measure identifies the number of referrals and enrollments into home care and adult day services, resulting from an APS investigation regarding abuse, neglect, or exploitation.

DATA SOURCE/METHODOLOGY: Regional managers work closely with field staff to gather referrals from investigators, assessing the need for services to uphold self-determination. They maintain spreadsheets to track referrals received from staff. This data is also documented in the WellSky system, which records services and referrals to vendors. However, direct tracking of these referrals within the system is limited, relying on narrative entries and completion of active date fields during investigations. As a result, managers rely on spreadsheets for more detailed tracking.

STORY BEHIND THE DATA: APS experienced a 3% increase in Q3 Title XX home care service referrals, indicating its continued efforts to expand services, especially in the Southwest region and less populated areas.

To achieve this, APS is enhancing its strategy by focusing on initial referrals to HCBS and New Medicare, a strategy that includes initiatives like the New Mexico-Care program, case worker-initiated referrals to ADRC, and the Title XX referral process.

In Q3, APS recorded 64 new referrals to home care contractors, reflecting the evolving needs of vulnerable New Mexicans. This adjustment aligns with APS's harm reduction model, prioritizing individual well-being and minimizing negative consequences.

Despite challenges like staff recruitment and caregiver shortages, APS investigators remain dedicated to providing services within the harm reduction model. This commitment ensures immediate needs are addressed and promotes safer practices for eligible victims of abuse, neglect, and exploitation.

IMPROVEMENT ACTION PLAN: APS is committed to enhancing homecare services across all state regions, addressing initial hesitancy, particularly among the elderly, due to COVID-19 concerns. With a new leadership transition and improved investigative follow-up, APS anticipates a steady growth in homecare service referrals.

To serve vulnerable populations effectively, APS takes a proactive approach to assess and identify referral needs continuously. This specific approach ensures each client receives personalized services.

APS expects a slight increase in referral numbers and utilizes community engagement specialists' expertise in navigating the post-investigation process. This optimization includes the use of the community services waiver application and the ADRC.

With the state's reopening expanding the service spectrum, APS remains dedicated to meeting evolving needs. The improvement plan involves ongoing case reviews by supervisors to align referrals with guidelines. Collaborative efforts between supervisors and caseworkers ensure each victim's needs are met, with homecare referrals playing a crucial role. Regional managers will conduct spot checks to ensure timely and appropriate referrals within their regions and adjust approaches to meet the needs of our vulnerable population.

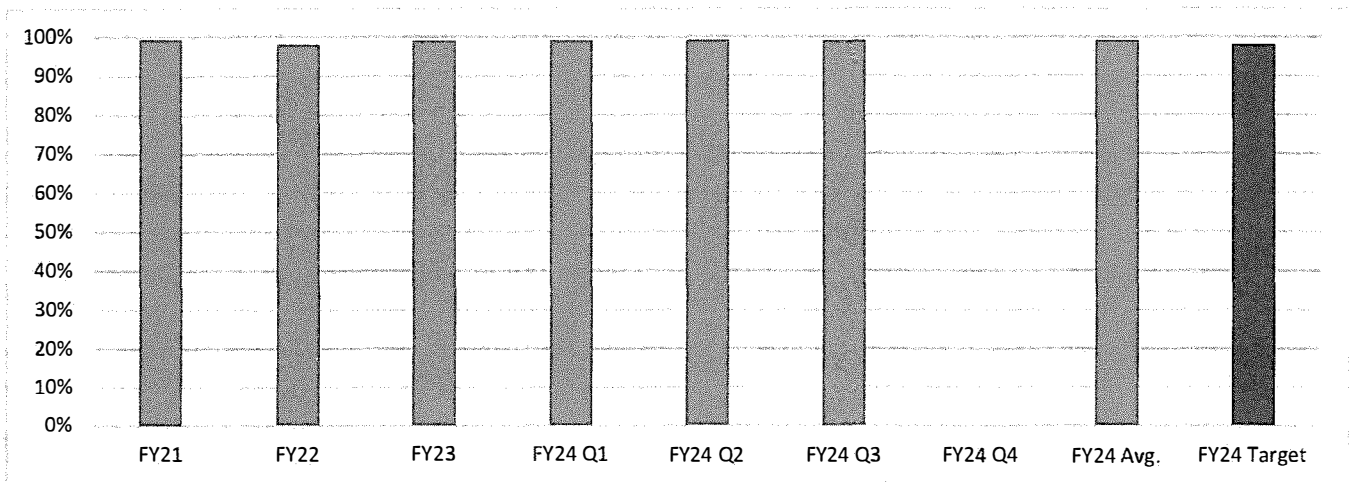
PERFORMANCE MEASURE #7

Percentage of priority two investigations in which a case worker makes initial face to face contact with the alleged victim within prescribed time frames.

Results

FY21	FY22	FY23	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4	FY24 Avg.	FY24 Target
99%	98%	99%	99%	99%	99%			98%

Graph of Data Above



MEASURE DESCRIPTION: Percentage of “priority two” investigations, where a case worker has made initial face-to-face contact with the alleged victim within the priority two investigative time frames. A “priority two” investigation is assigned no later than 24 hours from the time the referral is received and face to face contact with the alleged victim must be made no later than five calendar days after having been received by the screening supervisor.

DATA SOURCE/METHODOLOGY: Adult Protective Services relies on the WellSky Human Services Software system to efficiently manage investigation data. For this metric, APS extracts information from a designated report within the software.

The calculation involves averaging the number of investigations responded to within 5 days, offering insight into APS's promptness in addressing urgent cases. This process is conducted on a demand basis, allowing leadership to assess the effectiveness of approaches in meeting the needs of vulnerable clients.

STORY BEHIND THE DATA: APS continues its exceptional performance in managing investigation priorities, maintaining a steady 99% initiation rate for Q3 for priority-2 reports, a trend seen in previous quarters. The agency's dedication to increasing this rate further is evident, recognizing the significance of investigators meeting this goal alongside their other duties.

The Q3 data shows APS's effectiveness, particularly in handling priority two investigations. The extended response time for these cases allows for thorough preparation, ensuring comprehensive addressing of the alleged victim's concerns during interviews. This approach also enhances safety planning for in-person visits, prioritizing the well-being of both the victim and the caseworker.

Conversely, priority one and emergency referrals demand immediate face-to-face interactions within a strict 24-hour window, presenting logistical challenges. Despite these hurdles, APS's structured response time reflects its commitment to balancing urgency and thoroughness in serving vulnerable populations.

Monthly performance reminders assist investigators in becoming more efficient in meeting these critical timelines, acknowledging the complexities they face. This quarter's 99% success rate reaffirms APS's effective approach to investigation priorities, surpassing the 98% target and demonstrating its unwavering commitment to prompt and thorough responses.

IMPROVEMENT ACTION PLAN: APS is dedicated to conducting timely investigations, recognizing the critical need for prompt response to referrals. Initiating cases within set timeframes is essential for ensuring the safety of individuals.

To strengthen our capacity, APS is actively recruiting across the state, filling vacancies, and creating new positions to meet increasing demands. This proactive hiring strategy aims to expedite case initiations and enhance the quality of investigations.

The purpose of these new positions is to provide investigative caseworker support, high-priority case support, quality assurance services, and promotion of essential services and resources crucial for ensuring the quality of Adult Protective Services investigations of adult abuse, neglect, and exploitation.

APS is committed to hiring more caseworkers in all regions, including three senior investigators, to not only respond more promptly but also address the growing needs of the state's most vulnerable population. As part of this plan, APS is investing in additional personnel, specialized training, and ongoing improvement efforts. By bolstering our workforce and capabilities, APS aims to elevate the standard of service, ensuring thorough attention to every case. This plan reflects our commitment to addressing evolving challenges in safeguarding vulnerable individuals.

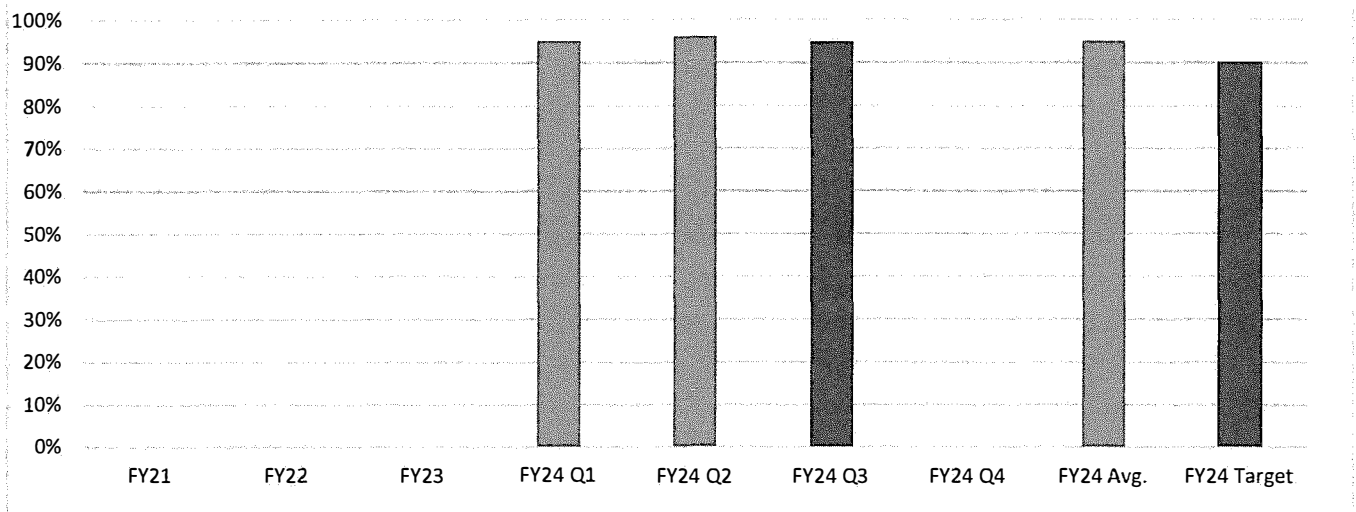
PERFORMANCE MEASURE #8

The percent of consumers for whom referrals were made, that accessed services and remained in a community setting for six or more months.

Results

FY21	FY22	FY23	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4	FY24 Avg.	FY24 Target
N/A	N/A	N/A	95%	94%	95%			90%

Graph of Data Above



MEASURE DESCRIPTION: This measure quantifies the percentage of consumers who, after provided with referrals to home services, successfully engaged with ALTSD’s recommended services and remained in a community setting (non-institutionalized) for at least six months. The prolonged stay of a consumer in a community setting depends on their regular access to and use of the designated services, crucial for their ongoing safety and well-being.

DATA SOURCE/METHODOLOGY: Adult Protective Services (APS) relies on the "Community Care Tracking System" to gather the data essential for this performance metric. The process involves Community Engagement Specialists (CES) contacting consumers or their representatives six months after service initiation to confirm their status: remaining in the community (non-institutionalized) or transitioning to a long-term care facility (institutionalized). CES then meticulously records this information into the Community Care Tracking System, providing a detailed log of consumer referrals and their engagement with services.

STORY BEHIND THE DATA: This quarter APS achieved a 95% success rate, showing a small 1% increase for vulnerable individuals maintaining services without transitioning to long-term care. This progress is crucial for preserving the independence and emotional well-being of the elderly. The harm reduction model's implementation has played a pivotal role in this success, allowing APS to proactively intervene and ensure adults' safe stay at home.

This new performance measure highlights APS's shift towards evaluating the impact of community-based assistance and interventions. Guided by the harm reduction model, APS's proactive case management and support, led by community engagement specialists, have been instrumental. However, assessing program efficiency faces challenges, especially in tracking new cases and monitoring those nearing the end of their in-home care journey. Factors such as health concerns and limited external support may require transitioning to higher-level care. This quarter's improvement reflects APS's dedication to empowering vulnerable individuals to flourish in their communities while addressing evolving care needs.

IMPROVEMENT ACTION PLAN: As APS refines its data collection methods, our goal is to enhance our ability to conduct thorough analyses, pinpoint focus areas, identify any existing gaps, and create customized strategies for improvement. We are pleased to report that APS is meeting its goals in this area and remains committed to sustaining this success in the coming months and quarters. Our focus will be on ensuring the accuracy of data input practices and refining our monitoring systems. This ongoing growth reflects our dedication to the well-being and success of elderly citizens in our great state of New Mexico.

Aging Network

Program Description, Purpose, and Objectives: The Aging Network Division (AND) is comprised of the Senior Services Bureau (SSB); Aging Network (contract monitoring of federal and state Older Americans Act services), AmeriCorps Seniors Volunteer Program (Foster Grandparent (FGP), Senior Companion Program (SCP), Retired and Senior Volunteer Program (RSVP); and Senior Employment Programs (SEP/SCSEP)). Additionally, the budgets for the Office of Alzheimer’s and Dementia Care as well as the Office of Indian Elder Affairs (OIEA) are under AND.

The Aging Network advocates for older adults, people with disabilities, families, and caregivers; funds services and support provided primarily by networks of community-based programs; and invests in training, education, research, and innovation. These activities are accomplished by providing assistance on health and wellness, protecting rights, and preventing abuse, supporting consumer control, strengthening networks of community-based organizations, funding research and services (e.g., home-delivered meals, homemaker assistance, transportation) to support independent living. Strengthening the Aging Network includes promoting evidence-based programs and practices, enhancing diversity and cultural competency, improving quality of services, and targeting employment initiatives as a critical part of community inclusion to access meaningful and integrated employment.

The Aging Network Division (AND) also serves older adults, people with disabilities, families, and caregivers through contractual agreements with the New Mexico Area Agencies on Aging (AAAs) and the AmeriCorps Seniors Volunteer Programs for the provision of supportive services. The AAAs contract with local and tribal governments and private organizations to deliver services throughout New Mexico.

Program Budget (in thousands):

FY23	General Fund	Other State Funds	Federal Funds	Other Transfers	TOTAL	FTE
200	943.8	34.5	555.3	-	1,533.6	18
300	1,735.1	10.0	307.6	-	2,052.7	
400	31,042.5	71.3	10,834.9	-	41,948.7	
TOTAL	33,721.4	115.8	11,697.8	-	45,535.0	

FY24	General Fund	Other State Funds	Federal Funds	Other Transfers	TOTAL	FTE
200	1,067.8	34.5	555.3	-	1,657.60	18
300	1,410.7	10.0	119.2	-	1,539.90	
400	38,576.9	71.3	11,142.5	-	49,790.7	
TOTAL	41,055.4	115.8	11,817.0	-	52,988.20	

Program Performance Measures:

1. Percentage of older New Mexicans receiving congregated, and home delivered meals through Aging Network programs that are assessed with “high” nutritional risk.
2. Number of hours of services provided by senior volunteers, statewide.

3. 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.
4. Number of meals served in congregate, and home delivered meal settings.
5. Number of transportation units provided.
6. Number of hours of caregiver support provided.

The AAAs and AAA providers have been flexible with services offered during the COVID-19 pandemic. The Administration for Community Living (ACL) allowed modifications of services during the COVID-19 pandemic, and these modified services include providing wellness calls to consumers, educating consumers (*i.e.*, regarding COVID-19 prevention), hosting COVID-19 vaccine clinics, and allowing volunteers to telework. Specific issues regarding data collected for the AND performance measures include:

1. AAA provider staff shortages have influenced timely, accurate reporting of numbers of clients and services, and have created difficulty providing consumer direct service. Due to staff shortages, some providers are threatened with closure.
2. Other issues regarding AAA providers include:
 - a. Tribes and pueblos have remained closed; therefore, the AAA providers on tribal lands have not resumed activity.
 - b. Raw food costs have increased, creating the necessity for menu and meal revision while maintaining Required Dietary Intake (RDI).
 - c. Fuel costs have increased significantly, thereby impacting services such as transportation and delivery of meals.
3. Reasons for reporting each of these measures are numerous and complex. These performance measures are beyond the control of AND or providers. They are dependent upon targeting those most in need of direct services.
4. AND urges AAAs and AAA providers to make decisions about these measures because they are measures that require case-by-case decision-making to determine what is best for the clients served.
5. Types and amounts of services provided are based on local considerations: such as a project location, the type of assistance provided, and/or the subpopulations served.

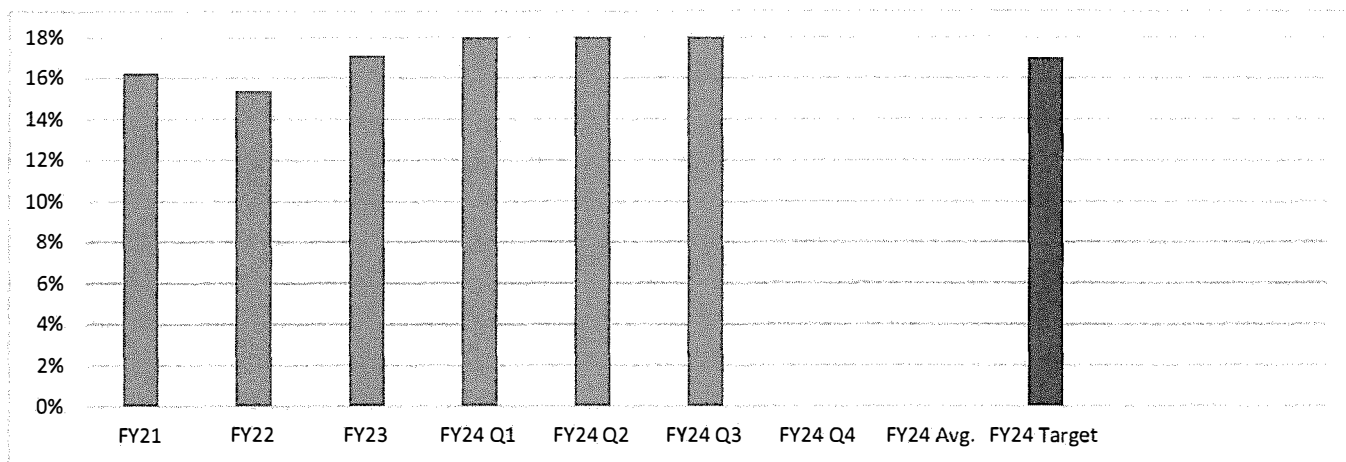
PERFORMANCE MEASURE #1

Percentage of older New Mexicans receiving congregate, and home delivered meals through aging network programs that are assessed with “high” nutritional risk.

Results

FY21	FY22	FY23	FY24 Q1	FY24 Q2	FY24 Q3	FY23 Q4	FY24 Avg.	FY24 Target
16%	15%	17%	20%	19%	20%		20%	17%

Graph of Data Above



MEASURE DESCRIPTION: This measure quantifies the percentage of older adults and people with disabilities benefiting from Aging Network meal services (denominator) who are determined to have “high nutritional risk” (numerator).

DATA SOURCE/METHODOLOGY: The WellSky Aging and Disability Database is used by providers contracted through the AAAs to document services provided. The Aging Network Division and the Office of Elder Affairs compile the data for performance measure reporting. All AAAs, except for the Navajo Area Agency on Aging (NAAA), use this database to capture monthly service and expense data from the senior centers and providers. Thus, the Q3 total for this measure includes PSAs 1–4 and PSA 6 and does not include data from PSA-5 (the Navajo Nation).

Nutritional risk is determined for those currently receiving nutritional services (specifically, congregate or home delivered meals); “high nutritional risk” is determined for those who score 6 or higher on the nutritional assessment section of the state required state needs assessment, based on ACL/OAA and New Mexico Administrative Code (NMAC) regulations.

STORY BEHIND THE DATA: During Q3 of FY24, the Aging Network Division exceeded (20%) the target (17%). The percentages of older adult New Mexicans determined to have high nutritional risk has increased since FY22 (15%). Our New Mexico data collected during FY21 through FY23 corroborates with national trends of those currently receiving nutritional services.

IMPROVEMENT ACTION PLAN: The Aging Network Division is in the process of implementing the Universal Consumer Assessment Tool (UCIT) which will automate data collection for all senior centers in the aging

network. The UCIT includes a “Nutrition Risk Screening”, a mandatory field to complete the survey. With the implementation of the UCIT, the Division expects an increase in the future to identify those older adults nutritionally at-risk.

Action	Responsible Entity(ies)	Timeline
1. Issue Area Plan Guidelines	ALTSD	FY24 - 3rd Quarter
2. Area agencies develop plans	Area Agencies on Aging	FY24 - 4th Quarter
3. Approve plans	ALTSD	FY24 - 4th Quarter
4. Service delivery and reporting	Area Agency Contract Service Providers	Monthly
5. Training	ALTSD and Area Agencies on Aging	Bi-annually

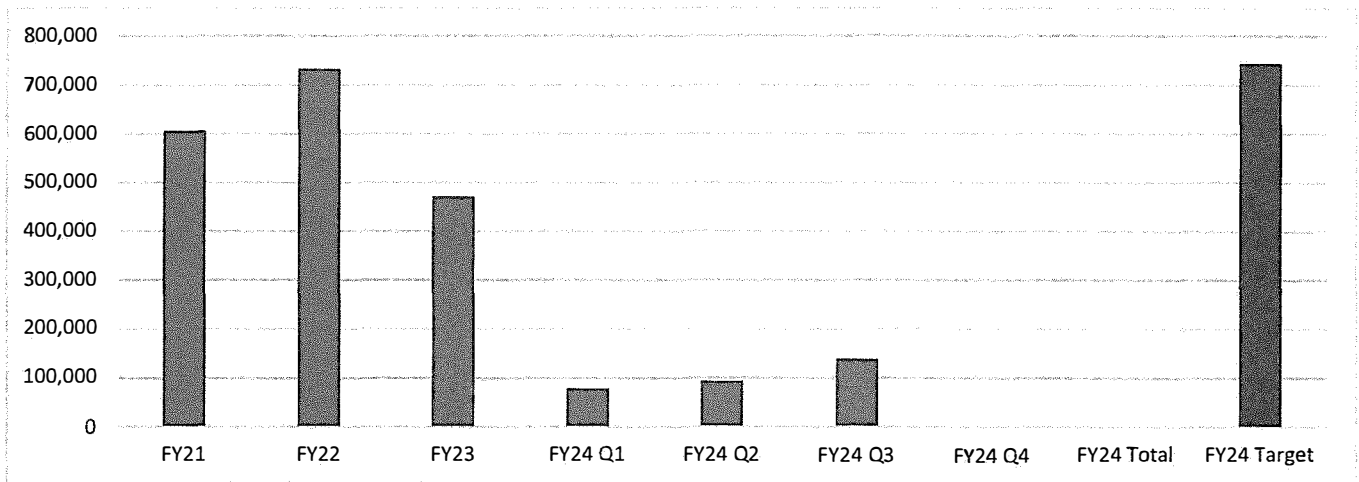
PERFORMANCE MEASURE #2

Number of hours of services provided by senior volunteers, statewide.

Results

FY21	FY22	FY23	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4	FY24 Total	FY24 Target
607,258	733,91	472,25	78,485	92,942	137,681			745,000

Graph of Data Above



MEASURE DESCRIPTION: This measure quantifies the number of hours provided by New Mexico senior volunteers in the following AmeriCorps Seniors Programs: Foster Grandparent Program (FGP), Senior Companion Program (SCP), and the Retired and Senior Volunteer Program (RSVP).

DATA SOURCE/METHODOLOGY: New Mexico providers participating in the AmeriCorps Seniors FGP, SCP, and RSVP submit data to AND’s Senior Services Bureau. Subsequently, Bureau staff perform quality assurance

approaches to verify data submitted by the providers. In the unlikely event the provider does not provide their data during the applicable quarter, those data are reported in the next state fiscal quarter.

STORY BEHIND THE DATA: Senior volunteerism benefits not only recipients but also volunteers. For example, recent survey data collected from AmeriCorps Seniors show 84% of volunteers report improved or stable health, 88% of volunteers reported a decrease in feelings of isolation, and 78% of volunteers felt less depressed.

It is important to have continued flexibility in volunteer activities while also providing a balance of allowable activities outlined in the federal regulations for each New Mexico AmeriCorps Seniors Program. Due to the impacts of the COVID-19 pandemic, AmeriCorps programs and New Mexico communities re-opened at different rates. A case in point, AmeriCorps volunteer stations such as schools limited the number of outside persons allowed in classrooms. Similarly, Senior Companion Program participants limited or reduced the number of outside visitors into homes and adult day program facilities. Despite these logistic caveats to volunteerism, the Division strives to meet the fiscal year-end target of 745,000 volunteer hours.

IMPROVEMENT ACTION PLAN: ALTSD has prioritized volunteer recruitment as a major initiative for the next three years and included this in the agency’s strategic plan submitted in September of 2023. These initiatives include targeted marketing campaigns and specific retention activities. Additionally, the measure should see improvement in the third and fourth quarters based on the increase in volunteer recruitment and retention training conducted quarterly, as well as the additional outreach required by the volunteer providers.

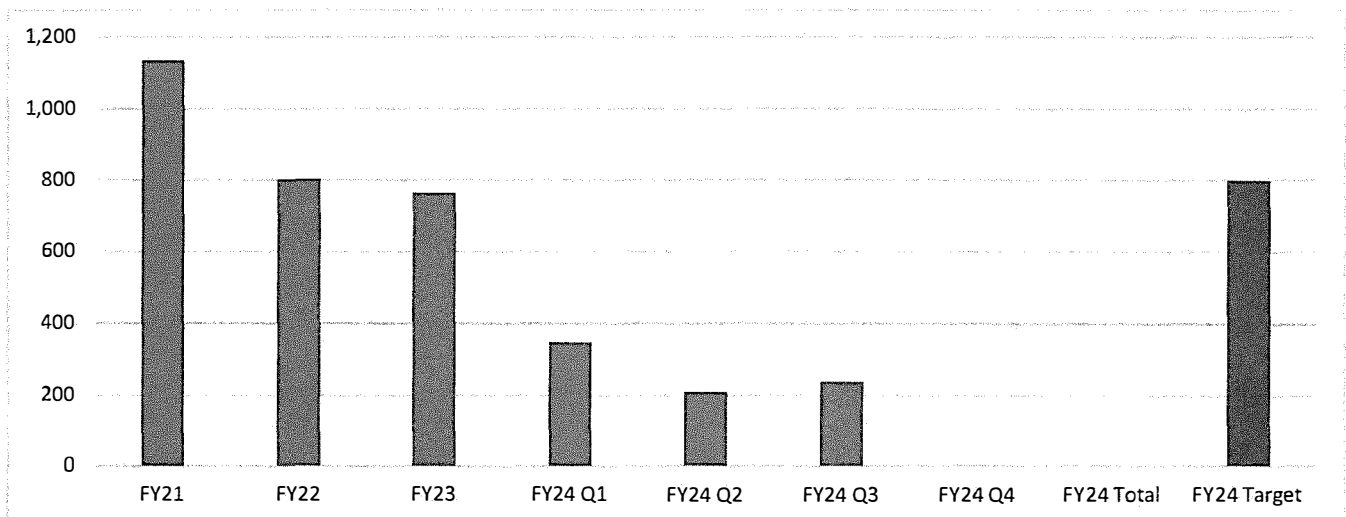
PERFORMANCE MEASURE #3

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.

Results

FY21	FY22	FY23	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4	FY24 Total	FY24 Target
1,135	802	764	348	209	235			800

Graph of Data Above



MEASURE DESCRIPTION: This measure quantifies the number of outreach events disseminated to the public. During these outreach events, ALTSD staff disseminate information regarding the types and availability of services provided by the Aging Network.

DATA SOURCE/METHODOLOGY: The Aging Network Division collects the number of outreach events provided by program providers; State Program Report Outreach Events; ALTSD's Consumer and Elder Rights Division (CERD); and ALTSD's Long-Term Care Ombudsman Program (LTCOP). Subsequently, all outreach events regarding the types and availability of services provided by the Aging Network are included in the total number of events per time-period.

STORY BEHIND THE DATA: During FY24 Q3, ALTSD performed 235 outreach events (including provider volunteer outreach events) regarding the types and availability of service provided by the Aging Network. Outreach modes to the public may be in-person or virtual. Modes of outreach not included in these totals include Aging Network service outreach *via* websites, podcasts, social media, newspapers, radio, and television. Specific outreach activities include recruitment of persons who may benefit from Aging Network services as well as providing presentations or disseminating materials for distribution through religious, civic, educational groups or schools, local employers, senior centers, senior nutritional meal sites, and other agencies and organizations frequented by older adults.

IMPROVEMENT ACTION PLAN: ALTSD works across divisions in the agency to ensure the populations we serve are provided with relevant Aging Network service providers. For example, Adult Protective Services has transitioned clients from APS-funded, short-term services like adult day care and respite care to local senior service providers through the AAAs. Furthermore, the agency now provides relevant Aging Network service information at the end of all presentations by all ALTSD staff, regardless of Division. The Aging Network will specifically require of the AAA providers targeted outreach events, requiring performance by the fourth quarter.

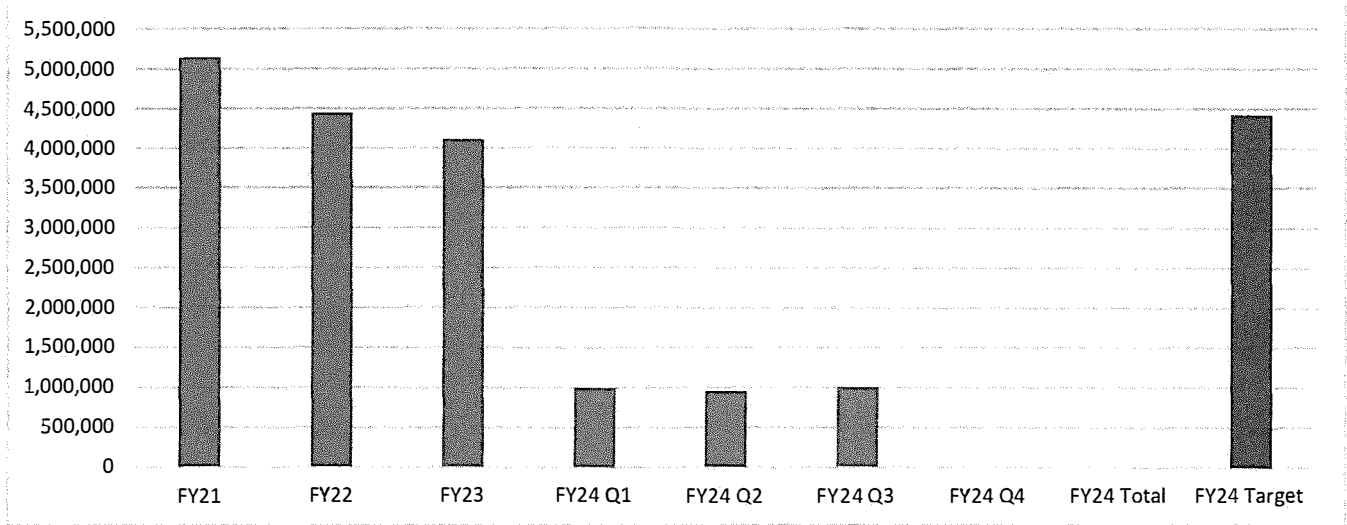
PERFORMANCE MEASURE #4

Number of meals served in congregate, and home delivered meal settings.

Results

FY21	FY22	FY23	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4	FY24 Total	FY24 Target
5,141,38	4,443,06 6	4,105,27 9	989,097	952,998	1,002,56 2			4,430,00 0

Graph of Data Above



MEASURE DESCRIPTION: This measure includes the number of meals served in congregate, home delivered, "grab and go" settings. Meals are reported for breakfast, lunch, dinner, and weekends.

DATA SOURCE/METHODOLOGY: The WellSky Aging and Disability Database is used by providers contracted through the AAAs to document services provided. The Aging Network Division and the Office of Indian Elder Affairs compile the data for performance measure reporting. All AAAs, except for the Navajo Area Agency on Aging (NAAA), use this database to capture monthly service and expense data from the senior centers and providers. Thus, the Q3 total for this measure includes data collected from PSAs 1–4, PSAs 5 and 6.

STORY BEHIND THE DATA: For this measure, AND's intent is to characterize and count a successful outcome as *an increase in services*. Because AND strives for successful outcomes, data for this measure includes services provided only to clients.

IMPROVEMENT ACTION PLAN: Strategies for increasing client services and improving performance measure outcomes are to:

- Provide additional Older American Act training
- Expand targeted outreach
- Increase client registration
- Apply a workplan in conjunction with the AAAs to ensure comprehensive, timely reporting of data.
- Implement ServiceScan, a web-based product that records services immediately and accurately.
- Seek new opportunities for senior volunteer hours of service.

Action	Responsibility	Timeline
1. Issue Area Plan Guidelines	ALTSD	FY24 - 3 rd Quarter
2. Area agencies develop plans	Area Agencies on Aging	FY24 - 4 th Quarter
3. Approve plans	ALTSD	FY24 - 4 th Quarter
4. Service delivery and reporting	Area Agency Contract Service Providers	Monthly
5. Training	ALTSD and Area Agencies on Aging	Quarterly

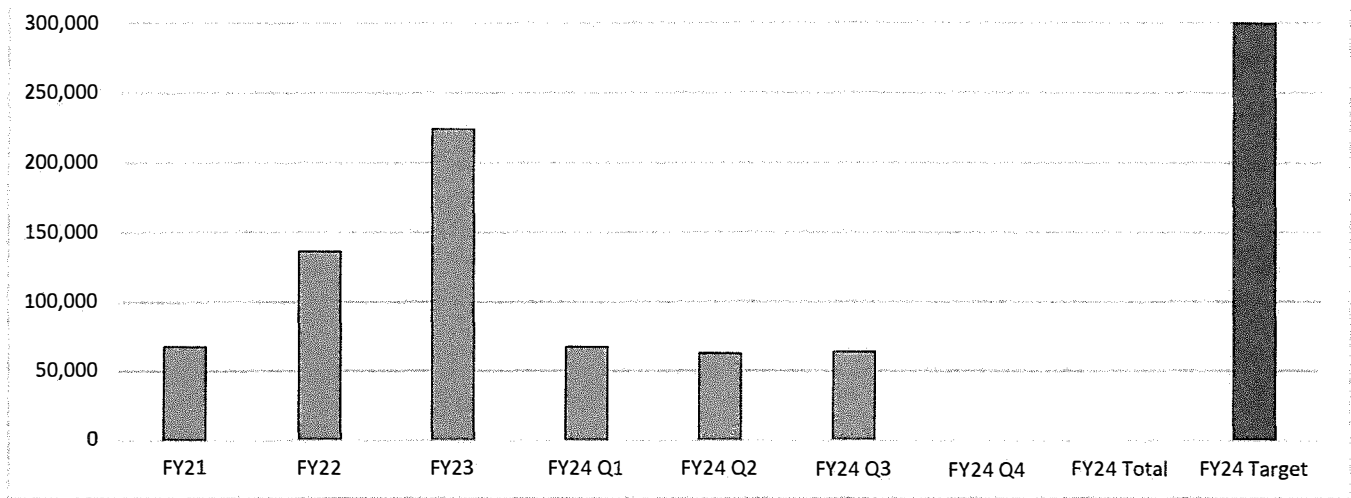
PERFORMANCE MEASURE #5

Number of Transportation Units Provided

Results

FY21	FY22	FY23	FY24 Q1	FY24 Q2	FY24 Q3	FY24 Q4	FY24 Total	FY24 Target
68,180	136,426	223,938	67,601	62,826	63,667			300,000

Graph of Data Above



MEASURE DESCRIPTION: This measure quantifies transportation service units for older adults and adults with disabilities. One unit of service represents a one-way trip provided to an older adult or a person with a disability.

DATA SOURCE/METHODOLOGY: The WellSky Aging and Disability Database is the repository used by providers contracted through the AAAs to document services. All AAAs, except for the Navajo Area Agency on Aging (NAAA), use this database to capture monthly service and expense data from the senior centers and report it to ALTSD. NAAA has the flexibility to use their allocation of New Mexico general funds in the service categories they deem necessary. The Aging Network Division and the Office of Indian Elder Affairs compile the data for quarterly and annual performance measure reporting.

STORY BEHIND THE DATA: Transportation services help older adults with limited mobility and access to services as well as other forms of public transportation. Older adults need transportation to attend medical appointments, conduct business at the bank and post office, purchase groceries, and perform other essential tasks associated with daily living. As the need for older adult transportation services increases, ALTSD and our service providers continue to explore creative ways to expand transportation services to serve more of New Mexico's older adult population. Providers statewide continue to report staff shortages and limited capacity to meet all transportation needs. North Central Economic Development District has initiated a volunteer transportation pilot program in Taos County with plans to expand.

IMPROVEMENT ACTION PLAN: In the short term, ALTSD approved Non-Metro AAA's transportation expansion pilot in FY24 and anticipate this measure increasing steadily throughout the year. This program was developed by Non-Metro AAA and will expand in FY24 to Rio Arriba County. Over the long-term, ALTSD is developing an implementation grant program for the AAA's and providers to increase and promote expansion of transportation

services across the state. This is in development and ALTSD anticipates being able to include the outcomes in our performance measures in quarters three and four of FY25.

Action	Responsibility	Timeline
1. Issue Area Plan Guidelines	ALTSD	FY24 - 3rd Quarter
2. Area agencies develop plans	Area Agencies on Aging	FY24 - 4th Quarter
3. Approve plans	ALTSD	FY24 - 4th Quarter
4. Service delivery and reporting	Area Agency Contract Service Providers	Monthly
5. Training	ALTSD and Area Agencies on Aging	Quarterly

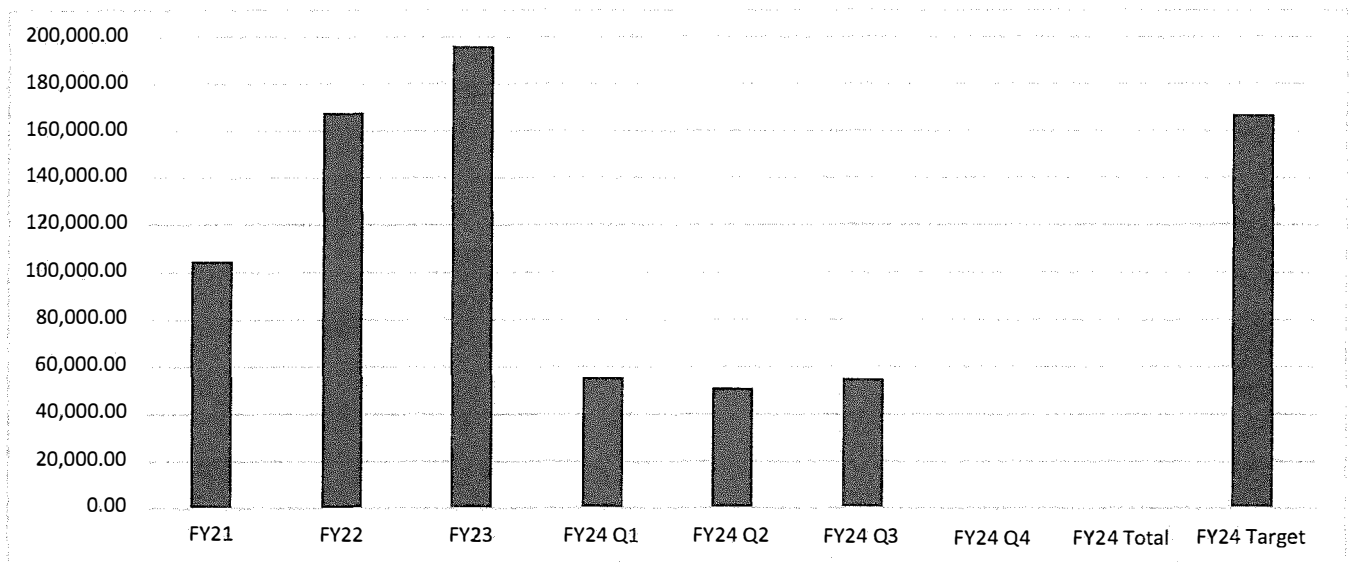
PERFORMANCE MEASURE #6

Number of hours of caregiver support

Results

FY21	FY22	FY23	FY24 Q1	FY24Q2	FY24 Q3	FY24 Q4	FY24 Total	FY24 Target
104,730	167,701	196,246	55,380	50,730	54,773			167,000

Graph of Data Above



MEASURE DESCRIPTION: Caregiver support is a strategic priority for ALTSD. Services reported for this measure include home care, adult day care, respite care, and other support services. The description of this measure expanded in FY23 to include training, counseling, and support groups, to reflect the wide array of support services more comprehensively provided to New Mexico caregivers. The training data reported includes evidence-based caregiver training, such as that provided through the Savvy Caregiver training program. As of FY24 Q1, data for this measure no longer includes services provided by the New Mexico Chapter Alzheimer’s

Association or by ALTSD’s ADRC Caregiver Information Services; therefore, data for this measure collected during FY21, FY22, and FY23 should not be compared to data collected during FY24.

DATA SOURCE/METHODOLOGY: The WellSky Aging and Disability Database is the repository used by providers contracted through the AAAs and caregiver entities to document services provided by caregivers. All AAAs, except for the Navajo Area Agency on Aging (NAAA), use this database to capture monthly service data and report it to ALTSD. The Aging Network Division and the Office of Indian Elder Affairs compile the data for performance measure reporting.

Caregiver Service Category	SFY 2024 Quarter 1 Hours, by Caregiver Service Category	SFY 2024 Quarter 2 Hours, by Caregiver Service Category	SFY 2024 Quarter 3 Hours, by Caregiver Service Category
Respite Care	19,962.42	16,658.75	17,561.00
Adult Day Care	16,504.00	16,536.00	19,075.75
Homemaker	15,587.50	15,356.15	16,833.25
Other Support Services	3,325.75	2,179.00	1,303.00
Total	55,379.67	50,729.90	54,773.00

STORY BEHIND THE DATA: Data for this measure quantifies assistance to family and informal caregivers who provide care for their loved ones at home for as long as possible, thereby avoiding or delaying the need for costly institutional care.

Caregiver Support Services include:

- Access Assistance Services provided contacts to caregivers, helping them to locate services from a variety of private and voluntary agencies.
- Counseling and Training Services provided caregivers with counseling, peer support groups, and training to help them cope with the stresses of caregiving.
- Respite Care Services provided temporary relief from caregiving responsibilities—at home or in an adult day care or institutional setting.

Data from ACL’s most recent national survey of caregivers of older adult clients shows:

- Older Americans Act (OAA) services, including those provided through the National Family Caregiver Support Program (NFCSP), are effective in helping caregivers keep their loved ones at home.
- Nearly 42 percent of caregivers report they have been providing care for 2–5 years while approximately 27 percent of family caregivers have been providing care for 5–10 years.
- 74 percent of caregivers of program clients report that services enabled them to provide care longer than would have been possible otherwise.
- 88 percent of caregivers reported OAA services helped them to be a better caregiver; and
- Nearly 62 percent of caregivers indicated that without the services they received, the care recipient would be living in a nursing home.

IMPROVEMENT ACTION PLAN:

Action	Responsibility	Timeline
1. Issue Area Plan Guidelines	ALTSD	FY24 - 3rd Quarter
2. Area agencies develop plans	Area Agencies on Aging	FY24 - 4th Quarter
3. Approve plans	ALTSD	FY24 - 4th Quarter
4. Service delivery and reporting	Area Agency Contract Service Providers	Monthly
5. Training	ALTSD and Area Agencies on Aging	Quarterly

**FY26 APPROPRIATION REQUEST
FORM E-6B LEASED PASSENGER-RELATED VEHICLES**

Account code 542800

LEASED VEHICLE INFORMATION @ 7/1/24

Agency Name: Aging and Long Term Services Department

Business Unit: 62400

Program Name: Consumer and Elder Rights Division

Program Code: P592

Item No.	LONG TERM LEASES ONLY						Lease Type Operational (O) or Standard (S)	Long Term Only			SHORT TERM ONLY			Put (x) if Fed \$
	Year	Make/Model	Vehicle Type	A** R C	License Plate Number	Mileage As of 7/1/22		A	B	A x B = C	D	E	D x E = F	
								Monthly Rate	Number of months	Total cost	Daily Rate Based On Vehicle Type	No. of Days	Total Lease Rate	
1	2024	Ford/Maverick	02BO	C	010621SG	2,142	O	\$ 224.47	12	\$ 2,693.64			-	
2	2021	Nissan/Altima	02BA	C	008446SG	5,711	S	\$ 480.00	12	\$ 5,760.00			-	
3	2024	Nissan/Altima	02BM	C	010457SG	1,719	S	\$ 517.68	12	\$ 6,212.16			-	
4	2020	Nissan/Rogue	02BM	C	007476SG	18,534	S	\$ 480.00	12	\$ 5,760.00			-	
5	2021	Nissan/Altima	02BA	C	008450SG	9,228	S	\$ 480.00	12	\$ 5,760.00			-	
6	2021	Nissan/Altima	02BA	C	008684SG	9,207	S	\$ 480.00	12	\$ 5,760.00			-	
7	2021	Nissan/Altima	02BA	C	008697SG	11,087	S	\$ 480.00	12	\$ 5,760.00			-	
8	2021	Nissan/Altima	02BA	C	008772SG	18,464	S	\$ 480.00	12	\$ 5,760.00			-	
9	2021	Nissan/Altima	02BA	C	008449SG	12,994	S	\$ 480.00	12	\$ 5,760.00			-	
10	2021	Nissan/Altima	02BA	C	008774SG	21,198	S	\$ 480.00	12	\$ 5,760.00			-	
11	2021	Nissan/Altima	02BA	C	008993SG	11,943	S	\$ 480.00	12	\$ 5,760.00			-	
12	2020	Nissan/Altima	02BM	C	008007SG	42,141	S	\$ 480.00	12	\$ 5,760.00			-	
13	2021	Nissan/Altima	02BA	C	008442SG	27,119	S	\$ 480.00	12	\$ 5,760.00			-	
14	2021	Nissan/Altima	02BA	C	008707SG	25,790	S	\$ 480.00	12	\$ 5,760.00			-	
										\$ -			-	
TOTAL LONG TERM:										78,025.80	TOTAL SHORT TERM:		-	

** Code A = additional leased vehicle request C = vehicle currently leased R = request to replace previously purchased vehicle

Check Box if this form is a revision

**FY26 APPROPRIATION REQUEST
FORM E-6B LEASED PASSENGER-RELATED VEHICLES
Account code 542800**

Agency Name: Aging and Long Term Services Department
 Program Name: Program Support

Business Unit: 62400
 Program Code: P591

Item No.	LONG TERM LEASES ONLY				A** R C	License Plate Number	Mileage As of 7/1/22	Lease Type Operational (O) or Standard (S)	Long Term Only			SHORT TERM ONLY			Put (x) if Fed \$
	Year	Make/Model	Vehicle Type						A FY23 Monthly Rate O=\$208.34 S= Rate Schedule	B Number of months	A x B = C Total cost	D Daily Rate Based On Vehicle Type	E No. of Days	D x E = F Total Lease Rate	
1	2008	Dodge/Durango	06AO	C	000426SG	155,520	O	\$ 224.47	12	2,693.64					
2	2024	Ford/Maverick	02BO	C	010626SG	2,797	O	\$ 224.47	12	2,693.64					
3	2024	Ford/Maverick	05AO	C	010624SG	1,725	O	\$ 224.47	12	2,693.64					
4	2024	Ford/Maverick	05AO	C	010627SG	1,865	O	\$ 224.47	12	2,693.64					
5	2024	Ford/F1-50	04FO	C	010672SG	405	O	\$ 235.69	12	2,828.28					
6	2024	Ford/Maverick	05AO	C	010620SG	2,301	O	\$ 224.47	12	2,693.64					
7	2024	Ford/F1-50	04FO	C	010596SG	330	O	\$ 235.69	12	2,828.28					
8	2016	Dodge/Caravan	05AO	C	005086SG	67,987	O	\$ 224.47	12	2,693.64					
9	2016	Dodge/Caravan	05AO	C	005088SG	45,759	O	\$ 224.47	12	2,693.64					
10	2020	Nissan/Altima	02B	C	007861SG	26,993	S	\$ 392.00	12	4,704.00					
11	2024	Nissan/Altima	02BM	C	010502SG	1,484	S	\$ 517.68	12	6,212.16					
12	2020	Jeep/Cherokee	06A	C	008203SG	14,670	S	\$ 446.00	12	5,352.00					
TOTAL LONG TERM:										40,780.20	TOTAL SHORT TERM:			-	

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**FY26 APPROPRIATION REQUEST
FORM E-6B LEASED PASSENGER-RELATED VEHICLES
Account code 542800**

Agency Name: Aging and Long Term Services Department
 Program Name: Program Support

Business Unit: 62400
 Program Code: P591

Item No.	LONG TERM LEASES ONLY					Long Term Only						SHORT TERM ONLY			Put (x) if Fed \$	
	Year	Make/Model	Vehicle Type	A** R C	License Plate Number	Mileage As of 7/1/22	Lease Type Operational (O) or Standard (S)	A	GSD GPS Fee	B Number of months	A x B = C Total cost	D	E No. of Days	D x E = F Total Lease Rate		
								FY23 Monthly Rate O=\$208.34 S= Rate Schedule				D Daily Rate Based On Vehicle Type				
13	2021	Toyota/Rav4	06AM	C	008337SG	15,982	S	\$ 480.00	-	12	5,760.00					
14	2021	Chrysler/Pacifica	05AC	C	008660SG	19,294	S	\$ 752.00	-	12	9,024.00					
15	2024	Ford/Maverick	02BO	C	010630SG	1,831	O	\$ 224.47	-	12	2,693.64					
16	2024	Nissan/Altima	02BA	C	009947SG	2,021	S	\$ 517.68	-	12	6,212.16					
17	2024	Nissan/Altima	02BA	C	010507SG	1,449	S	\$ 517.68	-	12	6,212.16					
18	2020	Nissan/Rogue	06AM	C	007510SG	21,485	S	\$ 480.00	-	12	5,760.00					
19	2024	Nissan/Rogue	06AM	C	010498SG	2,278	S	\$ 589.89	-	12	7,078.68					
20	2021	Nissan/Altima	02BA	C	008673SG	9,803	S	\$ 480.00	-	12	5,760.00					
TOTAL LONG TERM:											48,500.64					
												TOTAL SHORT TERM:			-	

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**FY26 APPROPRIATION REQUEST
FORM E-6B LEASED PASSENGER-RELATED VEHICLES
Account code 542800**

Agency Name: Aging and Long Term Services Department
Program Name: Program Support

Business Unit: 62400
Program Code: P591

Item No.	LONG TERM LEASES ONLY				License Plate Number	Mileage As of 7/1/22	Lease Type Operational (O) or Standard (S)	Long Term Only			SHORT TERM ONLY			Put (x) if Fed \$	
	Year	Make/Model	Vehicle Type	A** R C				A	B	A x B = C	D	E	D x E = F		
															FY23 Monthly Rate O=\$208.34 S= Rate Schedule
21	2020	Nissan/Altima	02BM	C	008006SG	21,584	S	\$ 480.00	-	12	5,760.00				
22	2024	Nissan/Altima	02BM	C	010461SG	1,831	S	\$ 517.68	-	12	6,212.16				
23	2024	Nissan/Rogue	06AM	C	010617SG	3,134	S	\$ 586.89	-	12	7,042.68				
24	2024	Ford/Maverick	05AO	C	010673SG	779	S	\$ 235.49	-	12	2,825.88				
25	2021	Tovota/RAV4	06AM	C	008326SG	21,153	S	\$ 480.00	-	12	5,760.00				
26	2021	Tovota/RAV4	06AM	C	008328SG	17,658	S	\$ 480.00	-	12	5,760.00				
27	2006	Dodge/Caravan	05AO	C	G61466	114,563	O	\$ 224.47	-	12	2,693.64				
28	2024	Ford/Maverick	05AO	C	010625SG	1,718	O	\$ 224.47	-	12	2,693.64				
29	2024	Ford/Maverick	05AO	C	010622SG	3,818	O	\$ 224.47	-	12	2,693.64				
30	2006	Dodge/Caravan	05AO	C	G64532	118,506	O	\$ 224.47	-	12	2,693.64				
31	2024	Ford/Maverick	05AO	C	010631SG	2,105	O	\$ 224.47	-	12	2,693.64				
32	2024	Ford/Maverick	02BO	C	010674SG	732	O	\$ 224.47	-	12	2,693.64				
33	2024	Ford/Maverick	05AO	C	010485SG	2,520	O	\$ 224.47	-	12	2,693.64				
34	2006	Ford/Explorer	06AO	C	G64644	131,230	O	\$ 224.47	-	12	2,693.64				
35	2020	Dodge/Journev	06A	C	007729SG	35,419	S	\$ 446.00	-	12	5,352.00				
36	2021	Toyota/RAV4	06AM	C	008333SG	31,340	S	\$ 480.00	-	12	5,760.00				
37	2021	Tovota/RAV4	06AM	C	008410SG	23,207	S	\$ 480.00	-	12	5,760.00				
TOTAL LONG TERM:											\$	71,781.84	TOTAL SHORT TERM:		-

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**FY26 APPROPRIATION REQUEST
FORM E-6B LEASED PASSENGER-RELATED VEHICLES
Account code 542800**

Agency Name: Aging and Long Term Services Department
Program Name: Program Support

Business Unit: 62400
Program Code: P591

Item No.	LONG TERM LEASES ONLY				A** R C	License Plate Number	Mileage As of 7/1/22	Lease Type Operational (O) or Standard (S)	Long Term Only				SHORT TERM ONLY			Put (x) if Fed \$	
	Year	Make/Model	Vehicle Type						A FY23 Monthly Rate O=\$208.34 S= Rate Schedule	GSD GPS Fee	B Number of months	A x B = C Total cost	D Daily Rate Based On Vehicle Type	E No. of Days	D x E = F Total Lease Rate		
38	2021	Nissan/Altima	02BA	C	008699SG	12,578	S	\$	480.00	-	12	5,760.00					
39	2021	Nissan/Altima	02BA	C	008704SG	15,386	S	\$	480.00	-	12	5,760.00					
40	2021	Nissan/Altima	02BA	C	008711SG	15,378	S	\$	480.00	-	12	5,760.00					
41	2021	Nissan/Altima	02BA	C	008762SG	23,368	S	\$	480.00	-	12	5,760.00					
42	2021	Nissan/Altima	02BA	C	008763SG	19,703	S	\$	480.00	-	12	5,760.00					
43	2021	Nissan/Altima	02BA	C	008764SG	26,427	S	\$	480.00	-	12	5,760.00					
44	2021	Nissan/Altima	02BA	C	008782SG	9,699	S	\$	480.00	-	12	5,760.00					
45	2021	Dodge/Durango	06A	C	009306SG	13,027	S	\$	446.00	-	12	5,484.00					
46	2021	Dodge/Durango	06AO	C	009307SG	11,293	O	\$	224.47	-	12	2,500.08					
47	2021	Dodge/Durango	06A	C	009333SG	10,679	S	\$	446.00	-	12	5,484.00					
48	2021	Ford/Explorer	06AO	C	009338SG	8,184	O	\$	224.47	-	12	2,500.08					
49	2021	Ford/F150	04FO	C	009339SG	4,894	O	\$	224.47	-	12	2,500.08					
50	2022	Chevy/Equinox	06AO	C	009396SG	9,377	O	\$	224.47	-	12	2,500.08					
51	2024	Ford/Maverick	020B	C	010484SG	6,152	O	\$	224.47	-	12	2,500.08					
52	2024	Ford/Maverick	020B	C	010671SG	1,714	O	\$	235.69	-	12	2,500.08					
53	2016	Chevy/Impala	02C0	C	005032SG	55,088	O	\$	224.47	-	12	2,500.08					
54	2019	Dodge/Journey	06A	C	007783SG	25,928	S	\$	446.00	-	12	2,500.08					
55	2020	Nissan/Sentra	02B	C	007856SG	5,813	S	\$	392.00	-	12	2,500.08					
56	2021	Nissan/Altima	02BA	C	008436SG	28,120	S	\$	480.00	-	12	5,760.00					
TOTAL LONG TERM:												\$	74,364.72	TOTAL SHORT TERM:			

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