



**Michelle Lujan Grisham, Governor**  
*Katrina Hotrum-Lopez, Cabinet Secretary*

July 27, 2022

City of Albuquerque/Bernalillo County  
Area Agency on Aging (AAA)  
Michelle Briscoe, Manager  
400 Marquette NW  
Albuquerque, NM 87102

RE: Metro Area Agency on Aging (AAA) Area Plan on Aging (Version #2)

Dear Ms. Briscoe:

The ALTSD, AND, Senior Services Bureau has thoroughly reviewed the City of Albuquerque/Bernalillo County AAA Plan (version #2). During the initial Area Plan review, the SSB team found that the goal section needed to be enhanced as well as a plan to reduce/eliminate wait lists for services.

The City of Albuquerque/Bernalillo County AAA successfully revised the Area Plan required goal section to reflect area specific goals, strategies, indicators, outcome measures as well as how the service gaps will be addressed. The Area Plan also established outcome measures to address the elimination of waitlists for critical services. The Department appreciates this approach.

Please consider this letter official notification that the fiscal years 2023-2026 Area Plan (version #2) is approved. The Department looks forward to working with you and your team on the implementation of your Area Plan.

Sincerely,

A handwritten signature in black ink, appearing to read "Aimee D. Brown".

Aimee D. Brown, Bureau Chief  
NM ALTSD Senior Services Bureau

# City of Albuquerque/Bernalillo County Area Agency on Aging PSA #1 Area Plan on Aging State Fiscal Years (SFY) 2023–2026



Effective Dates: July 1, 2022–June 30, 2026

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## Executive Summary

### a. Introduction to the Area Agency on Aging

The Older Americans Act (OAA) was passed by Congress and signed into law by President Lyndon B. Johnson in 1965. Title I of the Act outlines a seniors' bill of rights. Title II establishes the Administration on Aging (AoA) – currently housed within the Administration for Community Living (ACL) under the Department of Health and Human Services. Title III defines State Agencies, sometimes called State Units on Aging.

Since its initial passage, the Older Americans Act has been routinely reauthorized and amended. One of those amendments in 1973 established Area Agencies on Aging (AAAs) to better identify and respond to the needs of Americans 60 and over in their local communities. Per the OAA, most states are divided into Planning and Service Areas (PSA) by the State Agency. The State Agency then designates an AAA to be responsible for one or more PSA so programs and services are tailored to meet the specific needs of older persons residing in those areas. There are approximately 620 AAAs in the nation. The City of Albuquerque/Bernalillo County Area Agency on Aging is one of four in New Mexico.

Area Agencies on Aging are federally-mandated entities tasked with:

- assessing the needs of seniors in their communities
- developing a comprehensive program service delivery plan
- engaging providers to deliver services
- advocating for the needs and concerns of seniors

AAAs focus on helping older adults “age in place” in their homes and communities by providing a range of options that allow older adults to choose the home and community-based services that suit them best. Additionally, volunteers, families, different levels of local government, faith-based organizations, and groups in the public and private sectors form the aging network – a network of partners advancing the wellbeing of seniors. The ideal network offers significant support toward improving the quality of life for older individuals by leveraging all available resources.

In 1984 and again in 1995, a joint powers agreement to provide services to older Americans was executed between the County of Bernalillo, the City of Albuquerque, the Village of Los Ranchos de Albuquerque, and the Village of Tijeras. The agreement authorizes the City of Albuquerque to serve as the area agency and countywide sponsor for the receipt and use of federal, state and local resources to provide services benefiting older residents, as set forth in the current area plan for PSA 1. As the state-designated PSA 1 Area Agency on Aging, the City enters into contracts with private and public entities, including the City of Albuquerque's Department of Senior Affairs, for the provision of a variety of senior services. The joint powers agreement establishes the City of Albuquerque/Bernalillo County Area Agency on Aging and its eleven-member advisory council consisting of six individuals representing the City of Albuquerque, three representing Bernalillo County, one representing the Village of Tijeras, and one representing the Village of Los Ranchos de Albuquerque.

Every Area Agency on Aging is required by the Older Americans Act to prepare and submit an Area Plan based on the direction of the State Agency. Area Plans such as this one are legal documents submitted by Area Agencies on Aging to State Agencies on Aging to receive federal Older Americans Act dollars. The goals and objectives identified in Area Plans are then incorporated into State Plans which are in turn submitted and approved by the ACL so states can receive federal OAA dollars. Annual adjustments as may be necessary as circumstances change, but these Plans are the blueprints by which Area Agencies on Aging develop and administer a comprehensive and coordinated network of services and serve as the advocate and focal point for older people in each Planning and Service

## Areas.

Conceptually, the Plan represents a process which translates locally identified needs into the establishment of priorities for funding and services.

This City Of Albuquerque/Bernalillo County Area Agency on Aging PSA 1 Area Plan for a Comprehensive, Coordinated Service Delivery System, July 1, 2022 through June 30, 2026, is the fulfillment of the Area Plan requirements outlined in the Older Americans Act, but more importantly the AAA's blueprint for service delivery over the next four years.

City of Albuquerque/Bernalillo County Area Agency on Aging can be reached at:

(505) 768-2084

700 4th Street SW Suite A  
PO Box 1293  
Albuquerque, NM 87103

<https://www.cabq.gov/family/services/senior-services>

### **b. Introduction to the Planning and Service Area(s)**

U.S. Census Bureau, 2020 American Community Survey 5-Year Estimate figures show there are over 153,000 persons aged 60 and older living in Bernalillo County; this represents more than 22.5 percent of the county's total population. Nearly 30 percent of these older residents are age 75 or older. The South Valley and the Southeast Heights areas of the county contain large immigrant populations of Cuban, Korean, Mexican and Vietnamese elders. Although PSA 1 is an urbanized area of New Mexico, access for those residing in outlying areas of the County to many of the services offered within the metropolitan area is a factor affecting the service delivery system. Concern about the lack of public transportation in less populated areas is addressed through the use of senior vans.

Multiple resources, including funds, facilities, supplies and in-kind services, are utilized to support programs and services offered to older residents within the county. Within Bernalillo County there are eight (8) multipurpose senior centers and two (2) multigenerational centers across the quadrants of Albuquerque and multiple satellite sites throughout the city and county providing a variety of other services for elders including nutrition programs. Beyond funding the infrastructure, the City of Albuquerque contributes significant annual funding to support the operations of senior centers and programs for older adults, as well as to construct and equip the centers and to purchase vans. Bernalillo County contributes administrative funding, and both Bernalillo County and Village of Tijeras operate facilities used as senior centers and meal sites.

The needs and concerns of older adults in PSA 1 to help them age in place include housing, home repair and retrofit, chore and housekeeping assistance, transportation, health care, prescription drugs, health insurance, Medicare, Medicaid, and benefits entitlement. Many seniors want to remain active and indicate a key factor to doing so will be reliable transportation on a flexible schedule.

The City of Albuquerque/Bernalillo County Area Agency on Aging offers a robust array of services within New Mexico's aging network through the collaboration and

support of federal, state, and local governments along with a provider network developed over the last 25 years. Providers to the local senior population include numerous private nonprofit and for-profit organizations in addition to state and local governments. Collaboration among the many entities providing services within PSA 1 has resulted in a strong, cooperative aging network that promotes the sharing of information and resources.

During FY22, the City of Albuquerque/Bernalillo County Area Agency on Aging held four public hearings across the city and one online via Zoom to gather the most current needs and concerns of local seniors regardless of whether they were currently a consumer. Additionally, AAA staff made a concerted effort to seek informal input from the Older Americans Advisory Council, senior living communities, providers and other City staff across departments. Much of the feedback is summarized in Section 3 (Public Input and Public Hearings) and informed the planning process, but one main point was made above others: the need for more reliable and flexible transportation options.

Of particular note are the varied needs of grandparents raising grandchildren. Because the needs of two families are not often the same, PSA 1 providers focus on targeted outreach and accommodation so such grandparents avail themselves of the services and supports they need. The PSA 1 Information and Assistance program assists with making connections and referrals whenever possible. The PSA 1 legal services provider, Senior Citizens' Law Office, collaborates with Pegasus Legal Services for Children to support guardianship needs. In addition to AAA services for older adults, the City of Albuquerque and Bernalillo County offer a variety of services and activities for children at multigenerational and community centers.

Closely related to the needs of aging Americans are the needs of caregivers who provide so many services in our community. As our aging population continues to grow rapidly, a strategic approach is essential to positively impacting the issues of caregiving in our state. The New Mexico State Plan for Family Caregivers indicates "more than 20 percent of our population provides unpaid care to a loved one." Every service provided by a caregiver not only benefits the senior in their care, but is a service that greatly expands the capacity of the aging network to care for more seniors in our community.

Even with consistent outreach, the needs of vulnerable seniors who are at-risk and in need of in-home services are not always identified. As the population age 80 and older is expected to grow by an astounding 78 percent by 2030 in New Mexico according to the U.S. Census, the importance of early identification of at-risk elders becomes crucial. Intervening early to improve outcomes and minimize service needs later in life is not only important for the seniors but also the capacity of the aging network to meet the needs of the community.

Providing our most vulnerable seniors, including those with the greatest economic and social need, with services to improve or maintain their health status and functioning is a primary goal of the Area Agency on Aging. Toward this end, an extensive information, referral, assistance, and case management system has been developed to meet the spectrum of needs, and this system continues to be a major strength in PSA 1. Due to the growing population and growing demand for services coupled with challenges in workforce and therefore service availability, MetroAAA is engaging its Case Management program to develop a system that will prioritize vulnerable, at-risk, and older adults with the greatest economic and social needs for services with wait lists.

While the number of older Americans in PSA 1 continues to rise, sustained funding for services is not expected to rise accordingly. The City of Albuquerque/Bernalillo County Area Agency on Aging will continue to advance collaborative advocacy efforts to increase State funding for senior services, but strained budgets are expected to remain strained. The network has prioritized efficiency for some years, but the AAA will continue to seek opportunities either through technology or innovative ideas to do more with the resources available. The City of Albuquerque/Bernalillo County Area Agency on Aging, while continuing to provide our established local aging network with coordination and support, will be focusing on outreach and engagement to identify and cultivate opportunities to improve service delivery and efficiency.

Throughout the network, technology is key to the success of making and receiving referrals, reporting service deliveries and tracking the progress of consumers. Providers utilize their own systems for internal needs, but are required to report to the Area Agency on Aging in a format to facilitate reporting to the State Agency and on to the federal government. Often, this requires manual or duplicate entry processes. Improving the efficiency of systems will increase the capacity of providers to provide services, and likely provide more accurate reporting.

The PSA 1 City of Albuquerque/Bernalillo County Area Agency on Aging (AAA) Planning and Service Area 1 (PSA 1) July 2022 - June 2026 Area Plan will serve as the foundation guiding the work, activities, goals, and accomplishments of our AAA over the next four years.

### **c. Mission, Vision, Values**

City of Albuquerque/Bernalillo County Area Agency on Aging Mission Statement:

The City of Albuquerque/Bernalillo County Area Agency on Aging (MetroAAA) is a state-sanctioned, federally-mandated entity tasked with developing a comprehensive needs assessment, program planning and implementation and monitoring of services for older adults in Albuquerque/Bernalillo County.

MetroAAA receives all federal and state funding allotted to Bernalillo County Planning and Service Area to fund services for seniors, issues Request for Proposals, contracts with service providers and monitors the services to assure quality service at the lowest cost. All services are directed toward low-income seniors.

MetroAAA is responsible for implementing and providing a comprehensive array of services, all designated to the highest quality of life for our seniors in the least restrictive living environment.

### **d. Planning and Review Process**

PSA 1's service delivery priorities are developed based on demographic and needs assessment information. Also, priorities are set based on information gathered from the formal public hearings conducted during fiscal year 2022 along with formal and informal interactions throughout the previous plan.

After analysis of the information collected, the AAA determined the demographics of PSA1 have continued their course since the onset of the prior two-year area plan and our service focal points are still generally targeting the correct areas of Bernalillo County to reach the seniors most vulnerable and most in need.

Based on the needs assessment information, PSA 1 will continue to target the most vulnerable pockets of poverty indicated in the 2020 American Community Survey estimates (see the PSA map on page 48). Some of the areas to be targeted include the South Valley, the Southeast Heights, the East Mountains, older neighborhood sections of the Northeast Heights and the West Mesa.

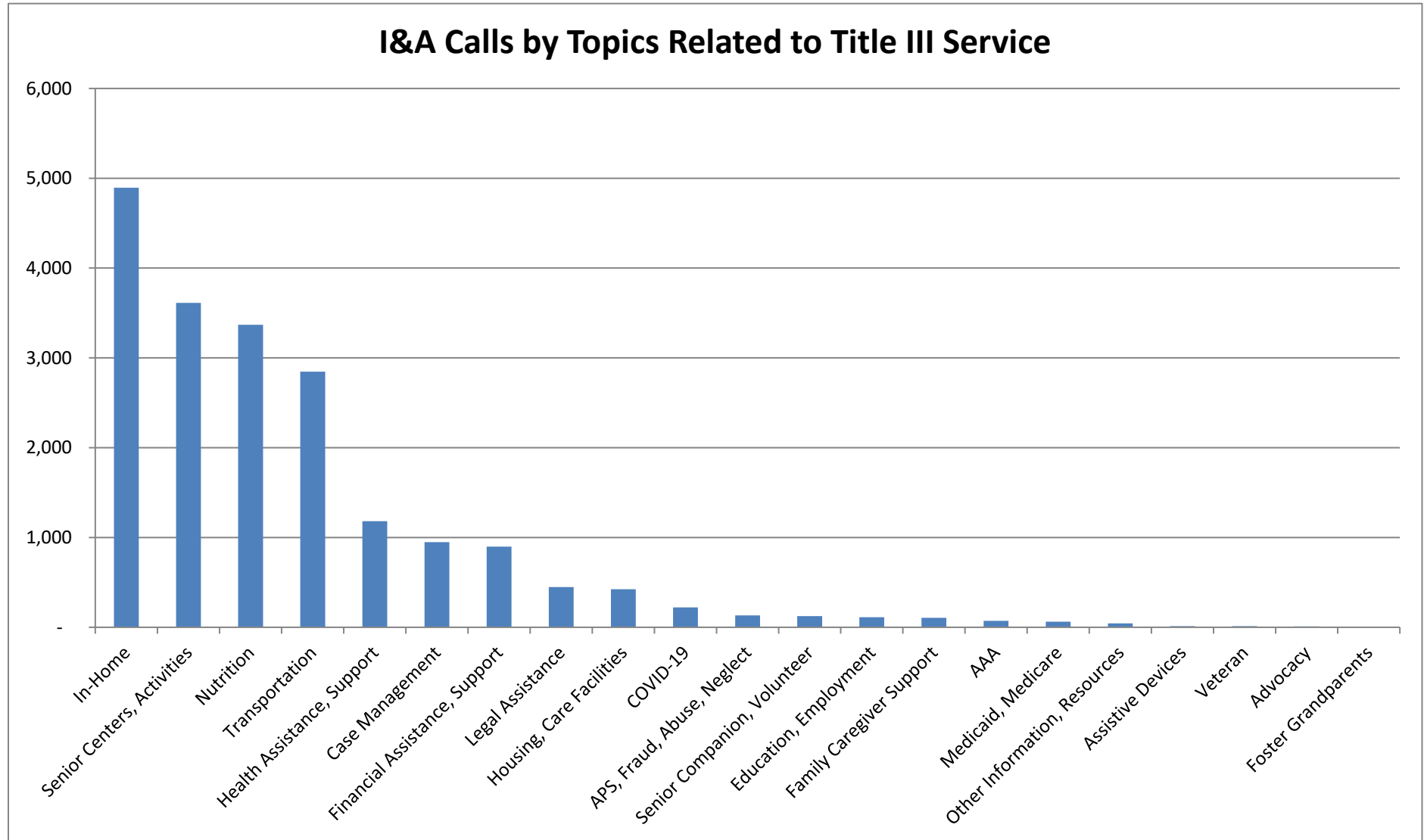
In 2020, MetroAAA commissioned a study assessing the needs of older adults in PSA1, including and emphasis on individuals who do not currently utilize aging network services. Focus groups and interviews were the primary research methods used to develop the report. Communication strategies, community partnerships, senior center employee/volunteer training and a senior center rebrand feasibility study were identified as opportunities to improve participation. MetroAAA continues to plan trainings and outreach as a result of the findings.





## Community Conversations Repo

Another tool used in setting our priorities was taking a historical look at phone calls received for by our Information and Assistance hotline. Following is a graph from the 2021 calendar year which shows some of the service categories we received calls on for either assistance or information about our services. In regular follow-ups with Information and Assistance program staff, little has changed over the years.



Five public hearings/listening sessions were held in late 2021 and early 2022 to gather input from the community regarding satisfaction and needs as well as comments on the Department of Senior Affairs waiver.

Tuesday, November 16, 2021, 10:00-11:00 a.m. Paradise Hills Community Center, 5901 Paradise Blvd NW

Thursday, November 18, 2021, 10:00-11:00 a.m. Highland Senior Center, 131 Monroe NE

Tuesday, December 14, 2021, 10:00-11:00 a.m. Westgate Community Center, 1400 Snow Vista SW

Thursday, December 16, 2021, 10:00-11:00 a.m. Bear Canyon Senior Center, 4645 Pitt NE

Monday, January 10, 2022 at 3:00 p.m. via Zoom following the Older American Advisory Council meeting

The City of Albuquerque Department of Family and Community Services has implemented a robust Language Access Plan to accommodate the needs of individuals with limited English proficiency, including transcription and telephone translation services available upon request.

At the *Title III Funding and Services: What it Means for Tribes and Pueblos* meeting in August of 2021, MetroAAA presented the planning process and the forthcoming opportunity to respond to the request for proposals in fall of 2022 to all attendees. In addition to detailing the application process, attendees were encouraged to participate in the area plan development process.

With the help and input of our Advisory Council, which represents seniors from all areas of our planning and service area, service delivery priorities were confirmed and set. The joint powers agreement establishes the City of Albuquerque/Bernalillo County Area Agency on Aging and its eleven-member advisory council consisting of six individuals representing the City of Albuquerque, three representing Bernalillo County, one representing the Village of Tijeras, and one representing the Village of Los Ranchos de Albuquerque. All public meetings were noticed in accordance with the New Mexico Open Meetings Act.

## Context

A detailed Quick Guide outlining the broad array of services available in Bernalillo County is maintained and distributed by the Department of Senior Affairs:



cabq-quick-guide-to-senior-affairs-2021

Following the needs assessment outlined in this plan, MetroAAA prioritizes needs of individuals and targets outreach and service delivery.

### Older Individuals with Greatest Economic and Social Needs

The City of Albuquerque/Bernalillo County Area Agency on Aging issues Request for Proposals (RFP) in a routine and timely manner for Older Americans Act services for the PSA. In the RFPs, the targeting section specifically states and requires all providers:

The Older Americans Act states “preference and priority” must be given to:

- Consumers with greatest social need;
- Consumers with greatest economic need;
- Low-income minority consumers; and
- Consumers residing in rural areas.

During the review process to select provide of Older Americans Act services, the targeting plan is closely scrutinized for realistic obtainment of set goals. In addition, each agency that receives Older Americans Act funding is required to conduct outreach efforts to target the consumers with greatest social and economic need. The Area Agency on Aging will coordinate with the City of Albuquerque GIS staff to locate which areas are currently being provided by the City of Albuquerque/Bernalillo County Area Agency on Aging. This is another tool to assist the Area Agency on Aging on targeting services and/or seeing where services are being targeted. This information will be useful in program planning and contracting for services.

### Minority, Limited English Proficiency and Economic Targeting

Outreach activities to Hispanic elders to increase access to information is provided throughout the service area to create “equal access.” Those activities that have worked successfully for this AAA in the past will be continued or expanded including working with churches, providing program materials in English and Spanish, participating in Latino resource fairs and supporting the inclusion of Spanish versions printed materials and other media presentations. In addition we require our providers to have staff fluent in Spanish.

We work to see the elders in the far outreaches of our county, especially the South Valley and the east mountain area are aware of services. Over the period of this plan there will be a concentrated effort to expand services to those areas. This will address the greatest social need, economic need and low in-come minority, as well as those living in rural areas. These areas comprise the minority and economically challenged consumers.

## Rural Targeting

The City of Albuquerque/Bernalillo County Area Agency on Aging convenes regularly with the officials from Bernalillo County government, the Village of Tijeras as well as elected officials and local participants to address the needs of the rural areas.

The South Valley Multi-Purpose and the Tijeras Senior Center have been successfully integrated into the local aging network. These were the first two Centers created exclusively for seniors residing in the unincorporated area of Bernalillo County, and demonstrated our commitment to reach all the consumers in need within our service boundaries.

Special attention will be given to enhancing nutritional services for isolated and homebound persons in this rural area. In addition, Transportation services are focused on rural areas through expanded fixed routes for congregate meal sites.

The City of Albuquerque/Bernalillo County Area Agency on Aging is currently working with a home health care provider to offer homemaker and respite in the east mountain area of Bernalillo County. Contracting with an agency located in that area helps facilitate greater staffing options and therefore better serve more of the residents.

The City of Albuquerque/Bernalillo County Area Agency on Aging continues to contract with La Vida Felicidad to offer homemaker and respite services in the South Valley. That has been a valuable and efficient process to enhance services to the elders who reside in those rural areas. In addition, the AAA contracts with Cornucopia to provide Adult Day – Respite services to caregivers in the South Valley.

## Older Individuals with Disabilities

There is no specific requirement for elders with the Americans with Disabilities Law. The City of Albuquerque - including the AAA - is nonetheless committed over and above the regulatory statutes of the ADA to provide all of its programs and services in a manner that when viewed in their entirety are accessible to and usable by persons with disabilities.

A key service to supporting individuals with disabilities is home repair and retrofit to make homes more livable for longer. MetroAAA is exploring opportunities to use state and local funds to expand services to younger seniors down to age 50 so they have the support in home as early as possible to help them age in place in the home of their choice. Case Managers play an important role in assisting older individuals with disabilities making connections with service providers.

MetroAAA engages Case Management to coordinate planning, identification, assessment of needs and provision of Older Americans Act services for older individuals with disabilities (with particular attention to individuals with severe disabilities and those at risk for institutional placement). Through bi-annual in-home assessments and appropriate referrals, Case Managers connect disabled individuals with entities for services.

## Older Individuals at Risk of Institutional Placement

The City of Albuquerque/Bernalillo County Area Agency on Aging will continue to provide case management services in our PSA. During the process of being assessed, we will identify consumers at risk of institutional placement if there is no immediate intervention of identified needs. Here in PSA 1, we will continue to

provide an array of in-home services to help our seniors remain independent and to delay or avoid institutionalization. These services will include homemaker, in-home respite, chores and home repair and retrofit.

#### Older Individuals with Alzheimer's disease and related dementias and the Caregivers of such Individuals

The City of Albuquerque/Bernalillo County Area Agency on Aging will continue to partner with the Alzheimer's Association to address the needs of persons with Alzheimer's and related dementias and their caregivers. In addition, the AAA supports the efforts resulting from House Memorial 20 passed during the 2012 legislative session to help support and identify the needs of older individuals with Alzheimer's disease and related dementia's and the caregivers of such individuals.

- Methods used to assess the needs of the above populations include;
  1. Public Hearings
  2. Census Data
  3. Advisory Council Input
  4. Sub-Contractor and Front Line Staff Observations and Reports
  5. Consumer Satisfaction Surveys
  6. WellSky Informational Data
  7. Other Community Resources
- The Older Americans Act was enacted in 1965 for the organization and delivery of social and nutrition services to seniors over 60 and their caregivers. Due to the fact the core focus of the Act has always been centered on the congregate meal site and the social interaction of that activity, existing services have been put in place to support these activities here in Bernalillo County and will continue to provide the address the identified needs.
- Strategies for addressing identified gaps in service include;
  1. Re-allocating funding to the identified gaps in service
  2. Collaborations with other stake holders
  3. Continued Outreach to the community to create synergies and partnerships.
  4. Using volunteers to provide service gap needs when funding is unavailable.
  5. Thinking "Outside the Box" to identify potential and unlikely partners for service coordination

## Impact of Changing Demographics

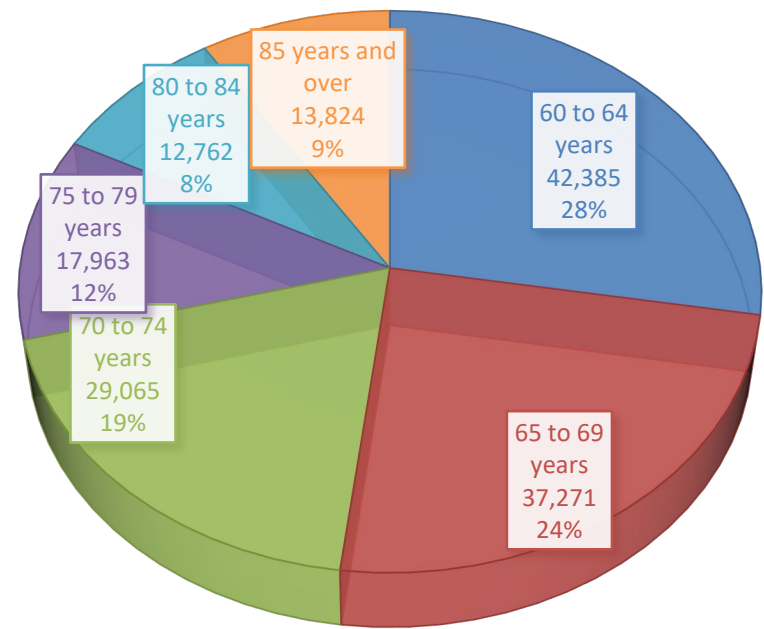
### Geo-political Composition

Bernalillo County includes three incorporated municipalities: the City of Albuquerque, the Village of Los Ranchos de Albuquerque, and the Village of Tijeras. Parts of four Indian Pueblos/Reservations also are located in the County, including Sandia to the north, Isleta to the south, Laguna along the County's southwest to northwest perimeter, and Canonicito Navajo immediately to the west. U.S. Interstates 25 and 40, which run north and south and east and west respectively, intersect nearly at the center of Bernalillo County. Despite its urban classification, disparate public transportation systems limit the older population's access to activities and services, especially at the county line. AAA-funded transportation options serve the entire county, but are available only on weekdays during business hours. Other transportation services not funded by the AAA are offered within the City limits, but do not extend into the County's less-populated areas to the north, south, and east of the metropolitan area. Limited transportation options therefore have a major effect on the service delivery system. MetroAAA is experimenting with ridesharing and assisted transportation to fill gaps, but a systemic lack of transportation resources including medical exists in Bernalillo County.

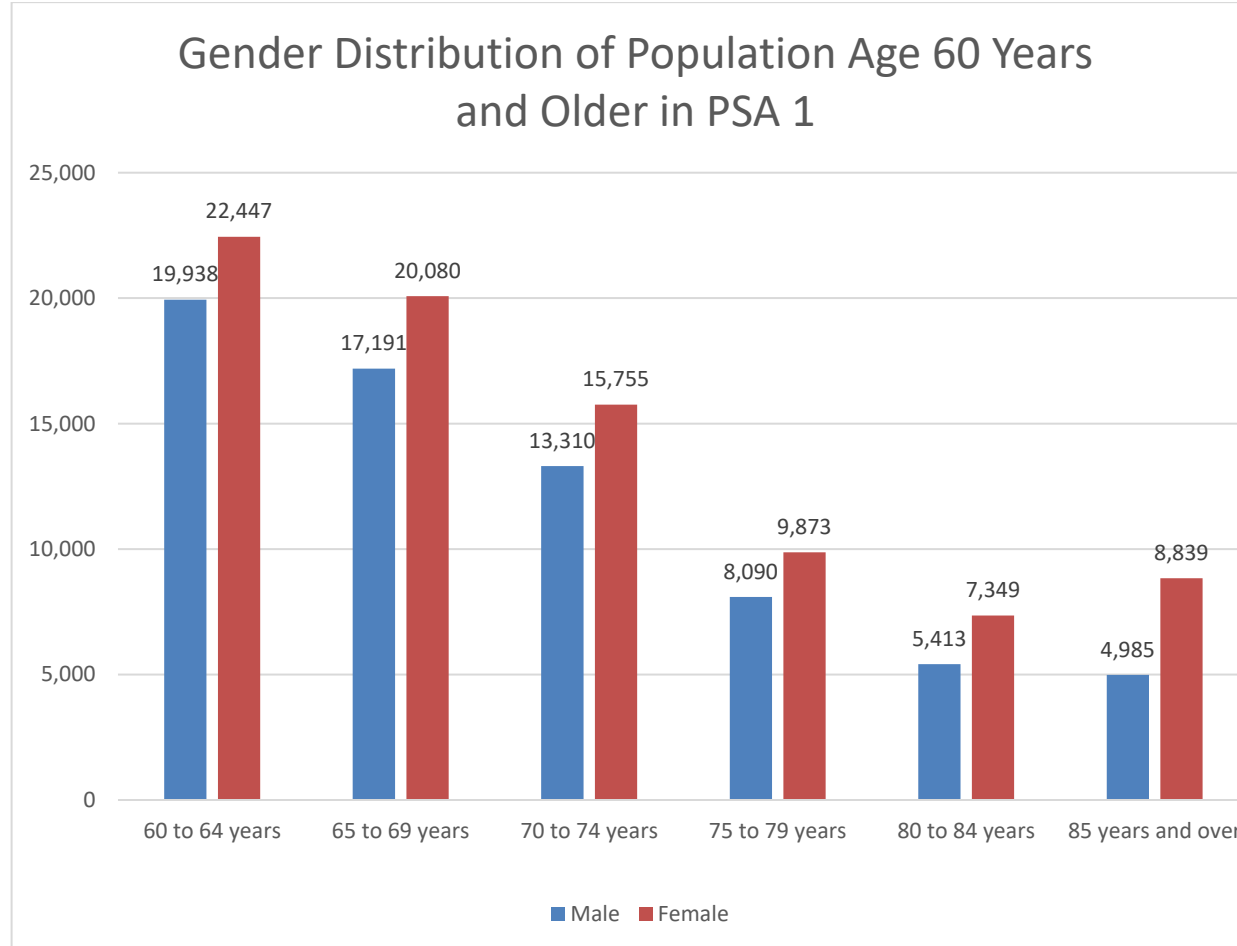
Age and Gender (Population counts are primarily from the U.S. Census Bureau's 2020 American Community Survey 5-Year Estimates)

In assessing the strengths and needs of the older adult population within Bernalillo County it is helpful to understand the majority of older adults continue to fall in age groups that might be classified as the "young-old," where the ability to live independently is common, while a minority, most of whom are "old-old," are more likely to require some form of assistance to continue to live independently. For the purposes of this report, those ages 60 to 74 were considered the young-old and those age 75 and over were the old-old. Using this distinction, the young-old comprised roughly 108,721 of the population or 71 percent of the older adult population of 153,270 within Bernalillo County. Based on the 45,550 individuals in the age group of 55 to 60 it is anticipated the total number of qualified older adults in PSA 1 will increase to approximately to over 155,000 during the life of this plan.

**DISTRIBUTION OF PERSONS AGE 55 YEARS AND OLDER IN PSA 1**



Because women outlive men, older age groups have higher proportions of women. For all older adults in PSA 1, women outnumbered men by 55% to 45%. In the 60 to 64 age group women constituted a majority of 53%; this majority grew to 64% for those ages 85 and over.



Race and Origin (Estimates and Projections are from the U.S. Census Bureau's 2020 American Community Survey 5-Year Estimates)

The U.S. Census Bureau's 2020 American Community Survey 5-Year Estimates projected there were 52,572 Hispanic/Latino (of any race), 3,678 Black or African American, 3,372 Asian, 153 Native Hawaii/Other Pacific Islander, 3,678 American Indian and Alaskan Native, 12,262 Some Other Race and 8,583 with two or more races older adults. These nearly 85,000 minority older adults accounted for about 58 percent of the older adult population in the City of Albuquerque/Bernalillo County Area Agency on Aging Planning Service Area.

The ability to speak and understand English can affect how easy or difficult it is for an older adult to access services. The U.S. Census Bureau's 2020 American Community Survey 5-Year Estimates indicate 12,568 persons or 8.2 percent of the population 60 years or older in Bernalillo County reported speaking English less than "very well".

### Living Arrangements

The ability of an individual to live independently in the community after the age of 60 often depends on whether or not that person lives alone. The U.S. Census Bureau's 2020 American Community Survey 5-Year Estimates revealed nearly 71 percent of Bernalillo County adults 60 or older lived in family households with either a spouse or some other relative.

Many, however, live alone and older women are about 3 times more likely to live alone than older men. More than 44,000 adults age 60 and older in Bernalillo County are living alone.

### Poverty Status

Another indicator of an older adult's ability to live independently is economic wellbeing. Older adults near or below the federally designated poverty level find it most difficult to meet their own needs. For 2020 the poverty threshold for a person 60 or over living alone was \$13,590; for a two-person household with the householder 60 or over it was \$18,310. (Poverty thresholds are adjusted annually to reflect changes in the cost of living. For 2015 the comparable figures are \$11,770 and \$15,930).

Based on the U.S. Census Bureau's 2020 American Community Survey 5-Year Estimates the incomes of 18,347 (12 percent) of those ages 60 or older in Bernalillo County are below the federally-designated poverty level.

Services delivery points, including congregate meal sites, legal clinics, and many others, are strategically placed to best reach low-income and minority older Americans in PSA 1. The PSA 1 map on page 48 is a tool AAA staff utilize to facilitate such targeting.

Based on the U.S. Census Bureau, 2020 ACS 5-Year Estimates, the estimated number of low-income minority individuals in Bernalillo County aged 60 and over is 9,640. Of those, more than a quarter, or 2,923, are self-identified and registered in the WellSky database as active in programs funded by PSA 1. The AAA considers this meeting targeting objectives, but outreach remains a priority to further serve the low-income minority population.

### Disability Status

The 2020 American Community Survey asked six total questions focused on the prevalence of selected disabilities among older adults. Respondents indicate level of hearing difficulty, vision difficulty, cognitive difficulty, ambulatory difficulty, self-care difficulty, and independent living difficulty. Disability status is determined by the responses regarding those six types of difficulty. The U.S. Census Bureau's 2020 American Community Survey 5-Year Estimates indicate 48,823 (32%) of those 60 years old or older in the Bernalillo County reported one or more of these disabilities.

### Grandparents as Caregivers

The U.S. Census Bureau's 2020 American Community Survey 5-Year Estimates indicate in Bernalillo County there are 6,897 grandparents living with grandchildren and 2,452 (1.6 percent) of those 60 years old or older in the Bernalillo County were "currently responsible for most of the basic needs" of at least some of the grandchildren with whom they lived.

### Health Composition

While the health-related characteristics of older adults in the Bernalillo County are varied, there are three conditions that will continue to have a major effect on the service delivery system. First, nearly a third of all non-institutionalized, civilian adults age 60 years or older have at least one disability. Second, more than 11,000



residents in this age group experience some level of cognitive disability. Third, out of all older individuals with Alzheimer's Disease and related dementias, of whom about half are age 85 years or older, nearly 75 percent are cared for by family and friends in the home and not institutional long-term care settings.

#### Analysis of Resources

Federal, State, and local governments, non-profit agencies, and for-profit organizations provide older county residents a variety of resources through direct funding, in-kind contributions, facilities, services, support programs, and supplies. For example, the City of Albuquerque provides a major contribution of more than \$7 million annually to operate and support Senior Centers and programs for older adults, as well as \$3.1 million direct services delivery appropriation under the Area Plan. The City also has provided more than \$10 million to construct and equip Senior Centers throughout the metropolitan area, to purchase vans, and to obtain additional service delivery equipment.

Bernalillo County, another senior services resource contributor, provides \$345,900 annually in support of services offered under the Area Plan. The County also provides such operational resources as County-owned facilities used as Satellite Senior Centers, maintenance, landscaping, custodial, and repair services. In 2020 the Area Agency on Aging will again provide approximately \$1,225,000 of services to residents who live in the unincorporated (not within city limits) of Bernalillo County. Likewise, the Mayor and Councilors of the Village of Tijeras support Area Plan services and programs, which benefit older residents in the East Mountains.

The Area Agency on Aging also recognizes the New Mexico State Legislature for its passage of program operation appropriations and capital outlay legislation. Such appropriations are used to construct and renovate facilities, to purchase vans, and to buy service delivery equipment. So too, private organizations and non-profit agencies throughout the Area Agency on Aging are acknowledged for their consistent support in the form of appropriations, talent, and supplies. Altogether, our partner's generosity and contributions support the Area Agency on Aging's most important goal—to deliver quality programs and services to older residents in Bernalillo County.

Population Type by County	Total # in County	% of County Population
Total County Population	679,037	100.00%
Total County Population 60+	153,270	22.57%
African-American 60+	3,678	0.54%
American Indian 60+	3,678	0.54%
Asian 60+	3,372	0.50%
Hispanic/ Latino 60+	52,572	7.74%
Poverty (low-income) 60+	18,347	2.70%
Poverty (low-income) Minority 60+	9,640	1.42%
Limited English proficiency 60+	12,568	1.85%
Individuals Residing in Rural Areas/ Isolated 60+	6,437	0.95%
Individuals with Alzheimer's Disease and Related Disorders 60+	11,089	1.63%
Individuals Living Alone 60+	44,858	6.61%
Grandparents Raising Grandchildren/Kinship Caregivers 60+	2,452	0.36%
Individuals with Disabilities 60+	48,823	7.19%

Veterans 60+	27,895	4.11%
Individuals at Risk for Institutional Placement 60+	6,375	0.94%
LGBT	14,555	2.14%

- 1) S0102 American Community Survey 2020 ACSST5Y2020 ACS 5-Year Estimates Subject Tables New Mexico 2016-2020 POPULATION 60 YEARS AND OVER IN THE UNITED STATES
- 2) New Mexico 2014-2018 Table S21040 - Hispanic or Latino and Race by Poverty Status in the Past 12 Months for the Population 60 Years and Over for Whom Poverty Status is Determined Universe: Population 60 years and over for whom poverty status is determined  
[Based on a sample. Rounded data. Data are suppressed for geographic areas if they do not meet the specified population threshold.]
- 3) According to the 2010 Census, 27,798 persons out of a total population of 662,564 for Bernalillo County or 4.2% were classified as residing in rural areas. This percentage was applied to the Total County Population 60+.
- 4) New Mexico 2014-2018 Table S210DIS08 - Sex by Age by Independent Living Difficulty Universe: Civilian noninstitutionalized population 18 years and over  
[Based on a sample. Rounded data. Data are suppressed for geographic areas if they do not meet the specified population threshold.]
- 5) Equality New Mexico and SAGE Albuquerque

## Needs Assessment by PSA

During FY22, the City of Albuquerque/Bernalillo County Area Agency on Aging held four public hearings across the city and one online via Zoom to gather the most current needs and concerns of local seniors regardless of whether they were currently a consumer. Additionally, AAA staff made a concerted effort to seek informal input from the Older Americans Advisory Council, senior living communities, providers and other City staff across departments. Much of the feedback is summarized in Section 3 (Public Input and Public Hearings) and informed the planning process, but one main point was made above others: the need for more reliable and flexible transportation options.

The City of Albuquerque/Bernalillo County Area Agency on Aging serves as an advocate and focal point for older individuals within Bernalillo County. This includes proactively developing programs to address the needs of older adults through engagement and cooperation with other organizations and local and tribal governments. Below are a few examples:

- Health & Human Services: Contracting with the University of New Mexico, College of Nursing to provide geriatric and education health clinics including medication management at senior centers and meal sites.
- Family Caregiver Training: Exploring opportunities with the University of New Mexico, College of Nursing to develop a program to provide remote caregiver support and training.
- Age-Friendly: Partner with the Department of Senior Affairs and a wide array of community stakeholders in the development of the City's Age-Friendly plan.
- Transportation: Exploring expanding transportation options and hours through ridesharing. Current transportation services are limited to weekdays during normal business hours. Requests for on-demand transportation frequently exceed provider capacity and must be booked days in advance. Community feedback has clearly indicated a need for more flexibility than is currently possible. In developing additional transportation options, the accessibility of technology for consumers is a primary concern that would be central to developing provider capacity to address along with providing the ride.
- Housing: Partnering with the City of Albuquerque Department of Family and Community in addition to the Housing Authority to ensure qualified seniors have access to affordable housing. Proactively engage affordable senior housing as potential Congregate Nutrition meal sites.
- Land Use: Coordinating with the City of Albuquerque's Department of Municipal Development to ensure all senior related capital projects are built and designed in the most efficient manner and within the appropriate service delivery areas of Bernalillo County.
- Workforce & Economic Development: Partnership with the State of New Mexico's Senior Employment Program to ensure seniors have options to stay engaged in their communities and to have access to job training opportunities.
- Civic Engagement: Participating in the Senior Day at the legislature and work with our Advisory Council and provider network to engage seniors whenever possible.
- Education:
  - o Partnering with ALTSD and other senior service organizations to help provide training and educational opportunities for seniors such as the NM Aging Conference.
  - o Engaging Oasis Albuquerque and Department of Senior Affairs center and programs to bring innovative education opportunities to local older adults to help keep them active and reduce isolation.
- Recreation/Physical Fitness: Collaborating with numerous organizations, including the City's Department of Family and Community Services, Bernalillo County and Village of Tijeras to help older adults throughout PSA 1 stay active and engaged with physical activity.
- Public Safety: Partnering with the City of Albuquerque Fire Rescue's Home Engagement and Alternative Response Team (H.E.A.R.T) to develop a comprehensive array of services and supports to keep seniors healthy and in the home of their choice.
- Emergency Preparedness: Collaborating with the City of Albuquerque Office of Emergency Management and State initiatives to establish emergency preparedness plans for seniors and to ensure senior needs are met and services are minimally disrupted during an emergency.

- Volunteer: MetroAAA has initiated innovative partnerships with established City volunteer programs and new partners such as Albuquerque Fire Rescue's Home Engagement and Alternative Response Team (HEART). Demand for in-home and respite services continues to grow and such services are often a critical difference in a senior remaining in the home of their choice and maintaining their independence as they age in place with dignity. Programs such as Senior Companion Program, Retired & Senior Volunteer Program and various informal volunteer programs are an important resource, especially with limited funding available to fully fund all needs.
- Legal: MetroAAA has contracted for legal services in Bernalillo County for more than 20 years. Additional funding has been added in recent years to expand services for older adults in PSA1.

## Area Agency on Aging Accomplishments

The City of Albuquerque/Bernalillo County Area Agency on Aging offers a robust array of services within New Mexico's aging network through the collaboration and support of federal, state, and local governments along with a provider network developed over the last 20 years. Providers to the local senior population include numerous private nonprofit and for-profit organizations in addition to state and local governments. Collaboration among the many entities providing services within PSA 1 has resulted in a strong, cooperative aging network that promotes the sharing of information and resources.

Services delivery points, including congregate meal sites, legal clinics, and many others, are strategically placed to best reach low-income and minority older Americans in PSA 1. Based on the U.S. Census Bureau, 2020 ACS 5-Year Estimates, the estimated number of low-income minority individuals in Bernalillo County aged 60 and over is 9,640. Of those, more than a quarter, or 2,923, are self-identified and registered in the WellSky database as active in programs funded by PSA 1. The AAA considers this meeting targeting objectives, but outreach remains a priority to further serve the low-income minority population. MetroAAA considers this meeting targeting objectives, but outreach remains a priority to further serve the low-income minority population.

In 2022, MetroAAA partnered with Department of Family and Community Services and Department of Senior Affairs staff to open a new meal site at the newly opened Westgate Community Center in the highest density pocket of older adult poverty on the growing west side of Albuquerque.

Another focal point, the South Valley Multipurpose Senior Center, continues to grow in capacity to deliver comprehensive, coordinated services to seniors in the unincorporated area of the South Valley area of PSA 1. Bernalillo County continues to do an exceptional job creating programming by tapping into their current Parks and Recreation structure and finding vested local organizations in helping provide programming for seniors that attend this center. Also, the Area Agency on Aging maintains a meal site at the center. In 2021, the City of Albuquerque completed construction of the Cornucopia Respite Center at South Valley opened next door to the South Valley Multipurpose Senior Center. MetroAAA engaged Cornucopia to provide services in the center.

MetroAAA developed and expanded relationships with local providers to meet the needs of older adults throughout PSA1. The longstanding relationship with UNM College of Nursing GEHM Clinics was leveraged to develop and implement a Caregiver Training program including home visits for caregivers. Collaborations with Albuquerque Fire Rescue regarding home repair services grew into a partnership to implement on-demand ridesharing transportation services for individuals with identified needs. In addition, a new partnership with Catholic Charities to provide Assisted Transportation services is currently in development. Evidence-based health promotion programs through Albuquerque Oasis have not only grown in scale, but also pivoted to online classes during center closures without deviating from fidelity. Expansion of another evidence-based program, EnhancedFitness, provided by Senior Olympics, is also currently in development.

Given the population density in PSA 1, aging network provider technology and user aptitude are critical to the success of making and receiving referrals in a timely manner, reporting service deliveries and tracking the progress of consumers. During an annual monitoring visit with the Department of Senior Affairs Case Management program, staff noted inefficiencies in the data management of reassessment. Building on past successes utilizing technology and the WellSky database, the AAA supplied iPads developed the training and support needed to eliminate the time-consuming process of conducting in-home assessments on paper and then entering the results in WellSky at a later time. The dramatic improvement in efficiency has allowed Case Managers to improve customer service and timeliness of reassessments.

Enormous strides have been made through the diligent efforts of the AAA NAPIS Coordinator to maintain system integrity and user competence. Through consistent training and technical assistance, improvements have been implemented throughout the network. One example is the Information and Assistance program's increase in productivity leading to 93 percent of calls being answered live, up from 63 percent in previous years.

Another example during the previous Area Plan AAA staff transitioned PSA 1 Homemaker/Housekeeping, Personal Care, In-Home Respite providers into direct entry into the WellSky database. Providers had previously submitted reports to the AAA for entry, but direct entry has allowed providers to interact more timely and efficiently with Case Managers within WellSky. These improvements also improve customer service as Case Managers are able to be more responsive to changes or concerns.

Customer service improvements were also implemented in the Home Delivered Meals program. Ongoing engagement with DSA identified the opportunity to begin delivering meals on the weekend to consumers receiving home delivered meals. Through innovations like freezing meals during the week, the Department of Senior Affairs made it possible for our most vulnerable older adults to receive a meal every day of the week.

Focusing on aging network training has not been exclusive to WellSky. AAA staff have proactively engaged network program staff to improve outreach and collaboration. At the Department of Senior Affairs retreat and in routine meetings and visits, the AAA engages frontline staff from all services to educate them on the role of the AAA and all other services provided in PSA 1. MetroAAA also made an effort to engage aging network partners beyond out PSA at the 2019 NM Aging Conference, sharing innovative ways to bring health screenings to seniors based on the success of the GEHM clinic.

## **Title III/VI Coordination**

According to the U.S. Census Bureau's 2020 American Community Survey 5-Year Estimates, Bernalillo County is home to 3,678 American Indian Elders. American Indians age 60 or over represent 2.4 percent of County older adults.

The City of Albuquerque/Bernalillo County Area Agency on Aging will continue to work with the local offices of the National Indian Council on Aging to best address the needs of the urban Native Americans. Engaging our fellow AAAs from PSA 5 and PSA 6 will also remain a priority for ensuring our Native American seniors in PSA 1 receive the services they need to thrive.

Outreach is conducted to ensure the participants are aware of resources, including local, state and federal. The City of Albuquerque/Bernalillo County Area Agency on Aging works with the Pueblo of Isleta whenever possible to ensure elders who need services on the reservation that do not exist through the tribe and the elder resides in Bernalillo County of the Area Agency on Aging, will be served.

Title VI programs will have an opportunity to respond to the AAA FY2023 RFP to be released in the fall of 2022. The City of Albuquerque/Bernalillo County Area Agency on Aging will proactively provide documentation to Pueblo of Isleta Elder Center staff and the Office of Indian Elder Affairs.

## Section 1: SFY 2023–2026 Goals and Strategies

### Goal 1 — Ensure high-quality home and community-based services and supports including provisions for families and caregivers.

#### *Agency programs and services that address goal 1*

The City of Albuquerque/Bernalillo County Area Agency on Aging (MetroAAA) offers a robust array of services for adults age 60 and over, their spouses and their caregivers throughout Bernalillo County by facilitating collaboration and support of federal, state, and local governments. Services are available to meet the varying needs of older adults from physical fitness in modern gyms and centers to in-home homemaker services for seniors so they may stay in their homes. MetroAAA not only maintains a provider network developed over the last 25 years, but engages new organizations to explore new partnerships and innovate programs. Providers to the local senior population include numerous private nonprofit and for-profit organizations in addition to state and local governments. Collaboration among the many entities providing services within PSA 1 has resulted in a strong, cooperative aging network that promotes the sharing of information and resources.

This network of home and community-based services in Bernalillo County has been a reliable support for older adults and their caregivers for many years. Recently, MetroAAA community and provider engagement has identified emerging gaps in three primary services:

Homemaker and Title III E In-Home Caregiver Respite

Transportation and Assisted Transportation Services:

Home Services (Home Chores, Home Repair/Renovation/Maintenance)

#### *Strategies to Address Service Gaps*

##### *1.1 Title III B Homemaker and Title III E In-Home Caregiver Respite*

*Service Gap: Inadequate provider capacity to meet community need. Waitlist.*

*Strategy:*

**Advertise Request for Proposal to maximize available resources to serve consumers.**

##### *1.2 Title III B Transportation and Assisted Transportation Services:*

*Service Gap: Inadequate community capacity to meet community need.*

*Strategy:*

**Explore opportunities to expand ridesharing during times when traditional transportation services are unavailable.**

**Establish Assisted Transportation services.**

**Explore opportunities to expand transportation options through other City and community transportation options, including SunVan.**

### 1.3 Title II B Home Services

Service Gap: Inadequate provider capacity to meet community need.

Strategy:

**Update the Information & Assistance and Case Management consumer assessment/reassessment tools to allow AAA providers to make the referral process more efficient and establish a prioritization method.**

**Engage volunteer programs to expand capacity.**

## Indicators, Performance Measures, and Fiscal Year Targets

### Indicators and Targets

Progress Indicators	FY Target	Review Frequency
1.1 Title III B Homemaker and Title III E In-Home Caregiver Respite Complete Request for Proposal to maximize available resources to serve consumers.	<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Annually: October
1.2 Title III B Transportation and Assisted Transportation Services Explore opportunities to expand ridesharing during times when traditional transportation services are unavailable.	<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Quarterly: October, January, April, July
Establish Assisted Transportation services.	<input checked="" type="checkbox"/> 2023	<input checked="" type="checkbox"/> Monthly
Explore opportunities to expand transportation options through other City and community transportation options, including SunVan.	<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Quarterly: October, January, April, July
1.3 Title II B Home Services Implement the updated Information & Assistance and Case Management consumer assessment/reassessment tools to allow MetroAAA providers to make the referral process more efficient and establish a prioritization method.	<input checked="" type="checkbox"/> 2023	<input checked="" type="checkbox"/> Annually: July
Engage volunteer programs to expand capacity.	<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Quarterly: October, January, April, July



*Outcome Measures—Refer to State Plan Appendix E**Address: 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 1.9, 1.10, 1.11, 1.12, 1.13, 1.14, 1.15*

Measure	Purpose	FY Target	Review Frequency
<p>1.1 Title III B Homemaker and Title III E In-Home Caregiver Respite</p> <p>OUTCOME MEASURE: Maximum time referral on wait list two (2) weeks.</p>	Eliminate the Homemaker and In-Home Caregiver Respite waitlists for services due to inadequate provider capacity by contracting with sufficient number of providers with capacity to meet the needs of the community.	<input checked="" type="checkbox"/> 2024	<input checked="" type="checkbox"/> Annually: June
<p>1.2 Title III B Transportation and Assisted Transportation Services</p> <p>Implement ridesharing during times when traditional transportation services are unavailable.</p> <p>Provide Assisted Transportation services.</p> <p>Establish City protocols to make appropriate referrals based on the needs of the consumer (i.e. SunVan).</p> <p>OUTCOME MEASURE: Denied rides do not exceed two (2) percent of total requests.</p>	Expand transportation availability for older adults and adults with disabilities.	<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Quarterly: October, January, April, July
		<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Monthly
		<input checked="" type="checkbox"/> 2023	<input checked="" type="checkbox"/> Annually: June
		<input checked="" type="checkbox"/> 2024	<input checked="" type="checkbox"/> Annually: June

<p>1.3 Title II B Home Services</p> <p>Implement the updated Information &amp; Assistance and Case Management consumer assessment/reassessment tools to allow MetroAAA providers to make the referral process more efficient and establish a prioritization method.</p> <p>OUTCOME MEASURE: Increase Home Services service delivery units by 25 percent by the end of this plan utilizing volunteers.</p>	<p>Minimize Home Services waitlists for services.</p>	<input checked="" type="checkbox"/> 2023	<input checked="" type="checkbox"/> Annually: July
<p>1.4 Title III B Information &amp; Assistance/Referral and Outreach</p> <p>Expand the visibility of MetroAAA-funded programs through outreach and promotion efforts by increasing the number of events and activities.</p> <p>OUTCOME MEASURE: Reach five (5) percent more unduplicated persons by the end of this plan.</p>	<p>Amplify outreach and promotion efforts to ensure older adults and adults with disabilities are aware of and have access to the OAA services available, with a concentrated effort to connect to areas and communities that are underserved.</p>	<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Quarterly: October, January, April, July
		<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Annually: June

<p>1.5 Title III C Nutrition Services</p> <p>Provide ongoing technical assistance as well as attend at least one meeting per year with nutrition providers to share best practices, lessons learned, older adult's dietary needs/restrictions, culturally appropriate menus, consumer choice and local purchasing.</p> <p>OUTCOME MEASURE: MetroAAA and key provider staff attend at least one training per year with nutrition providers, led by a registered, licensed dietitian to address meal pattern requirements of the OAA to assure delivery of nutritious meals and to promote increased use of fresh fruits and vegetables.</p>	<p>Enhance the quality and variety of meals offered to older New Mexicans to allow for personal choice, dietary restrictions, and cultural differences.</p> <p>Ensure consumers have access to and knowledge about nutritionally balanced meals and options.</p>	<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Annually: July
<p>1.6 Title III C Nutrition Services</p> <p>OUTCOME MEASURE: Reach five (5) percent more unduplicated older adults utilizing congregate meal sites through outreach efforts and community partnerships persons by the end of this plan.</p>	<p>Optimize utilization of congregate meal services through outreach efforts and community partnerships.</p>	<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Annually: June

<p>Collaborate with service providers, non-profit agencies, the managed care organizations (MCOs), other local agencies, and service providers to promote OAA services.</p>		<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Quarterly: October, January, April, July
<p>Outreach and educational efforts regarding State-funded and OAA services will be conducted in local communities. Example: Recruit consumers by redesigning facility programming and marketing (focus on consumer choice).</p>		<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Annually: July
<p>Analyze and report nutrition reassessment scoring of the consumers to develop an outcome measure regarding improvement in nutritional intake and reduction of food insecurity.</p>		<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Annually: June

<p>1.7 Title III C Nutrition Services: Home-delivered Meals</p> <p>Ensure Case Management consumer assessment/reassessment tools incorporate nutrition assessments to allow MetroAAA providers to make the referral process more efficient and establish a prioritization method to target qualified unduplicated older adults utilizing home-delivered meals.</p> <p>OUTCOME MEASURE: Waitlist remains at zero.</p> <p>Explore policies and procedures to expand home-delivered meal service to residential sites, older adults and adults with disabilities.</p> <p>OUTCOME MEASURE: Expand the number of new participants receiving home-delivered meals for an overall growth of five (5) percent of unduplicated consumers by the end of this plan.</p>	<p>Optimize home-delivered meal services to meet the needs of older adults.</p>	<p><input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026</p>	<p><input checked="" type="checkbox"/> Quarterly: October, January, April, July</p>
<p>1.8 Title III D Evidence-based Health Promotion and Disease Prevention Programs:</p> <p>Contract with Title III D providers to hold virtual workshops that adhere to evidence-based standards.</p> <p>OUTCOME MEASURE: Expand delivery options of evidence-based programs to include remote interactive classes in senior centers and at home (i.e. smart classrooms in all senior centers allowing remote access to classes hosted at another location).</p>	<p>Promote and maintain participation in evidence-based programs.</p>	<p><input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026</p>	<p><input checked="" type="checkbox"/> Annually: July</p>

<p>1.9 Title III E National Family Caregiver Support Program</p> <p>Inventory and support training programs for family caregivers, particularly those that are evidence-based or have been tested and demonstrated to be effective. Ensure that information, including schedules, for such programs is aggregated and made easily accessible to family caregivers.</p> <p>OUTCOME MEASURE: Enhance innovative Caregiver Training program for family caregivers to include classes in centers.</p> <p>Refer family caregivers to the ALTSD easily searchable website, organized around family (informal) caregiver needs, which will connect caregivers to relevant online resources, training, support, and planning tools.</p>	<p>Ensure family caregivers access resources that meet their needs such as: training; support groups; respite; supplemental services; planning tools through providers, the Caregiver Resource Center, and communities of support.</p>	<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Annually: June
		<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Annually: June
		<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Monthly
<p>1.10 Evidence-based Models</p> <p>Promote evidence-based workshops in outreach plans.</p> <p>Inform Information and Assistance staff regarding availability of evidence-based trainings.</p>	<p>Expand the availability of evidence-based models in Bernalillo County.</p>	<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Annually: July
		<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Annually: June

<p>1.11 Coordinating Title III programs with Tribes and Pueblos</p> <p>Attend annual follow-up meetings with Tribe and Pueblo members to gain feedback and recommendations to meet the needs of the elders. Meetings will include information provided about potential OAA services available in the area with Title III funds, service gaps and needs, and action steps to be taken to improve coordination and access to services.</p> <p>Attend meetings held with AAAs, Title VI directors and Tribal stakeholders on an annual basis.</p> <p>MetroAAA staff will participate in American Indian cultural awareness training during the four-year plan period.</p>	<p>Maintain collaboration with Tribes and Pueblos to better facilitate the Older Americans Act required Title III and VI Coordination and expand services and access to Bernalillo County's Native American Elders and Caregivers.</p>	<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Annually: July
		<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Annually: July
		<input checked="" type="checkbox"/> 2024	<input checked="" type="checkbox"/> Annually: July
<p>1.12 Expand Title III</p> <p>MetroAAA will notify and encourage Bernalillo County Tribes and Pueblos to respond to Requests for Proposals for Title III services.</p> <p>MetroAAA will provide training and technical assistance to the Tribes and Pueblos on the process of applying for Title III funding from MetroAAA.</p>		<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Annually: September
		<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Annually: September

<p>1.13 Business Acumen</p> <p>Promote quarterly trainings for the Aging Network entities who are interested in increasing the Business Acumen for their organizations.</p>	<p>Promote the business acumen of the Aging Network partners (providers and community-based organizations) through financial and programmatic sustainability.</p>	<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Quarterly: October, January, April, July
<p>1.14 Integration</p> <p>Collaborate with MCOs, the New Mexico Aging Network and Community Based Organizations to leverage and maximize current services and create an array of services designed to keep older adults and adults with disabilities living in the community.</p> <p>Work with the MCOs to determine value added services for Medicaid and Medicare enrollees.</p>	<p>Work towards the integration of health, health care and social services systems, including efforts through contractual arrangements and incorporating Aging Network services with other home and community-based services.</p>	<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Annually: July
		<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Annually: July
<p>1.15 Leverage sustainable funding</p> <p>Participate in the development of a statewide aging plan with key stakeholders such as Medicaid, AAAs, Alzheimer's Association, AARP, and service providers to reflect the needs of the NM aging population.</p> <p>Encourage providers who deliver direct services (examples: adult day care, homemaker, and case management) to become Medicaid providers and bill Medicaid for value added services.</p>	<p>Maximize billing Medicaid services by working with MCOs to identify and address gaps in care and develop programs to fulfill these voids in communities. Leverage other funding sources to allow providers to expand programs and services and braid funding to implement long-term sustainable programs.</p>	<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Annually: July
		<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Annually: July



**Goal 2— Implement evidenced-based services to establish a continuum of care and supports in the community that improve autonomy, choice, and outcomes to consumers.**

*Agency programs and services that address goal 2.*

MetroAAA contracts with Albuquerque Oasis and New Mexico Senior Olympics to provide a variety of evidence-based health promotion classes and opportunities throughout Bernalillo County. Program offerings now include A Matter of Balance: Managing Fears about Falls, Tai Ji Quan: Moving for Better Balance, and Tai Chi for Arthritis and Falls Prevention. Evidence-based health promotion programs through Albuquerque Oasis have not only grown in scale, but also pivoted to online classes during center closures without deviating from fidelity. Expansion of another evidence-based program, EnhancedFitness, provided by Senior Olympics, is currently in development.

*Strategies to Address Service Gaps*

No wait list currently exists for evidence-based services, nor were unmet needs identified during public meetings.

*Indicators, Performance Measures and Fiscal Year Targets*

*Indicators and Targets*

Progress Indicators	FY Target	Review Frequency
Engage providers to ensure no waitlists exist for services. OUTCOME MEASURE: Waitlist remains at zero.	<div><input checked="" type="checkbox"/> 2023</div> <div><input checked="" type="checkbox"/> 2024</div> <div><input checked="" type="checkbox"/> 2025</div> <div><input checked="" type="checkbox"/> 2026</div>	<div><input checked="" type="checkbox"/> Quarterly: October, January, April, July</div>

*Outcome Measures—Refer to State Plan Appendix E**Address: 2.4, 2.5*

Measure	Purpose	FY Target	Review Frequency
<p>2.4 Age and Dementia Friendly Efforts</p> <p>Participate in the City of Albuquerque Age Friendly Committee working to implement age-friendly initiatives throughout the City.</p> <p>Engage Alzheimer's Association, Case Management and Information and Assistance programs to ensure outreach, information and referral resources coordinate in support of individuals living with dementia and their caregivers.</p>	Create an age and dementia-friendly environment throughout New Mexico ensuring that families have the resources they require to help individuals living with dementia.	<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Quarterly: October, January, April, July
<p>2.5 Age and Dementia Friendly Efforts</p> <p>Cultivate dementia-friendly practices that heighten awareness of dementia and increase warm and effective responses to the needs of people living with dementia and their families.</p> <p>Promote training in the community for professionals and service providers that interact with persons who have dementia.</p> <p>Increase access to training resources related to dementia.</p>	Become a "Dementia Friendly State".	<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Annually: July

### **Goal 3— Establish innovative care and support services that allows consumer control and choice, while assuring autonomy and is focused on an older adult's continuum of care.**

#### ***Agency programs and services that address goal 3.***

MetroAAA offers a robust array of services for adults age 60 and over, their spouses and their caregivers throughout Bernalillo County by facilitating collaboration and support of federal, state, and local governments. Services are available to meet the varying needs of older adults from physical fitness in modern gyms and centers to in-home homemaker services for seniors so they may stay in their homes. Outreach is conducted to older adults at all stages to encourage them to participate in the services and support that best fit their needs.

Providing our most vulnerable seniors with services to improve or maintain their health status and functioning is a primary goal of the Area Agency on Aging. Toward this end, an extensive information, referral, assistance, and case management system has been developed to meet the spectrum of needs, and this system continues to be a major strength in PSA 1. A key service to supporting individuals with disabilities is home repair and retrofit to make homes more livable for longer.

MetroAAA engages Case Management to coordinate planning, identification, assessment of needs and provision of Older Americans Act services for older individuals. Decisions regarding services always remains with the consumers fostering their autonomy and dignity.

#### ***Strategies to Address Service Gaps***

Strategies to address service gaps are addressed in Goal 1.

## *Indicators, Performance Measures and Fiscal Year Targets*

### *Indicators and Targets*

Progress Indicators	FY Target	Review Frequency
Participate in the workgroup to study voucher programs. Implement appropriate findings and recommendations.	<input checked="" type="checkbox"/> 2022 <input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025	<input checked="" type="checkbox"/> Annually: July

### *Outcome Measures—Refer to State Plan Appendix E*

#### *Address: 3.2*

Measure	Purpose	FY Target	Review Frequency
3.2 Voucher Program Participate in the workgroup to study voucher programs. OUTCOME MEASURE: Implement appropriate findings and recommendations regarding voucher programs.	Explore the viability of implementing voucher programs for services funded by the Older Americans Act.	<input checked="" type="checkbox"/> 2022 <input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025	<input checked="" type="checkbox"/> Annually: July

## **Goal 4— Reduce occurrences of abuse, neglect and exploitation while improving outcomes in communities and long-term care settings.**

### *Agency programs, services and coordination efforts that address goal 4.*

MetroAAA requires all contractors immediately report cases of suspected abuse, neglect, and exploitation to adult protective services, and report to designated authorities any conditions or circumstances which place participants in imminent danger.

Providers throughout the MetroAAA network provide gate-keeping tasks. When a van driver or a home delivered meal driver, or a homemaker, or a meal site manager, or an activities coordinator at a senior center come in contact with a senior who has an unmet or even sometimes an unrecognized need, there is immediate notification of appropriate DSA staff who intervene and resolve issues, crises, and needs

### *Strategies to Address Service Gaps*

Strategies to address service gaps are addressed in Goal 1.

### Indicators, Performance Measures and Fiscal Year Targets

### Indicators and Targets

Progress Indicators	FY Target	Review Frequency
Consumers access to Aging Network resources and supports to alleviate the need for future interventions to qualified clients.	<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Annually: June

### Outcome Measures

[illegible]

## AAA Specific Goals

### *Agency programs and services that address these goals.*

Sustained additional funding will be needed to adequately address the growing needs of the older adult population in Bernalillo County. From developing necessary prioritization scales to exploring fee-for-services models, MetroAAA explores all options to maximize and grow resources.

### *Strategies to Address Service Gaps*

Strategies to address service gaps are addressed in Goal 1.

### *Indicators, Performance Measures and Fiscal Year Targets*

#### *Indicators and Targets*

Progress Indicators	FY Target	Review Frequency
Optimize resources for enhanced capacity and quality of operations.	<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Annually: March

#### *Outcome Measures*

Measure	Purpose	FY Target	Review Frequency
Explore the viability of implementing “fee for service” models for home services, homemaker, in-home caregiver respite, assisted transportation, adult day, and adult day respite services.	Optimize resources for enhanced capacity and quality of operations.	<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Annually: March
OUTCOME MEASURE: Implement appropriate findings and recommendations regarding “fee for service” models. Facilitate quarterly trainings for providers. (i.e. semi-annual program, semi-annual database)		<input checked="" type="checkbox"/> 2023 <input checked="" type="checkbox"/> 2024 <input checked="" type="checkbox"/> 2025 <input checked="" type="checkbox"/> 2026	<input checked="" type="checkbox"/> Quarterly: October, January, April, July

## Section 2: Quality Management

### a. Outreach

In order to succeed in these proactive efforts to engage and train both aging network providers and seniors throughout our community, MetroAAA has reorganized to create a Senior Planner position responsible for identifying opportunities and developing resources to meet them. In a short time, this position has engaged broader community partners including Presbyterian Health Services, long-term care facilities and local funeral homes. MetroAAA has also developed a simple outreach tool now being utilized by providers and individuals to share AAA services throughout PSA 1. The first 5,000 of the “coaster” were given to transportation drivers, front desk staff at senior centers and individuals at senior living complexes to engage all partners and consumers in getting the word out about services.

Coaster:

**Did you know?**

The City of Albuquerque  
and our partners offer  
**FREE** services to  
anyone age 60 or over.

**Call 764-6400**

Call 764-6400  
Get connected with local services available to Bernalillo County residents. Stay active in our community.

**Call 764-6400**

We are here to match you with  
the services that best fit you.

**Services include:**

- Transportation
- Wellness screenings
- Legal assistance
- Fun activities and outings
- Exercise classes and physical fitness equipment in Centers throughout the City
- Lunch with seniors, or a home-delivered meal.
- Help around the house: basic chores, repair, housekeeping, etc.
- Assisted activities during the day for seniors being helped by a caregiver.

**And more!**

Call 764-6400  
Get connected with local services available to Bernalillo County residents. Stay active in our community.

Through outreach to the broader aging network, the City of Albuquerque/Bernalillo County Area Agency on Aging expanded evidence-based health promotion offerings by establishing a contract with Oasis Albuquerque. Program offerings now include A Matter of Balance: Managing Fears about Falls, Tai Ji Quan: Moving for Better Balance, and Tai Chi for Arthritis and Falls Prevention in addition to Chronic Disease Self-Management.

MetroAAA has also initiated innovative partnerships with new partners such as Albuquerque Fire Rescue’s Home Engagement and Alternative Response Team (HEART). Demand for in-home and respite services continues to grow and frequently are a critical difference in a senior remaining in the home of their choice and maintaining their independence as they age in place with dignity. The partnership with Albuquerque Fire Rescue has increased volunteer support for home services



as several clients of the HEART program are also eligible for MetroAAA services.

MetroAAA has continued successful efforts to strengthen management awareness and support of the aging LGBT population in PSA 1. Meetings and support activities started under previous Area Plans are ongoing, as is training and outreach for aging network staff.

The City of Albuquerque/Bernalillo County Area Agency on Aging staff work with advisory council members, providers and other City of Albuquerque departments and staff to prioritize outreach. MetroAAA recently created the Senior Planner position with the primary intent of developing and implementing a proactive and sustained approach. Engagement methods include both direct outreach to senior living communities and rehabilitation facilities to reach eligible consumers as well as broader social media, television and radio campaigns.

DSA's Information and Assistance (I&A) program is a focus for outreach response as I&A is the conduit both to broader community services and to DSA Case Management for vulnerable seniors. Special emphasis is placed on older adults with the greatest economic or social need, especially minorities and those in the more rural areas of Bernalillo County.

Population	Outreach Methods Used
<b>Eligible older adults</b>	Information & Assistance: I&A senior hotline, 311 call center, ADRC, Case Management, community presentations, social media, television, radio
<b>Minorities 60+</b>	Information & Assistance: I&A senior hotline, 311 call center, ADRC, Case Management, community presentations, social media, television, radio, collaborations with NICOA, PSA 5, PSA 6, targeted outreach into the South Valley
<b>Persons with Low Incomes 60+</b>	Information & Assistance: I&A senior hotline, 311 call center, ADRC, Case Management, community presentations, social media, television, radio
<b>Minority Persons with Low Incomes 60+</b>	Information & Assistance: I&A senior hotline, 311 call center, ADRC, Case Management, community presentations, social media, television, radio

Population	Outreach Methods Used
<b>Persons with Limited English Proficiency 60+</b>	Information & Assistance: I&A senior hotline, 311 call center, ADRC, Case Management, community presentations, social media, television, radio, City of Albuquerque Language Access Plan, all informational flyers printed in both English and Spanish when necessary
<b>Persons Residing in Rural/Isolated Areas 60+</b>	Information & Assistance: I&A senior hotline, 311 call center, ADRC, Case Management, community presentations, social media, television, radio, targeted outreach in the East Mountain and the South Valley
<b>Persons with Alzheimer's Disease &amp; related disorders 60+</b>	Information & Assistance: I&A senior hotline, 311 call center, ADRC, Case Management, community presentations, social media, television, radio, partnership with the Alzheimer's Association
<b>LGBT Persons</b>	Information & Assistance: I&A senior hotline, 311 call center, ADRC, Case Management, community presentations, social media, television, radio, engage local SAGE leadership
<b>Persons Living Alone 60+</b>	Information & Assistance: I&A senior hotline, 311 call center, ADRC, Case Management, community presentations, social media, television, radio
<b>Individuals with Disabilities 60+</b>	Information & Assistance: I&A senior hotline, 311 call center, ADRC, Case Management, community presentations, social media, television, radio

Population	Outreach Methods Used
<b>Veterans 60+</b>	Information & Assistance: I&A senior hotline, 311 call center, ADRC, Case Management, community presentations, social media, television, radio, working with ALTSD to continue our effort to reach the Veteran population
<b>Individuals at Risk for Institutional Placement 60+</b>	Information & Assistance: I&A senior hotline, 311 call center, ADRC, Case Management, community presentations, social media, television, radio,
<b>Individuals with Mental Health Disorders</b>	Information & Assistance: I&A senior hotline, 311 call center, ADRC, Case Management, community presentations, social media, television, radio, engage City of Albuquerque Behavioral Health and Wellness division

**b. Monitoring/Assessments**

The Contractors of the Area Agency on Aging will from time to time provide assistance and information needed by staff of the City's Department of Family and Community Services Area Agency on Aging to monitor and evaluate the performance of each Contractors Scope of Services, unit costs and service delivery. It is understood that the City's Department of Family and Community Services staff, at its discretion, may perform periodic fiscal and program monitoring reviews on dates to be arranged. It is also understood that reviews by other officials may be required on dates to be arranged. All Contractors will abide by the *Administrative Requirements for Contracts Awarded Under the City of Albuquerque* (Administrative Requirements). The Administrative Requirements state as follows:

The purpose of these rules is to provide uniform administrative rules for City of Albuquerque social services contracts awarded by the Department of Family and Community Services (DFCS). These rules must be applied in conjunction with the Social Services Contracts Procurement Rules and Regulations - Department of Family and Community Services. Unless specifically exempted, Contractors are expected to understand and comply with all applicable rules contained within these rules. Failure to comply may result in questioned costs, suspension or termination of contracts, or other sanctions. If there are questions regarding the applicability or interpretation of a rule, it is the responsibility of the Contractor to seek guidance from the City Department of Family and Community Services in writing. In the event of a conflict between the contract and the Administrative Requirements, the contract will take control. In the event of a conflict between a contract and City ordinances, the ordinances shall control.

The Department of Family and Community Services provides quality health and social services, housing, recreation and education to improve the quality of life for the entire Albuquerque Community. For the purposes of these rules, the social services contracts encompass a wide range of activities, utilizing local, state, and federal resources to create and maintain viable communities and a supportive living environment for Albuquerque residents. Such resources include, but are not limited to, City General Fund, federal Community Development Block Grant (CDBG) funds, HOME Investment Partnerships funds, Emergency Shelter Grant funds, Continuum of Care funds, Early Head Start funds, Older American Act funds, and other federal, state and private funding sources administered by the Department.

The City of Albuquerque/Bernalillo County Area Agency on Aging staff conduct annual formal on-site monitoring visits to evaluate the performance of each Contractor to their Scope of Services. All Contractors will abide by the *Administrative Requirements for Contracts Awarded Under the City of Albuquerque*. The Administrative Requirements state as follows:

The purpose of these rules is to provide uniform administrative rules for City of Albuquerque social services contracts awarded by the Department of Family and Community Services (DFCS). These rules must be applied in conjunction with the *Social Services Contracts Procurement Rules and Regulations - Department of Family and Community Services*. Unless specifically exempted, Contractors are expected to understand and comply with all applicable rules contained within these rules. Failure to comply may result in questioned costs, suspension or termination of contracts, or other sanctions. If there are questions regarding the applicability or interpretation of a rule, it is the responsibility of the Contractor to seek guidance from the City Department of Family and Community Services in writing. In the event of a conflict between the contract and the Administrative Requirements, the contract will take control. In the event of a conflict between a contract and City ordinances, the ordinances shall control.

**Fiscal Reports and Monitoring Requirements****(1) General Requirements.**

(a) Monitoring Requirements. As often as may be required at the discretion of the City, fiscal office staff of the Department will conduct scheduled on-site monitoring visits to Contractors receiving contract funding. Contractors will be required to make available appropriate financial records. In the case of computer

maintained records, availability means a printed copy of such records. Financial records related to the project include those as are necessary for the Department staff to:

- (i) Verify financial transactions and determine whether funds were used in accordance with applicable laws, regulations, and procedures;
- (ii) Ascertain whether appropriate policies, plans, and procedures are being followed;
- (iii) Provide management with systematic appraisals of financial and administrative controls; and
- (iv) Determine the reliability of financial records.

#### Project Monitoring Requirements

##### (1) General Requirements.

(a) As often as may be required at the discretion of the City, program office staff of the Department will conduct scheduled on-site monitoring visits with organization staff and/or program participants receiving contract funding. Contractors will be required to make available such records related to the program as are necessary for the Department staff to:

- (i) Verify project outcomes and determine if services were provided in accordance with applicable laws, regulations, and procedures;
- (ii) If applicable, determine whether clients assisted met income and other guidelines established for City-supported direct services;
- (iii) Ascertain whether approved plans and procedures are being followed, including the attainment of program goals; the number and qualification of staff assigned to service delivery;
- (iv) Provide management with systematic appraisals of program and administrative controls; and
- (v) Determine the reliability of program records.

(b) In the course of the monitoring, certain items not directly related to the City contract may require additional research. If, at the discretion of Department staff, an item or items may be judged to have an impact the organization's ability to maintain fiscal integrity or provide services, the organization must provide documents related to these items.

Monitoring encompasses ongoing oversight of contract scopes and adherence to City, federal, or state requirements and regulations as applicable. MetroAAA staff monitor providers through on-site monitoring, desk reviews of quarterly reports and reimbursement requests, WellSky data reviews and the provision of technical assistance.

On-site monitoring visits are scheduled and conducted by MetroAAA staff.

#### c. Evaluation

The Providers the City of Albuquerque/Bernalillo County Area Agency on Aging services are evaluated based on their performance both in comparison to their Scope of Services and their impact in the community. Tools such as WellSky data, provider quarterly reports, customer feedback, and ongoing communications are all utilized to assure positive outcomes and improvements in the quality of life of older individuals. These tools are also utilized to gauge the effectiveness of training, technical assistance, advocacy and outreach methods conducted by MetroAAA staff.

### **Section 3: Public Input and Public Hearings**

Five public hearings/listening sessions were held in late 2021 and early 2022 to gather input from the community regarding satisfaction and needs as well as comments on the Department of Senior Affairs waiver.

Tuesday, November 16, 2021, 10:00-11:00 a.m. Paradise Hills Community Center, 5901 Paradise Blvd NW

Thursday, November 18, 2021, 10:00-11:00 a.m. Highland Senior Center, 131 Monroe NE

Tuesday, December 14, 2021, 10:00-11:00 a.m. Westgate Community Center, 1400 Snow Vista SW

Thursday, December 16, 2021, 10:00-11:00 a.m. Bear Canyon Senior Center, 4645 Pitt NE

Monday, January 10, 2022 at 3:00 p.m. via Zoom following the Older Americans Advisory Council meeting

The most commonly discussed need during the public meetings was again transportation, in particular assisted transportation. The needs for additional transportation options during evenings and weekends was also shared. Concerns regarding increasing social isolation during the COVID-19 pandemic and how to re-engage older adults were discussed, including inclusive technology innovations like hybrid Zoom and in-person classes.

The geographic size and varied population distribution within our Area Agency on Aging Planning and Service Area necessitates we gather input via multiple avenues throughout the plan to meet our goals. City of Albuquerque/Bernalillo County Area Agency on Aging staff collect input, ideas, feedback and suggested improvements from quarterly advisory council meetings, regional advisory committee on aging meetings, long-term care options advisory meetings, various advocacy meetings, task force meetings, provider feedback sessions and many others venues. We also utilize the results from City of Albuquerque surveys and assessments as well as provider satisfaction surveys.

## Section 4: Other Required Information

1. Area Plan Service Waiting List
2. Map of PSA(s)
3. Governing Body Information
4. Advisory Council Listing
5. Grievance Procedure
6. Area Agency on Aging Staffing and Volunteer Information
7. Area Agency Legal Authorizing Documentation
8. Nutrition Services, Service Providers, and Senior Center/Focal Points
9. Emergency Plan Information
10. Direct Service Waiver Request

## *Area Plan Service Waiting List*

Agency has a waiting list for services as indicated in the following table.

Service with Waiting List	Typical Number of Individuals on Waiting List	Average Waiting List Time	Waiting List Prioritization Criteria
Homemaker/In-Home Caregiver Respite	40 (due to provider capacity)	3 months	Time on list, urgency of need identified by Case Management
Home Repair/Renovation/Maintenance	200 (seasonal)	3-6 months depending on specific service	Time on list, urgency of need identified by Case Management
Chore	50 (seasonal)	3-6 months depending on specific service	Time on list, urgency of need identified by Case Management

Actions to reduce or eliminate wait lists can be found in Section 1: SFY 2023–2026 Goals and Strategies, Outcome Measures 1.1 and 1.3 on pages 24 and 25. Note both Home Repair/Renovation/Maintenance and Chore are within Home Services.

For questions regarding prioritization, the City of Albuquerque/Bernalillo County Area Agency on Aging can be reached at:

(505) 768-2084

700 4th Street SW Suite A  
PO Box 1293  
Albuquerque, NM 87103

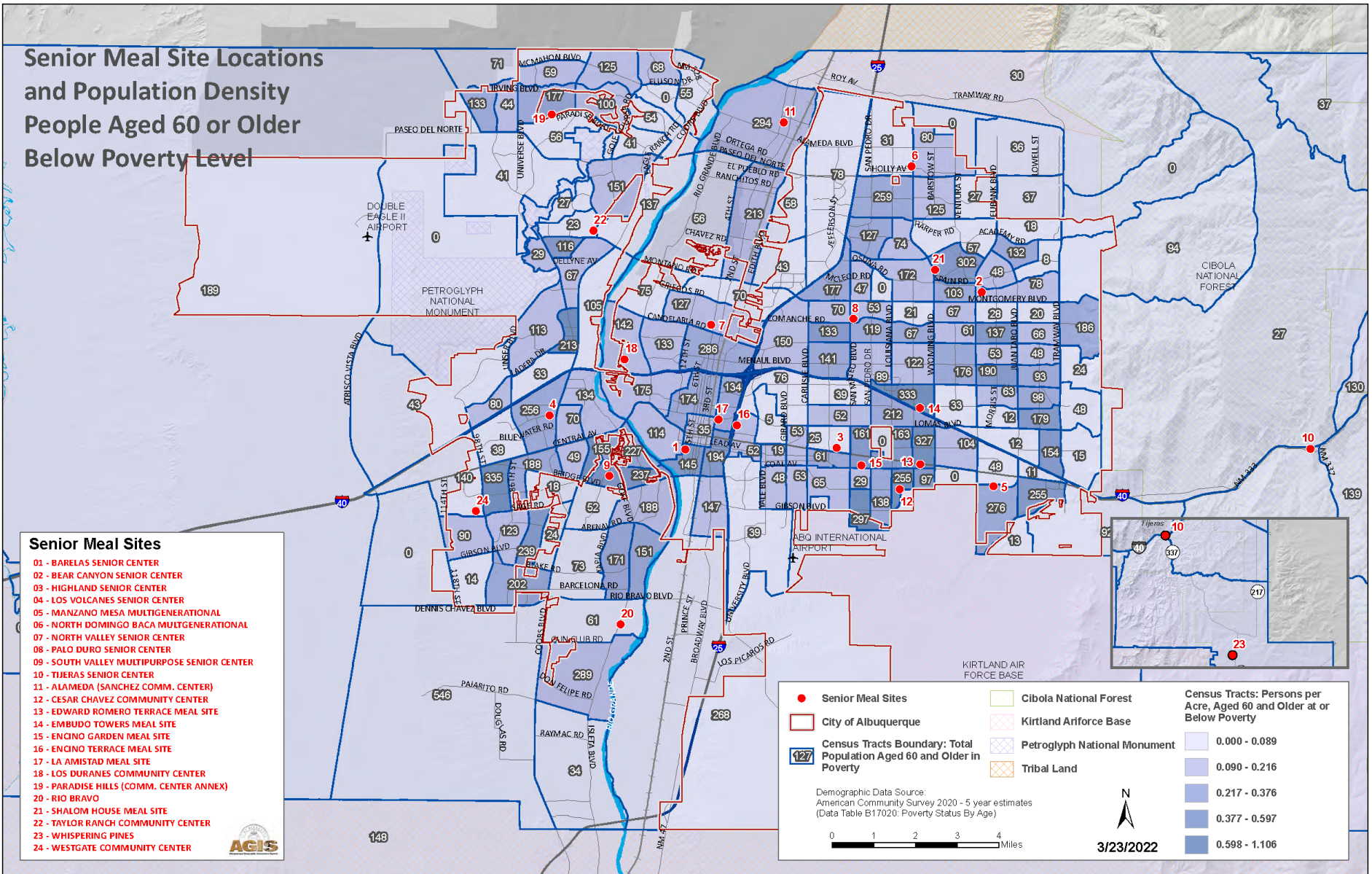


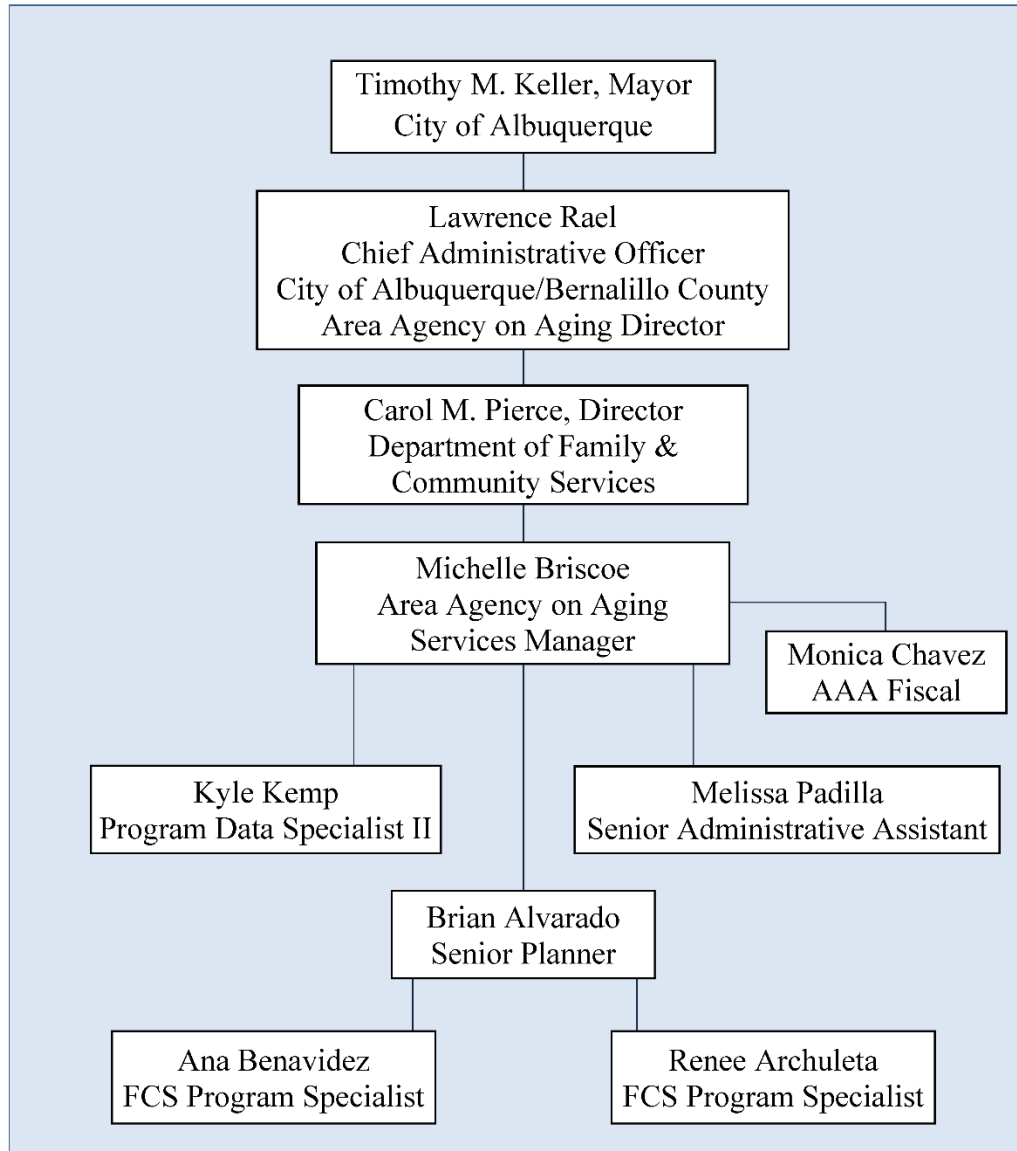
## Map of PSA(s)

### Senior Meal Site Locations and Population Density People Aged 60 or Older Below Poverty Level

#### Senior Meal Sites

- 01 - BARELAS SENIOR CENTER
- 02 - BEAR CANYON SENIOR CENTER
- 03 - HIGHLAND SENIOR CENTER
- 04 - LOS VOLCANES SENIOR CENTER
- 05 - MANZANO MESA MULTIGENERATIONAL
- 06 - NORTH DOMINGO BACA MULTIGENERATIONAL
- 07 - NORTH VALLEY SENIOR CENTER
- 08 - PALO DURO SENIOR CENTER
- 09 - SOUTH VALLEY MULTIPURPOSE SENIOR CENTER
- 10 - TIJERAS SENIOR CENTER
- 11 - ALAMEDA (SANCHEZ COMM. CENTER)
- 12 - CESAR CHAVEZ COMMUNITY CENTER
- 13 - EDWARD ROMERO TERRACE MEAL SITE
- 14 - EMBUDO TOWERS MEAL SITE
- 15 - ENCINO GARDEN MEAL SITE
- 16 - ENCINO TERRACE MEAL SITE
- 17 - LA AMISTAD MEAL SITE
- 18 - LOS DURANES COMMUNITY CENTER
- 19 - PARADISE HILLS (COMM. CENTER ANNEX)
- 20 - RIO BRAVO
- 21 - SHALOM HOUSE MEAL SITE
- 22 - TAYLOR RANCH COMMUNITY CENTER
- 23 - WHISPERING PINES
- 24 - WESTGATE COMMUNITY CENTER



***Governing Body for: MetroAAA. Updated On: March 30, 2022*****City of Albuquerque / Bernalillo County  
Area Agency on Aging  
Staff Organizational Chart**

## *Advisory Council*

**Older Americans Act Section 306(a)(6)(D).** Each area agency on aging shall establish an advisory council consisting of older individuals (including minority individuals and older individuals residing in rural areas) who are participants or who are eligible to participate in programs assisted under this chapter, family caregivers of such individuals, representatives of older individuals, service providers, representatives of the business community, local elected officials, providers of veterans' health care (if appropriate), and the general public, to advise continuously the area agency on aging on all matters relating to the development of the area plan, the administration of the plan and operations conducted under the plan.

**Older Americans Act 45 Code of Regulations, Subpart C, Sec. 1321.57(b) Composition of Council.** The council shall include individuals and representatives of community organizations who will help to enhance the leadership role of the area agency in developing community-based systems of services. The advisory council shall be made up of:

1. More than 50 percent older persons, including minority individuals who are participants or who are eligible to participate in programs under this part;
2. Representatives of older persons;
3. Representatives of health care provider organizations, including providers of veterans' health care (if appropriate);
4. Representatives of supportive services provider organizations;
5. Persons with leadership experience in the private and voluntary sectors;
6. Local elected officials; and
7. The general public.

(Specific ALTSD requirement)

8. Representation from the Tribes and Pueblos

If the agency's Advisory Council does not currently meet all 8 composition criteria listed above, provide the following information:

- 1) Composition criteria yet to be satisfied by the Council (# 1, 2, 3, 4, 5, 6, 7, 8)

6 and 8.

The City of Albuquerque/Bernalillo County Area Agency on Aging Older Americans Advisory Council is defined by the 1995 Joint Powers Agreement and the composition is the shared responsibility of the parties to the agreement. MetroAAA encourages parties to recruit and appoint members in all 8 criteria. Advisory Council meetings are open to the public and participation of non-members is encouraged.

**Advisory Council for: MetroAAA**  
**Updated on: January 10, 2022**

**Chair**

Name	Address	City and Zip	County	Phone and Email	Term Expires	OAA Composition Criteria (1 to 8)
Mel Pearson	819 Charles Place NW	Los Ranchos, NM 87107	Bernalillo	(505) 363-8593 mel.pearson@q.com	01/25/2023	1, 7

**Vice Chair**

Name	Address	City and Zip	County	Phone and Email	Term Expires	OAA Composition Criteria (1 to 8)
Lynne Anker-Unnever	309 Richmond Dr SE	Albuquerque, NM 87106	Bernalillo	(505) 681-8129 ankerunnever@msn.com		1, 4

**Secretary/Secretary Treasurer**

Name	Address	City and Zip	County	Phone and Email	Term Expires	OAA Composition Criteria (1 to 8)
n/a (MetroAAA staff)				mypadilla@cabq.gov (505) 768-2084		

**Other Members:**

Name	Address	City and Zip	County	Phone and Email	Term Expires	OAA Composition Criteria (1 to 8)
Danny Lay	8 Rama Court	Tijeras, NM 87059	Bernalillo	(505) 814-9813 dannylay56@gmail.com	n/a (Tijeras)	1, 5, 7
Michele Hennie	5310 Kings Row NE	Albuquerque, NM 87109	Bernalillo	(813) 404-6609 michele.hennie@gmail.com	08/16/2024	1, 5, 7
Mike E. Hays	417 14th St. SW	Albuquerque, NM 87102	Bernalillo	(505) 331-4705 porcupine.by.design@gmail.com	01/26/2024	1, 5, 7
Hazel Mella, PhD	2200 Lester Dr. NE #278	Albuquerque, NM 87112	Bernalillo	(505) 507-0667 hzmella@yahoo.com	04/14/2023	2, 4, 5
Kristin Middleton	8815 Desert Finch Lane NE	Albuquerque, NM 87122-3653	Bernalillo	(303) 522-5777 kmiddleton@seniorlifestyle.com	in process	1, 2, 4, 5
Meggin Lorino	10720 Kielich Ave NE #220	Albuquerque, NM 87111	Bernalillo	(505) 565-5777 meggin@nmahc.org	07/31/2022	3
Guillermina Osoria	1331 Juan Tabo Blvd Suite 1L	Albuquerque, NM 87112	Bernalillo	(505) 702-8648 go.nm.82018@gmail.com	07/31/2022	2, 4
Herb Angle				(918) 330-3522 herbangle21@gmail.com	in process	2, 4
Lydia Riley	4424 Barrett Ave. NW	Albuquerque, NM 87114	Bernalillo	(505) 508-3019 lydia319@comcast.net	in process	1, 2, 7

## *Grievance Procedures*

Any consumer expressing dissatisfaction with services provided by a Contractor of the City of Albuquerque/Bernalillo County Area Agency on Aging (MetroAAA) or individual denied services funded via the Older Americans Program has the right to file a complaint or grievance without fear of reprisal and/or negative repercussions.

Individuals expressing such dissatisfaction must be informed of the following process:

1. Complainant shall provide a written complaint or grievance to respective service provider program manager or above within five days of occurrence.
2. The service provider staff shall make every effort to resolve the situation within fourteen days of receiving the complaint or grievance. The service provider staff responds to the complainant in writing.
3. If the complainant is not satisfied with the outcome, the complainant shall be instructed to forward a copy of the original complaint or grievance and the written response from the program manager to MetroAAA for consideration.

MetroAAA will submit a final determination to the complainant. If needed, assistance of the City of Albuquerque administration and/or the New Mexico Aging and Long-Term Services Department will be requested to arrive at a final determination of the complaint or grievance.

City of Albuquerque/Bernalillo County Area Agency on Aging can be reached at:

(505) 768-2084

700 4th Street SW Suite A  
PO Box 1293  
Albuquerque, NM 87103

<https://www.cabq.gov/family/services/senior-services>



### ***Area Agency on Aging Staffing and Volunteer Information***

List all staff by name, job title and contact information

<b><i>Name</i></b>	<b><i>Staff Title/Responsibilities</i></b>	<b><i>Contact Email</i></b>	<b><i>Contact Phone Number</i></b>
Michelle Briscoe	MetroAAA Manager	<a href="mailto:mbriscoe@cabq.gov">mbriscoe@cabq.gov</a>	505-768-2745
Brian Alvarado	Senior Planner	<a href="mailto:balvarado@cabq.gov">balvarado@cabq.gov</a>	505-768-2079
Kyle Kemp	Program Data Analyst II	<a href="mailto:kkemp@cabq.gov">kkemp@cabq.gov</a>	505-768-2077
Ana Benavidez	Program Specialist	<a href="mailto:annbenavidez@cabq.gov">annbenavidez@cabq.gov</a>	505-768-2078
Renee Archuleta	Program Specialist	<a href="mailto:rtarchuleta@cabq.gov">rtarchuleta@cabq.gov</a>	505-768-2081
Melissa Padilla	Senior Administrative Assistant	<a href="mailto:mspadilla@cabq.gov">mspadilla@cabq.gov</a>	505-768-2084
Monica Chavez	Fiscal Officer	<a href="mailto:mchavez@cabq.gov">mchavez@cabq.gov</a>	505-768-2856

### ***Area Agency Legal Authorizing Documentation***

No changes since the last Area plan.

## ***Nutrition Services, Service Providers, and Senior Center/ Focal Points***

Please confirm that the information detailed below is current in the SAMS database system for your agency.

### ***Nutrition Services***

Agency staff reviewed the following Nutrition Services information entered into the case management system (Wellsky) and verified that the information is current as of **March 30, 2022**.

Nutrition Services information verified for accuracy includes:

- Location (Name, Street Address, City, Zip)
- Frequency

### ***Service Providers of OAA Services***

Agency staff reviewed the Service Provider information entered into the case management system (Wellsky) and verified that the information is current as of **March 30, 2022**.

### ***Senior Centers and Focal Points***

Agency staff reviewed the Senior Center and Focal Point information entered into the case management system (Wellsky) and verified that the information is current as of **March 30, 2022**.

Agency staff reviewed the information on the process agency uses to identify and select facilities as focal points in the agency's PSA and determined that the information is current. (No additional information is required.)

### ***Selecting Senior Centers and Focal Points***

Based on the needs assessment information, PSA 1 targets the most vulnerable pockets of poverty indicated in the 2020 American Community Survey estimates (see the PSA map on page 48). Some of the areas to be targeted include the South Valley, the Southeast Heights, the East Mountains, older neighborhood sections of the Northeast Heights and the West Mesa. MetroAAA engages partners including City of Albuquerque Department of Family and Community Services and Department of Senior Affairs leadership to determine appropriate center and housing facilities as focal points. City of Albuquerque Planning Department resources are used to help identify and map both needs and resources.

## *Emergency Plan and Plan Development Summary*

City of Albuquerque/Bernalillo County Area Agency on Aging staff prioritize collaborating with the City of Albuquerque Office of Emergency Preparedness to establish emergency preparedness plans for seniors. MetroAAA Senior Planner directly engages with that office regarding emergency management tasks regarding older adults.

The City's comprehensive Emergency Plans and Annexes can be found here:

<https://www.cabq.gov/office-of-emergency-management/resources/emergency-plans-annexes>

Staff will continue outreach efforts with emergency responders, relief organizations, providers and any others that have responsibility for disaster relief service delivery to ensure senior needs are met and services are minimally disrupted during an emergency. Providers in particular are engaged to ensure each maintains adequate policies and training in the event of an emergency.

MetroAAA staff also partner with Department of Family and Community Services staff to ensure the particular needs of seniors remain at the forefront of local emergency response planning. In addition, MetroAAA Manager and Senior Planner are the designees to lead the Office of Emergency Management Family Reunification Center for the City of Albuquerque should it be activated in an emergency. Preparations include training and tabletop exercises with emergency partners to ensure readiness.



### ***Direct Service Waiver Request***

As required by Section 316 of the Older Americans Act, and the standards and processes spelled out in the N.M. Admin. Code 9.2.9. DIRECT SERVICES, describe the direct service that will allow for demonstration projects and the ability to promote innovation or improvement of service delivery. Also describe how providing direct services will not diminish services already being provided. Please use the space below.

The City has assigned area agency on aging management and administrative functions to a distinct office within the City's Department of Family and Community Services (DFCS). The City of Albuquerque/Bernalillo County Area Agency on Aging (MetroAAA) does not provide direct services, but a waiver is requested because MetroAAA contracts with the City of Albuquerque Department of Senior Affairs (DSA) for numerous services.

Placing the area agency on aging in DFCS makes significant program management and administrative expertise available to the area agency on aging, but more importantly assures area agency on aging staff are distinctly separated from DSA staff. DSA has the primary responsibility for providing direct services to seniors. DFCS has a number of provider agreements with other organizations. Funding for these agreements is made available strictly on a reimbursement basis, thus DFCS, including the Area Agency on Aging "is the purchaser of services" as required under §9.2.9.9 NMAC. Operating on a reimbursement basis gives DFCS strong budgetary and program control over its funds, including OAA Title III funds. It also provides DFCS with the compliance monitoring and fiscal control to assure all program providers meet service delivery, program reporting, and financial requirements.

MetroAAA issues requests for proposals to provide PSA 1 services programs no less frequently than every four years, and follows rigorous evaluation standards to score proposals. DSA has demonstrated it is uniquely capable of meeting the scale and scope of the needs of the community and a competitive cost, but a request for proposal will be issued in the fall of 2022 for FY23 services.

DSA has been providing Title III services for a number of years. Any concerns about its ability to properly provide Title III services and to integrate them into its programs have been or are being addressed by DSA when requested. Program service delivery compliance and financial compliance conducted by the city pursuant to state and federal audit requirements have not identified any significant exceptions in its operations.

The specific methods for providing each of the proposed services are detailed in this plan. DSA senior centers will serve as the physical nexus for providing the proposed services. DSA senior centers have been built, equipped and staffed to provide the type of services funded under Title III. For example, DSA has kitchens, kitchen equipment, vans for transporting meals, drivers, cooks and cafeteria staff necessary to provide congregate and home delivered meals. It has the vans necessary to provide Title III transportation as well as other transportation services to seniors. It has the physical space necessary to provide services and trained staff with experience in providing the full range of DSA services for which the waiver is being requested.

The City of Albuquerque contributes a total amount of money to the Area Plan that exceeds 30% of the total funding for PSA 1. In addition to this contribution, there is an additional \$7 million contributed to the operation of senior centers.

It is the strongly held position of the City of Albuquerque/Bernalillo County Area Agency on Aging that there is no other entity, be it government, for-profit, or nonprofit that could provide the number of and quality of gate-keeping tasks than is constantly demonstrated in the integrated system offered by the partnership between MetroAAA and the Department of Senior Affairs. When a van driver or a home delivered meal driver, or a homemaker, or a meal site manager, or an activities coordinator at a senior center come in contact with a senior who has an unmet or even sometimes an unrecognized need, there is immediate notification of appropriate DSA staff who intervene and resolve issues, crises, and needs. Often times this intervention occurs in such a timely fashion that the end result is prevention instead of intervention. There are both systems and a coordinated effort to ensure daily contact among staff that deliver all the DSA services to share this information including formal pathways to document and report these kinds of interventions.

**Date of Public Hearing/Public Input Session for the Direct Service Waiver Request**

Tuesday, November 16, 2021, 10:00-11:00 a.m. Paradise Hills Community Center, 5901 Paradise Blvd NW

Thursday, November 18, 2021, 10:00-11:00 a.m. Highland Senior Center, 131 Monroe NE

Tuesday, December 14, 2021, 10:00-11:00 a.m. Westgate Community Center, 1400 Snow Vista SW

Thursday, December 16, 2021, 10:00-11:00 a.m. Bear Canyon Senior Center, 4645 Pitt NE

Monday, January 10, 2022 at 3:00 p.m. via Zoom following the Older American Advisory Council meeting.

Public notices for public meetings includes: "During the hearing, comments will be solicited from senior citizens, their caregivers and other interested individuals and organizations on services to be funded with federal, state and local resources. Discussions will also be held on the City's request to the New Mexico Aging and Long-Term Services Department to implement a waiver for the City to directly provide services funded through the City of Albuquerque/Bernalillo County Older Americans Program Area Plan." Discussions during public meetings referenced the structure of the agreement between MetroAAA and DSA, and the need for the waiver. No concerns or questions regarding the agreement were made.

We hereby request approval of a Waiver to provide the direct services listed below.

1. Information and Assistance

2. Case Management

3. Outreach/Client Finding

4. Chore

5. Home Repair/Renovation/Maintenance

6. Transportation

7. Recreation/Senior Center Activities

8. Physical Fitness/Exercise

9. Congregate Nutrition

10. Home Delivered Nutrition

## Section 5: Assurances and Information Requirements for the Area Plan on Aging

42 U.S.C.A. § 3026

§ 3026. Area plans

Effective: March 25, 2020

### (a) Preparation and development by area agency on aging; requirements

Each area agency on aging designated under [section 3025\(a\)\(2\)\(A\)](#) of this title shall, in order to be approved by the State agency, prepare and develop an area plan for a planning and service area for a two-, three-, or four-year period determined by the State agency, with such annual adjustments as may be necessary. Each such plan shall be based upon a uniform format for area plans within the State prepared in accordance with [section 3027\(a\)\(1\)](#) of this title. Each such plan shall--

(1) provide, through a comprehensive and coordinated system, for supportive services, nutrition services, and, where appropriate, for the establishment, maintenance, modernization, or construction of multipurpose senior centers (including a plan to use the skills and services of older individuals in paid and unpaid work, including multigenerational and older individual to older individual work), within the planning and service area covered by the plan, including determining the extent of need for supportive services, nutrition services, and multipurpose senior centers in such area (taking into consideration, among other things, the number of older individuals with low incomes residing in such area, the number of older individuals who have greatest economic need (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas) residing in such area, the number of older individuals who have greatest social need (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas) residing in such area, the number of older individuals at risk for institutional placement residing in such area, the number of older individuals at risk for institutional placement residing in such area, and the number of older individuals who are Indians residing in such area, and the efforts of voluntary organizations in the community), evaluating the effectiveness of the use of resources in meeting such need, and entering into agreements with providers of supportive services, nutrition services, or multipurpose senior centers in such area, for the provision of such services or centers to meet such need;

### Response Required:

(2) provide assurances that an adequate proportion, as required under [section 3027\(a\)\(2\)](#) of this title, of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services--

(A) services associated with access to services (transportation, health services (including mental and behavioral health services), outreach, information and assistance (which may include information and assistance to consumers on availability of services under part B and how to receive benefits under and participate in publicly supported programs for which the consumer may be eligible), and case management services);

(B) in-home services, including supportive services for families of older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction<sup>1</sup>; and

(C) legal assistance;

and assurances that the area agency on aging will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded;

**The SUA requires each area agency on aging to expend a minimum percentage of Title III Part B funding for access, in-home and legal assistance services. The Department has established the following minimum percentages for priority services:**

**Access Services: 32%**

**In-Home Services: 16%**

**Legal Assistance: 4%**

### AAA's Response:

**The City of Albuquerque/Bernalillo County Area Agency on Aging will maintain budgets and expenditures at or exceeding required percentages and report to the State agency accordingly.**

**Response Required:**

(3)(A) designate, where feasible, a focal point for comprehensive service delivery in each community, giving special consideration to designating multipurpose senior centers (including multipurpose senior centers operated by organizations referred to in paragraph (6)(C)) as such focal point; and  
 (B) specify, in grants, contracts, and agreements implementing the plan, the identity of each focal point so designated;

**AAA's Response:**

***This assurance is met by the information you provided in the "Other Required Information" section of the Fillable Form "Nutrition Service, Service Providers and Senior Center/Focal Points".***

**Response Required:**

(4)(A)(i)(I) provide assurances that the area agency on aging will--

(aa) set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement;

(bb) include specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and

(II) include proposed methods to achieve the objectives described in items (aa) and (bb) of subclause (I);

**AAA's Response:**

**The City of Albuquerque/Bernalillo County Area Agency on Aging set objectives in accordance with (4)(A)(i)(I) through methods described in this Area Plan.**

**Response Required:**

(ii) provide assurances that the area agency on aging will include in each agreement made with a provider of any service under this subchapter, a requirement that such provider will--

(I) specify how the provider intends to satisfy the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider;

(II) to the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services; and

(III) meet specific objectives established by the area agency on aging, for providing services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area; and

(iii) with respect to the fiscal year preceding the fiscal year for which such plan is prepared--

(I) identify the number of low-income minority older individuals in the planning and service area;

(II) describe the methods used to satisfy the service needs of such minority older individuals; and

(III) provide information on the extent to which the area agency on aging met the objectives described in clause (i);

**AAA's Response:**

**The City of Albuquerque/Bernalillo County Area Agency on Aging includes required assurances in agreements; prioritizes services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas by case managers; and evaluates service delivery and demographic reporting to ensure objectives are met. Reporting requirements are included in the Area Plan.**

**Response Required:**

(B) provide assurances that the area agency on aging will use outreach efforts that will--

(i) identify individuals eligible for assistance under this chapter, with special emphasis on--

(I) older individuals residing in rural areas;

(II) older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);

- (III) older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);
- (IV) older individuals with severe disabilities;
- (V) older individuals with limited English proficiency;
- (VI) older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and
- (VII) older individuals at risk for institutional placement, specifically including survivors of the Holocaust; and
- (ii) inform the older individuals referred to in subclauses (I) through (VII) of clause (i), and the caretakers of such individuals, of the availability of such assistance; and
- (C) contain an assurance that the area agency on aging will ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas;

**AAA's Response:**

**The City of Albuquerque/Bernalillo County Area Agency on Aging outreach will--**

**(i) identify individuals eligible for assistance under this chapter, with special emphasis on—**

- (I) older individuals residing in rural areas;**
- (II) older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);**
- (III) older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);**
- (IV) older individuals with severe disabilities;**
- (V) older individuals with limited English proficiency;**
- (VI) older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and**
- (VII) older individuals at risk for institutional placement, specifically including survivors of the Holocaust; and**
- (ii) inform the older individuals referred to in subclauses (I) through (VII) of clause (i), and the caretakers of such individuals, of the availability of such assistance.**

**The City of Albuquerque/Bernalillo County Area Agency on Aging outreach will ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas.**

**Response Required:**

- (5) provide assurances that the area agency on aging will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities and individuals at risk for institutional placement, with agencies that develop or provide services for individuals with disabilities;**
  - (6) provide that the area agency on aging will--**
    - (A) take into account in connection with matters of general policy arising in the development and administration of the area plan, the views of recipients of services under such plan;**
    - (B) serve as the advocate and focal point for older individuals within the community by (in cooperation with agencies, organizations, and individuals participating in activities under the plan) monitoring, evaluating, and commenting upon all policies, programs, hearings, levies, and community actions which will affect older individuals;**
    - (C)(i) where possible, enter into arrangements with organizations providing day care services for children, assistance to older individuals caring for relatives who are children, and respite for families, so as to provide opportunities for older individuals to aid or assist on a voluntary basis in the delivery of such services to children, adults, and families;**
    - (ii) if possible regarding the provision of services under this subchapter, enter into arrangements and coordinate with organizations that have a proven record of providing services to older individuals, that--**
      - (I) were officially designated as community action agencies or community action programs under section 210 of the Economic Opportunity Act of 1964 ([42 U.S.C. 2790](#))<sup>2</sup> for fiscal year 1981, and did not lose the designation as a result of failure to comply with such Act; or**
      - (II) came into existence during fiscal year 1982 as direct successors in interest to such community action agencies or community action programs; and**
      - (iii) make use of trained volunteers in providing direct services delivered to older individuals and individuals with disabilities needing such services and, if possible, work in coordination with organizations that have experience in providing training, placement, and stipends for volunteers or participants (such as organizations carrying out Federal service programs administered by the Corporation for National and Community Service), in community service settings;**
- and that meet the requirements under [section 9910](#) of this title;

**AAA's Response:**

The City of Albuquerque/Bernalillo County Area Agency on Aging outreach will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities and individuals at risk for institutional placement, with agencies that develop or provide services for individuals with disabilities; take into account in connection with matters of general policy arising in the development and administration of the area plan, the views of recipients of services under such plan; serve as the advocate and focal point for older individuals within the community by (in cooperation with agencies, organizations, and individuals participating in activities under the plan) monitoring, evaluating, and commenting upon all policies, programs, hearings, levies, and community actions which will affect older individuals; where possible, enter into arrangements with organizations providing day care services for children, assistance to older individuals caring for relatives who are children, and respite for families, so as to provide opportunities for older individuals to aid or assist on a voluntary basis in the delivery of such services to children, adults, and families; if possible enter into arrangements and coordinate with organizations that have a proven record of providing services to older individuals that qualify as community action agencies or community action programs.

**Response Required:**

(D) establish an advisory council consisting of older individuals (including minority individuals and older individuals residing in rural areas) who are participants or who are eligible to participate in programs assisted under this chapter, family caregivers of such individuals, representatives of older individuals, service providers, representatives of the business community, local elected officials, providers of veterans' health care (if appropriate), and the general public, to advise continuously the area agency on aging on all matters relating to the development of the area plan, the administration of the plan and operations conducted under the plan;

**AAA's Response:**

*This assurance is met by the information you provided in the Fillable Form under "Other Required Information" "Advisory Council Listing".*

**Response Required:**

(E) establish effective and efficient procedures for coordination of--

- (i) entities conducting programs that receive assistance under this chapter within the planning and service area served by the agency; and
- (ii) entities conducting other Federal programs for older individuals at the local level, with particular emphasis on entities conducting programs described in [section 3013\(b\)](#) of this title, within the area;

**AAA's Response:**

The City of Albuquerque/Bernalillo County Area Agency on Aging will establish effective and efficient procedures for coordination of entities conducting programs that receive assistance within the planning and service area served by the agency and entities conducting other Federal programs for older individuals at the local level, with particular emphasis on entities conducting programs described in section 3013(b).

**Response Required:**

(F) in coordination with the State agency and with the State agency responsible for mental and behavioral health services, increase public awareness of mental health disorders, remove barriers to diagnosis and treatment, and coordinate mental and behavioral health services (including mental health screenings) provided with funds expended by the area agency on aging with mental and behavioral health services provided by community health centers and by other public agencies and nonprofit private organizations;

**AAA's Response:**

In coordination with the State agency and with the State agency responsible for mental and behavioral health services, the City of Albuquerque/Bernalillo County Area Agency on Aging will increase public awareness of mental health disorders, remove barriers to diagnosis and treatment, and coordinate mental and behavioral health services (including mental health screenings) provided with funds expended by the area agency on aging with mental and behavioral health services provided by community health centers and by other public agencies and nonprofit private organizations.

**Response Required:**

(G) if there is a significant population of older individuals who are Indians in the planning and service area of the area agency on aging, the area agency on aging shall conduct outreach activities to identify such individuals in such area and shall inform such individuals of the availability of assistance under this chapter;



**AAA's Response:**

**City of Albuquerque/Bernalillo County Area Agency on Aging will conduct outreach activities to identify Indians in Planning and Service Area 1 and will inform such individuals of the availability of assistance as outlined in this Area Plan.**

**Response Required:**

**(H)** in coordination with the State agency and with the State agency responsible for elder abuse prevention services, increase public awareness of elder abuse, neglect, and exploitation, and remove barriers to education, prevention, investigation, and treatment of elder abuse, neglect, and exploitation, as appropriate; and

**AAA's Response:**

**In coordination with the State agency and with the State agency responsible for elder abuse prevention services, the City of Albuquerque/Bernalillo County Area Agency on Aging will increase public awareness of elder abuse, neglect, and exploitation, and remove barriers to education, prevention, investigation, and treatment of elder abuse, neglect, and exploitation, as appropriate.**

**Response Required:**

**(I)** to the extent feasible, coordinate with the State agency to disseminate information about the State assistive technology entity and access to assistive technology options for serving older individuals;

**AAA's Response:**

**To the extent feasible, the City of Albuquerque/Bernalillo County Area Agency on Aging will coordinate with the State agency to disseminate information about the State assistive technology entity and access to assistive technology options for serving older individuals.**

**Response Required:**

**(7)** provide that the area agency on aging shall, consistent with this section, facilitate the area-wide development and implementation of a comprehensive, coordinated system for providing long-term care in home and community-based settings, in a manner responsive to the needs and preferences of older individuals and their family caregivers, by--

**(A)** collaborating, coordinating activities, and consulting with other local public and private agencies and organizations responsible for administering programs, benefits, and services related to providing long-term care;

**(B)** conducting analyses and making recommendations with respect to strategies for modifying the local system of long-term care to better--

**(i)** respond to the needs and preferences of older individuals and family caregivers;

**(ii)** facilitate the provision, by service providers, of long-term care in home and community-based settings; and

**(iii)** target services to older individuals at risk for institutional placement, to permit such individuals to remain in home and community-based settings;

**AAA's Response:**

**The City of Albuquerque/Bernalillo County Area Agency on Aging will facilitate the area-wide development and implementation of a comprehensive, coordinated system for providing long-term care in home and community-based settings, in a manner responsive to the needs and preferences of older individuals and their family caregivers consistent with this section as outlined in this Area Plan.**

**Response Required:**

**(C)** implementing, through the agency or service providers, evidence-based programs to assist older individuals and their family caregivers in learning about and making behavioral changes intended to reduce the risk of injury, disease, and disability among older individuals; and

**(D)** providing for the availability and distribution (through public education campaigns, Aging and Disability Resource Centers, the area agency on aging itself, and other appropriate means) of information relating to--

**(i)** the need to plan in advance for long-term care; and

**(ii)** the full range of available public and private long-term care (including integrated long-term care) programs, options, service providers, and resources;

**AAA's Response:**

**The City of Albuquerque/Bernalillo County Area Agency on Aging will implement evidence-based programs through providers and distribute information in compliance with this section.**

**Response Required:**

- (8) provide that case management services provided under this subchapter through the area agency on aging will--
- (A) not duplicate case management services provided through other Federal and State programs;
  - (B) be coordinated with services described in subparagraph (A); and
  - (C) be provided by a public agency or a nonprofit private agency that--
- (i) gives each older individual seeking services under this subchapter a list of agencies that provide similar services within the jurisdiction of the area agency on aging;
  - (ii) gives each individual described in clause (i) a statement specifying that the individual has a right to make an independent choice of service providers and documents receipt by such individual of such statement;
  - (iii) has case managers acting as agents for the individuals receiving the services and not as promoters for the agency providing such services; or
  - (iv) is located in a rural area and obtains a waiver of the requirements described in clauses (i) through (iii);

**AAA's Response:**

**The City of Albuquerque/Bernalillo County Area Agency on Aging will ensure case management services provided under this Area Plan will:**

- (A) not duplicate case management services provided through other Federal and State programs;
  - (B) be coordinated with services described in subparagraph (A); and
  - (C) be provided by a public agency or a nonprofit private agency that--
- (i) give each older individual seeking services under this subchapter a list of agencies that provide similar services within the jurisdiction of the area agency on aging;
  - (ii) give each individual described in clause (i) a statement specifying that the individual has a right to make an independent choice of service providers and documents receipt by such individual of such statement;
  - (iii) have case managers acting as agents for the individuals receiving the services and not as promoters for the agency providing such services; or
  - (iv) is located in a rural area and obtains a waiver of the requirements described in clauses (i) through (iii);

**\* Not applicable to New Mexico as the SLTCO program is administered internally.**

(9) provide assurances that--

- (A) the area agency on aging, in carrying out the State Long-Term Care Ombudsman program under [section 3027\(a\)\(9\)](#) of this title, will expend not less than the total amount of funds appropriated under this chapter and expended by the agency in fiscal year 2019 in carrying out such a program under this subchapter; and
- (B) funds made available to the area agency on aging pursuant to [section 3058g](#) of this title shall be used to supplement and not supplant other Federal, State, and local funds expended to support activities described in [section 3058g](#) of this title;

**Response Required:**

- (10) provide a grievance procedure for older individuals who are dissatisfied with or denied services under this subchapter;

**AAA's Response:**

**This assurance is met by the information you provided in the Fillable Form under "Other Required Information" "Grievance Procedure".**

**Response Required:**

- (11) provide information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as "older Native Americans"), including--
- (A) information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the area agency on aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this subchapter;

**AAA's Response:**



***This assurance is met by the information you provided in the Fillable Form under "Context" "Title III/VI Coordination".***

**Response Required:**

(B) an assurance that the area agency on aging will, to the maximum extent practicable, coordinate the services the agency provides under this subchapter with services provided under title VI; and

(C) an assurance that the area agency on aging will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans; and<sup>3</sup>

(12) provide that the area agency on aging will establish procedures for coordination of services with entities conducting other Federal or federally assisted programs for older individuals at the local level, with particular emphasis on entities conducting programs described in [section 3013\(b\)](#) of this title within the planning and service area.<sup>4</sup>

**AAA's Response:**

***This assurance is met by the information you provided in the Fillable Form under "Context" "Title III/VI Coordination".***

**Response Required:**

(13) provide assurances that the area agency on aging will--

(A) maintain the integrity and public purpose of services provided, and service providers, under this subchapter in all contractual and commercial relationships;

(B) disclose to the Assistant Secretary and the State agency--

(i) the identity of each nongovernmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and

(ii) the nature of such contract or such relationship;

(C) demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this subchapter by such agency has not resulted and will not result from such contract or such relationship;

(D) demonstrate that the quantity or quality of the services to be provided under this subchapter by such agency will be enhanced as a result of such contract or such relationship; and

(E) on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this chapter (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals;

(14) provide assurances that preference in receiving services under this subchapter will not be given by the area agency on aging to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this subchapter;

**AAA's Response:**

***This assurance is met by the information you provided under "Summary Budget 2A-2B" "Attachment D"***

**Response Required:**

(15) provide assurances that funds received under this subchapter will be used--

(A) to provide benefits and services to older individuals, giving priority to older individuals identified in paragraph (4)(A)(i); and

(B) in compliance with the assurances specified in paragraph (13) and the limitations specified in [section 3020c](#) of this title;

(16) provide, to the extent feasible, for the furnishing of services under this chapter, consistent with self-directed care;

(17) include information detailing how the area agency on aging will coordinate activities, and develop long-range emergency preparedness plans, with local and State emergency response agencies, relief organizations, local and State governments, and any other institutions that have responsibility for disaster relief service delivery;

(18) provide assurances that the area agency on aging will collect data to determine--

(A) the services that are needed by older individuals whose needs were the focus of all centers funded under subchapter IV in fiscal year 2019; and

(B) the effectiveness of the programs, policies, and services provided by such area agency on aging in assisting such individuals; and

**AAA's Response:**

***The City of Albuquerque/Bernalillo County Area Agency on Aging will provide benefits and services in compliance with this section.***

**Response Required:**

(19) provide assurances that the area agency on aging will use outreach efforts that will identify individuals eligible for assistance under this chapter, with special emphasis on those individuals whose needs were the focus of all centers funded under title IV in fiscal year 2019.

**AAA's Response:**

*This assurance is met by the information you provided in the Fillable Form under "Context" "Title III/VI Coordination".*

**(b) Assessment of preparation of area agencies**

(1) An area agency on aging may include in the area plan an assessment of how prepared the area agency on aging and service providers in the planning and service area are for any anticipated change in the number of older individuals during the 10-year period following the fiscal year for which the plan is submitted.

(2) Such assessment may include--

(A) the projected change in the number of older individuals in the planning and service area;

(B) an analysis of how such change may affect such individuals, including individuals with low incomes, individuals with greatest economic need, minority older individuals, older individuals residing in rural areas, and older individuals with limited English proficiency;

(C) an analysis of how the programs, policies, and services provided by such area agency can be improved, and how resource levels can be adjusted to meet the needs of the changing population of older individuals in the planning and service area; and

(D) an analysis of how the change in the number of individuals age 85 and older in the planning and service area is expected to affect the need for supportive services.

(3) An area agency on aging, in cooperation with government officials, State agencies, tribal organizations, or local entities, may make recommendations to government officials in the planning and service area and the State, on actions determined by the area agency to build the capacity in the planning and service area to meet the needs of older individuals for--

(A) health and human services;

(B) land use;

(C) housing;

(D) transportation;

(E) public safety;

(F) workforce and economic development;

(G) recreation;

(H) education;

(I) civic engagement;

(J) emergency preparedness;

(K) protection from elder abuse, neglect, and exploitation;

(L) assistive technology devices and services; and

(M) any other service as determined by such agency.

**(c) Waiver of requirements**

Each State, in approving area agency on aging plans under this section, shall waive the requirement described in paragraph (2) of subsection (a) for any category of services described in such paragraph if the area agency on aging demonstrates to the State agency that services being furnished for such category in the area are sufficient to meet the need for such services in such area and had conducted a timely public hearing upon request.

**(d) Transportation services; funds**

(1) Subject to regulations prescribed by the Assistant Secretary, an area agency on aging designated under [section 3025\(a\)\(2\)\(A\)](#) of this title or, in areas of a State where no such agency has been designated, the State agency, may enter into agreements with agencies administering programs under the Rehabilitation Act of 1973, and titles XIX and XX of the Social Security Act for the purpose of developing and implementing plans for meeting the common need for transportation services of individuals receiving benefits under such Acts

and older individuals participating in programs authorized by this subchapter.

(2) In accordance with an agreement entered into under paragraph (1), funds appropriated under this subchapter may be used to purchase transportation services for older individuals and may be pooled with funds made available for the provision of transportation services under the Rehabilitation Act of 1973, and titles XIX and XX of the Social Security Act.

**(e) Confidentiality of information relating to legal assistance**

An area agency on aging may not require any provider of legal assistance under this subchapter to reveal any information that is protected by the attorney-client privilege.

**(f) Withholding of area funds**

(1) If the head of a State agency finds that an area agency on aging has failed to comply with Federal or State laws, including the area plan requirements of this section, regulations, or policies, the State may withhold a portion of the funds to the area agency on aging available under this subchapter.

(2)(A) The head of a State agency shall not make a final determination withholding funds under paragraph (1) without first affording the area agency on aging due process in accordance with procedures established by the State agency.

(B) At a minimum, such procedures shall include procedures for--

- (i) providing notice of an action to withhold funds;
- (ii) providing documentation of the need for such action; and
- (iii) at the request of the area agency on aging, conducting a public hearing concerning the action.

(3)(A) If a State agency withholds the funds, the State agency may use the funds withheld to directly administer programs under this subchapter in the planning and service area served by the area agency on aging for a period not to exceed 180 days, except as provided in subparagraph (B).

(B) If the State agency determines that the area agency on aging has not taken corrective action, or if the State agency does not approve the corrective action, during the 180-day period described in subparagraph (A), the State agency may extend the period for not more than 90 days.

**(g) No restriction on provision of services**

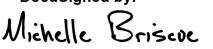
Nothing in this chapter shall restrict an area agency on aging from providing services not provided or authorized by this chapter, including through--


- (1) contracts with health care payers;
- (2) consumer private pay programs; or
- (3) other arrangements with entities or individuals that increase the availability of home- and community-based services and supports.

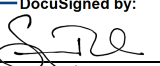
## AAA Authorization to Submit the Area Plan and Assurances

The Area Plan for Planning and Service Area 1 is hereby submitted for Approval. The area agency identified below will administer this plan in accordance with the Older Americans Act and related New Mexico State Policies, Rules and Regulations.

Area Agency on Aging Name	Primary Street Address	Email Address	Telephone Number	Date of AAA Designation
City of Albuquerque/Bernalillo County Area Agency on Aging (MetroAAA)	700 4th Street SW Suite A Albuquerque, NM 87103	mspadilla@cabq.gov	(505) 768-2084	October 12, 1984

Print Name: [First and Last Name]	Michelle Briscoe
DocuSigned by: 	8/25/2022   9:55 AM MDT
Signature of Area Agency on Aging Services Manager (Director designee)	Date Signed

Print Name: [First and Last Name]	Carol Pierce
DocuSigned by: 	8/25/2022   4:30 PM MDT
Signature of Director, Department of Family and Community Services	Date Signed

Print Name: [Director's First and Last Name]	Lawrence Rael
DocuSigned by: 	8/26/2022   11:52 AM MDT
Signature of Director, Chief Administrative Officer	Date Signed

The area agency Advisory body has had the opportunity to review and comment on the Area Plan. Comments are attached.

Print Name: [Advisory Chair's First and Last Name]	Mel Pearson
DocuSigned by: 	8/25/2022   11:01 AM MDT
Signature of Chair, Advisory Body	Date Signed

Authorization from the Advisory Body will follow review of this submission by the Aging and Long-Term Services Department. Initially approved at the April 25, 2022 meeting.

## Attachments that Require Action

Attachment D: AAA Administration 1A-1B Budget and Summary by Service Budget 2A-2B forms (A Summary Budget 2A-2B form must be completed for each AAA in addition to a Summary Budget 2A-2B form for each subcontractor)

Attachment F: Area Plan Amendment forms SFY 2024, 2025, 2026

## **Attachment D: AAA Administration 1A-1B Budget and Summary by Service Budget 2A-2B forms**

(A Summary Budget 2A-2B form must be completed for each AAA in addition to a Summary Budget 2A-2B form for each subcontractor)



PSA1 FY23 draft  
budget forms.xlsx

## **Attachment F: Area Plan Amendment forms: SFY 2024, 2025, 2026**

[Insert completed amendment forms here.]