

New Mexico
Aging and Long-Term Services
Department
**Caregiver
Resources
Handbook**
2020




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 1-800-432-2080



www.nmaging.state.nm

Introduction

It is estimated that over 400,000 people from all walks of life are caring for loved ones at any one time in New Mexico. These caregivers provide: assistance with tasks such as meal preparation, bathing, housekeeping, and a variety of other day-to-day activities. Most people, at some point in their lives, become caregivers. Unpaid caregivers are the backbone of support for elders and people with disabilities in the United States. There are many organizations and programs available throughout New Mexico dedicated to serving caregivers. The New Mexico Caregiver Resource Handbook is a guide to available services and resources.

Help for New Caregivers - Where to Start

As most people become caregivers at some point in time, it is important to plan-ahead. You may find that your parent or spouse, sibling or adult child, friend, or neighbor, has caregiving needs. It can happen quickly or gradually. Start by gathering information, assessing current and future needs, and identifying support. Have conversations with your family members and loved ones, discuss their wishes, and plan-ahead.









The New Mexico Aging and Disability Resource Center (ADRC) is a one-stop call center to find out about services and resources in New Mexico. An ADRC counselor can help you with the first steps in determining caregiver needs and available services.




 **1-800-432-2080 or TTY 505-476-4937**



 <http://www.nmaging.state.nm.us/adrc.aspx>


Planning

Take time to think about some of the challenges ahead; get organized and start the caregiving conversation.

- **Center for Disease Control (CDC) Disability & Health Information for Family Caregivers**, online resource provides caregiving tips for families of people with disabilities.
 1-800-232-4636
 <https://www.cdc.gov/ncbddd/disabilityandhealth/family.html>
- **AARP** provides a publication titled “**Prepare to Care: A Planning Guide for Families**”
 1-888-687-2277
 <https://www.aarp.org/caregiving/prepare-to-care-planning-guide/>
- **The New Mexico Aging and Long-Term Services Department “Person-Centered Planning Tool”** can be used to assess your current or future needs, or those of your loved one.
 1-800-432-2080 or TTY: 505-476-4937
 http://www.nmaging.state.nm.us/uploads/files/ADRC%20Planning_Tool.pdf
- **The National Institute on Aging (NIA)**, provides information on how to be an effective caregiver, while taking care of yourself.
 1-800-222-2225, TTY: 1-800-222-4225
 <https://www.nia.nih.gov/health/caregiving>


- **The National Council on Aging** has several tools and resources to assist caregivers in planning for, and identifying useful resources including:
 - **Benefits Check-up:** a comprehensive online tool to use in screening for thousands of public and private programs including Medicaid expansion, property tax relief, and more
 <https://www.benefitscheckup.org/>
 - **Economic Check-up:** tips and resources to manage a budget, save money, find work, and set financial goals
 <https://www.economiccheckup.org/esi-home>
 - **My Medicare Matters:** information and tools to use in exploring coverage options
 <https://www.mymedicarematters.org/>

- **The Family Caregiver Alliance** maintains a comprehensive collection of family friendly information on caregiver issues and health related topics.
 1-800-445-8106
 www.caregiver.org/resources-health-issue-or-condition

- **The US Department of Health and Human Services** has a long-term care *Pathfinder* web site with basic information and planning tools. Long-term care can be defined as services and supports needed to meet health or personal needs over a long period of time. Research suggests most people over 65 will need long-term care at some point in their lives.
 www.longtermcare.gov


- **The Women’s Institute for a Secure Retirement (WISER)** has resources and information for caregivers on planning for retirement and managing finances. The booklet, *“Financial Steps for Caregivers: What You Need to Know*

about Protecting Your Money and Retirement” is designed to help you identify financial decisions you may face as a caregiver. This decision can affect both your short-term and long-term financial security, including your own retirement.

 202-393-5452

 <http://www.wiserwomen.org>


- **Ready.Gov** is a national public service campaign designed to educate and empower the American people to prepare for, respond to and mitigate emergencies, including natural and man-made disasters. Ready and its ***Spanish language version, Listo***, ask individuals to do four key things: (1) stay informed about the different types of emergencies that could occur and their appropriate responses (2) make a family emergency plan (3) build an emergency supply kit, and (4) get involved in your community by taking action to prepare for emergencies, and plan and prepare for pets and large animals.

 1-800-621-3362





 <https://www.ready.gov/>

 <https://www.ready.gov/animals>

- **Mymoney.gov** is a product of the congressionally chartered Federal Financial Literacy and Education Commission, which is made up of more than 20 Federal entities that are coordinating and collaborating to strengthen financial capability and increase access to financial services for all Americans.










 1-800-333-4636

 <https://www.mymoney.gov/Pages/default.aspx>

- **The Consumer Financial Protection Bureau** is a U.S. government agency that offers clear impartial answers to hundreds of financial questions. Find the information you need to make more informed choices about your money.
 1-855-411-2372
 <https://www.consumerfinance.gov/>
- **The Centers for Disease Control (CDC) My Mobility Plan** provides a plan to stay safe, mobile, and independent.
 1-800-232-4636
 https://www.cdc.gov/motorvehiclesafety/older_adult_drivers/mymobility/

Finding Support

Reach out and secure the support and assistance of family members, friends, community, or faith-based organizations.

- **The Aging and Disability Resource Center** can connect you to community and faith-based organizations.
 1-800-432-2080 or TTY: 505-476-4937
 <http://www.nmaging.state.nm.us/adrc.aspx>
- **The Alzheimer’s Association**[®] provides help with, education, support, and resources for those living with or caring for someone with Alzheimer’s or other dementias.
 505-266-4473 or 1-800-272-3900
 <https://www.alz.org/help-support>
- **The Fisher Center for Alzheimer’s Research Foundation** provides a publication entitled *“How to Assemble a Caregiving Team”*.
 1-800-259-4636
 www.alzinfo.org/articles/assemble-caregiving-team/
- **Lotsa Helping Hands** is a simple, secure website to communicate and organize caregiving tasks and activities with your community of support.
 <http://lotsahelpinghands.com/>
- **AARP**, offers tips on creating a caregiving team that works for your family.
 1-888-687-2277
 <https://www.aarp.org/caregiving/basics/info-2017/create-a-team.html>

- **The Rosalynn Carter Institute for Caregiving (RCI)** offers education and training products for family and professional caregivers. *“10 Tips for Caregivers”* is a compilation of RCI’s best advice for caregivers.

☎ 229-928-1234

🖨 <https://www.rosalyncarter.org/education-and-training/products-for-caregivers/10-tips-for-caregivers/>
- **The American Heart Association** provides a support network for caregivers of people with heart disease.

☎ 1-800-242-8721

🖨 <https://www.heart.org/en/health-topics/caregiver-support>
- **The American Lung Association in New Mexico** is the leading organization working to save lives by improving lung health and preventing lung disease through education, advocacy, and research. The Association facilitates support communities for people facing lung disease and their caregivers.

☎ 1-800-586-4872

🖨 <https://www.lung.org/research/sota/city-rankings/states/new-mexico/san-miguel>
- **The American Diabetes Association – 8 Tips for Caregivers:** provides resources about all types of diabetes as well as information for caregivers and others affected indirectly by the disease and is committed to educating and supporting those living with the disease.

☎ 1-800-342-2383







🖨 <http://www.diabetes.org/living-with-diabetes/recently-diagnosed/8-tips-for-caregivers.html>

- **National Alliance on Mental Illness – New Mexico** is a mental health organization dedicated to empowering and enlightening New Mexico’s diverse population through advocacy, education, and support.
 - ☎ 505-260-0154
 - 🖥 <http://naminewmexico.org/>

- **National Kidney Foundation** is the leading organization in the U.S. dedicated to the awareness, prevention, and treatment of kidney disease for hundreds of thousands of healthcare professionals, millions of patients and their families, and tens of millions of Americans at risk.
 - ☎ 1-800-622-9010
 - 🖥 <https://www.kidney.org/>

- **Cancer Services of New Mexico** provides services to reduce cancer suffering for New Mexico’s families. Services include:
 - Family Cancer Retreats
 - Legal, Insurance, and Paperwork Assistance (LIPA) Program
 - 🖥 www.NMCancerHelp.org
 - Family Cancer Resource Bags
 - Caregiver Support Program
 - ☎ 505-259-9583
 - 🖥 www.cancerservicesnm.org/

- **The Brain Injury Alliance of New Mexico** assists in creating a better future for those living with brain injury, those who care for them, and professionals.
 - ☎ 505-292-7414 or 1-800-292-7415
 - 🖥 <https://www.braininjurynm.org/>

- **The New Mexico Parkinson's Coalition** is dedicated to supporting persons with Parkinson's, their family, friends, and broader community to enhance the quality of life for individuals with Parkinson's through education, awareness, and support.
 1-800-256-0966
 <http://www.nmparkinson.org/>
- **The National Hospice and Palliative Care Organization** advocates for the terminally ill and their families. It also develops public and professional educational programs and materials to enhance understanding and availability of hospice and palliative care.
 703-837-1500
 <https://www.nhpco.org/>
- **The American Stroke Association** provides a support network for caregivers of people who have experienced a stroke.
 1-800-242-8721
 <https://www.strokeassociation.org/en/help-and-support/for-family-caregivers>


New Mexico Aging Network Services

The New Mexico Aging and Long-Term Services Department, through New Mexico Area Agencies on Aging (AAA) and their network of providers, funds a variety of programs and services. These services are generally provided to persons over the age of 60.

Services that may be helpful include:

- Information and Assistance
- Counseling/Support Groups
- Respite Care
- Homemaking
- Nutrition Counseling
- Home-Delivered Meals
- Transportation
- Legal Services
- Health Promotion
- Senior Companion Programs
- Adult Protective Services
- Prescription Drug Assistance
- Grandparents Raising Grandchildren and Kinship Caregiver Programs


- **The New Mexico Aging and Disability Resource Center**

 1-800-432-2080 or TTY: 505-476-4937

 <http://www.nmaging.state.nm.us/adrc.aspx>


Contact your Local **AAA** for information available in your community:

- **City of Albuquerque/Bernalillo County AAA:** Serves Bernalillo County

 505-764-6400

 <http://www.cabq.gov/seniors/>

- **Non-Metro AAA:** Serves all NM Counties, except Bernalillo

 1-866-699-4927

 www.nonmetroaaa.com/


- **Navajo AAA:** Serves the Navajo Nation
 - ☎ 928-871-6743
 - 🖥 https://newmexico.networkofcare.org/aging/services/agency.aspx?pid=NavajoAreaAgencyonAgingWindowRockAZ_1534_1_0

- **Indian AAA:** Serves New Mexico's 19 Pueblos and 2 Apache Nations
 - ☎ 505-690-5306
 - 🖥 www.nmaging.state.nm.us/aaa.aspx

New Mexico Legal Services


Caregiving can present unique issues and challenges. Legal resources may assist caregivers and their families with addressing them.

- **Legal Resources for the Elderly Program (LREP)** provides a toll-free helpline, available state-wide, to people 55 years and older and provides referral, legal advice, and brief services. LREP also publishes a “**Senior Legal Handbook**”, available in English and Spanish, that provides comprehensive New Mexico information regarding legal considerations and resources that affect planning for the future.

 1-800- 876-6657


 <https://www.nmbar.org/>

- **The Senior Citizens Law Office** provides free legal advice and representation to Bernalillo, Sandoval, Torrance, and Valencia County seniors age 60 and over on healthcare, public benefits, advance directives, consumer rights and other issues such as estate planning, wills, transfer on death, Power of Attorney, affidavits, and simple probates.

 505-265-2300


 <http://sclonm.org/>


- **Pegasus Legal Services for Children** provides civil legal services to New Mexico’s vulnerable children and youth. Pegasus can assist grandparents raising grandchildren, or other kinship caregivers, statewide, in obtaining kinship-guardianship.


 505-244-1101


 www.pegasuslaw.org


- **New Mexico Legal Aid** provides outreach, training, education, and quality representation to low income people.


 505-243-7871


 <https://www.newmexicolegalaid.org/>
- **The New Mexico Developmental Disabilities Planning Council’s Office of Guardianship** provides a statewide publicly funded guardianship services program for “guardians of last resort” to incapacitated income and resource-eligible adults. They also provide Mental Health Treatment Guardians for appointment by the courts. They can petition for appointment of a guardian and pay for a “corporate guardian” for people who are eligible.


 1-800-779-6183


 <https://www.nmddpc.com/>
- **Disability Rights New Mexico** promotes and protects the legal rights of persons with disabilities by providing services such as information and referral, client advocacy, group advocacy, and training on legal rights issues.

 1-800-432-4682

 <http://www.drnrm.org/>
- **Native American Disability Law Center**, the Law Center's mission is to advocate for the rights of Native Americans with disabilities in the Four Corners area.

 505-566-5880


 1-800- 862-7271


 <https://www.nativedisabilitylaw.org/>

Dementia Specific Information, Resources and Training

Dementia caregiving can be a full-time job. Learn about resources that are available for support.


- **The Alzheimer’s Association®, New Mexico Chapter**, provides information, support and services to New Mexicans with Alzheimer’s disease or dementia, their families, and caregivers. Some of the available resources include a 24/7 helpline, care consultation, caregiver education and training, support groups, respite reimbursement and safety.

 505-266-4473

 1-800-272-3900

 <https://www.alz.org/newmexico>


- **Consumer and Caregiver Educational Packets**

 <https://www.alz.org/professionals/healthcare-professionals/for-patients-caregivers/downloadable-resources>


- **Education Classes - Evidence Based Caregiver Training Skills for Dementia Caregiving (aka Savvy Caregiver)**, an evidence-based training program for families and caregivers of those with Alzheimer’s disease or related dementias. The program, which has been demonstrated to increase caregiver knowledge, skill, and confidence, while reducing caregiver stress, includes six, 2-hour weekly classes. Respite reimbursement funds may be available.

Habilidades Para el Cuidado de la Demencia (también conocido como el programa Savvy Caregiver) is a Spanish


cultural and linguistic translation of the Skills for Dementia Caregiving. It is offered in the northeastern and southwestern parts of New Mexico. The program includes two days of training, using a *telenovela* (soap opera) format.

 https://alz.org/newmexico/helping_you/savvy_car_egiver_other_free_classes?

- **Single Session Classes** on topics from “10 Warning Signs” to “Legal Issues”.


 https://alz.org/newmexico/helping_you/savvy_car_egiver_other_free_classes?


- **Support Groups** for caregivers of persons with Alzheimer’s disease and related dementias


 505-266-44731 or 1-800-272-3900

 https://www.alz.org/events/event_search?etid=2&cid=0

- **MediAlert® Alzheimer's Association Safe Return®** provides a MediAlert® identification bracelet or pendant jewelry that comes engraved with the MediAlert® Alzheimer's Association Safe Return® 24-hour nationwide emergency toll free number that utilizes a community support network, including local Alzheimer Association chapters and law enforcement agencies, for locating individuals with Alzheimer's or a related dementia that wander, or have a medical emergency, no matter when or where the person is reported missing.

 505-266-4473

 1-800-272-3900

 <https://www.alz.org/help-support/caregiving/safety/medicalert-safe-return>

- **Project Lifesaver®** is an enrollment-based program available in certain New Mexico counties sponsored by certain local law enforcement agencies. Enrolled citizens wear a small personal transmitter around their wrist or ankle that emits an individualized tracking signal. If an enrolled citizen goes missing, the caregiver notifies the local Project Lifesaver agency, and a trained emergency team responds. Available only in certain locations in New Mexico.

☎ 1-877-580-LIFE (5433)

🖨 <https://projectlifesaver.org/>
- **Silver Alert** is a notification that is sent out statewide, like an Amber Alert, if a loved one goes missing, is 50 years or older, and has irreversible deterioration of intellectual faculties. How it works: fill out a Silver Alert Report form with as much information as possible; attach a recent color photograph to the form, then take both to your local law enforcement agency.

☎ 1-800-432-2080 or TTY: 505-476-4937

🖨 <https://www.dps.nm.gov/silver-alert-information>

🖨 <http://www.nmaging.state.nm.us/silver-alert.aspx>
- **The New Mexico Department of Public Safety**

☎ 505-827-9300

🖨 <https://www.dps.nm.gov/index.php/silver-alert-information?highlight=WyJzaWx2ZXIiLCJhbGVydCIsInNpbHZlciBhbGVydCJd>

🖨 <https://www.dps.nm.gov/images/Alerts/Silver-Alert-Report-Form-fillable.pdf>
- **The National Institute on Aging Alzheimer’s Disease Education & Referral Center**

☎ 1-800-438-4380

🖨 <https://www.nia.nih.gov/health/alzheimers>

- **The Lewy Body Dementia Association (LBD)** Families and caregivers can connect directly on a regional basis, through the LBD Caregiver Link.

☎ 1-888-204-3054

🖨 <https://www.lbda.org/go/lbd-caregiver-link>
- **The Association for Frontotemporal Degeneration (AFTD)** helps care partners forge meaningful connections providing emotional support, practical caregiving tips and strategies.

☎ 1-866-507-7222










🖨 <https://www.theaftd.org/living-with-ftd/support-for-care-partners/>
- **Memory Care Alliance for Northern Mexico**, provides proactive, comprehensive, on-going support, planning services, education, and resources for families living with Alzheimer's and all other dementia related illnesses. Educates and raises community awareness concerning the level of need for volunteer and financial help. Works to remove the stigma associated with dementia-related illnesses and replace it with compassionate understanding.

☎ 505-310-9752

🖨 <https://newmexico.networkofcare.org/aging/services/agency.aspx?pid=MemoryCareAllianceforNorthernNewMexico153411>








Long Distance Caregiving

In today's world, many families are geographically spread apart and not always able to provide hands-on care. While living at a distance can complicate caregiving, there are resources to help.


- **The National Institute on Aging (NIA)** get started with long-distance caregiving.
 1-800-222-2225
 <https://www.nia.nih.gov/health/getting-started-long-distance-caregiving>
- **The Alzheimer's Association® "Long-Distance Caregiving"** tips and resources.
 505-266-4473
 1-800-272-3900
 <https://www.alz.org/help-support/caregiving/care-options/long-distance-caregiving>
- **AARP** for help for long-distance caregivers
 1-888-687-2277
 <http://www.aarp.org/home-family/caregiving/care-guides/long-distance-caregiving/#>
- **Family Caregiver Alliance**
 1-800-445-8106
 <https://www.caregiver.org/handbook-long-distance-caregivers>

Resources for Veterans and Their Families

Are you a veteran or caring for a veteran? Resources for veterans, their families and caregivers can be obtained from the following:


- **United States Department of Veterans Affairs, VA Caregiver Support** provides a **Caregiver’s Toolbox**, and find out more about VA caregiver benefits and services.
 1-855-260-3274
 <https://www.caregiver.va.gov>
- **United States Department of Veterans Affairs, Albuquerque Regional Office**
 1-844-698-2311
 <https://www.benefits.va.gov/albuquerque/>
- **The New Mexico Department of Veterans’ Services Network of Care for Service Members, Veterans & Their Families** is a one-stop-shop for virtually all services, information, support, advocacy, and much more.
 505-383-2400
 <http://www.nmdvs.org/>
- **Elizabeth Dole Foundation Hidden Heroes Caregiver Community (HHCC)** is an online support group that offers a positive place for military caregivers of all eras to connect with one another. Moderated by caregivers, the HHCC is a welcoming environment for military caregivers to share their stories, seek advice, and find commonality in the challenges they face.
 <https://www.elizabethdolefoundation.org/hidden-heroes/>

- **The Rosalynn Carter Institute for Caregiving Operation Family Caregiver (OFC)** coaches the families of newly returning service members and veterans to manage the difficulties they face when they come home. OFC is a personalized program, tailored specifically to the struggles of each family.

 229-928-1234

 <http://www.rosalynncarter.org/OpFamCaregiver/>







- **Easter Seals Military and Veteran Caregiver.** The Easter Seals website provides hour-long on-demand educational sessions for all military caregivers, providing tips and tools on topics including depression, childcare, intimacy, hearing loss, caregiver self-care and home safety. Select webinars are available in Spanish.

 1-800-221-6827

 <https://www.easterseals.com/explore-resources/for-caregivers/military-caregiving-education.html>

Grandparents Raising Grandchildren or Kinship Care

“The Second Time Around” is often used to describe the journey of “grandparents raising grandchildren”, or other older relatives raising children. The journey can be joyful and enriching for both parties, but many legal, financial, and social challenges are associated with this responsibility. The following local and national resources are available to assist you in this journey:

- **The NM Aging & Disability Resource Center** provides information on resources and services in your community.
 1-800-432-2080 or TTY 505-476-4937
 <http://www.nmaging.state.nm.us/adrc.aspx>
- **AARP Grand-families Guide**
 1-888-687-2277
 www.aarp.org/relationships/friends-family/info-08-2011/grandfamilies-guide-getting-started.html
- **The City of Santa Fe Division of Senior Services Grandparents Raising Grandchildren Program** administers funds available to assist grandparents or kinship caregivers who pay out-of-pocket expenses for medical services, food, clothing and more for those they care for. Persons age 55 or older who live in the city/county of Santa Fe, and who show proof of actively caregiving and providing financial assistance for those they care for, may receive up to \$200.00 annually per household for reimbursable expenses.
 505-955-4761
 https://www.santafenm.gov/division_of_senior_services

- **Las Cumbres Community Services Grandparents Raising Grandchildren Program** is the primary resource in northern New Mexico for information and support regarding children and adults with developmental disabilities or mental health challenges. The agency answers requests and calls for assistance from city and county government departments, churches, businesses, schools, provider networks and individual service providers, as well as from families and individuals seeking specialized services and support.

☎ 505-955-0410

🌐 <https://www.lascumbres-nm.org>
- **The New Mexico Human Services Department/Income Support Division (ISD)** offers emergency food assistance, Supplemental Nutrition Assistance Program, Temporary Assistance for Needy Families, Low Income Energy Assistance, and health coverage (Medicaid).

☎ 1-800-283-4465


🌐 <http://www.hsd.state.nm.us/>
- **Pegasus Legal Services for Children** provides civil legal services to New Mexico’s vulnerable children and youth. Pegasus can assist grandparents raising grandchildren, or other kinship caregivers, statewide, in obtaining kinship-guardianship.

☎ 505-244-1101


🌐 www.pegasuslaw.org
- **The American Bar Association/Center on Children and the Law/Grand-Families** provides information on laws & legislation affecting grand families, legal, educational & financial resources, and publications for grand families.

🌐 www.grandfamilies.org


- **Early Learning New Mexico – Head Start and Early Head Start** Early Head Start and Head Start are for eligible children. Early Head Start serves prenatal to age 3. Head Start serves children age 3 to age 5. Both Early Head Start and Head Start include comprehensive services such as: education; screenings and follow-up for health, development, and behavior; health and safety; social and emotional health; nutrition; family goal-setting; social services; and transition services.


 <https://www.earlylearningnm.org/head-start-amp-early-head-start>

- **Early Learning New Mexico – Family Infant Toddler (FIT) Program Early Intervention** provides early intervention services to eligible infants and toddlers with qualifying developmental delays or disabilities and their families up to age 3.

 <https://www.earlylearningnm.org/fit-program---early-intervention>

- **The New Mexico Children, Youth, and Families Department** provides an array of prevention, intervention, rehabilitative and after-care services to New Mexico children and their families. The Department oversees services in the following areas: Early Childhood, Child Protective Services, Juvenile Justice and Children's Behavioral Health.

 505- 827-8400

 To report child abuse or neglect call 1-800-333-7233

 <https://cyfd.org/>

Choosing Residential Care


When it is no longer safe or practical for a loved one to be cared for at home, it may be necessary to consider a residential facility such as an assisted living residence or a nursing home. There are many factors to consider when making the decision, including the type of care that your loved one may need.

- **The National Institute on Aging** provides information about choosing a nursing home as well as paying for care.
 - ☎ 1-800-222-2225
 - 📄 <https://www.nia.nih.gov/health/choosing-nursing-home>
 - 📄 <https://www.nia.nih.gov/health/paying-care>
- **The Family Caregiver Alliance** provides information about types of residential care.
 - ☎ 1-800-445-8106
 - 📄 www.caregiver.org/residential-care-options
- **The Alzheimer’s Association®, New Mexico Chapter** provides information, support and services to New Mexicans with Alzheimer’s disease or dementia, their families, and caregivers.
 - ☎ 505-266-4473 or 1-800-272-3900
 - 📄 <https://www.alz.org/help-support/caregiving/care-options/residential-care>
- **The New Mexico Health Care Association** provides information and resources to help make decisions regarding long-term care for a loved one.
 - ☎ 505-880-1088
 - 📄 www.nmhca.org/

New Mexico Long-Term Care Ombudsman Program

The Long-Term Care Ombudsman Program (LTCOP), provides advocacy and assistance by offering residents in long-term care facilities a means to voice their concerns and have their complaints addressed. The program works to resolve problems and improve both quality of life and quality of care for the residents.

- **Ombudsmen can help residents in long-term care facilities with the following:**
 - Abuse, neglect, or exploitation
 - Food complaints
 - Lost laundry/personal items
 - Medication errors
 - Medicaid and Medicare benefits and charges
 - Discharge/room changes
 - Lack of activities
 - Long-term care resources
 - Call bells not being answered
 - Resident rights
 - Billing and medical records
 - Care planning
 - Environment conditions and safety
 - Legal decision making
 - Person-centered care

 1-866-451-2901

 http://www.nmaging.state.nm.us/Long_Term_Ombudsman.aspx

Adult Protective Services

If you suspect that a vulnerable adult is being abused, neglected, or exploited, call Adult Protective Services Statewide Intake, toll free, at 1-866-654-3219, or 505-476-4912. There is someone available 24/7 to assist you in making emergent reports of adult abuse, neglect, and exploitation.

- Adult Protective Services is mandated by New Mexico law to provide a system of protective services to persons over the age of 18 who are unable to protect themselves from abuse, neglect, or exploitation. New Mexico has a “Duty to Report” provision in its Adult Protective Services Act (27-7-30) which states, “Any person, or financial institution, having reasonable cause to believe that an incapacitated adult is being abused, neglected or exploited shall immediately report that information to Adult Protective Services.” Investigations and support services are conducted through a network of regions and field offices that cover all New Mexico counties.



1-866-654-3219 or 505-476-4912



http://www.nmaging.state.nm.us/Adult_ProtectiveServices.aspx


Caregiving and Work

Many people find themselves juggling work and caregiving. This can cause increased stress as caregivers meet the demands of work while trying to meet the needs of their loved ones. Employers are beginning to recognize this as a workplace issue, and some may offer support.

- The federal **Family Medical Leave Act** requires employers with 50 or more employees to offer up to 12 weeks a year of unpaid leave (26 weeks when caring for an active service member), while protecting employees' jobs and health insurance benefits. Other types of benefits may include flexible work hours, telecommuting, job sharing, counseling, employee assistance programs, brown-bag educational presentations and support groups.


 <https://www.dol.gov/whd/fmla/employeeguide.htm>


- **Family Caregiver Alliance**

 1-800-445-8106

 <https://www.caregiver.org/work-and-eldercare>

- **AARP**

 1-888-687-2277

 www.aarp.org/relationships/caregiving-resource-center/info-08-2010/pc_balancing_work_and_caregiving.html

Self-Care for the Caregiver


One day you might realize that you are caring more for someone else than you are for yourself.

- **Family Caregiver Alliance, Taking Care of You: Self-Care for Family Caregivers**
 - ☎ 1-800-445-8106
 - 💻 www.caregiver.org/taking-care-you-self-care-family-caregivers
- **The AARP Caregiving Resource Center** provides a host of information with tools and tips for caregivers including managing stress, the importance of staying connected with family and friends, juggling work, and caregiving, and making time for your own needs.
 - ☎ 1-877-333-5885
 - 💻 <https://www.aarp.org/caregiving/life-balance/?intcmp=AE-HF-CRC-TERTNAV-YOU>
- **The Alzheimer’s Association® Caregiver Center**, You are not alone, whether you need information about early stage care, intermediate stage care, or late stage care, the Alzheimer's Association is here to help.
 - ☎ 505-266-4473 or 1-800-272-3900
 - 💻 <https://www.alz.org/help-support/caregiving>
- **Alzheimer’s Association® “alz.org/español”**, is the Spanish language portal of the Alzheimer’s Association® website. It consists of informational and educational topics in Spanish.
 - 💻 <https://www.alz.org/espanol/overview-english.asp>

- **National Institute on Aging - Go4life** is an exercise and physical activity campaign from the National Institute on Aging, designed to help you fit exercise and physical activity into your daily life.


 <https://go4life.nia.nih.gov/>


- **Paths to Health, Tools for Healthier Living - Health Promotion and Healthy Aging Programs** can assist caregivers in maintaining their health and reducing stress.

 505-850-0176

 <https://www.pathstohealthnm.org/>

- **New Mexico Caregivers Coalition - Stress-Busting Program for Family Caregivers** will provide education and support, teach stress management techniques, and help caregivers develop coping strategies. This program is available at no cost.

 505-867-6046

 <https://www.nmdcc.org/stress-busting-program-sbp-for-family-caregivers.html#:~:text=The%20Stress%2DBusting%20Program%20for,cope%20better%20with%20their%20lives.>

What is Respite Care?

Respite care is a term used to describe a variety of services that offer caregivers “time off” from caregiving responsibilities, giving a Caregiver needed breaks to rest and renew their energy, pursue interests, schedule medical and other appointments for themselves and, take care of other responsibilities in their lives. Not all respite is the same. Become familiar with what is available in your area and what you need for your situation. Put a plan in place and start using respite before there is a crisis or an emergency.

Five Most Common Types of Respite Care:

- 1) **In-Home Respite:** The individual receiving care is able stay in his/her own home. Depending upon care needs, you can choose from a variety of services such as personal care, homemaking, skilled care, and companion services. In home aides can be employed privately, through an agency or as part of a government program.
- 2) **Adult Day Care:** Offers services in a community-based setting and may provide meals and transportation. Your loved one will have an opportunity to socialize and participate in a variety of activities in a safe environment.
- 3) **Informal Support:** Includes other family members, friends, and neighbors, members of religious congregations, and volunteers who offer to help with caregiving. You can work with these individuals to put together a schedule of times when they are available to care for your loved one and provide respite for you.


- 4) **Facility-Based Respite:** Group homes, nursing facilities and other specialized facilities may provide emergency and planned respite care, including overnight and extended stays of a few days or even a few weeks. This type of respite care can support an extended absence of the primary caregiver to visit family out-of-state, take a vacation or attend to medical needs that may require hospitalization or an extended period of recovery.

- 5) **Emergency Respite:** If you are unexpectedly unable to care for your loved one, emergency respite care can help. Conduct research on local resources, including residential care and family, friends and neighbors who are willing to help, and put a plan in place for emergency situations that may occur.

How Do I Pay for Respite Care?

Most respite care is paid for privately. Costs for respite care vary according to the type of provider and the services needed. Private health insurance and Medicare generally do not cover respite care, but some financial assistance may be available through Medicaid, community providers, managed care organizations, governmental programs, or long-term care insurance. Eligibility, applications, waiting lists, and benefits differ according to funding source.

- **The Alzheimer’s Association® New Mexico Chapter** offers a respite voucher program that provides up to \$450 per fiscal year, per person, to caregivers of those with dementia to use in paying a respite provider. It also offers a one-time, \$1,000 emergency respite voucher.

 505-266-4473 or 1-800-272-3900

 <https://www.alz.org/newmexico>

- **The United States Veterans Administration (VA)** provides services specifically for caregivers, including respite care.
 - ☎ 1-855-260-3274
 - 💻 www.caregiver.va.gov/


- **New Mexico Senior Companions** is a program of the Corporation for National and Community Service, Senior Corps, and in NM, in partnership with the Aging and Long-Term Services Dept. Senior Companions are volunteers 55 and over who provide, assistance, and friendship to seniors who have difficulty with daily living tasks, such as shopping or paying bills. The program aims to keep seniors independent longer, and assistance to provide family caregivers.
 - ☎ 1-800-432-2080 or TTY: 505-476-4937
 - 💻 <http://www.nmaging.state.nm.us/adrc.aspx>

- **New Mexico's Area Agencies on Aging** may fund respite care providers or support programs in your area:
 - **Albuquerque/Bernalillo County Area Agency on Aging**
Serves Bernalillo County
 - ☎ 505-764-6400
 - 💻 <http://www.cabq.gov/seniors>

 - **Non-Metro Area Agency on Aging** - *Serves all New Mexico counties, except Bernalillo*
 - ☎ 1-866-699-4927
 - 💻 www.nonmetroaaa.com/


 - **Navajo Area Agency on Aging** - *Serves the Navajo Nation*
 - ☎ 928-729-4522
 - 💻 www.naaa.navajo-nsn.gov/


- **Indian Area Agency on Aging** - *Serves New Mexico's 19 Pueblos and 2 Apache Nations*

 505-690-5306


 www.nmaging.state.nm.us/aaa.aspx

- **Medicare Hospice Benefit** If someone is eligible for Medicare and is in hospice, their caregivers may be eligible for respite under the Medicare Hospice benefit.

 1-800-633-4227, TTY 1-877-486-2048

 <https://www.medicare.gov/Pubs/pdf/11361-Medicare-Hospice-Getting-Started.pdf>

- **New Mexico Human Services - Medicaid** If your loved one is enrolled in a Medicaid home and community-based waiver program, they may be eligible to receive a respite benefit. Contact your care manager to determine if respite care is a benefit provided under your loved one's health care plan.



 1-888-997-2583

 <https://nmmedicaid.portal.conduent.com/static/index.htm>









- **New Mexico Centennial Care Community Benefit Program**, part of the state Medicaid program, Centennial Care assists elderly persons to remain living at home or within the community. This program allows certain family members to be hired and paid as the personal care provider.

Other services may include:

- Adult day care
- Personal care
- Home health aide
- Emergency response system
- Respite
- Home modifications
- Transportation

- New Mexico Human Services Department Medical Assistance Division- Customer Service:
 Hotline: 888-997-2583 or 505-827-3103
 <https://www.caregiver.org/centennial-care-community-benefit-program>


For More Information:


- **The New Mexico Aging and Disability Resource Center** can provide information on respite care services.
 1-800-432-2080 or TTY: 505-476-4937
 <http://www.nmaging.state.nm.us/adrc.aspx>
- **The Alzheimer’s Association® Caregiver Center** has information to assist caregivers in the basics of respite care.
 505-266-4473 or 1-800-272-3900
 <https://www.alz.org/help-support/caregiving/care-options/respite-care>
- **The National Respite Network and Resource Center (ARCH)** helps families locate respite and crisis care services in their communities.
 703-256-2084
 <https://archrespite.org/consumer-information>
- **The National Respite Network and Resource Center (ARCH), Life Course Tools for Respite**, provide information on the importance of respite for the well-being of the family caregiver and all family members; tools for thinking about and planning for respite; and additional resources for finding respite in the community.
 703-256-2084
 <https://archrespite.org/consumer-information/lifecourse-tools-for-respite>


COVID-19 Resources


- **Rosalynn Carter Institute for Caregiving (RCI) -Caregiving During COVID-19**, Tips on how as a caregiver, you can take steps to be prepared. Read more from the executive director of RCI, and leaders from numerous organizations dedicated to
 - ☎ 229-928-1234
 - 📄 <https://www.rosalynncarter.org/programs/covid-caregiving/>
- **Alzheimer's Association® Coronavirus (COVID-19): Tips for Dementia Caregivers**, caregivers of individuals living with Alzheimer's and all other dementia should follow guidelines from the Centers for Disease Control (CDC), and consider the tips on this webpage.
 - ☎ 505-266-4473 or 1-800-272-3900
 - 📄 [https://www.alz.org/help-support/caregiving/coronavirus-\(covid-19\)-tips-for-dementia-care](https://www.alz.org/help-support/caregiving/coronavirus-(covid-19)-tips-for-dementia-care)
- **Family Caregiver Alliance (FCA) Coronavirus (COVID-19) Resources and Articles for Family Caregivers.** The FCA is committed to continuing to support caregivers through the evolving situation associated with the coronavirus. During this time of heightened awareness about public health and reducing risk of exposure for ourselves and those we care for; it is especially important to gather updated information from trusted sources.
 - ☎ 1-800-445-8106
 - 📄 <https://www.caregiver.org/coronavirus-covid-19-resources-and-articles-family-caregivers>


- **National Institute on Aging - Government COVID-19 Resources for Older Adult.** With adult day centers closed or operating at limited capacities, and the availability of respite care and outside activities reduced, COVID-19 is causing significant, additional stress for family caregivers.


 1-800-222-2225

 <https://www.nia.nih.gov/health/government-covid-19-resources-older-adults>
- **Centers for Disease Control (CDC) Additional COVID-19 Guidance for Caregivers.** Given the risks that older adults face from both COVID-19 and dementia, the CDC is providing additional guidance to caregivers of adults with Alzheimer’s disease and other types of dementia to reduce the spread of COVID-19 and to help them manage their patients’ physical and mental wellbeing as well as their own wellbeing.


 1-800-232-4636

 <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/caregivers-dementia.html>
- **Centers for Disease Control (CDC) About Cloth Face Coverings.** Cloth face coverings may help prevent people who have COVID-19 from spreading the virus to others. Wearing a cloth face covering will help protect people around you, including those at higher risk of severe illness from COVID-19.


 1-800-232-4636

 <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/about-face-coverings.html>

- **National Center on Law & Elder Rights, COVID-19 Resources.** Legal assistance is essential to empower older adults and promote their rights. In health emergency situations, such as the COVID-19 pandemic, legal assistance advocates value the rights and needs of older clients and those who need legal assistance, and at the same time need to attend to their clients' health and safety, as well as their own health and safety.


 <https://ncler.acl.gov/Resources/COVID-19-Resources.aspx>

- **National Respite Network and Resource Center (ARCH), COVID-19 Information for Parents and Caregivers of Children, Adults with Disabilities and Older Adults,** respite during COVID-19.

 703-256-2084


 <https://archrespite.org/consumer-information/covid-19-info-for-caregivers>

- **Administration for Community Living (ACL), part of the US Department of Health and Human Services.** The ACL provides resources and posts updated guidance to the COVID-19 pandemic on their website and through the “ACL Updates” email service.

 202-401-4634

 <https://acl.gov/COVID-19>


- The **Elder Care Locator**, in partnership with engAGED: The National Resource Center for Engaging Older Adults, offers a new monthly publication that highlights many ways older adults can stay connected to their communities during the COVID-19 national health crisis.

 1-800-677-1116

 <https://eldercare.acl.gov/Public/Index.aspx>


Other New Mexico Resources

- **New Mexico Department of Health Developmental Disabilities Supports Division (DDSD).** The Developmental Disabilities Supports Division (DDSD) oversees three home and community-based Medicaid waiver programs, Developmental Disabilities Waiver, the Medically Fragile Waiver, and the Mi Via Self-Directed Waiver. The Eligibility Bureau manages the Central Registry for individuals waiting for services..

 505-827-2613


 <https://www.nmhealth.org/about/ddsd/>

- **State of New Mexico Governor’s Commission on Disability (GCD) Residential Accessibility Modification Program (RAMP).** RAMP is a state funded program that will help improve the quality of lives for individuals with physical disabilities by making improvements to their current housing situation such as a ramp to the front door, replacing a tub with a roll-in shower, installing grab bars etc.

 505-476-0412


 <http://gcd.state.nm.us/residential-accessibility-modification-program-ramp/application-and-fact-sheet/>

- **Social Security Administration Retirement Benefits.** Social Security is part of the retirement plan for almost every American worker. It provides replacement income for qualified retirees and their families. This section of our website helps you better understand the program, the application process, and the online tools and resources available to you.

 1-866-571-8130 in New Mexico


 <https://www.ssa.gov/benefits/retirement/>

- **The New Mexico Direct Caregivers Coalition (NMDCC), Caregiver Training.** NMDCC was created to enhance and promote family and professional direct care workers, supporting their professional development and advancing issues of importance to the field of long-term and direct care. NMDCC offers six separate caregiver trainings. Trainings may be requested by an agency or organization to be held on site. NMCC also holds trainings in the central New Mexico area that are open to the public. Agencies and organizations are welcome to refer staff to open trainings.

 505-867-6046

 <http://www.nmdcc.org/>

- **New Mexico County Cooperative Extension Service Offices** provide practical, research-based knowledge and programs to New Mexico citizens in every county in the state. Major areas of focus include: Diabetes, Disaster Preparedness, Family Health & Wellness, Family Life & Child Development, Family Resource Management, Food & Nutrition, and Food Technology.

 575-646-3015

 <https://aces.nmsu.edu/county/>

- **The New Mexico's Health Insurance Exchange (NMHIX),** the marketplace to shop, compare, and buy health insurance.
 - ☎ 1-855-996-6449
 - 💻 www.bewellnm.com/


- **The New Mexico Human Services Department provides:**
 - Medicaid and Children's Health Insurance Program
 - Supplemental Nutrition Assistance Program (SNAP)
 - SNAP Education Program
 - Temporary Assistance for Needy Families
 - The Emergency Food Assistance Program
 - School Commodity Foods Program
 - Meals for the Homeless
 - General Assistance (for individuals with disabilities and low incomes)
 - Community Services Block Grant
 - Refugee Resettlement Program
 - Low-Income Home Energy Assistance Program
 - Child Support Establishment and Enforcement
 - Behavioral Health Services for mental illness, substance abuse and compulsive gambling.


☎ 505-476-9266



💻 [http://www.hsd.state.nm.us/Behavioral Health Services Division.aspx](http://www.hsd.state.nm.us/Behavioral_Health_Services_Division.aspx)



- Medical Assistance Division Customer Service
 - ☎ 1-888-997-2583

- Income Support – Customer Service Center
 - ☎ 1-800-283-4465

- Low-Income Home Energy Assistance Program
 1-800-283-4465

- Behavioral Health Services Division
 505-476-9266


- **Prescription Drug Assistance (PDA)**, Do you need help paying for medications? The PDA New Mexico MEDBANK Program assists uninsured and underinsured individuals obtain the medications they need at costs they can afford.
 1-800-432-2080 Toll-Free
 <http://www.nmaging.state.nm.us/adrc.aspx>

- **New Mexico Crisis and Access Line Services** are available to help New Mexico residents with any behavioral health crisis. Services include:
 - Crisis intervention for suicidal and homicidal thoughts
 - Assistance with non-life-threatening mental health emergencies
 - Trauma response
 - Assistance with finding treatment resources
 - Assistance for those who have family members or loved ones who are experiencing a mental health crisis.
 1-855-662-7474
 <https://www.nmcrisisline.com/>

- **The New Mexico Brain Network (NMBN)**, a network of patients, family members and advocate organizations representing the range of brain and behavioral health conditions across New Mexico. The group meets monthly for information sharing, networking, education and to undertake common initiatives.


 https://brain.health.unm.edu/community_brainnet.php

- **The National Council on Aging (NOCA) – Benefits Enrollment Centers (BEC)** helps seniors and younger adults with disabilities to apply for other programs, such as Supplemental Security Income, State Pharmaceutical Assistance Programs, local transportation assistance, tax relief, and more.

 571-527-3900


 <https://www.ncoa.org/centerforbenefits/beccs/meet-the-beccs/>

- **Adelante Development Center, Inc.**, Albuquerque, NM

 505.273.5222 or 1-844-266-2236


 <https://goadelante.org/community-resources/benefits-connection-center/>

- **The San Juan Center for Independence** provides services, promotes independent living, and empowers individuals with disabilities to live independently in their communities with necessary supports.

 505-566-5827

 <http://www.sjci.org/>

- **The New Mexico Technology Assistive Program (NMTAP)** offers free services to New Mexicans with disabilities to help them get the assistive technology (AT) services they need. It is a statewide program designed to increase knowledge of, access to, and acquisition of assistive or adaptive technology for anyone with any disability, anywhere in the state, of any age.


 1-877-696-1470

 <http://www.tap.gcd.state.nm.us/>

- **The American Public Transportation Association** is a national organization whose role is to strengthen and improve public transportation and to ensure public transportation is available and accessible for all Americans in communities across the country.


 <https://www.apta.com/resources/links/unitedstates/Pages/NewMexicoTransitLinks.aspx>

- **The New Mexico Association for Home & Hospice Care** offers online directories of in-home and hospice care providers. Database consists of member agencies of the New Mexico Association for Home and Hospice care.





 505-889-4556

 <https://www.nmahc.org/>















- **The New Mexico Department of Public Safety** protects human life and property through the detection and prevention of criminal activity and enforcement of state laws and regulations.

 1-866-654-3219

 <https://www.dps.nm.gov/index.php/public-information>

- **The New Mexico Department of Health, Division of Health Improvement** provides compliance oversight of nursing and residential care facilities.
 505-827-5274
 <https://nmhealth.org/about/dhi/>
- **New Mexico Office of Superintendent of Insurance (OSI)**,
The OSI is New Mexico’s consumer protection agency for insurance. OSI oversees private health and life insurance, auto insurance, business insurance, home insurance, and title insurance. We review and improve premium rates and other plan details to ensure insurance is reliable and rates are reasonable. We also oversee producers who sell insurance in New Mexico.
 1-855-427-5674
 <https://www.osi.state.nm.us/>


Other National Resources


- **Alzheimer’s Disease Education and Referral Center**
 1-800-438-4380
 www.nia.nih.gov/health/alzheimers
- **American Red Cross**
 1-800-733-2767
 www.redcross.org/
- **Caring Connections**
 1-800-658-8898
 www.caringinfo.org/i4a/pages/index.cfm?pageid=1
- **National Alliance for Caregiving**
 301-718-8444
 www.caregiving.org/
- **Caregiver Action Network**
 202-454-3970
 caregiveraction.org/
- **National Cancer Institute**
 1-800-422-6237
 www.cancer.gov/
- **National Hispanic Council on Aging**
 202-347-9733
 www.nhcoa.org/

- **National Hospice and Palliative Care**
 703-837-1500
 www.nhpco.org/


- **National Indian Council on Aging**
 505-292-2001
 nicoa.org/


- **National Resource Center on LGBT Aging**
 212-741-2247
 www.lgbtagingcenter.org/resources/resource.cfm?r=83











- **Social Security Administration**
 1-800-772-1213, TTY 1-800-325-0778
 www.ssa.gov/

- **Eldercare Locator**
 1-800-677-1116
 <https://eldercare.acl.gov/Public/index.aspx>

- **Medicare.gov**
 1-800-633-4227
 <https://www.medicare.gov/>

- **Alzheimers.gov**
 1-800-438-4380
 <https://www.alzheimers.gov/index.html>

- **Center for Disease Control (CDC) Alzheimer’s Disease and Healthy Aging**
 1-800-232-4636
 <https://www.cdc.gov/aging/index.html>

- **Benefits.gov**
 1-800-333-4636
 <https://www.benefits.gov/categories>
- **Family Care Navigator**
 1-800-445-8106
 <https://www.caregiver.org/family-care-navigator>
- **National Institute of Neurological Disorders**
 1-800-352-9424
 <https://www.ninds.nih.gov/Disorders/Patient-Caregiver-Education>
- **Healthcare.gov**
 1-800-318-2596
 <https://www.healthcare.gov/>
- **USA.gov Caregiver Support**
 1-844-872-4681
 <https://www.usa.gov/disability-caregiver>

