

New Mexico Aging and Long-Term Services Department

Area Plan on Aging Development Guide New Mexico Area Agencies on Aging



Partners in Life Long Independence and Healthy Aging

Area Plan Period: July 1, 2022 through June 30, 2026



State Fiscal Years (SFY) 2023–2026 Area Plan Development Guide and Assurances

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GENERAL INSTRUCTIONS

These are the instructions for the SFY 2023-2026 Area Plan on Aging per 42 U.S.C.A. § 3026¹.

This plan covers the period from July 1, 2022 through June 30, 2026.

The Area Plan is due to the New Mexico Aging & Long-Term Services Department on **February 28, 2022**.

All questions regarding the process and instructions should be directed to Denise King, Aging Network Division Director, at Denise.King@state.nm.us or 505-476-4763.

1. In cases where an Area Agency on Aging (AAA) administers more than one Planning and Service Area (PSA), the AAA is responsible to complete all of the requested information in this guidance document for each of the PSAs. The AAA is also responsible for holding a separate Advisory Council meeting in each PSA prior to its submission of the Area Plan.
2. Please submit the electronically signed Area Plan to: Denise.King@state.nm.us
3. The Area Plan must be completed by using the attached Fillable Form (Attachment A) and include supporting documentation:
 - a. Attachment A: Fillable form to complete the Area Plan on Aging
 - b. Attachment B: State Plan Appendix E (resource)
 - c. Attachment C: ALTSD Title III Service Gap Analysis by PSA (resource)
 - d. 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)
 - e. Attachment E: Service Unit Definitions (resource)
 - f. Attachment F: Area Plan Amendment forms SFY 2023, 2024, 2025, 2026

Overview of the SFY 2023-2026 Area Plan

The [Older Americans Act, Section 306\(a\)](#) states that, “each area agency on aging designated under section 305(a)(2)(A) 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.”

The Aging and Long-Term Services Department (ALTSD) and the statewide network of Area Agencies on Aging (AAAs) and Planning and Service Areas (PSAs) share responsibility for planning for New Mexico’s present and future aging and long-term care needs. The AAAs’ Area Plans, the New Mexico State Plan on Aging, and ALTSD strategic plan work together to improve and strengthen New Mexico’s publicly funded long-term care system and collectively establish a framework for how the AAAs and ALTSD will deliver services to New Mexico’s diverse population.

The Area Plan describes the AAA’s future activities over the coming four years. In it, the AAA describes its efforts to identify the needs of older adults and their caregivers. The AAAs, with the active involvement of its Advisory Councils and utilization of public input, then describes its plan for developing coordinated and accessible systems of care to address community needs and prioritize and develop services for older adults, and their caregivers.

Summarized below are commonly used fundamental processes to develop a comprehensive and coordinated plan:

1. Conduct a needs assessment;
2. Synthesize and prioritize this information;
3. Develop recommendations for service priorities;
4. Conduct public input sessions to introduce recommendations to the community and receive oral and written feedback;
5. Incorporate applicable public comment into final recommendations;
6. AAA Advisory Council reviews and approves recommendations to the AAA governing board;

¹ [https://uscode.house.gov/view.xhtml?req=\(title:42%20section:3026%20edition:prelim\)](https://uscode.house.gov/view.xhtml?req=(title:42%20section:3026%20edition:prelim))
ALTSD Area Plan Guidance 7/1/2022–6/30/2026

7. The governing board has final review and approval authority;
8. AAA then completes the area plan and submits to ALTSD.

The AAA's Advisory Council(s) should be involved throughout the development of the plan. The OAA calls for the advisory council to advise the AAA on all matters relating to the development and administration of the plan and operations conducted under the plan (OAA Section 306(a)(6)(D)). ALTSD recommends that there be an active Advisory Council for each Planning and Service Area. Below are some possible roles for the advisory councils in plan development:

1. Participate on a workgroup that oversees development of the area plan for each PSA
2. Review and provide input on materials as they are developed in the area plan process
3. Participate in key activities related to conducting a community needs assessment in each PSA, such as: helping to develop and distribute surveys; participating in focus groups and listening sessions; helping to conduct targeted interviews with consumers and program participants, involvement in the review and synthesis of survey results, etc.
4. Review and provide input on these key areas of the area plan for each PSA:
 - a. service needs and priorities
 - b. process for how priorities are established
 - c. development of an area plan budget reflective of the priorities
 - d. goals and activities developed for the coming four years
 - e. participate in community input sessions on the area plan and consider how feedback will be incorporated into the final plan
 - f. service equity
5. Review and approve the final draft of the area plan before it is transmitted to the Aging and Long-Term Services Department
6. Educate the public about the area plan and share importance of public involvement
7. Review and provide input on annual area plan updates

Section 1

Required Content for the Area Plan on Aging

1. Executive Summary

- a. Introduction to the Area Agency on Aging
 - i. This part should introduce the reader to your Area Agency on Aging (AAA) and the Area Plan. Briefly describe your agency, sponsoring organization, and other pertinent introductory information applicable to the AAA. This section may also be used to describe activities provided by the AAA that may not be covered elsewhere in the plan. Discuss the purpose of the AAA and the Area Plan and indicate the means whereby the reader may contact your agency with questions or comments.
- b. Introduction to the Planning and Service Area(s) – If the AAA is responsible for more than one PSA, this section must describe each of the PSAs in separate paragraphs.
 - i. Describe, the nature of the programs you provide and how you coordinate service provision with other agencies/organizations in the PSA. You must also address how the planning and review process results in prioritizing service to older adults, vulnerable, at-risk and minority individuals as well as to those in greatest economic and social need. The term “greatest economic need” means people with income less than 185% of the federal poverty level. The term “greatest social need” means the need caused by non- economic factors, which include: (A) physical and mental disabilities; (B) language barriers; and (C) cultural, social, or geographical isolation, including isolation caused by racial or ethnic status, that - (i) restricts the ability of an individual to perform normal daily tasks; or (ii) threatens the capacity of the individual to live independently (OAA § 102).

- c. Mission, Vision, Values
 - i. This part should reflect the mission of your agency. It may be an excerpt of the mission statement from your AAA or sponsoring organization and should incorporate your agency's vision and values in such a way as to provide the reader with a summary of the guiding principles under which your AAA operates. You should identify relevant stakeholders, providers and describe the methods you employ in operationalizing your vision and values. If the AAA administers more than one PSA, the writer must describe the work that is done in each individual PSA to operationalize the AAAs mission, vision and values.
- d. Planning and Review Process
 - i. Please describe the process used to assess needs, develop your Plan, and the process you used to obtain public comment of the draft Area Plan prior to adoption, this must include information for each Planning and Service Area.
 - 1. Good planning should identify and include such items as:
 - a. Scope of need - among older adults, minorities, rural/urban, individuals with disabilities, specific target populations, etc. and how the needs assessment was conducted.
 - b. Persons and groups consulted - consumers, members of minority and diverse communities, service providers, health care professionals, advocacy groups, partner organizations, etc.
 - c. Tools employed - surveys, focus groups, community forums, etc.
 - d. How this plan aligns with other plans, if any, your agency may participate in – for example, any regional planning, Council of Governments, community health assessments, etc.
 - 2. Describe the roles your Advisory Council(s) and regional/local/Tribal governments play in your planning process, in review of drafts, and in the local approval process of the final Area Plan. Also describe efforts made to ensure the planning process includes and is culturally and linguistically responsive to minorities and individuals with limited English proficiency. Include documentation of planning activities, such as notices for or a list of the dates and locations of the community forums, Advisory Council meetings, focus groups, surveys or public hearings held to assess need and obtain community input.

2. Context

- a. Characteristics of PSA(s)
 - i. Provide a summary of the characteristics of each PSA administered by the AAA. Identify those characteristics and conditions that affect the service delivery system, including geography, cultural diversity, language barriers, urban/rural/frontier environments, and other information to provide a snapshot of the PSA(s). Describe other service providers within the PSA(s) such as hospitals, long-term care facilities, volunteer programs, public transportation systems, housing, behavioral health centers, economic initiatives, and the like, which impact the lives of older adults in the community. Please also describe the network of focal points and how special consideration was made to designating multipurpose senior centers.
- b. Priority Setting by PSA
 - i. Describe how service delivery priorities for the PSA(s) are developed based upon needs assessment information, consumer and stakeholder input, and anticipated changes in the demographics of the PSA(s). Identify the needs to be addressed in priority order over the next four years. Describe specific objectives and strategies for providing services to older individuals with the greatest economic need, the greatest social need, those at risk for institutional placement, minority individuals with low incomes, those with limited English proficiency, and older individuals residing in rural areas and persons with Alzheimer's disease and other dementias and their caregivers.
- c. Describe how the AAA 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 those at risk for institutional placement) with entities that develop or provide services to those with disabilities.

3. Impact of Changing Demographics

- a. Describe the anticipated impact of the changing demographics of older individuals over the next 10 years as well as the AAA and service provider preparedness to meet the needs of this population.
- b. Describe the demographic make-up of the communities within each PSA(s).
 - i. Provide data on the number of minority individuals with low incomes in the PSA(s) during the previous fiscal year; the methods used to satisfy the needs of such minority individuals; and, an analysis of the extent to which the AAA met the objectives set for that year.
- c. Complete one table per county and group by PSA. Use the most current census and other community data available and site the source when applicable.

Population Type by County	Total # in County	% of County Population
Total County Population		
Total County Population 60+		
African-American 60+		
American Indian 60+		
Asian 60+		
Hispanic/ Latino 60+		
Poverty (low-income) 60+		
Poverty (low-income) Minority 60+		
Limited English proficiency 60+		
Individuals Residing in Rural Areas/ Isolated 60+		
Individuals with Alzheimer's Disease and Related Disorders 60+		
Individuals Living Alone 60+		
Grandparents Raising Grandchildren/Kinship Caregivers 60+		
Individuals with Disabilities 60+		
Veterans 60+		
Individuals at Risk for Institutional Placement 60+		
LGBT		

4. Needs Assessment by PSA

- a. Provide an analysis of the types and levels of needs of older adults in the PSA(s) and to what extent the community is able to meet those needs. Describe community strengths, gaps in service delivery, and the role played by the AAA in the overall service system. Please consider the full continuum of services when analyzing the needs in the PSAs including:
 - i. Housing
 - ii. Home and Community Based Services
 - iii. The role of volunteers in all programs including the Long-Term Care Ombudsman Program
- b. ALTSD has identified the provision of the Title III B funded Legal Assistance to be lacking in each PSA across the state. Describe how Legal Assistance is, or will be, provided in each PSA.
- c. Resources for your use:
 - i. [Statewide needs assessment](#)
 - ii. ALTSD Title III Service Gap Analysis by PSA (Attachment C)
 1. ALTSD conducted a service gap analysis by PSA by analyzing and documenting the presence of existing services across the state of New Mexico. The document lists the providers by PSA as well as the contracted services. The services are organized by the Older Americans Act Title III funding categories. The purpose of the analysis was to determine the adequacy of services and the unmet needs for such services within each PSA.

5. Area Agency on Aging Accomplishments

- a. Describe the major accomplishments of the AAA over the previous four years, highlighting specific accomplishments in each PSA. It is essential that data be presented on the number of minority individuals with low incomes in the PSA(s) during the previous fiscal year; the methods used to satisfy the needs of such minority individuals; and, an analysis of the extent to which the AAA met the objectives set for that year.

6. Title III/VI Coordination

- a. Provide information regarding the number of American Indian elders within each of the PSAs, how the AAA will work to increase access to services for these individuals, as well as how OAA Title III services coordinate with those funded under OAA Title VI (Native American programs).
- b. Area Agencies on Aging and the respective PSA(s) that have both Title III funding and Tribes and Pueblos that receive OAA Title VI funding shall describe the coordination of the programs in the Area Plan specific to each PSA. Describe the plans to coordinate Title III programs with Title VI Native American programs and pursue activities to increase access by older individuals who are Native Americans to all aging programs and benefits of the AAA and specific ways in which the AAA intends to implement the activities.
- c. At a minimum, the AAA shall provide all Title VI programs the opportunity to apply for Title III funding through the RFP process.
- d. In addition to posting the notification of the RFP on the Area Agency website, provide documentation of notification to each Tribe and Pueblo within each PSA.
- e. Coordinate with the Office of Indian Elder Affairs (OIEA) at ALTSD to maintain updated Tribe and Pueblo contact listings for Tribal Senior Center Directors, Tribal Site Directors, Tribal Leaders, and Tribal Administrators, to ensure RFP notifications and program information is available in a timely manner to current tribal providers. The Office of Indian Elder Affairs (OIEA) will provide updated Tribe and Pueblo contact listings on a regular basis.

7. Goals, Strategies, Service Gaps, Indicators (Section 1 in the Fillable Form)

- a. For each goal included in the fillable form, describe:
 - i. How your agency addresses the goal (services, initiatives, special projects), typical consumers, common issues addressed, and partner collaborations. This brief description should provide enough information for a general audience to understand how the service relates to the goal, who receives it, and why;
 - ii. For each goal, provide a summary of emerging trends;
 - iii. Strategies to address service gaps;
 - iv. Indicators, Performance Measures, and Fiscal Year Targets;
 - v. Outcome Measures

8. Quality Management (Section 2 in the Fillable Form)

a. Outreach

- i. Describe how the AAA will ensure the use of outreach efforts that identify eligible individuals, with special emphasis on older individuals who have the greatest economic or social need, particularly older individuals with low incomes, including minority older individuals with low incomes, older individuals with limited English proficiency, and older individuals residing in rural areas, and to inform these elders of the availability of supportive and nutrition services.
- ii. Please also describe the methods of conducting outreach to identify individuals eligible for assistance under the Older Americans Act and to provide them with information on available services.
- iii. Present strategies for increasing public awareness of mental health disorders, removing barriers to diagnosis and treatment, and coordinating mental health services in collaboration with the State agency, the State agency responsible for behavioral health, and local providers.

b. Monitoring/Assessments

- i. Describe the procedures the AAA will use to determine if contract providers are delivering services as described in each provider’s proposal and contract. Address the AAA’s policies and procedures regarding formal visits to providers, as well as any off-site monitoring methods. Describe what corrective action the AAA takes with providers who fail to deliver contracted services or follow the methods of service delivery described in their proposals and contracts.

c. Evaluation

- i. Describe how the AAA will measure performance outcomes of contracted services throughout the PSA(s) and the impact they have on recipients. Summarize how the AAA determines if contracted services are resulting in positive outcomes that improve the quality of life of older individuals. Describe the effectiveness of training, technical assistance, advocacy, and outreach methods conducted by the AAA.

d. Regional Initiatives

- i. Describe any AAA region-specific initiatives or innovations outside the scope of the Older Americans Act.

9. Public Input (Section 3 in the Fillable Form)

The primary foundation of the Area Plan is the voice of the consumer. The aspirations, strengths, and needs of each Planning and Service Area (PSA) should guide the Area Plan. The AAA is required to obtain public input and comments from older adults, caregivers, local government officials, key informants, and other interested parties to provide input to the Area Plan in each PSA. Adequate published notice must be extended to increase older adults’ opportunity to participate. AAAs shall retain documentation of each public input meeting (through recorded or by written minutes) and a list of participants. The agenda for the public input session should consider current and future service and support needs of older adults and the issues, challenges, and opportunities facing their PSA. Discuss how those who attended the event(s) informed the development of the Area Plan. Document the number, dates, and locations of the public input sessions.

10. Other Required Information (Section 4 in the Fillable Form)

a. Please complete

- i. **Area Plan Service Waiting List**
- ii. **Map of PSA(s)**
- iii. **Governing Body Information**
- iv. **Advisory Council Requirements**
- v. **Advisory Council Listing**
- vi. **Grievance Procedure**
- vii. **Area Agency on Aging Staffing and Volunteer Information**
- viii. **Area Agency Legal Authorizing Documentation**
- ix. **Nutrition Services, Service Providers, and Senior Center/Focal Points**
- x. **Emergency Plan Development Summary**
 1. **Emergency Response Plan** – At a minimum, should include the following elements
 - a. A designated staff person to oversee planning tasks and determine how emergency management is carried out in the local jurisdiction.
 - b. Letters of agreement and understanding between the AAA and local emergency operations leadership that identify responsibilities.
 - c. Preparedness activities and exercises done by the AAA.
 - d. Criteria for identifying access and functional needs clients in the community.
 - e. Plan for contacting access and functional needs clients and referring to first responders as necessary.
 - f. Local partners such as government agencies, first responders, and disaster relief organizations.
 - g. Cooperation with the appropriate community agency preparedness entities when areas of unmet need are identified.
 - h. A system for tracking unanticipated emergency response expenditures for

possible reimbursement.

- i. An internal Business Continuity Plan that emphasizes communications, back-up systems for data, emergency service delivery options, and transportation.

xi. **Direct Service Waiver Request**

11. **Assurances and Information Requirements and Authorized Signatures**

- a. Provide the required information in the space given for each assurance.

Attachment A: Area Plan on Aging and Assurances — Fillable Form



New Mexico Area
Plan on Aging Fillable

Attachment B: State Plan Appendix E



NM State Plan on
Aging Attachment E

Attachment C: ALTSD Conducted Service Gap Analysis by PSA



Service Gap
Analysis by PSA by P

Attachment D: AAA Administration 1A-1B

Budget and Summary by Service Budget 2A-2B forms and Instructions

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



AAA Administration
1A-1B and Summary t



NM FY23 Area Plan
Budget Report Instruc

Attachment E: Service Unit Definitions



Units of Service
Definitions October 21

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



AAA Authorization
to Submit the Area F



AAA Authorization
to Submit the Area F



AAA Authorization
to Submit the Area F