

ACTION PLAN

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

Aging and Long-Term Services Department

The Aging and Long-Term Services Department (ALTSD) reported similar performance for the third quarter of FY26 compared to the beginning of the last quarter. ALTSD is on track to meet the targets for most of its measures. 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 third quarter of FY26, the Aging and Disability Resource Center (ADRC) received 8,233 calls, of which 93 percent were answered by a live operator. For the percentage of customers satisfied with their call to the ADRC, the departments reports that it will follow up with constituents who identify as being neutral or less than satisfied to incorporate their feedback in ADRC workflow. The Consumer and Elder Rights Program maintained visiting all 283 long-term care facilities throughout the fiscal year. ALTSD reports an increase in the percent of ombudsman complaints resolved within sixty days from the prior quarter, with the third quarter reporting aligned with prior-year actual spending.

Budget: \$6,301.1 FTE: 55	FY24 Actual	FY25 Actual	FY26 Target	FY26 Q1	FY26 Q2	FY26 Q3	Rating
Percent of calls to the Aging and Disability Resource Center that are answered by a live operator	70%	64%	90%	94%	91%	93%	G
Percent of calls to the Aging and Disability Resource Center that are resolved in a single contact	99%	93%	90%	78%	82%	78%	Y
Percent of customers satisfied with the outcome of their call to the Aging and Disability Resource Center	97%	93%	90%	82%	85%	81%	Y
Percent of individuals provided short-term assistance that accessed services within 30 days of a referral from options counseling	93%	99%	92%	100%	100%	100%	G
Percent of facilities visited monthly	56%	68%	40%	100%	100%	100%	G
Percent of ombudsman complaints resolved within sixty days	100%	99%	99%	98%	87%	99%	G
Program Rating	Y	Y					G

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

Adult Protective Services

The Adult Protective Services Program reported 5,334 investigations of abuse, neglect, or exploitation for the first half of FY26, trending similarly to the 5,258 investigations reported this time last year. ALTSD reports the program is projected to meet or surpass its FY26 target of annual investigations. The department states, while the program is

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effective in providing timely intervention and harm reduction, additional APS investigators will be needed as reports and case complexity grow. While the percent of repeat abuse, neglect, or exploitation cases within six months of a substantiation of an investigation have decreased from the second quarter, the program has seen an increase of repeat cases in FY26 compared to FY25. The program will work on strengthening harm reduction strategies to support long-term client safety and reduce repeat involvement, in addition to targeted training and effective protective plans.

Budget: \$16,098.1 FTE: 130	FY24 Actual	FY25 Actual	FY26 Target	FY26 Q1	FY26 Q2	FY26 Q3	Rating
Number of Adult Protective Services investigations of abuse, neglect or exploitation	7,632	6,915	6,150	1,860	1,675	1,799	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%	98%	98%	100%	G
Percent of repeat abuse, neglect or exploitation cases within six months of a substantiation of an investigation	0.5%	0.3%	2%	0.8%	1.3%	0.51%	G
Number of outreach presentations conducted in the community within adult protective services' jurisdiction	438	384	180	88	94	94	G
Percent of contractor referrals in which services were implemented within two weeks of the initial referral	71%	69%	80%	66%	69%	73%	Y
Number of referrals made to enrollments in home care and adult daycare services resulting from an investigation of abuse, neglect or exploitation	248	68	400	70	75	72	G
Percent of priority two investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed time frames	99%	98%	98%	99%	99%	98%	G
Percent of consumers for whom referrals were made who accessed services and remained in a community setting for six or more months	95%	95%	90%	100%	97%	95%	G
Program Rating	Y	Y					G

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Aging Network

The Aging Network has already exceed its target for number of hours of caregiver support provided and the percent of older New Mexicans receiving congregate and home-delivered meals who are assessed with “high” nutritional risk and is on track to meet the target for number of transportation units provided. However, the department is

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off track to meet its target for number of hours of senior volunteers. ALTSD states it will provide Older Americans Act eligibility training and expand targeted outreach to increase client registration, as well as collaborate with the Area Agencies on Aging for a coordinated workplan to increase senior volunteer participation.

Budget: \$58,350.4 FTE: 29	FY24 Actual	FY25 Actual	FY26 Target	FY26 Q1	FY26 Q2	FY26 Q3	Rating
Percent of older New Mexicans receiving congregate and home-delivered meals through Aging Network programs that are assessed with "high" nutritional risk	20%	25%	17%	28%	29%	30%	G
Number of hours of services provided by senior volunteers, statewide	454,772	602,853	745,000	111,572	145,460	148,940	R
Number of outreach events and activities to identify, contact and provide information about aging network services to potential aging network consumers who may be eligible to access senior services but are not currently accessing those services	986	745	800	178	167	225	Y
Number of meals served in congregate and home-delivered meal settings	4,020,390	4,430,000	4,430,000	1,021,120	1,171,371	1,040,067	G
Number of transportation units provided	265,565	286,470	300,000	75,518	80,181	77,647	G
Number of hours of caregiver support provided	222,922	264,906	167,000	66,139	64,631	71,807	G
Program Rating	Y	Y					Y

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Long-Term Care Division

The Long-Term Care Division, re-established in FY26, has only one performance measure, previously reported under the Consumer and Elder Rights Program. The department reports slight increases in the third quarter of FY26, noting a 70 percent rise in client calls, expanded program and services training, and increased staffing capacity. The program expanded community transition units to a total of nine during this quarter, with expanded education, outreach, and technical assistance to nursing facilities to come, particularly in rural areas of the state.

Budget: \$7,894.3 FTE: 28	FY24 Actual	FY25 Actual	FY26 Target	FY26 Q1	FY26 Q2	FY26 Q3	Rating
Percent of residents who remained in the community six months following a nursing home care transition	99%	94%	90%	84%	77%	79%	Y
Program Rating	New for Program	New for Program					Y

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