I. EXECUTIVE SUMMARY

The Aging and Long-Term Services Department (ALTSD) has a long-established history of collaborating with New Mexico’s Tribes, Pueblos and Nations. The consultation and communication policies and procedures of the ALTSD have created a foundation that fosters an environment of effective communication focusing on the needs of our Native American elders.

The ALTSD Office of Indian Elder Affairs (OIEA) was created in 2004 to oversee the department’s services, advocacy and collaboration efforts among New Mexico’s Tribes, Pueblos and Nations and their respective health programs. Kyky Knowles, the Acting Cabinet Secretary serves as OIEA’s Acting Director and works alongside other state health and human services (HHS) departments to ensure that the needs of our Indian elders are continuously met in a coordinated manner.

The OIEA helps strengthen the capacity to deliver a wide range of programs and services throughout New Mexico for its Indian elders. The ALTSD coordinates its senior services through the New Mexico Indian Area Agency on Aging (IAAA) and the Navajo Area Agency on Aging (NAAA). The IAAA Director reports directly to the Director of the Aging Network Division. Through ardent management initiatives, the ALTSD, the NAAA and the IAAA have worked together to ensure, to the greatest extent possible, that appropriations are being fully utilized to the benefit of New Mexico’s Indian elders.

**Mission**

The Aging and Long-Term Services Department provides accessible, integrated services to older adults, adults with disabilities, and caregivers to assist them in maintaining their independence, dignity, autonomy, health, safety, and economic well-being, thereby empowering them to live on their own terms in their own communities as productively as possible.

**Vision**

Lifelong independence and healthy aging
II. AGENCY OVERVIEW/BACKGROUND

The ALTSD manages state and federal funds to provide services, including the Aging and Disability Resource Center (ADRC), the Aging Network and Senior Employment Programs. The Department also funds capital outlay projects approved by the legislature and executive for senior center construction, renovation and repair, and to purchase vehicles and large equipment, including commercial kitchen equipment. In addition, the Department hosts the Office of Alzheimer’s Disease and Dementia Care.

The Aging Network describes a constellation of services delivered by the four Area Agencies on Aging (AAAs) comprised of six Planning Service Areas (PSAs). PSA 5 consists of the Navajo Nation within New Mexico and is served by the NAAA. PSA 6 consists of New Mexico’s 19 pueblos and two Apache tribes, and is served by the IAAA.

HHS-Tribal Consultation Protocol Document

The ALTSD along with the Department of Health (DOH), the Human Services Department (HSD) and the Children, Youth and Families Department (CYFD) participated in creating a HHS-Tribal Consultation Protocol document, which was considered the policy standard for tribal-state communication and consultation when it was written in 2005. This document was used as a template for most New Mexico state department protocols that exist today.

During 2006 and into 2007, the New Mexico Tribal Governors and HHS Secretaries identified a state-tribal work group to develop written consultation protocols and a process to facilitate direct and indirect government-to-government communication. The year-long process required Tribes and HHS work group members to review the documents with their respective leaders in the spirit of government-to-government consultation and communication.

III. AGENCY EFFORTS TO IMPLEMENT POLICY

In 2007, the ALTSD joined five other state agencies and the 22 Pueblos, Tribes and Nations in adopting the Tribal-State Consultation Protocols. This document defines and acknowledges formal and informal methods for Tribal-State consultation and communication. In 2009, the ALTSD adopted a Tribal Collaboration Protocol, which is based on the prior consultation protocol that was developed by the HHS Departments in 2007.

The ALTSD’s goal is to continue to successfully enhance nutritional education, reporting requirements, technical support and program oversight among the programs and services the Department provides. In collaboration with its IAAA and the NAAA, the ALTSD is
working to identify specific additional areas of need within the tribal communities and is meeting with various tribal members and officials to assess their needs.

Each year ALTSD’s Cabinet Secretary and selected staff attend the Tribal Consultation and the round table session, organized by the Indian Affairs Department. In 2017, capital outlay and senior services constituted the bulk of the comments and questions received by ALTSD from the representatives of the Pueblos, Tribes and Nations during the round table event.

IV. CURRENT AND PLANNED PROGRAMS AND SERVICES

Senior Services

In collaboration with its partners in FY17, the ALTSD provided many technical assistance and program initiatives. These enabled better services for Indian elders and are listed below.

Contracts: ALTSD, through the IAAA, awarded 17 contracts to fund senior center operations and services provided in 19 Pueblos, the Jicarilla Apache Nation, and Mescalero Apache lands. Through the Senior Services Bureau (SSB) the Navajo Nation received its contract for FY17. The contractors and respective contract amounts are:

<table>
<thead>
<tr>
<th>Organization</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acoma Senior Center</td>
<td>$125,400.00</td>
</tr>
<tr>
<td>Cochiti Senior Center</td>
<td>$123,866.00</td>
</tr>
<tr>
<td>Isleta Senior Center</td>
<td>$104,464.00</td>
</tr>
<tr>
<td>Jemez Senior Center</td>
<td>$123,755.00</td>
</tr>
<tr>
<td>Jicarilla Senior Center</td>
<td>$136,404.00</td>
</tr>
<tr>
<td>Laguna Senior Center</td>
<td>$140,905.00</td>
</tr>
<tr>
<td>Navajo Area Agency on Aging</td>
<td>$1,503,000.00</td>
</tr>
<tr>
<td>Mescalero Senior Center</td>
<td>$111,133.00</td>
</tr>
<tr>
<td>Ohkay Owingeh Senior Center</td>
<td>$114,913.00</td>
</tr>
<tr>
<td>San Felipe Senior Center</td>
<td>$136,599.00</td>
</tr>
<tr>
<td>Santa Clara Senior Center</td>
<td>$164,004.00</td>
</tr>
<tr>
<td>Santo Domingo Senior Center</td>
<td>$127,780.00</td>
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<tr>
<td>Taos Senior Center</td>
<td>$95,968.00</td>
</tr>
<tr>
<td>Tesuque Senior Center</td>
<td>$54,130.00</td>
</tr>
<tr>
<td>Zuni Senior Center</td>
<td>$181,169.00</td>
</tr>
<tr>
<td>Five Sandoval Indian Pueblos Council, Inc.</td>
<td>$169,850.00</td>
</tr>
<tr>
<td>Eight Northern Indian Pueblos Council, Inc. Senior Centers</td>
<td>$226,927.00</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$3,769,458.00</strong></td>
</tr>
</tbody>
</table>
Additionally, ALTSD awarded three FY17 contracts for adult day care services in Pueblos.

| Isleta Adult Daycare Center (ADC)       | $71,113.00 |
| Santa Clara ADC                        | $93,371.00 |
| Zuni ADC                               | $85,249.00 |
| **TOTAL**                              | **$249,733.00** |

Zuni Pueblo received two ALTSD contracts for volunteer programs.

| Zuni Foster Grandparent Program         | $19,324.00  |
| Zuni Senior Companion Program          | $21,676.00  |

**Navajo Nation**: The Department’s SSB staff conducted 12 site visits to the Navajo Nation to provide technical assistance to NAAA staff. The SSB Nutritionist and Bureau Chief conducted three senior center assessments and provided six training opportunities:
- three in food safety and sanitation, one for cooks,
- two concerning fiscal matters and
- one regarding customer service.
These trainings reached senior center cooks, drivers and supervisory staff. An additional 15 technical assistance phone consultations were provided to the NAAA.

Programs overseen by the NAAA provided:
- 64,136 one-way trips to 1,288 elders;
- 32,910 congregate meals to 1,688 elders; and
- 15,434 home-delivered meals to 555 homebound elders.

**Pueblos and Apache Tribes**: The IAAA conducted many training opportunities, which are listed in sections that follow. The IAAA participated in Older Americans Month activities at Jemez, Zuni and Mescalero senior centers during the month of May 2017. It has also been regularly represented at the New Mexico Indian Council on Aging.

IAAA tribal contractors provided the following services to 6,045 elders:
- 117,532 one-way trips;
- 139,333 congregate meals;
- 199,409 home-delivered meals; and
- 17,596 hours of homemaker services.

The IAAA also collaborated with the following organizations on an on-going basis in order to increase the services and opportunities available to New Mexico’s Native American elders:
- Administration on Aging/Administration on Community Living
- National Indian Council on Aging
- New Mexico Indian Council on Aging
The Alzheimer’s Association, New Mexico Chapter
New Mexico Indian Affairs Department
New Mexico Senior Olympics, Inc.
The University of New Mexico, School of Public Administration
The ALTSD Aging and Disability Resource Center
New Mexico Department of Health
New Mexico Alliance of Health Councils
Indian Health Services

Alzheimer’s Disease and Dementia Services

During FY17, the Office of Alzheimer’s and Dementia Care collaborated with the IAAA and other partners in projects affecting New Mexico’s Pueblos, Tribes and Nation. These projects included:

- **Savvy Caregiver in Indian Country**, an evidence-based education and training program for dementia caregivers, which was provided by the IAAA and the Office of Alzheimer’s and Dementia Care to members of the Pueblo of Jemez and the Five Sandoval Pueblos, Inc. The IAAA Director redesigned the Indian Country supplement to the curriculum.
- A presentation to the 2016 Community Health Workers Conference included information about dementia, caregiving and the Savvy Caregiver program. The IAAA Director participated with the Office of Alzheimer’s and Dementia Care to prepare and present this session.
- **Emerging Issues in Indian Country: Alzheimer’s and Dementia**, a report published by the US Department of Health and Human Services and the Centers for Medicare and Medicaid Services, was provided to the IAAA and NAAA Directors.
- The New Mexico State Dementia Plan Leadership Team includes representatives from the IAAA and NAAA.
- The New Mexico State Plan for Alzheimer’s Disease and Related Dementias update included input from representatives of the National Indian Council on Aging, IAAA, Pueblo of Jemez, Pueblo of Laguna, and Five Sandoval Pueblos, Inc.
- The Alzheimer’s Association, New Mexico Chapter continues to provide state-wide caregiver supportive services including training and education, support groups and a self-directed respite program.

Healthy Aging and Employment

ALTSD seeks to promote the economic well-being and health of New Mexico’s elders. Healthy Aging initiatives promote fitness, adequate and healthful nutrition and education about health risks and the management of chronic disease. Participants in the older worker programs gain job skills, while enabling non-profit and government organizations
to provide additional community service. Listed below are some of these activities and programs offered to the Pueblos, Tribes and Nation in FY17:

Healthy Aging

- The IAAA joined with the New Mexico Department of Health on planning regional Manage Your Chronic Disease (MyCD) leader trainings to include the Pueblos, Tribes and Nation. MyCD is an evidence-based six week training program to help adults of all ages better manage chronic disease.
- IAAA participated in initial meetings to develop a symposium on the use of technology to lower the risk of, and control, hypertension. This project is funded by a grant from the University of New Mexico’s Center for Native American Health.
- The IAAA hosted a contractors’ training in September, 2016 with collaboration from the Los Padillas Community Center, the New Mexico Senior Olympics and Molina Healthcare. This training focused on physical fitness and exercise.
- IAAA Director, Lora Church, and her family presented a native dance exhibition at the New Mexico Conference on Aging in August 2016. This participatory event was well received.

Employment

- Six Zuni elders have been served this year by the Department’s older worker programs. They are enrolled in job training placements at Zuni Pueblo, including at the Zuni Senior Center.
- Picuris Pueblo, Kewa (Santa Domingo) Pueblo and the IAAA each have an older worker as well.
- The IAAA also connected contractors with Goodwill Industries, which offered similar placements of older workers in training positions with the tribes.

Consumer and Elder Rights

The ALTSD’s Consumer and Elder Rights Division (CERD) continued to effectively reach out to tribal programs to offer referral, information and assistance for long-term care services through its Aging and Disability Resource Center (ADRC). ADRC staff provided benefits counseling, Medicare Part D assistance, Medicare Savings Programs (MSP) and Low Income Subsidy assistance to Native American consumers in FY17 through its statewide call center and community events. During FY17, CERD community outreach events were hosted by the Acoma Pueblo, Cochiti Pueblo, Isleta Pueblo, Jemez Pueblo, Laguna Pueblo, Mescalero Apache Tribe, Ohkay Owingeh Pueblo, Picuris Pueblo, Pojoaque Pueblo, San Felipe Pueblo, Santa Ana Pueblo, Tesuque Pueblo, Zia Pueblo, the Jicarilla Apache Nation and the Navajo Nation. These outreach events covered Medicare 101, Medicare Preventative, Medicare Fraud and Abuse, Medicare Part D, the ADRC, MSP and Low Income Subsidy Programs.
Recruiting Native-speaking volunteers continued to be a priority for The Long-Term Care Ombudsman program in FY17. This ensures advocacy services to Native speakers living in long-term care facilities. Training on Cultural Competency when working with Native American Elders is required for all ombudsman staff and every volunteer throughout the state.

The Care Transition Bureau (CTB) is a statewide program that assists residents transitioning from long-term care (nursing and assisted living) facilities. Some individuals would like to return home and some choose to go to another residential setting in the community. In FY17, CTB continued to serve Native American residents. The CTB uses a person-centered approach and face-to-face assistance encouraging informed long-term support choices. CTB staff advocate for and assist the individual to ensure that services are delivered within the appropriate time. CTB staff work with the individual, long-term care facility staff, families, guardians, community service providers and other relevant entities to connect transitioning individuals to supportive programs and services. CTB follows the individual for up to six months after they discharge from a facility to establish the greatest level of independence possible in a community setting.

The CTB also offers a Short-Term Assistance (STA) Program connecting individuals with, and advocating to ensure they receive, services, supports and benefits for which they are eligible. STA helps consumers identify and understand their needs and assists them in making informed decisions about appropriate long-term services and supports to meet their personal needs, while allowing for personal preferences, values and individual circumstances. For example, an individual might need assistance with housing options, home modifications, personal and medical care, or payors like Medicaid, Medicare, and private insurance. STA staff use an action plan and follow an individual for up to 30 days.

Adult Protective Services

Adult Protective Services (APS) does not have jurisdiction on Indian land and refers any reports of abuse, neglect or exploitation involving Native Americans residing on Indian land to the social services office of that jurisdiction. At the time of a referral, APS also offers to collaborate regarding the investigation. In order for APS to investigate, the leadership of the Pueblo, Tribe or Nation must grant permission. Four of APS’s five regions reported specific collaboration with New Mexico Pueblos, Tribes and the Navajo Nation in FY ’17.

APS NE Region:
In Rio Arriba County APS made contact with both the Santa Clara and Ohkay Owingeh Pueblos to initiate communication and the Pueblos’ workers were invited to participate in multi-disciplinary teams. The two Pueblos work on mutual cases together. In Santa Fe County, APS is working together with San Idelfonso Pueblo on mutual cases.
APS NW Region:
This region continues to provide non-jurisdictional reports to the Tribal Social Services of the Navajo Nation. In FY 2017 approximately 300 reports were sent to them. APS continues to work with the Nation on mutual cases where an alleged victim resides off the reservation.

APS SW Region:
APS management in the Southwest region of New Mexico continues to reach out to Mescalero social services.

APS Metro Region:
APS collaborated with Isleta Pueblo and the Jicarilla Apache Tribe regarding mutual cases.

Capital Outlay

The ALTSD Capital Projects Bureau (CPB) coordinates the funding and administration of capital projects for aging network providers statewide. Projects include funds for new construction, renovation, code improvement, vehicles, meals equipment and other equipment used to carry out the mandates of the Older Americans Act (OAA). The lower threshold for capital outlay requests is $10,000. The CPB is responsible for administering the capital outlay projects, contracting with the funded entities, and monitoring the status of each project, including the budget and expenditures. The CPB also tracks all capital appropriations and fiscal information, monitors the expiration dates of capital appropriations and ensures timely reversions of expired appropriation balances.

In FY2017, PSA 5 (the New Mexico portion of the Navajo Nation served by the NAAA) was appropriated four projects totaling $557,500.

In FY2017, PSA6 (the 19 Pueblos and two Apache tribes served by the IAAA) was appropriated 11 projects totaling $859,900.

CPB staff receive annual capital outlay requests for senior center facilities from local and tribal governments. The application and guidance tool are placed on ALTSD’s website starting in January. A successful applicant must meet many stringent requirements. Contact the CPB for a full description.

The CPB provides several opportunities for training and technical assistance for submitting capital outlay requests. In FY17, the CPB conducted two training sessions and made available a recorded webinar, which was posted to the ALTSD website along with the supporting power point presentations. Also on the website are:

- an introduction to capital outlay (designed to provide a basic insight to the capital outlay process and allowable uses for bond funds),
V. TRAINING AND EMPLOYEE NOTIFICATION

The Department offers two Aging Network Training events each year, designed to educate and inform aging network providers statewide. Representatives from nearly all pueblos, tribes, nations and tribal programs participated in Aging Network Training in FY17.

ALTSD’s New Mexico Conference on Aging offers older adults, caregivers, and the professionals who work with them a chance to learn and have fun in an environment that supports independence and dignity. Drawing approximately 1500 people annually, this is one of the few conferences attended by both older adults and professionals. Conference attendance is reflective of New Mexico’s ethnic and cultural diversity.

The IAAA conducted, or collaborated in, several other training events in 2017. These included:

- **Three contractors’ trainings:**
  - September 2016 focused on fitness and exercise;
  - March 2017 focused on asset management and capital outlay funding; and
  - May 2017 dealt with Medicare and Medicaid legal issues, grant writing, food safety and intergenerational programming.
- Social Assistance Management System (SAMS) database trainings for IAAA providers was provided continually in person and remotely.
- Savvy Caregiver in Indian County training for those providing care to persons with Alzheimer’s and other dementias.
- An online nutrition services training is being established, the first course is available.

All ALTSD senior managers are required to participate in the State Personal Office cultural sensitivity training. In addition, mid-level managers and supervisors are strongly encouraged to attend, especially those working directly with tribal communities.

VI. KEY NAMES AND CONTACT INFORMATION

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