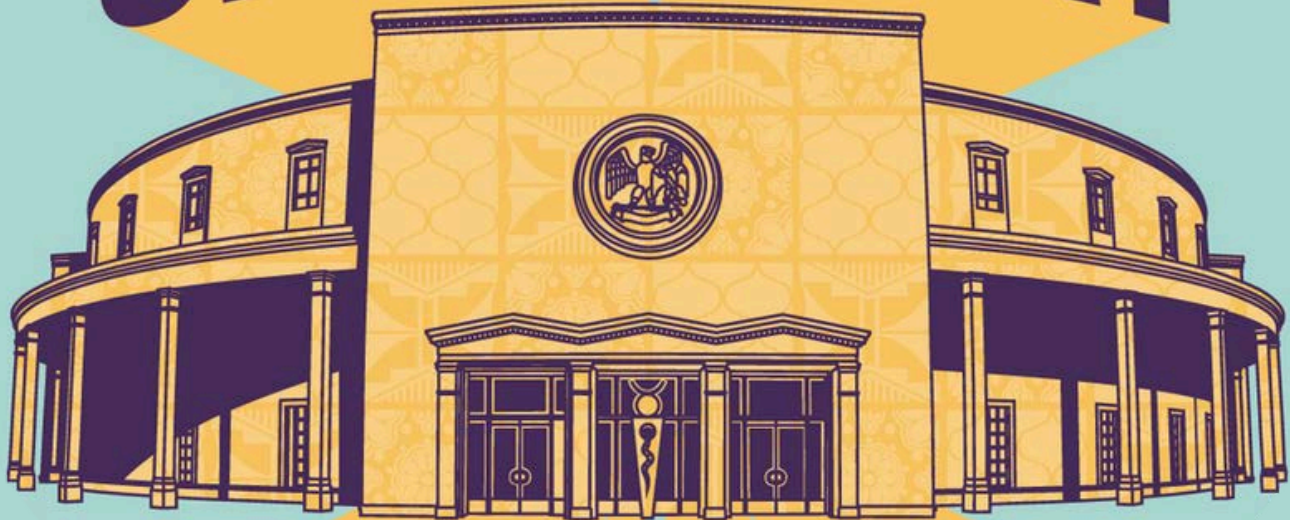


# SENIOR DAY



January 27, 2025

## RESOURCE GUIDE



NEW MEXICO AGING & LONG-TERM  
SERVICES DEPARTMENT

EMILY KALTENBACH, CABINET SECRETARY DESIGNATE  
ANTOINETTE VIGIL, DEPUTY CABINET SECRETARY



*Are you a senior receiving care or a family caregiver?*

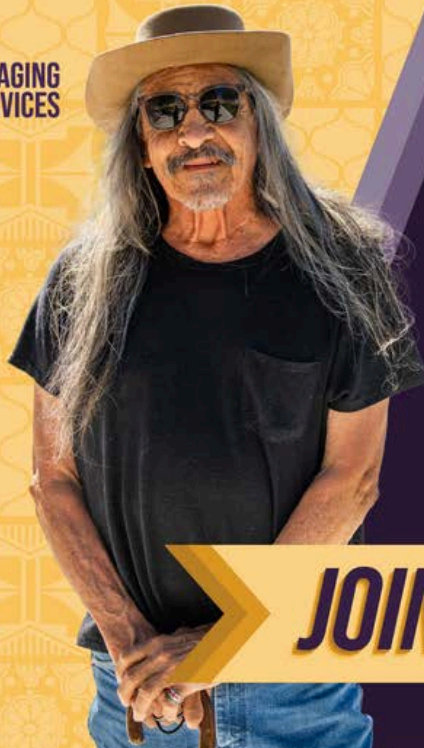
RECEIVE UP TO **\$1,400** PER MONTH IN BENEFITS\*

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PROVIDES SERVICES AND SUPPORT FOR PEOPLE LIKE YOU

## Participant Requirements

- ▶ Applicant must be age 60+
- ▶ Must have cognitive or physical limitations requiring assistance with two or more activities of daily living: bathing, feeding, dressing, toileting, and transferring
- ▶ Is not eligible for Medicaid



Ombudsmen are  
**ADVOCATES**

who solve problems and represent resident rights in assisted living facilities.

**JOIN US.** [aging.nm.gov/volunteer](https://aging.nm.gov/volunteer)



# TABLE OF CONTENTS

Letter from the Secretary ..... 4

Letter from Governor ..... 5

Schedule Overview ..... 7

Talking Points ..... 7

Planning & Service Areas ..... 8

Legislator Directory ..... 9 - 14

Adult Protective Services (APS) ..... 16

Aging Network Division (AND) ..... 17

Consumer & Elder Rights Division (CERD) ..... 18

Office of Indian Elder Affairs (OIEA) ..... 19

Long-Term Care Ombudsman Program (LTCOP) ..... 20

Long-Term Care Programs (LTCP) ..... 21



**Our mission** is to serve and inspire the state’s older adult community to live active, healthy lives and enhance their connections within community. The department is a leader in developing programs and building partnerships that support lifelong independence and healthy aging, providing connection, resources, and advocacy for older adults and those living with disabilities.



**For more information** about New Mexico Aging Services, visit [aging.nm.gov](http://aging.nm.gov) or follow us on Facebook, Instagram, LinkedIn, X and YouTube @New-MexicoAging.



# LETTER FROM THE SECRETARY



**Emily Kaltenbach**

ALTSO CABINET  
SECRETARY DESIGNATE

## Welcome to Senior Day 2025!

It is a privilege to celebrate with you all as we honor the remarkable contributions of New Mexico’s older adults and look toward a future full of opportunity, connection and growth.

Our elders are the heartbeat of our communities, carrying the wisdom of generations and the traditions that define our shared identity. Your resilience, leadership, and unwavering commitment to family and community inspire us all. Senior Day is more than a celebration—it’s a call to action. It’s a moment to unite in advocating for the programs, services, and policies that uplift older adults and strengthen our state.

At the New Mexico Aging & Long-Term Services Department, we are dedicated to ensuring every older adult in our state has the resources to live with dignity, independence, and security. We are working to expand services, bridge gaps, and create new opportunities for seniors and caregivers alike. But we can’t do it alone—we need your voice, your ideas, and your passion.

I encourage you to take part in today’s activities: engage with policymakers, connect with organizations offering resources, and share your experiences and perspectives. Together, we have the power to shape a future where every New Mexican, regardless of age, feels valued, supported, and empowered.

Thank you for all you do to make our communities stronger and for your dedication to a brighter tomorrow. Let’s keep building that future—together!

Warm regards,

EMILY KALTENBACH  
CABINET SECRETARY DESIGNATE



# LETTER FROM THE GOVERNOR



**Michelle Lujan Grisham**

GOVERNOR OF NEW MEXICO

Dear New Mexico Seniors and Caregivers,

Welcome to Senior Day! This is a day to celebrate the contributions of older adults, honor their wisdom, resilience, and leadership that have shaped our state.

Culturally and historically, New Mexico takes pride in being a state that values and supports its elders. Over the past few years, we've made big strides to improve the lives of seniors and their families. We've eliminated taxes on Social Security income, reduced the cost of prescription drugs, expanded Medicaid, and increased access to fresh, nutritious food through programs like New Mexico Grown.

These are meaningful changes that help ensure our seniors can age with dignity, safety, and security.

Senior Day is a time to recognize seniors, disabled adults, and the caregivers who support them. I encourage you to use this day to talk with your legislators, share your stories and ideas, and make your voices heard. Together, we can ensure that New Mexico continues to provide care, support and opportunities for our elders and their caregivers.

Thank you for being here and for everything you do to strengthen our communities. Together, we're building a brighter, healthier New Mexico for all generations.

With gratitude,



# We're in your corner.

With the 2025 New Mexico Legislative Session underway, AARP New Mexico is working hard on issues that matter to older New Mexicans and their families.

## AARP NEW MEXICO'S LEGISLATIVE PRIORITIES FOR 2025 INCLUDE:

**Paid Family and Medical Leave Act**—would provide paid leave to give working family caregivers the much-needed flexibility and resources to care for themselves or loved ones should a serious illness arise, and traditional sick leave just isn't enough.

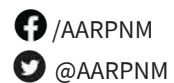
**Senior Programs**—adequate funding for programs and services provided through the New Mexico Aging and Long-Term Services Department.

**Guardianship**—advocating for measures that would formalize supported decision-making agreements as a less restrictive alternative to guardianship in New Mexico.

**Food Insecurity**—finding ways to address hunger, particularly among older New Mexicans.

AARP New Mexico will also monitor any legislation introduced that is related to housing access and affordability; retirement & pensions; and initiatives that address health care workforce shortages, among others.

Learn more at [aarp.org/nm](https://aarp.org/nm).





## SCHEDULE OVERVIEW

9:00 AM - 11:00 AM

**Arrival and office visits** with legislators

11:00 AM - 12:00 PM

**Formal presentation** featuring:

- Senior Day Proclamation
- Remarks by Cabinet Secretary Designate Emily Kaltenbach
- Insights from select state legislators and executive branch members

12:00 PM - 1:00 PM

**Entertainment, refreshments, and activities** while exploring resource tables

1:00 PM - 2:00 PM

**Resource table visits and event closing**

**Use these talking points when speaking with your legislators.**

**ALTSD's total budget request is \$74.3 million.**

Support our request to ensure New Mexico seniors, adults with disabilities, and caregivers have everything they need to thrive.

- Ensure the Kiki Saavedra Senior Dignity Fund can expand access for senior services like transportation, food insecurity, physical and behavioral health, case management, and caregiving.
- Re-establish the Long-Term Care Division to coordinate programs like New MexiCare and Veteran-Directed Care that offer caregivers and their recipients training, respite, and compensation.
- Support long-term care systems that help New Mexicans navigate the landscape, protect residents' rights, offer guidance, and expand and staff senior centers.

# PLANNING & SERVICE AREAS

The New Mexico Aging Network is comprised of the Aging & Long-Term Services Department, Area Agencies on Aging (AAAs), and providers within each of the planning and service areas (PSAs). The NM Aging Network has two “federally recognized” AAAs that serve four of the designated Planning and Services Areas (PSAs) in the State.

**PSA 1** serves Bernalillo County.

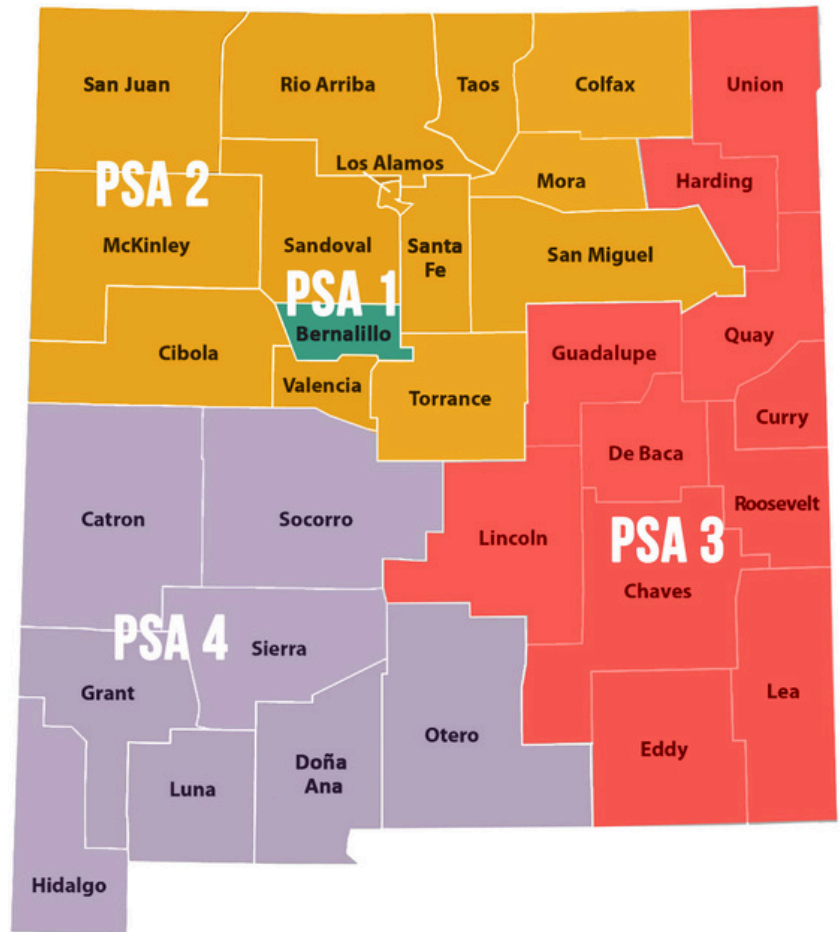
**PSA 2** serves Cibola, Colfax, Los Alamos, McKinley, Mora, Rio Arriba, Sandoval, San Miguel, San Juan, Santa Fe, Taos, Torrance, and Valencia counties.

**PSA 3** serves Chaves, Curry, De Baca, Eddy, Guadalupe, Harding, Lea, Lincoln, Quay, Roosevelt, and Union counties.

**PSA 4** serves Catron, Doña Ana, Grant, Hidalgo, Luna, Otero, Sierra, and Socorro counties.

**PSA 5** serves the NM portion of the Navajo Nation (*not pictured*).

**PSA 6** serves New Mexico’s 19 Pueblos, Jicarilla Apache Nation, and Mescalero Apache Tribe (*not pictured*).





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PSA 1

PSA 2

PSA 3

PSA 4

PSA 5

PSA 6



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PSA 1

PSA 2

PSA 3

PSA 4

PSA 5

PSA 6



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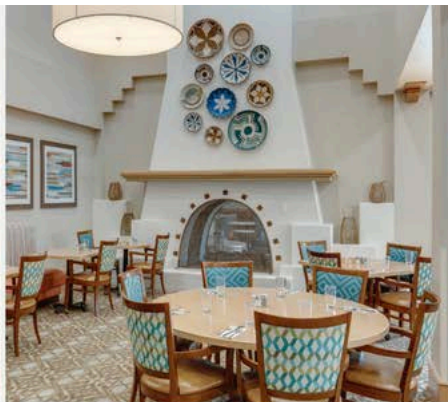
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Medicare Advantage Plans

[phs.org/medicare](https://phs.org/medicare)



SCAN THIS CODE TO VISIT US ONLINE!

## START YOUR TOMORROW, TODAY.

*The time is now. The place is here.*

At Fairwinds – Rio Rancho, life gets better with age. And so do you. From our signature program, PrimeFit Wellness, to a community calendar filled with activities, it's the perfect time to start your tomorrow, today.

**Call 505-636-5023 today for more information and to schedule your visit. Fairwinds – Rio Rancho is a proud supporter of Senior Day!**

**FAIRWINDS**  
RIO RANCHO

920 Riverview Dr SE  
Rio Rancho, NM 87124 | 505-636-5023



# ADULT PROTECTIVE SERVICES DIVISION (APS)



## OVERVIEW

Adult Protective Services (APS) Division investigates abuse, neglect, and exploitation to ensure the safety and well-being of vulnerable adults 18 years and older.

## GUIDING PRINCIPLES

1. Provide high-quality services and support to clients and implement preventive measures to reduce recidivism.
2. Mitigate abuse, neglect, and exploitation (ANE) of vulnerable adults.
3. Ensure the safety and well-being of vulnerable adults by establishing innovative care and support services.
4. Engage in the least restrictive and most person-centered interventions to reduce all forms of abuse and improve outcomes for vulnerable adults 18 and up.

## HOW WE HELP

APS helps constituents by protecting and supporting vulnerable adults, by investigating abuse, neglect (including self-neglect), and exploitation, and providing innovative interventions that promote safety, stability, and well-being. This focus helps adults stay safely in their homes and communities.

## PROGRAMS & SERVICES

### Investigations

Investigations of abuse, neglect and exploitation and self-neglect are conducted through a network of field offices statewide.

### Clinical Operation

The clinical unit works with clients who have higher needs and require more clinical intervention.

## BY THE NUMBERS | FY24

263

individuals supported

438

outreach presentations

41

guardianships pursued

1557

referrals to outside communities

917

food boxes delivered







# AGING NETWORK DIVISION (AND)



## OVERVIEW

The Aging Network Division (AND) oversees several programs that impact older adults across New Mexico, including senior services, food security, senior employment, capital outlay funding, and connection to services provided by Area Agencies on Aging.

## HOW WE HELP

Through a series of partnerships, ALTSD’s Aging Network connects older adults and people with disabilities with nutritious meals, transportation, volunteer and employment training and opportunities. Area Agencies on Aging, the University of NM, NM Senior Olympics, and other organizations with widespread reach, offer robust programs for seniors of all ages and in most locations.

## PROGRAMS & SERVICES

### Senior Services Bureau

Manages federal and state program funding to provide services under the Older Americans Act. Also manages several volunteer programs, including AmeriCorps Senior Corps Volunteers, Senior Companions, and the Retired Senior Volunteer Program.

### Food Security Programs

Includes New Mexico Grown, senior food initiatives, and USDA Administration for Community Living Nutritional Supplemental Incentive Program funding to support senior center meals.

### Employment Programs Bureau (EPB)

Provides subsidized training placements for older adults through the federally funded Senior Community Services Employment Program and the state-funded Senior Employment Program. The EPB contracts with UNM to train and certify older people as Community Health Workers.

### Capital Outlay Bureau

Offers capital outlay appropriations to tribal and local governments to fund senior center projects including new construction, renovations, and for the purchase of equipment and vehicles.

## BY THE NUMBERS | FY24

55,768

unduplicated consumers served

67

senior centers serving local produce

3,654

volunteers provided service

3,864,706

in-center & home delivered meals served



# CONSUMER & ELDER RIGHTS DIVISION (CERD)



## OVERVIEW

The Consumer and Elder Rights Division (CERD) includes the Aging & Disability Resource Center (ADRC), which assists older adults, people with disabilities, and caregivers find services and resources designed to help them live healthfully, independently, and have a good quality of life.

## HOW WE HELP

The Aging and Disability Resource Center (ADRC) assists individuals with various topics, including Medicare, prescription drugs, health care, long-term care, and other resource needs, such as community and social service options.

## PROGRAMS & SERVICES

### State Medicaid Home & Community-Based Waiver Program

The ADRC assists with the intake/registration of the Home and Community-Based Services Waiver. This program allows eligible individuals who would benefit from a caregiver in their home to access Turquoise Care Medicaid Benefits. It helps New Mexicans who prefer to stay in their homes or assisted living facilities do so.

### State Health Insurance Assistance Program (SHIP)

SHIP counselors provide answers to questions and concerns related to private and government benefit programs, including Medicare and Medicaid. SHIP counselors offer personalized, free, expert, unbiased, accurate assistance.

### Senior Medicare Patrol (SMP)

SMP helps Medicare and Medicaid beneficiaries protect their information, identify scams, and report fraud. SMP can also help identify and report errors on healthcare bills and prevent exploitative practices.

## BY THE NUMBERS | FY24

**10,000+**

number of calls received by the ADRC

**94%**

calls resolved in a single contact

**100%**

constituents referred to services within 30 days

**96%**

customers satisfied with the outcome of their call



# OFFICE OF INDIAN ELDER AFFAIRS (OIEA)



## OVERVIEW

The Office of Indian Elder Affairs (OIEA) manages the Indian Area Agency on Aging (IAAA), supports the Navajo Nation Department of Health’s Division of Aging and Long-Term Care Support (DALTCS), and serves New Mexico’s 23 Tribes, Pueblos and Nations. OIEA supports Native New Mexicans in the development of a comprehensive, coordinated service system that includes tribal senior and adult day service centers.

OIEA’s general operational functions include: advocating for and facilitating state general funding allocations, IAAA/NAAA contract management of state general funds, technical assistance, advocacy and training. Additionally, OIEA, on behalf of ALTSD, supports and collaborates with New Mexico’s tribes through the agency’s divisions.

## HOW WE HELP

OIEA facilitates supplemental funding opportunities and provides technical assistance (TA). TA elevates the support providers offer and bring to members of New Mexico’s Tribes, Pueblos and Nations. Services include eldercare through tribal senior and adult day centers.

## HOW WE SUPPORT TRIBAL ELDERS

OIEA assists Tribal Elders and their families by providing information about available support services and resources. We connect Native American elders in New Mexico, including those who reside off reservations, to services and resources through publicly available department information.

Support and assistance offered by Tribal Senior Centers and Tribal Adult Day Care Centers may include:  
In-Center Meals | Home-Delivered Meals | Case Management Transportation | Homemaking/Housekeeping  
Personal Care | Respite for Caregivers | Physical Fitness & Exercise

### BY THE NUMBERS | FY24

IAAA SENIOR AND ADULT DAY CENTERS (PUEBLOS & APACHES)

**5181**

elders utilize services

**21**

senior centers

NAAA SENIOR CENTERS (NAVAJO NATION)

**4104**

elders utilize services

**29**

senior centers

# LONG-TERM CARE OMBUDSMAN PROGRAM (LTCOP)



## OVERVIEW

Residents, their families, friends, and caregivers entrust long-term care and nursing facilities to provide safe environments that meet standards of care and provide a quality of life. If ever they fall short, the New Mexico Long-Term Care Ombudsman Program offers an avenue for expressing and resolving concerns through a resident centered approach.

## WHO WE ARE

1. Ombudsman volunteers are advocates. They are people from different backgrounds and experiences who speak out and help resolve concerns for others.
2. Ombudsman volunteers regularly visit residents of nursing homes and assisted living facilities to ensure residents' rights and dignity are respected.
3. Ombudsman volunteers provide much needed connection and support for thousands of New Mexicans living in long-term care facilities.

## HOW WE HELP

Ombudsmen help with issues such as resident rights, care concerns, staff problems, abuse, food quantity and quality, lost items, medication errors, discharges, activities, neglect, billing, care planning, safety, and person-centered care.

## VOLUNTEER BENEFITS

- Extensive training and certification by the State of New Mexico
- Guidance and support from the Long-Term Care Ombudsman regional coordinators
- Schedule of your choice, spending a minimum of three hours a week getting to know residents
- Speaking for residents, airing their complaints and issues, advocating for their desired outcomes and working with facility staff on resolutions
- Increasing residents' empowerment by educating them about their rights

## BY THE NUMBERS | FY24

**99%**

of residents remained in their community of choice for six months following a nursing facility transition

**70%**

of facilities were visited monthly by ombudsman staff



# LONG-TERM CARE PROGRAMS



## OVERVIEW

Long-Term Care (LTC) programs provide supports and services to individuals who need assistance with activities of daily living due to aging, chronic illness, disability, or other conditions. These programs help individuals maintain their quality of life, maximize their independence, and ensure safety.

## HOW WE HELP

Long-Term Care programs assist older adults and their caregivers by offering services, resources, and support that address the unique needs of individuals who require help on a daily basis.

## PROGRAMS & SERVICES

### **New MexiCare**

Delivers financial assistance and training to caregivers who are assisting friends or family members with activities of daily living due to physical and cognitive limitations.

### **Care Transitions**

Care Transitions provides residents with pathways of available choices for long-term service and support options.

### **Caregiver Respite Program (Coming Soon)**

Offers statewide, community-based respite care services to related caregivers across the lifespan of adults living with Alzheimer's Disease and other dementias, those who are of advanced age, and adults caring for children with disabilities or special needs.

### **Veteran Directed Care (VDC) Program**

Allows veterans and their families to choose the services and supports they need to be able to safely and successfully live at home.

### **Office of Alzheimer's and Dementia (OAD)**

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 and thrive in their communities for as long as possible.



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[nmwic.org/farmers-market-nutrition/fmnp-seniors](http://nmwic.org/farmers-market-nutrition/fmnp-seniors)  
 or call (505) 469-0548

**Renew Your Application starting Feb. 15, 2025!**



Caring for someone living with Alzheimer's or any other type of dementia?

**YOU ARE NOT ALONE. HELP IS HERE.**

[thememorycarealliance.org](http://thememorycarealliance.org)  
[admin@thememorycarealliance.org](mailto:admin@thememorycarealliance.org)  
 505.310.9752  
 1541 S. St. Francis Dr. Santa Fe, New Mexico 87505  
**THE MEMORY CARE ALLIANCE**

# NEW MEXICO GENERATIONS

A new magazine dedicated to enhancing life for New Mexicans as they age.



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New Mexico Generations magazine is a quarterly publication published by the New Mexico Aging and Long-Term Services Department, whose mission is to serve and inspire the state's older adult community to live active, healthy lives and enhance their connections within their community.



If a caller:

asks for your Social Security number,  
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TO ME**

CONVERSATIONS ON LIFE

 [aging.nm.gov/talktome](http://aging.nm.gov/talktome) 

# HOW TO REACH US

## **Adult Protective Services**

Report suspected abuse, neglect, or exploitation

866-654-3219, option #3

[nm.aps2@altsd.nm.gov](mailto:nm.aps2@altsd.nm.gov)

## **Aging & Disability Resource Center**

800-432-2080

[nm.adrc@altsd.nm.gov](mailto:nm.adrc@altsd.nm.gov)

## **Long-Term Care Ombudsman Program**

866 - 451 - 2901

[altsd-omb-supervisor@altsd.nm.gov](mailto:altsd-omb-supervisor@altsd.nm.gov)

## **New MexiCare**

866-654-3219, option #4

[newmexicare@altsd.nm.gov](mailto:newmexicare@altsd.nm.gov)

## **Office of Indian Elder Affairs**

505-316-5292

[oiea.info@altsd.nm.gov](mailto:oiea.info@altsd.nm.gov)



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