AGING & LONG-TERM SERVICES DEPARTMENT

FY28 Appropriation Request

September 1, 2026

Michelle Lujan Grisham, Governor
Emily Kaltenbach, Cabinet Secretary
Angelina Flores-Montoya, Deputy Cabinet Secretary
Craig Hay, Acting Deputy Secretary/Chief Legal Counsel

September 1, 2026

Secretary Wayne Probst
190 Bataan Memorial Bld.
407 Galisteo Street
Santa Fe, NM 87501

The Aging & Long-Term Services Department is pleased to submit our FY28 appropriation request. This request reflects the infrastructure the Department needs to achieve high quality and innovative senior service delivery.

The Department is requesting a 19% increase over FY27 total budget which includes all funding sources (i.e., federal, interagency, other state funds, fund balance) totaling $120,088.3. This includes a state funding base increase of 25% in the general fund of $19,422.6 over FY27.

$515.9 covers fixed cost increases in vehicle leases, DoIT expenses, as well as GSD rate increases. In addition, a requested increase of $321.8 f to support health insurance increases.

In the **Program Support (PS) division**, the general fund base increase includes $359.9 to support an IT system position, two administrative positions to augment the agency's new centralized admin support system, and to fund an unfunded contract specialist position. In contractual services, $200.0 is included for a grant writing and program evaluation contract, and $450.0 for the transition from the nearly 20-year-old WellSky case management system to the modernized Mon Ami enterprise platform which will provide a more secure integrated and sustainable platform for statewide service delivery. Additionally, $10.0 is included to ensure the agency maintains ADA compliance.

In the **Consumer and Elder Rights (CERD) division**, the general fund base increase includes $202.9 for the Ombudsman program to convert two term positions into permanent positions, and $171.0 to convert two term positions to permanent positions in the Aging and Disability Resource Center (ADRC) positions to improve service levels, reduce wait times and support increasing call demand.

In the **Adult Protective Services Division (APS)**, the general fund base increase includes $1,500.0 to fund ten to thirteen unfunded positions. Filling these critical vacancies will help ensure the continued availability of vital services for all incapacitated adults in New Mexico and meet the demand for essential investigative and protective needs. APS has experienced year over year growth in the number of reports of adult abuse, neglect and exploitation statewide. The current APS caseloads are too high and must be addressed to ensure quality services and to recruit and retain the necessary talent.

The **Aging Network Division (AND)** includes $6,000.0 for Aging network service sustainability and expansion including transportation, meals, respite, health promotion etc. In addition, $366.1 for the Senior Employment participant program. Aging Network providers deliver critical services to older New Mexicans, statewide, particularly in rural, frontier, and tribal areas. Aging network providers are experiencing an increase in the cost of services, an increase in staff vacancy rates, and an

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increased demand for services as New Mexico's older adult population grows. The Area Agencies on Aging and senior service providers report that congregate, home delivered meals, and transportation services, all safety net services, were the most utilized services in FY26.

In the **Long-Term Services Division (LTCD)**, the general fund base increase includes $9,325.0 to replace one-time funding provided through $3,125.0 in Government Results and Opportunity (GRO) funds and $6,200.0 in general fund appropriations. One in five adults in New Mexico are caregivers. Caregivers provide regular care to a friend or family members with 390,000 unpaid family caregivers providing more than 340 million hours of unpaid care each year. Supporting caregivers adequately means more stability for New Mexican families and savings to the healthcare system overall.

The agency also requests **non-recurring appropriations**, including $600.0 for emergencies, disaster preparedness, and urgent supplemental program needs; $250.0 for Adult Protective Services senior emergency placements; $5,000.0 for adult day service providers; $1,691.7 for educational campaigns; and $250.0 to modernize core business processes through upgraded technology platforms.

Additionally, the agency is requesting $30,000.0 over 3 years in **Government Results and Opportunity (GRO) funding to support the New Mexico Aging Network's three Area Agencies on Aging (AAA's)**. This initiative will create, pilot and evaluate a model that will tie funding to measurable improvements in participation, service access, quality and modernization across senior center programming.

Lastly, $50,000.0 to make the **Kiki Saavedra Dignity Fund a permanent endowment** to provide a recurring revenue source for services to older adults and their caregivers. The endowment will provide the means to tackle the challenges older adults face today and plan for the future. By 2030, New Mexico will move from 29th highest ranking to the 4th highest in the nation for total senior population per capita. One in four adults will be over the age of 65.

Should you have any questions concerning our request, please contact me directly. I can be reached by phone at (505) 699-2370 or email at Latishia.Ortiz@altsd.nm.gov.

Sincerely,

Latishia Ortiz
Budget Director

CC:
Marisa Martinez, DFA Budget Analyst
Lori Sciacca, DFA Budget Analyst
Emily Hilla, LFC Budget Analyst

APPROPRIATION REQUEST

CERTIFICATION
FORM S-1

Agency Name: Aging and Long-Term Services Department Business Unit: 62400

I hereby certify that the accompanying summary and detailed statements are true and correct to the best of my knowledge and belief and that the arithmetic accuracy of all numeric information has been verified.

Emily Kaltenbach

Emily Kaltenbach, Cabinet Secretary

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Amanda Rodriguez

Amanda Rodriguez, ASD Deputy Director / CFO

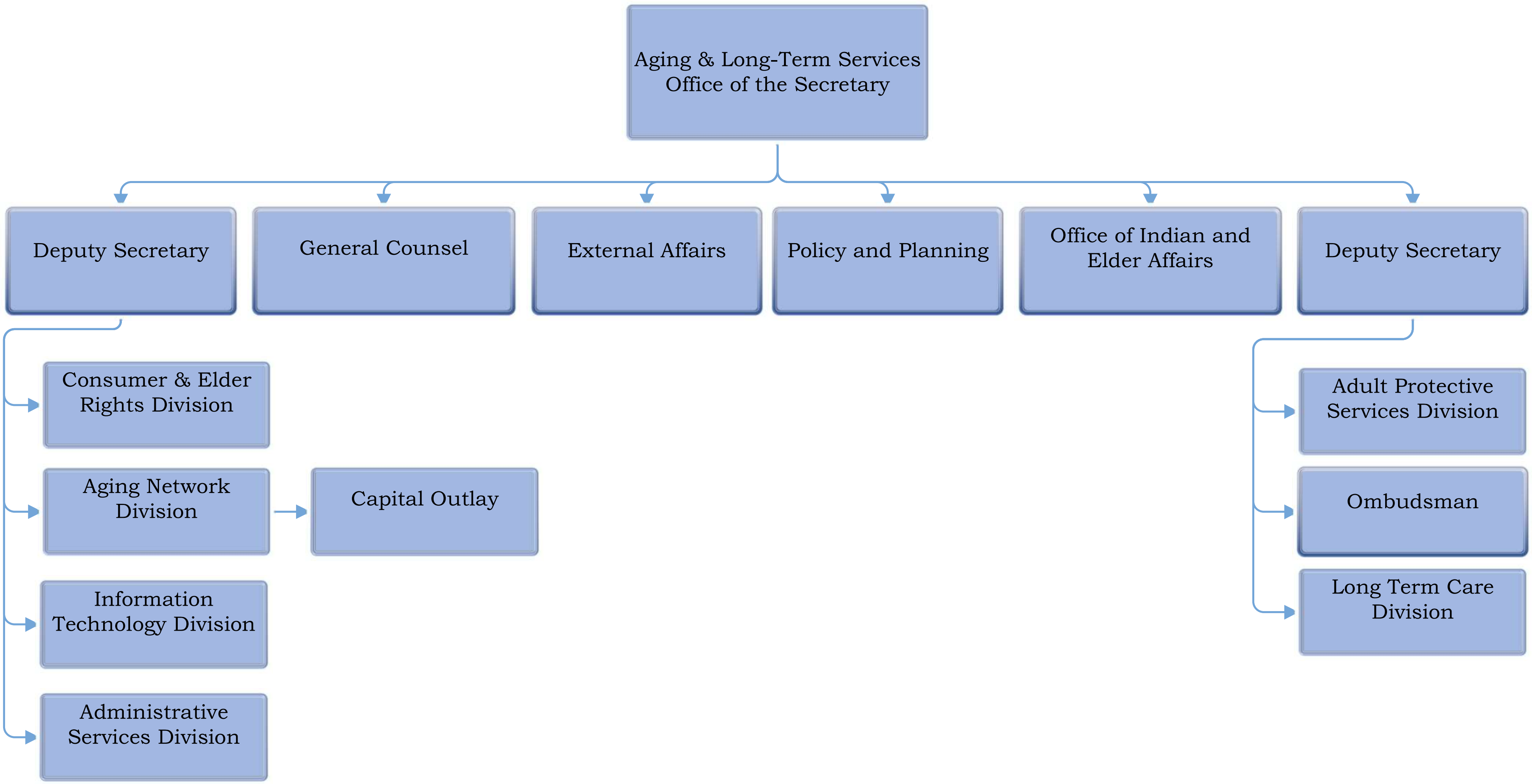
2550 Cerrillos Rd
Santa Fe, NM 87505

(505)795-1237

amanda.rodriguez@altsd.nm.gov

Note: Appropriation Requests for agencies headed by a board or commission must be approved by the board or commission by official action and signed by the chairperson. Operating Budgets of other agencies must be signed by the director or secretary. Appropriation Requests not properly signed will be returned.

AGING & LONG-TERM SERVICES
62400
FY28 APPROPRIATION REQUEST
ORGANIZATION CHART



S-8 Financial Summary

(Dollars in Thousands)

BU	PCode	Department
62400	0000	0000000000

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	-------- FY 2028 Agency Request -------- Base	Expansion	Total
REVENUE								
111	General Fund Transfers	74,865.4	74,250.1	77,579.6	0.0	97,002.2	0.0	97,002.2
112	Other Transfers	6,033.8	6,194.1	6,033.8	0.0	6,033.8	0.0	6,033.8
120	Federal Revenues	14,521.8	13,270.5	14,660.9	0.0	14,660.9	0.0	14,660.9
130	Other Revenues	115.8	28.4	115.8	0.0	115.8	0.0	115.8
150	Fund Balance	2,275.6	2,118.2	2,275.6	0.0	2,275.6	0.0	2,275.6
REVENUE, TRANSFERS		**97,812.4**	**95,861.4**	**100,665.7**	**0**	**120,088.3**	**0.0**	**120,088.3**
REVENUE		**97,812.4**	**95,861.4**	**100,665.7**	**0**	**120,088.3**	**0.0**	**120,088.3**
EXPENSE								
200	Personal services and employee benefits	25,702.1	24,463.7	26,507.3	30,799.2	30,180.0	0.0	30,180.0
300	Contractual services	13,122.6	10,098.5	13,538.1	0.0	22,713.1	0.0	22,713.1
400	Other	58,987.7	56,480.3	60,620.3	0.0	67,195.2	0.0	67,195.2
EXPENDITURES		**97,812.4**	**91,042.6**	**100,665.7**	**30,799.23**	**120,088.3**	**0.0**	**120,088.3**
EXPENSE		**97,812.4**	**91,042.6**	**100,665.7**	**30,799.23**	**120,088.3**	**0.0**	**120,088.3**
FTE POSITIONS								
810	Permanent	250.00	229.00	256.00	290.00	251.00	0.00	251.00
820	Term	25.00	0.00	39.00	0.00	39.00	0.00	39.00
FTEs		**275.00**	**229.00**	**295.00**	**290.00**	**290.00**	**0.00**	**290.00**
FTE POSITIONS		**275.00**	**229.00**	**295.00**	**290.00**	**290.00**	**0.00**	**290.00**

AGING AND LONG-TERM SERVICES DEPARTMENT (62400)
FY28 RECURRING GENERAL FUND: AGENCY APPROPRIATION REQUEST
CHANGES BY PROGRAM AND CATEGORY

AGENCY TOTAL (62400)	Salaries and Benefits (200's)	Contractual Services (300's)	Other (400's)	TOTAL
FY27 Operating Budget: General Fund	**$20,832.0**	**$8,173.9**	**$48,573.7**	**$77,579.6**
Increases (Decreases)	$3,672.7	$9,175.0	$6,574.9	$19,422.6
FY28 Request: General Fund	**$24,504.7**	**$17,348.9**	**$55,148.6**	**$97,002.2**
$ increase over FY27	$3,672.7	$9,175.0	$6,574.9	**$19,422.6**
% increase over FY27	17.6%	112.2%	13.5%	**25.0%**

AGING AND LONG-TERM SERVICES DEPARTMENT (62400)
FY28 RECURRING GENERAL FUND: AGENCY APPROPRIATION REQUEST
CHANGES BY PROGRAM AND CATEGORY

Consumer and Elder Rights (P592)	Salaries and Benefits (200's)	Contractual Services (300's)	Other (400's)	TOTAL
FY27 Operating Budget: General Fund	**$3,063.1**	**$310.0**	**$261.1**	**$3,634.2**
Increases (Decreases)				
Office of the State Long-Term Care Ombudsman: Convert 2 term positions to permanent positions	$202.9			**$202.9**
Aging and Disability Resource Center: Create 2 new permanent positions	$171.0			**$171.0**
10% health insurance premium increase	$49.4			**$49.4**
GSD risk insurance premiums	$50.8			**$50.8**
DoIT/GSD rates and other minimal operating increases			$17.6	**$17.6**
				$0.0
				$0.0
				$0.0
FY28 Request: General Fund	**$3,537.2**	**$310.0**	**$278.7**	**$4,125.9**
$ increase over FY27	$474.1	$0.0	$17.6	**$491.7**
% increase over FY27	15.5%	0.0%	6.7%	**13.5%**

Adult Protective Services (P593)	Salaries and Benefits (200's)	Contractual Services (300's)	Other (400's)	TOTAL
FY27 Operating Budget: General Fund	**$9,321.3**	**$1,092.3**	**$782.9**	**$11,196.5**
Increases (Decreases)				
Funding for 10-13 unfunded Adult Protective Services positions (increase # of funded FTE)	$1,500.0	$0.0	$0.0	**$1,500.0**
10% health insurance premium increase	$158.7			**$158.7**
GSD risk insurance premiums	$142.2			**$142.2**
DoIT/GSD rates and other minimal operating increases			$61.0	**$61.0**
				$0.0
				$0.0
				$0.0
FY28 Request: General Fund	**$11,122.2**	**$1,092.3**	**$843.9**	**$13,058.4**
$ increase over FY27	$1,800.9	$0.0	$61.0	**$1,861.9**
% increase over FY27	19.3%	0.0%	7.8%	**16.6%**

Aging Network (P594)	Salaries and Benefits (200's)	Contractual Services (300's)	Other (400's)	TOTAL
FY27 Operating Budget: General Fund	**$1,668.5**	**$939.9**	**$45,343.3**	**$47,951.7**
Increases (Decreases)				
Area Agencies on Aging (AAAs) to provide community-based services for older adults (meals, transportation, caregiver support, etc.) to help individuals remain independent in their communities			$6,000.0	**$6,000.0**
Senior Employment Participant Program			$366.1	**$366.1**
10% health insurance premium increase	$27.9			**$27.9**
GSD risk insurance premiums	$27.9			**$27.9**
DoIT/GSD rates and other minimal operating increases			$11.5	**$11.5**
				$0.0
				$0.0
				$0.0
FY28 Request: General Fund	**$1,724.3**	**$939.9**	**$51,720.9**	**$54,385.1**
$ increase over FY27	$55.8	$0.0	$6,377.6	**$6,433.4**
% increase over FY27	3.3%	0.0%	14.1%	**13.4%**

Long-Term Care (P595)	Salaries and Benefits (200's)	Contractual Services (300's)	Other (400's)	TOTAL
FY27 Operating Budget: General Fund	**$1,290.6**	**$5,605.3**	**$230.6**	**$7,126.5**
Increases (Decreases)				
Increase New Mexicare recurring budget from $5.24M to $14.57M (*shift $3.1M nonrecurring from the GRO fund and $6.2M in other nonrecurring funding into the recurring base budget)	$810.0	$8,515.0	$0.0	**$9,325.0**
10% health insurance premium increase	$37.2			**$37.2**
GSD risk insurance premiums	$38.4			**$38.4**
DoIT/GSD rates and other minimal operating increases			$114.0	**$114.0**
				$0.0
				$0.0
				$0.0
FY28 Request: General Fund	**$2,176.2**	**$14,120.3**	**$344.6**	**$16,641.1**
$ increase over FY27	$885.6	$8,515.0	$114.0	**$9,514.6**
% increase over FY27	68.6%	151.9%	49.4%	**133.5%**

Program Support (P591)	Salaries and Benefits (200's)	Contractual Services (300's)	Other (400's)	TOTAL
FY27 Operating Budget: General Fund	**$5,488.5**	**$226.4**	**$1,955.8**	**$7,670.7**
Increases (Decreases)				
Add 4 FTE to support increased administrative workload associated with the new Long-Term Care Division and new programs: 1 IT Systems Support, 1 Lease/Contract Specialist, and 2 Administrative Assistants.	$359.9			**$359.9**
Grant writing and program evaluation		$200.0		**$200.0**
Modernize the case management system per HHS2020 by replacing the legacy WellSky platform with Mon Ami, including implementation, maintenance, and technical support.		$450.0		**$450.0**
ADA Compliance		$10.0		**$10.0**
10% health insurance premium increase	$48.6			**$48.6**
GSD risk insurance premiums	$47.8			**$47.8**
DoIT/GSD rates and other minimal operating increases			$4.7	**$4.7**
				$0.0
				$0.0
				$0.0
FY28 Request: General Fund	**$5,944.8**	**$886.4**	**$1,960.5**	**$8,791.7**
$ increase over FY27	$456.3	$660.0	$4.7	**$1,121.0**
% increase over FY27	8.3%	291.5%	0.2%	**14.6%**

AGENCY TOTAL (62400)	Salaries and Benefits (200's)	Contractual Services (300's)	Other (400's)	TOTAL
FY27 Operating Budget: General Fund	**$20,832.0**	**$8,173.9**	**$48,573.7**	**$77,579.6**
Increases (Decreases)	$3,672.7	$9,175.0	$6,574.9	$19,422.6
FY28 Request: General Fund	**$24,504.7**	**$17,348.9**	**$55,148.6**	**$97,002.2**
$ increase over FY27	$3,672.7	$9,175.0	$6,574.9	**$19,422.6**
% increase over FY27	17.6%	112.2%	13.5%	**25.0%**

S-9 Account Code Revenue/Expenditure Summary

(Dollars in Thousands)

BU	PCode	Department
62400	0000	0000000000

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	-------- FY 2028 Agency Request -------- Base	Expansion	Total
499105	General Fd. Appropriation	74,865.4	74,250.1	77,579.6	0.0	97,002.2	0.0	97,002.2
111	**General Fund Transfers**	**74,865.4**	**74,250.1**	**77,579.6**	**0.0**	**97,002.2**	**0.0**	**97,002.2**
422909	Other Fees - Interagency	0.0	16.0	0.0	0.0	0.0	0.0	0.0
451909	Federal Contract - Interagency	6,033.8	4,696.4	6,033.8	0.0	6,033.8	0.0	6,033.8
499905	Other Financing Sources	0.0	1,481.7	0.0	0.0	0.0	0.0	0.0
112	**Other Transfers**	**6,033.8**	**6,194.1**	**6,033.8**	**0.0**	**6,033.8**	**0.0**	**6,033.8**
451903	Federal Direct - Operating	14,521.8	13,270.5	14,660.9	0.0	14,660.9	0.0	14,660.9
120	**Federal Revenues**	**14,521.8**	**13,270.5**	**14,660.9**	**0.0**	**14,660.9**	**0.0**	**14,660.9**
405901	Other	0.0	14.9	0.0	0.0	0.0	0.0	0.0
417902	Other Registration Fees	80.8	11.7	80.8	0.0	80.8	0.0	80.8
422902	Other Fees	35.0	0.0	35.0	0.0	35.0	0.0	35.0
442209	Rent of Land/Buildings Interag	0.0	1.9	0.0	0.0	0.0	0.0	0.0
130	**Other Revenues**	**115.8**	**28.4**	**115.8**	**0.0**	**115.8**	**0.0**	**115.8**
325900	Restricted FB - Gov	2,275.6	2,118.2	2,275.6	0.0	2,275.6	0.0	2,275.6
150	**Fund Balance**	**2,275.6**	**2,118.2**	**2,275.6**	**0.0**	**2,275.6**	**0.0**	**2,275.6**
TOTAL REVENUE		**97,812.4**	**95,861.4**	**100,665.7**	**0**	**120,088.3**	**0.0**	**120,088.3**
520100	Exempt Perm Positions P/T&F/T	2,609.8	1,705.8	1,623.2	2,973.5	1,784.8	0.0	1,784.8
520200	Term Positions	785.0	1,192.5	1,724.6	7.6	1,928.3	0.0	1,928.3
520300	Classified Perm Positions F/T	15,766.8	13,783.3	15,992.1	18,914.4	15,163.0	0.0	15,163.0
520400	Classified Perm Positions P/T	55.0	0.0	0.0	0.0	0.0	0.0	0.0
520500	Temporary Positions F/T & P/T	26.9	(0.0)	0.0	6.0	0.0	0.0	0.0
520600	Paid Unused Sick Leave	1.2	8.9	0.0	0.0	0.0	0.0	0.0
520700	Overtime & Other Premium Pay	243.8	376.2	0.0	0.0	2,131.1	0.0	2,131.1
520710	Longevity Pay	0.0	0.0	0.0	0.0	0.0	0.0	0.0
520800	Annl & Comp Paid At Separation	0.0	95.1	0.0	0.0	0.0	0.0	0.0
521100	Group Insurance Premium	2,150.6	2,280.6	1,968.1	2,988.3	2,969.4	0.0	2,969.4
521200	Retirement Contributions	2,351.9	3,238.6	3,170.0	4,111.5	3,620.8	0.0	3,620.8
521300	F I C A	1,213.3	1,268.9	1,260.5	1,347.5	1,439.6	0.0	1,439.6
521400	Workers' Comp Assessment Fee	2.4	2.1	2.6	0.0	3.0	0.0	3.0
521410	GSD Work Comp Insur Premium	44.2	44.1	50.1	0.0	63.9	0.0	63.9
521500	Unemployment Comp Premium	10.6	10.5	10.7	0.0	17.6	0.0	17.6
521600	Employee Liability Ins Premium	119.8	120.3	250.2	0.0	536.2	0.0	536.2
521700	RHC Act Contributions	320.8	336.7	455.2	450.5	522.3	0.0	522.3

S-9 Account Code Revenue/Expenditure Summary

(Dollars in Thousands)

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	FY 2028 Agency Request Base	Expansion	Total
200	**Personal services and employee benef**	**25,702.1**	**24,463.7**	**26,507.3**	**30,799.2**	**30,180.0**	**0.0**	**30,180.0**
535100	Medical Services	0.0	0.2	0.0	0.0	0.0	0.0	0.0
535200	Professional Services	5,142.3	2,672.4	2,487.1	0.0	13,085.7	0.0	13,085.7
535209	Professional Svcs - Interagenc	0.0	0.0	2,212.0	0.0	0.0	0.0	0.0
535300	Other Services	6,892.8	6,954.4	2,534.9	0.0	8,616.9	0.0	8,616.9
535309	Other Services - Interagency	325.5	1.6	3,010.8	0.0	0.0	0.0	0.0
535400	Audit Services	78.0	82.9	99.2	0.0	87.8	0.0	87.8
535500	Attorney Services	545.0	353.4	1,558.9	0.0	200.0	0.0	200.0
535600	IT Services	139.0	33.6	1,635.2	0.0	722.7	0.0	722.7
300	**Contractual services**	**13,122.6**	**10,098.5**	**13,538.1**	**0.0**	**22,713.1**	**0.0**	**22,713.1**
542000	Legislator PerDiem&M-DFARollup	0.0	0.0	2.5	0.0	0.0	0.0	0.0
542005	Legis Reg Session PD & M	0.0	0.0	20.0	0.0	0.0	0.0	0.0
542006	Legis Special Session PD & M	0.0	0.0	0.5	0.0	0.0	0.0	0.0
542100	Employee I/S Mileage & Fares	28.1	5.4	16.1	0.0	34.9	0.0	34.9
542200	Employee I/S Meals & Lodging	37.9	59.5	36.4	0.0	34.5	0.0	34.5
542300	Brd & Comm Mbr Meals & Lodging	5.0	0.0	0.0	0.0	0.0	0.0	0.0
542500	Transp - Fuel & Oil	129.1	69.4	149.5	0.0	106.4	0.0	106.4
542600	Transp - Parts & Supplies	9.2	11.1	3.7	0.0	6.6	0.0	6.6
542700	Transp - Transp Insurance	0.8	0.0	10.8	0.0	10.5	0.0	10.5
542800	State Transp Pool Charges	326.6	452.5	426.6	0.0	500.0	0.0	500.0
542900	Transp - Other Travel	0.0	0.0	26.7	0.0	0.0	0.0	0.0
543200	Maint - Furn, Fixt, Equipment	0.0	0.0	5.0	0.0	1.0	0.0	1.0
543300	Maint - Buildings & Structures	0.0	5.0	5.0	0.0	7.5	0.0	7.5
543400	Maint - Property Insurance	0.1	0.0	0.0	0.0	0.1	0.0	0.1
543500	Maint - Supplies	1.1	0.0	0.0	0.0	0.0	0.0	0.0
543700	Maintenance Services	0.0	0.0	15.0	0.0	0.0	0.0	0.0
543710	Other Service - Non-Contractual	0.0	0.6	0.0	0.0	0.0	0.0	0.0
543820	Maintenance IT	395.0	0.0	395.0	0.0	766.5	0.0	766.5
543830	IT HW/SW Agreements	559.7	1,033.0	379.6	0.0	700.3	0.0	700.3
543900	Other Maintenance	7.7	0.0	15.0	0.0	9.7	0.0	9.7
544000	Supply Inventory IT	473.0	535.2	418.4	0.0	9.7	0.0	9.7
544100	Supplies-Office Supplies	71.5	27.1	210.5	0.0	175.6	0.0	175.6
544400	Supplies-Field Supplies	2.0	0.1	0.0	0.0	0.0	0.0	0.0

BU	PCode	Department
62400	0000	0000000000

S-9 Account Code Revenue/Expenditure Summary

(Dollars in Thousands)

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	FY 2028 Agency Request Base	FY 2028 Agency Request Expansion	FY 2028 Agency Request Total
544500	Supplies-Food	472.6	0.1	457.6	0.0	397.6	0.0	397.6
544700	Supplies-Clothng,Unifrms,Linen	1.0	0.0	0.0	0.0	0.0	0.0	0.0
544800	Supplies-Education&Recreation	0.0	2.0	0.0	0.0	0.0	0.0	0.0
544900	Supplies-Inventory Exempt	9.0	30.7	0.0	0.0	0.0	0.0	0.0
545600	Reporting & Recording	0.0	0.1	72.6	0.0	0.0	0.0	0.0
545700	ISD Services	233.0	206.4	294.9	0.0	298.3	0.0	298.3
545710	DOIT HCM Assessment Fees	107.6	96.3	103.2	0.0	107.7	0.0	107.7
545900	Printing & Photo Services	35.4	57.5	26.0	0.0	23.9	0.0	23.9
546100	Postage & Mail Services	19.2	52.9	35.2	0.0	10.0	0.0	10.0
546310	Utilities - Sewer/Garbage	5.0	4.3	5.0	0.0	0.0	0.0	0.0
546320	Utilities - Electricity	0.0	3.5	0.0	0.0	0.0	0.0	0.0
546330	Utilities - Water	0.0	1.9	0.0	0.0	0.0	0.0	0.0
546340	Utilities - Natural Gas	0.0	1.2	4.0	0.0	0.0	0.0	0.0
546350	Utilities - Propane	0.0	0.0	6.0	0.0	0.0	0.0	0.0
546400	Rent Of Land & Buildings	623.8	735.7	531.5	0.0	808.8	0.0	808.8
546409	Rent Expense - Interagency	8.0	0.0	0.0	0.0	0.0	0.0	0.0
546500	Rent Of Equipment	33.5	70.3	28.0	0.0	30.4	0.0	30.4
546600	Communications	0.0	19.3	92.3	0.0	0.0	0.0	0.0
546610	DOIT Telecommunications	289.6	438.3	526.7	0.0	638.7	0.0	638.7
546700	Subscriptions/Dues/License Fee	54.2	29.7	28.4	0.0	56.4	0.0	56.4
546800	Employee Training & Education	50.2	35.0	33.5	0.0	27.0	0.0	27.0
546809	Emp Train & Edu InterSt Agency	0.0	0.4	0.0	0.0	0.0	0.0	0.0
546900	Advertising	359.5	208.4	22.5	0.0	67.8	0.0	67.8
547000	Legal Settlements	0.0	0.0	0.0	0.0	12.1	0.0	12.1
547200	Grants To Individuals	294.8	449.3	294.8	0.0	344.8	0.0	344.8
547300	Care & Support	1,285.3	1,137.7	2,042.5	0.0	1,492.0	0.0	1,492.0
547400	Grants To Local Governments	43,711.8	42,475.1	44,529.4	0.0	51,979.8	0.0	51,979.8
547430	Grants to Native Amer Indians	6,800.7	6,434.5	6,763.1	0.0	6,991.9	0.0	6,991.9
547440	Grants To Other Entities	2,017.0	1,460.8	2,017.0	0.0	0.0	0.0	0.0
547600	Commissions Paid to Operators	0.0	0.0	15.0	0.0	0.0	0.0	0.0
547700	Debt Service-Principal	0.0	0.0	15.0	0.0	0.0	0.0	0.0
547900	Miscellaneous Expense	412.0	173.7	412.0	0.0	447.5	0.0	447.5
547999	Request to Pay Prior Year	0.0	65.5	0.0	0.0	0.0	0.0	0.0

(Dollars in Thousands)

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	FY 2028 Agency Request Base	Expansion	Total
548300	Information Tech Equipment	0.0	0.0	48.5	0.0	1,000.0	0.0	1,000.0
549600	Employee O/S Mileage & Fares	58.0	31.6	39.6	0.0	45.0	0.0	45.0
549700	Employee O/S Meals & Lodging	59.7	59.4	39.7	0.0	52.2	0.0	52.2
400	**Other**	**58,987.7**	**56,480.3**	**60,620.3**	**0.0**	**67,195.2**	**0.0**	**67,195.2**
TOTAL EXPENSE		**97,812.4**	**91,042.6**	**100,665.7**	**30,799.23**	**120,088.3**	**0.0**	**120,088.3**
810	Permanent	250.00	229.00	256.00	290.00	251.00	0.00	251.00
810	**Permanent**	**250.00**	**229.00**	**256.00**	**290.00**	**251.00**	**0.00**	**251.00**
820	Term	25.00	0.00	39.00	0.00	39.00	0.00	39.00
820	**Term**	**25.00**	**0.00**	**39.00**	**0.00**	**39.00**	**0.00**	**39.00**
TOTAL FTE POSITIONS		**275.00**	**229.00**	**295.00**	**290.00**	**290.00**	**0.00**	**290.00**

APPROPRIATION REQUEST

FORM S-10 FUND BALANCE PROJECTION

(In Whole Dollars)

Agency:	Aging and Long-Term Services Department	Business Unit:	62400
Fund Name:	Agency on Aging-Admin	Fund Number:	04900
Legal Auth.	Laws 2020, Ch.8, Section 9-23-13 (Kiki Operating)		

BEGINNING BALANCE

Unreserved, undesignated fund balance (not cash balance) from SHARE NMS006GL Balance Sheet Report at close of FY26		10,473,100
ADJUSTMENTS		
Add:		
Interfund receivables, accounts receivables, and other assets not reflected in fund balance from FCD Reports at close of FY26	0	
Other (explain in detail)	0	
Deduct:		
Liabilities not reflected in FCD Reports at close of FY26	0	
Fund balance designated by law for future expenditure (non-reverting funds)	0	
Amount due to State General Fund or other fund designated by statute	0	
Other (explain in detail)	0	
FY26 revision not reflected in liabilities	0	
Total Adjustments		0
ADJUSTED UNRESERVED, UNDESIGNATED FUND BALANCE at close of FY26		10,473,100
Add:		
Projected revenue/sources (less fund balance budgeted) for FY27	3,000,000	
Deduct:		
Projected total expenditures for FY27	(7,375,600)	
ADJUSTED UNRESERVED/UNDESIGNATED FUND BALANCE at close of FY27		6,097,500
Add:		
Projected revenue/sources (less fund balance requested) for FY28	0	
Deduct:		
Total expenditures budgeted in appropriation request	(2,275,600)	
ADJUSTED UNRESERVED/UNDESIGNATED FUND BALANCE at close of FY28		3,821,900

APPROPRIATION REQUEST

FORM S-10 FUND BALANCE PROJECTION

(In Whole Dollars)

Agency:	Aging and Long-Term Services Department	Business Unit:	62400
Fund Name:	Kiki Saavedra FB	Fund Number:	21270
Legal Auth.	Laws 2020, Ch. 8 Section 9-23-13 (Operating Kiki)		
Agency:	Aging and Long-Term Services Department	Business Unit:	62400
Fund Name:	Kiki Saavedra FB	Fund Number:	21270
Legal Auth.	Laws 2025, 1S, Ch.160, Section 5, I148 (Kinship Kiki)		

BEGINNING BALANCE

Unreserved, undesignated fund balance (not cash balance) from SHARE NMS006GL Balance Sheet Report at close of FY26		14,068,400
ADJUSTMENTS		
Add:		
Interfund receivables, accounts receivables, and other assets not reflected in fund balance from FCD Reports at close of FY26	0	
Other (explain in detail)	0	
Deduct:		
Liabilities not reflected in FCD Reports at close of FY26	0	
Fund balance designated by law for future expenditure (non-reverting funds)	0	
Amount due to State General Fund or other fund designated by statute	0	
Other (explain in detail)	0	
FY26 revision not reflected in liabilities	0	
Total Adjustments		0
ADJUSTED UNRESERVED, UNDESIGNATED FUND BALANCE at close of FY26		14,068,400
Add:		
Projected revenue/sources (less fund balance budgeted) for FY27	3,000,000	
Deduct:		
Projected total expenditures for FY27	(8,708,900)	
ADJUSTED UNRESERVED/UNDESIGNATED FUND BALANCE at close of FY27		8,359,500
Add:		
Projected revenue/sources (less fund balance requested) for FY28	0	
Deduct:		
Total expenditures budgeted in appropriation request	(4,537,600)	
ADJUSTED UNRESERVED/UNDESIGNATED FUND BALANCE at close of FY28		3,821,900

APPROPRIATION REQUEST

FORM S-10 FUND BALANCE PROJECTION

(In Whole Dollars)

Agency:	Aging and Long-Term Services Department	Business Unit:	62400
Fund Name:	Tax Refund Contribution Senior	Fund Number:	40210
Legal Auth.	Laws of 2015, Chapter 50		

BEGINNING BALANCE

Unreserved, undesignated fund balance (not cash balance) from SHARE NMS006GL Balance Sheet Report at close of FY26		129,700
ADJUSTMENTS		
Add:		
Interfund receivables, accounts receivables, and other assets not reflected in fund balance from FCD Reports at close of FY26	15,000	
Other (explain in detail)	0	
Deduct:		
Liabilities not reflected in FCD Reports at close of FY26	0	
Fund balance designated by law for future expenditure (non-reverting funds)	0	
Amount due to State General Fund or other fund designated by statute	0	
Other (explain in detail)	0	
FY26 revision not reflected in liabilities	0	
Total Adjustments		15,000
ADJUSTED UNRESERVED, UNDESIGNATED FUND BALANCE at close of FY26		144,700
Add:		
Projected revenue/sources (less fund balance budgeted) for FY27	0	
Deduct:		
Projected total expenditures for FY27	0	
ADJUSTED UNRESERVED/UNDESIGNATED FUND BALANCE at close of FY27		144,700
Add:		
Projected revenue/sources (less fund balance requested) for FY28	0	
Deduct:		
Total expenditures budgeted in appropriation request	0	
ADJUSTED UNRESERVED/UNDESIGNATED FUND BALANCE at close of FY28		144,700

APPROPRIATION REQUEST

FORM S-10 FUND BALANCE PROJECTION

(In Whole Dollars)

Agency:	Aging and Long-Term Services Department	Business Unit:	62400
Fund Name:	Conference On Aging	Fund Number:	62200
Legal Auth.	Laws 2025, 1S, Ch.160, S4, (2) Lines 11-13		

BEGINNING BALANCE

Unreserved, undesignated fund balance (not cash balance) from SHARE NMS006GL Balance Sheet Report at close of FY26		2,000
ADJUSTMENTS		
Add:		
Interfund receivables, accounts receivables, and other assets not reflected in fund balance from FCD Reports at close of FY26	27,700	
Other (explain in detail)	0	
Deduct:		
Liabilities not reflected in FCD Reports at close of FY26	0	
Fund balance designated by law for future expenditure (non-reverting funds)	0	
Amount due to State General Fund or other fund designated by statute	0	
Other (explain in detail)	0	
FY26 revision not reflected in liabilities	0	
Total Adjustments		27,700
ADJUSTED UNRESERVED, UNDESIGNATED FUND BALANCE at close of FY26		29,700
Add:		
Projected revenue/sources (less fund balance budgeted) for FY27	0	
Deduct:		
Projected total expenditures for FY27	(29,700)	
ADJUSTED UNRESERVED/UNDESIGNATED FUND BALANCE at close of FY27		0
Add:		
Projected revenue/sources (less fund balance requested) for FY28	115,800	
Deduct:		
Total expenditures budgeted in appropriation request	(115,800)	
ADJUSTED UNRESERVED/UNDESIGNATED FUND BALANCE at close of FY28		0

S-13 Line Items by Business Unit Expenditures

(Dollars in Thousands)

BusUnit			Line Item		2025-26 Actuals	2026-27 Opbud	Request Base	Request Expansion	Recommendation Base	Recommendation Expansion	Opbud
62400	**P591-R**	**Program Support**	520100	Exempt Perm Positions P/T&F/T	1,085.75	1,167	1,181.9	0	0	0	0.0
			520200	Term Positions	270.27	301.4	333.4	0	0	0	0.0
			520300	Classified Perm Positions F/T	2,367.45	2,617.4	2,717.4	0	0	0	0.0
			520600	Paid Unused Sick Leave	2.16	0	0	0	0	0	0.0
			520700	Overtime & Other Premium Pay	22.38	0	17.4	0	0	0	0.0
			520800	Annl & Comp Paid At Separation	31.72	0	0	0	0	0	0.0
			521100	Group Insurance Premium	345.08	341.5	492.8	0	0	0	0.0
			521200	Retirement Contributions	719.62	752.5	814.4	0	0	0	0.0
			521300	F I C A	280.52	299.2	323.8	0	0	0	0.0
			521400	Workers' Comp Assessment Fee	0.36	0.4	0.5	0	0	0	0.0
			521410	GSD Work Comp Insur Premium	7.54	8.5	10.4	0	0	0	0.0
			521500	Unemployment Comp Premium	1.8	1.8	2.7	0	0	0	0.0
			521600	Employee Liability Ins Premium	20.44	42.4	87.3	0	0	0	0.0
			521700	RHC Act Contributions	74.8	78.3	84.7	0	0	0	0.0
			535100	Medical Services	0.22	0	0	0	0	0	0.0
			535200	Professional Services	424.57	25	1,893	0	0	0	0.0
			535209	Professional Svcs - Interagenc	0	6.1	0	0	0	0	0.0
			535300	Other Services	403.15	1,531.7	611.2	0	0	0	0.0
			535309	Other Services - Interagency	0.98	0	0	0	0	0	0.0
			535400	Audit Services	20.98	99.2	87.8	0	0	0	0.0
			535500	Attorney Services	0	30	0	0	0	0	0.0
			535600	IT Services	33.63	810	570	0	0	0	0.0
			542100	Employee I/S Mileage & Fares	2.31	3.5	19.9	0	0	0	0.0
			542200	Employee I/S Meals & Lodging	5.58	7.4	10	0	0	0	0.0
			542500	Transp - Fuel & Oil	1.31	31.4	8.2	0	0	0	0.0
			542600	Transp - Parts & Supplies	2.52	2.2	5.6	0	0	0	0.0
			542800	State Transp Pool Charges	257.77	271.6	279.5	0	0	0	0.0
			543300	Maint - Buildings & Structures	4.87	0	0	0	0	0	0.0
			543400	Maint - Property Insurance	0.04	0	0.1	0	0	0	0.0
			543820	Maintenance IT	0	395	766.5	0	0	0	0.0
			543830	IT HW/SW Agreements	215.55	0	0	0	0	0	0.0
			543900	Other Maintenance	0	5.3	0	0	0	0	0.0

(Dollars in Thousands)

			544000	Supply Inventory IT	291.42	405.4	0	0	0	0	0.0
			544100	Supplies-Office Supplies	8.39	25	19.8	0	0	0	0.0
			544900	Supplies-Inventory Exempt	17.71	0	0	0	0	0	0.0
			545600	Reporting & Recording	0	65.6	0	0	0	0	0.0
			545700	ISD Services	39.97	50.2	48.5	0	0	0	0.0
			545710	DOIT HCM Assessment Fees	18.3	17.5	17.5	0	0	0	0.0
			545900	Printing & Photo Services	19.84	0	0	0	0	0	0.0
			546100	Postage & Mail Services	2.08	5	0	0	0	0	0.0
			546310	Utilities - Sewer/Garbage	0	5	0	0	0	0	0.0
			546400	Rent Of Land & Buildings	560.14	515	562.1	0	0	0	0.0
			546500	Rent Of Equipment	62.05	13	30.4	0	0	0	0.0
			546600	Communications	18.89	0	0	0	0	0	0.0
			546610	DOIT Telecommunications	49.6	99.3	103.9	0	0	0	0.0
			546700	Subscriptions/Dues/License Fee	22.93	23.4	42.2	0	0	0	0.0
			546800	Employee Training & Education	10.42	15	0	0	0	0	0.0
			546900	Advertising	58.35	0	0	0	0	0	0.0
			547000	Legal Settlements	0	0	12.1	0	0	0	0.0
			547400	Grants To Local Governments	1,282.5	0	0	0	0	0	0.0
			547440	Grants To Other Entities	204.98	0	0	0	0	0	0.0
			547900	Miscellaneous Expense	11.83	0	14.2	0	0	0	0.0
			547999	Request to Pay Prior Year	46.94	0	0	0	0	0	0.0
			549600	Employee O/S Mileage & Fares	2.8	0	10	0	0	0	0.0
			549700	Employee O/S Meals & Lodging	6.73	0	10	0	0	0	0.0
Subtotal for:	**62400**	**P591-R**	**Program Support**		**9,339.26**	**10,068.2**	**11,189.2**	**0**	**0**	**0**	**0.0**

BusUnit			Line Item		2025-26 Actuals	2026-27 Opbud	Request Base	Request Expansion	Recommendation Base	Recommendation Expansion	Opbud
62400	**P592-R**	**Consumer and Elder Rights**	520100	Exempt Perm Positions P/T&F/T	84.91	201.8	189	0	0	0	0.0
			520200	Term Positions	477.08	933.8	592.7	0	0	0	0.0
			520300	Classified Perm Positions F/T	2,357.81	2,468.8	2,720.1	0	0	0	0.0
			520700	Overtime & Other Premium Pay	23.35	0	328.2	0	0	0	0.0
			520800	Annl & Comp Paid At Separation	6.46	0	0	0	0	0	0.0
			521100	Group Insurance Premium	399.44	451.4	537.2	0	0	0	0.0
			521200	Retirement Contributions	566.17	643.2	715.2	0	0	0	0.0
			521300	F I C A	217.95	255.7	284.4	0	0	0	0.0

(Dollars in Thousands)

521400	Workers' Comp Assessment Fee	0.42	0.5	0.5	0	0	0	0.0
521410	GSD Work Comp Insur Premium	9.47	9.2	11.3	0	0	0	0.0
521500	Unemployment Comp Premium	2.26	2	2.9	0	0	0	0.0
521600	Employee Liability Ins Premium	26.38	46.8	94.6	0	0	0	0.0
521700	RHC Act Contributions	58.85	100.3	111.5	0	0	0	0.0
535200	Professional Services	475.06	282.5	277.7	0	0	0	0.0
535300	Other Services	427.66	200.7	622.6	0	0	0	0.0
535309	Other Services - Interagency	0.47	417.1	0	0	0	0	0.0
535500	Attorney Services	42.29	0	0	0	0	0	0.0
542100	Employee I/S Mileage & Fares	1.04	3.6	6	0	0	0	0.0
542200	Employee I/S Meals & Lodging	34.87	20	6	0	0	0	0.0
542500	Transp - Fuel & Oil	12.74	47.6	10.1	0	0	0	0.0
542600	Transp - Parts & Supplies	2.83	1	0	0	0	0	0.0
542700	Transp - Transp Insurance	0	0.8	0.5	0	0	0	0.0
542800	State Transp Pool Charges	97.24	71.6	101.7	0	0	0	0.0
543200	Maint - Furn, Fixt, Equipment	0	0	1	0	0	0	0.0
543300	Maint - Buildings & Structures	0.06	0	0	0	0	0	0.0
543830	IT HW/SW Agreements	119.8	66.1	96.3	0	0	0	0.0
544000	Supply Inventory IT	9.45	5.3	0	0	0	0	0.0
544100	Supplies-Office Supplies	1.19	3.5	33.3	0	0	0	0.0
544900	Supplies-Inventory Exempt	0.93	0	0	0	0	0	0.0
545700	ISD Services	50	54.4	52.6	0	0	0	0.0
545710	DOIT HCM Assessment Fees	23.1	19	19	0	0	0	0.0
545900	Printing & Photo Services	31.26	19	15.3	0	0	0	0.0
546100	Postage & Mail Services	20.01	2.6	0	0	0	0	0.0
546400	Rent Of Land & Buildings	17.94	16.5	17	0	0	0	0.0
546500	Rent Of Equipment	4.55	15	0	0	0	0	0.0
546600	Communications	0.37	0	0	0	0	0	0.0
546610	DOIT Telecommunications	200.67	95	112.6	0	0	0	0.0
546700	Subscriptions/Dues/License Fee	1	0	2.6	0	0	0	0.0
546800	Employee Training & Education	6.8	0.5	20	0	0	0	0.0
546900	Advertising	0.22	12.5	33.7	0	0	0	0.0
547900	Miscellaneous Expense	18.02	0	0	0	0	0	0.0
547999	Request to Pay Prior Year	6.23	0	0	0	0	0	0.0
548300	Information Tech Equipment	0	48.5	0	0	0	0	0.0

(Dollars in Thousands)

			549600	Employee O/S Mileage & Fares	9.25	14.6	10	0	0	0	0.0
			549700	Employee O/S Meals & Lodging	14.63	14.2	11.2	0	0	0	0.0
Subtotal for:	**62400**	**P592-R**	**Consumer and Elder Rights**		**5,860.23**	**6,545.1**	**7,036.8**	**0**	**0**	**0**	**0.0**

					2025-26	2026-27	Request		Recommendation		
BusUnit			Line Item		Actuals	Opbud	Base	Expansion	Base	Expansion	Opbud
62400	**P593-R**	**Adult Protective Services**	520100	Exempt Perm Positions P/T&F/T	110.62	0	113.9	0	0	0	0.0
			520200	Term Positions	219.52	212.3	241	0	0	0	0.0
			520300	Classified Perm Positions F/T	6,615.16	8,559.2	7,462	0	0	0	0.0
			520600	Paid Unused Sick Leave	1.28	0	0	0	0	0	0.0
			520700	Overtime & Other Premium Pay	307.86	0	1,785.5	0	0	0	0.0
			520710	Longevity Pay	0.03	0	0	0	0	0	0.0
			520800	Annl & Comp Paid At Separation	20.44	0	0	0	0	0	0.0
			521100	Group Insurance Premium	1,171	978.1	1,453.1	0	0	0	0.0
			521200	Retirement Contributions	1,352.91	1,276.9	1,504	0	0	0	0.0
			521300	F I C A	536.1	507.7	597.9	0	0	0	0.0
			521400	Workers' Comp Assessment Fee	0.97	1.3	1.4	0	0	0	0.0
			521410	GSD Work Comp Insur Premium	21.35	23.4	29.7	0	0	0	0.0
			521500	Unemployment Comp Premium	5.1	5	7.8	0	0	0	0.0
			521600	Employee Liability Ins Premium	57.85	115.9	248.9	0	0	0	0.0
			521700	RHC Act Contributions	140.64	199	234.5	0	0	0	0.0
			535200	Professional Services	472.84	132.6	857.5	0	0	0	0.0
			535300	Other Services	1,530.39	167.3	2,161.1	0	0	0	0.0
			535309	Other Services - Interagency	0.03	1,873	0	0	0	0	0.0
			535400	Audit Services	30.78	0	0	0	0	0	0.0
			535500	Attorney Services	63.15	36.5	0	0	0	0	0.0
			535600	IT Services	0	809.2	0	0	0	0	0.0
			542100	Employee I/S Mileage & Fares	0.31	0	0	0	0	0	0.0
			542200	Employee I/S Meals & Lodging	1.09	0	0	0	0	0	0.0
			542500	Transp - Fuel & Oil	53.9	45.2	54.9	0	0	0	0.0
			542600	Transp - Parts & Supplies	5.73	0	0	0	0	0	0.0
			542800	State Transp Pool Charges	7.94	53.2	43.5	0	0	0	0.0
			543300	Maint - Buildings & Structures	0.1	0	7.5	0	0	0	0.0
			543710	Other Service - Non-Contractual	0.6	0	0	0	0	0	0.0
			543830	IT HW/SW Agreements	283.39	0	80.4	0	0	0	0.0

(Dollars in Thousands)

			544000	Supply Inventory IT	119.66	0	0	0	0	0	0.0
			544100	Supplies-Office Supplies	11.97	168	9.7	0	0	0	0.0
			544500	Supplies-Food	0.14	0	0	0	0	0	0.0
			544900	Supplies-Inventory Exempt	4.47	0	0	0	0	0	0.0
			545600	Reporting & Recording	0.06	0	0	0	0	0	0.0
			545700	ISD Services	107.88	137	138.6	0	0	0	0.0
			545710	DOIT HCM Assessment Fees	42.49	48	50	0	0	0	0.0
			545900	Printing & Photo Services	2.06	0	0	0	0	0	0.0
			546100	Postage & Mail Services	0.57	0	0	0	0	0	0.0
			546310	Utilities - Sewer/Garbage	4.28	0	0	0	0	0	0.0
			546320	Utilities - Electricity	3.47	0	0	0	0	0	0.0
			546330	Utilities - Water	1.93	0	0	0	0	0	0.0
			546340	Utilities - Natural Gas	1.17	0	0	0	0	0	0.0
			546400	Rent Of Land & Buildings	134.47	0	162.7	0	0	0	0.0
			546500	Rent Of Equipment	3.71	0	0	0	0	0	0.0
			546600	Communications	0	92.3	0	0	0	0	0.0
			546610	DOIT Telecommunications	129.5	239.2	296.6	0	0	0	0.0
			546700	Subscriptions/Dues/License Fee	1.5	0	0	0	0	0	0.0
			546800	Employee Training & Education	5.7	0	0	0	0	0	0.0
			546809	Emp Train & Edu InterSt Agency	0.4	0	0	0	0	0	0.0
			546900	Advertising	50	0	0	0	0	0	0.0
			547300	Care & Support	248.09	250	250	0	0	0	0.0
			547900	Miscellaneous Expense	46.58	0	0	0	0	0	0.0
			547999	Request to Pay Prior Year	0.63	0	0	0	0	0	0.0
			549600	Employee O/S Mileage & Fares	8.42	0	0	0	0	0	0.0
			549700	Employee O/S Meals & Lodging	17.57	0	0	0	0	0	0.0
Subtotal for:	**62400**	**P593-R**	**Adult Protective Services**		**13,957.77**	**15,930.3**	**17,792.2**	**0**	**0**	**0**	**0.0**

					2025-26	2026-27	Request		Recommendation		
BusUnit			**Line Item**		**Actuals**	**Opbud**	**Base**	**Expansion**	**Base**	**Expansion**	**Opbud**
62400	**P594-R**	**Aging Network**	520100	Exempt Perm Positions P/T&F/T	313.03	141.9	190.3	0	0	0	0.0
			520200	Term Positions	156.09	141.9	121.6	0	0	0	0.0
			520300	Classified Perm Positions F/T	1,573.86	1,300.5	1,259.3	0	0	0	0.0
			520500	Temporary Positions F/T & P/T	0	0	0	0	0	0	0.0
			520600	Paid Unused Sick Leave	3.22	0	0	0	0	0	0.0

(Dollars in Thousands)

520700	Overtime & Other Premium Pay	14.98	0	0	0	0	0	0.0
520800	Annl & Comp Paid At Separation	20.73	0	0	0	0	0	0.0
521100	Group Insurance Premium	208.26	129.1	187	0	0	0	0.0
521200	Retirement Contributions	395.88	267.7	257	0	0	0	0.0
521300	F I C A	154.59	106.5	102.1	0	0	0	0.0
521400	Workers' Comp Assessment Fee	0.24	0.2	0.3	0	0	0	0.0
521410	GSD Work Comp Insur Premium	3.85	4.6	5.8	0	0	0	0.0
521500	Unemployment Comp Premium	0.92	1	1.5	0	0	0	0.0
521600	Employee Liability Ins Premium	10.44	23	49.1	0	0	0	0.0
521700	RHC Act Contributions	41.15	41.9	40.1	0	0	0	0.0
535200	Professional Services	682.47	225.1	169.3	0	0	0	0.0
535300	Other Services	0.1	467.4	699.8	0	0	0	0.0
535309	Other Services - Interagency	0	120	0	0	0	0	0.0
535400	Audit Services	15.6	0	0	0	0	0	0.0
535500	Attorney Services	0	240.6	200	0	0	0	0.0
535600	IT Services	0	16	0	0	0	0	0.0
542100	Employee I/S Mileage & Fares	1.23	8	9	0	0	0	0.0
542200	Employee I/S Meals & Lodging	13.16	8	16	0	0	0	0.0
542500	Transp - Fuel & Oil	1.45	25.3	7.7	0	0	0	0.0
542600	Transp - Parts & Supplies	0	0.5	0.5	0	0	0	0.0
542800	State Transp Pool Charges	34.37	23.1	23.1	0	0	0	0.0
542900	Transp - Other Travel	0	26.7	0	0	0	0	0.0
543200	Maint - Furn, Fixt, Equipment	0	5	0	0	0	0	0.0
543300	Maint - Buildings & Structures	0	5	0	0	0	0	0.0
543700	Maintenance Services	0	15	0	0	0	0	0.0
543830	IT HW/SW Agreements	404.31	313.5	498.7	0	0	0	0.0
543900	Other Maintenance	0	9.7	9.7	0	0	0	0.0
544000	Supply Inventory IT	113.5	6.7	9.7	0	0	0	0.0
544100	Supplies-Office Supplies	4.56	11	93.1	0	0	0	0.0
544400	Supplies-Field Supplies	0.1	0	0	0	0	0	0.0
544500	Supplies-Food	0	457.6	397.6	0	0	0	0.0
544800	Supplies-Education&Recreation	2	0	0	0	0	0	0.0
544900	Supplies-Inventory Exempt	7.56	0	0	0	0	0	0.0
545600	Reporting & Recording	0	7	0	0	0	0	0.0
545700	ISD Services	6.08	27.2	27.3	0	0	0	0.0

(Dollars in Thousands)

BusUnit			Line Item		2025-26 Actuals	2026-27 Opbud	Request Base	Request Expansion	Recommendation Base	Recommendation Expansion	Opbud
			545710	DOIT HCM Assessment Fees	2.85	9.5	9.9	0	0	0	0.0
			545900	Printing & Photo Services	3.31	5	5.1	0	0	0	0.0
			546100	Postage & Mail Services	30.23	26.6	10	0	0	0	0.0
			546340	Utilities - Natural Gas	0	4	0	0	0	0	0.0
			546350	Utilities - Propane	0	6	0	0	0	0	0.0
			546400	Rent Of Land & Buildings	0.5	0	0	0	0	0	0.0
			546610	DOIT Telecommunications	35.39	47.5	58.5	0	0	0	0.0
			546700	Subscriptions/Dues/License Fee	0	5	5	0	0	0	0.0
			546800	Employee Training & Education	11.97	2	4.5	0	0	0	0.0
			546900	Advertising	95.35	10	29.1	0	0	0	0.0
			547200	Grants To Individuals	449.3	294.8	344.8	0	0	0	0.0
			547300	Care & Support	889.62	1,742	1,242	0	0	0	0.0
			547400	Grants To Local Governments	41,192.6	44,529.4	51,979.8	0	0	0	0.0
			547430	Grants to Native Amer Indians	6,434.47	6,763.1	6,991.9	0	0	0	0.0
			547440	Grants To Other Entities	1,255.85	2,017	0	0	0	0	0.0
			547900	Miscellaneous Expense	96.51	407	418.3	0	0	0	0.0
			547999	Request to Pay Prior Year	0	0	0	0	0	0	0.0
			548300	Information Tech Equipment	0	0	1,000	0	0	0	0.0
			549600	Employee O/S Mileage & Fares	10.11	23	20	0	0	0	0.0
			549700	Employee O/S Meals & Lodging	16.58	23.5	31	0	0	0	0.0
Subtotal for:	**62400**	**P594-R**	**Aging Network**		**54,708.37**	**60,092.1**	**66,525.5**	**0**	**0**	**0**	**0.0**
62400	**P595-R**	**Long-Term Care**	520100	Exempt Perm Positions P/T&F/T	111.47	112.5	109.7	0	0	0	0.0
			520200	Term Positions	69.58	135.2	639.6	0	0	0	0.0
			520300	Classified Perm Positions F/T	868.99	1,046.2	1,004.2	0	0	0	0.0
			520600	Paid Unused Sick Leave	2.22	0	0	0	0	0	0.0
			520700	Overtime & Other Premium Pay	7.58	0	0	0	0	0	0.0
			520800	Annl & Comp Paid At Separation	15.74	0	0	0	0	0	0.0
			521100	Group Insurance Premium	156.83	68	299.3	0	0	0	0.0
			521200	Retirement Contributions	204.03	229.7	330.2	0	0	0	0.0
			521300	F I C A	79.78	91.4	131.4	0	0	0	0.0
			521400	Workers' Comp Assessment Fee	0.14	0.2	0.3	0	0	0	0.0
			521410	GSD Work Comp Insur Premium	1.93	4.4	6.7	0	0	0	0.0

(Dollars in Thousands)

521500	Unemployment Comp Premium	0.46	0.9	2.7	0	0	0	0.0
521600	Employee Liability Ins Premium	5.22	22.1	56.3	0	0	0	0.0
521700	RHC Act Contributions	21.21	35.7	51.5	0	0	0	0.0
535200	Professional Services	617.43	1,821.9	9,888.2	0	0	0	0.0
535209	Professional Svcs - Interagenc	0	2,205.9	0	0	0	0	0.0
535300	Other Services	4,593.13	167.8	4,522.2	0	0	0	0.0
535309	Other Services - Interagency	0.09	600.7	0	0	0	0	0.0
535400	Audit Services	15.51	0	0	0	0	0	0.0
535500	Attorney Services	248	1,251.8	0	0	0	0	0.0
535600	IT Services	0	0	152.7	0	0	0	0.0
542000	Legislator PerDiem&M-DFARollup	0	2.5	0	0	0	0	0.0
542005	Legis Reg Session PD & M	0	20	0	0	0	0	0.0
542006	Legis Special Session PD & M	0	0.5	0	0	0	0	0.0
542100	Employee I/S Mileage & Fares	0.48	1	0	0	0	0	0.0
542200	Employee I/S Meals & Lodging	4.78	1	2.5	0	0	0	0.0
542500	Transp - Fuel & Oil	0	0	25.5	0	0	0	0.0
542600	Transp - Parts & Supplies	0	0	0.5	0	0	0	0.0
542700	Transp - Transp Insurance	0	10	10	0	0	0	0.0
542800	State Transp Pool Charges	55.21	7.1	52.2	0	0	0	0.0
543830	IT HW/SW Agreements	10	0	24.9	0	0	0	0.0
544000	Supply Inventory IT	1.19	1	0	0	0	0	0.0
544100	Supplies-Office Supplies	0.95	3	19.7	0	0	0	0.0
545700	ISD Services	2.49	26.1	31.3	0	0	0	0.0
545710	DOIT HCM Assessment Fees	9.51	9.2	11.3	0	0	0	0.0
545900	Printing & Photo Services	0.97	2	3.5	0	0	0	0.0
546100	Postage & Mail Services	0	1	0	0	0	0	0.0
546400	Rent Of Land & Buildings	22.66	0	67	0	0	0	0.0
546610	DOIT Telecommunications	23.1	45.7	67.1	0	0	0	0.0
546700	Subscriptions/Dues/License Fee	4.27	0	6.6	0	0	0	0.0
546800	Employee Training & Education	0.12	16	2.5	0	0	0	0.0
546900	Advertising	4.5	0	5	0	0	0	0.0
547300	Care & Support	0	50.5	0	0	0	0	0.0
547600	Commissions Paid to Operators	0	15	0	0	0	0	0.0
547700	Debt Service-Principal	0	15	0	0	0	0	0.0
547900	Miscellaneous Expense	0.79	5	15	0	0	0	0.0

(Dollars in Thousands)

				547999	Request to Pay Prior Year	11.74	0	0	0	0	0	0.0
				549600	Employee O/S Mileage & Fares	1	2	5	0	0	0	0.0
				549700	Employee O/S Meals & Lodging	3.87	2	0	0	0	0	0.0
Subtotal for:	**62400**	**P595-R**	**Long-Term Care**			**7,176.95**	**8,030**	**17,544.6**	**0**	**0**	**0**	**0.0**
62400						**91,042.58**	**100,665.7**	**120,088.3**	**0**	**0**	**0**	**0.0**

Totals by Line Item

			2025-26	2026-27	Request		Recommendation		
BusUnit	**Line Item**		**Actuals**	**Opbud**	**Base**	**Expansion**	**Base**	**Expansion**	**Opbud**
62400	**520100**	**Exempt Perm Positions P/T&F/T**	1,705.77	1,623.2	1,784.8	0	0	0	0.0
	520200	**Term Positions**	1,192.55	1,724.6	1,928.3	0	0	0	0.0
	520300	**Classified Perm Positions F/T**	13,783.28	15,992.1	15,163	0	0	0	0.0
	520500	**Temporary Positions F/T & P/T**	0	0	0	0	0	0	0.0
	520600	**Paid Unused Sick Leave**	8.88	0	0	0	0	0	0.0
	520700	**Overtime & Other Premium Pay**	376.15	0	2,131.1	0	0	0	0.0
	520710	**Longevity Pay**	0.03	0	0	0	0	0	0.0
	520800	**Annl & Comp Paid At Separation**	95.1	0	0	0	0	0	0.0
	521100	**Group Insurance Premium**	2,280.61	1,968.1	2,969.4	0	0	0	0.0
	521200	**Retirement Contributions**	3,238.62	3,170	3,620.8	0	0	0	0.0
	521300	**F I C A**	1,268.94	1,260.5	1,439.6	0	0	0	0.0
	521400	**Workers' Comp Assessment Fee**	2.13	2.6	3	0	0	0	0.0
	521410	**GSD Work Comp Insur Premium**	44.14	50.1	63.9	0	0	0	0.0
	521500	**Unemployment Comp Premium**	10.55	10.7	17.6	0	0	0	0.0
	521600	**Employee Liability Ins Premium**	120.33	250.2	536.2	0	0	0	0.0
	521700	**RHC Act Contributions**	336.66	455.2	522.3	0	0	0	0.0
	535100	**Medical Services**	0.22	0	0	0	0	0	0.0
	535200	**Professional Services**	2,672.36	2,487.1	13,085.7	0	0	0	0.0
	535209	**Professional Svcs - Interagenc**	0	2,212	0	0	0	0	0.0
	535300	**Other Services**	6,954.42	2,534.9	8,616.9	0	0	0	0.0

(Dollars in Thousands)

535309	Other Services - Interagency	1.56	3,010.8	0	0	0	0	0.0
535400	Audit Services	82.87	99.2	87.8	0	0	0	0.0
535500	Attorney Services	353.44	1,558.9	200	0	0	0	0.0
535600	IT Services	33.63	1,635.2	722.7	0	0	0	0.0
542000	Legislator PerDiem&M-DFARollup	0	2.5	0	0	0	0	0.0
542005	Legis Reg Session PD & M	0	20	0	0	0	0	0.0
542006	Legis Special Session PD & M	0	0.5	0	0	0	0	0.0
542100	Employee I/S Mileage & Fares	5.37	16.1	34.9	0	0	0	0.0
542200	Employee I/S Meals & Lodging	59.47	36.4	34.5	0	0	0	0.0
542500	Transp - Fuel & Oil	69.41	149.5	106.4	0	0	0	0.0
542600	Transp - Parts & Supplies	11.09	3.7	6.6	0	0	0	0.0
542700	Transp - Transp Insurance	0	10.8	10.5	0	0	0	0.0
542800	State Transp Pool Charges	452.53	426.6	500	0	0	0	0.0
542900	Transp - Other Travel	0	26.7	0	0	0	0	0.0
543200	Maint - Furn, Fixt, Equipment	0	5	1	0	0	0	0.0
543300	Maint - Buildings & Structures	5.03	5	7.5	0	0	0	0.0
543400	Maint - Property Insurance	0.04	0	0.1	0	0	0	0.0
543700	Maintenance Services	0	15	0	0	0	0	0.0
543710	Other Service - Non-Contractual	0.6	0	0	0	0	0	0.0
543820	Maintenance IT	0	395	766.5	0	0	0	0.0
543830	IT HW/SW Agreements	1,033.05	379.6	700.3	0	0	0	0.0
543900	Other Maintenance	0	15	9.7	0	0	0	0.0
544000	Supply Inventory IT	535.23	418.4	9.7	0	0	0	0.0
544100	Supplies-Office Supplies	27.06	210.5	175.6	0	0	0	0.0
544400	Supplies-Field Supplies	0.1	0	0	0	0	0	0.0
544500	Supplies-Food	0.14	457.6	397.6	0	0	0	0.0
544800	Supplies-Education&Recreation	2	0	0	0	0	0	0.0
544900	Supplies-Inventory Exempt	30.67	0	0	0	0	0	0.0
545600	Reporting & Recording	0.06	72.6	0	0	0	0	0.0
545700	ISD Services	206.42	294.9	298.3	0	0	0	0.0
545710	DOIT HCM Assessment Fees	96.25	103.2	107.7	0	0	0	0.0
545900	Printing & Photo Services	57.45	26	23.9	0	0	0	0.0

(Dollars in Thousands)

546100	Postage & Mail Services	52.88	35.2	10	0	0	0	0.0
546310	Utilities - Sewer/Garbage	4.28	5	0	0	0	0	0.0
546320	Utilities - Electricity	3.47	0	0	0	0	0	0.0
546330	Utilities - Water	1.93	0	0	0	0	0	0.0
546340	Utilities - Natural Gas	1.17	4	0	0	0	0	0.0
546350	Utilities - Propane	0	6	0	0	0	0	0.0
546400	Rent Of Land & Buildings	735.71	531.5	808.8	0	0	0	0.0
546500	Rent Of Equipment	70.3	28	30.4	0	0	0	0.0
546600	Communications	19.26	92.3	0	0	0	0	0.0
546610	DOIT Telecommunications	438.26	526.7	638.7	0	0	0	0.0
546700	Subscriptions/Dues/License Fee	29.69	28.4	56.4	0	0	0	0.0
546800	Employee Training & Education	34.99	33.5	27	0	0	0	0.0
546809	Emp Train & Edu InterSt Agency	0.4	0	0	0	0	0	0.0
546900	Advertising	208.42	22.5	67.8	0	0	0	0.0
547000	Legal Settlements	0	0	12.1	0	0	0	0.0
547200	Grants To Individuals	449.3	294.8	344.8	0	0	0	0.0
547300	Care & Support	1,137.7	2,042.5	1,492	0	0	0	0.0
547400	Grants To Local Governments	42,475.11	44,529.4	51,979.8	0	0	0	0.0
547430	Grants to Native Amer Indians	6,434.47	6,763.1	6,991.9	0	0	0	0.0
547440	Grants To Other Entities	1,460.83	2,017	0	0	0	0	0.0
547600	Commissions Paid to Operators	0	15	0	0	0	0	0.0
547700	Debt Service-Principal	0	15	0	0	0	0	0.0
547900	Miscellaneous Expense	173.72	412	447.5	0	0	0	0.0
547999	Request to Pay Prior Year	65.54	0	0	0	0	0	0.0
548300	Information Tech Equipment	0	48.5	1,000	0	0	0	0.0
549600	Employee O/S Mileage & Fares	31.57	39.6	45	0	0	0	0.0
549700	Employee O/S Meals & Lodging	59.38	39.7	52.2	0	0	0	0.0
	Grand Total	**91,042.58**	**100,665.7**	**120,088.3**	**0**	**0**	**0**	**0.0**

State of New Mexico

Rate Report - Selected Line Items for Rates

(Dollars in Thousands)

Org Unit		Line		2025-26 Actuals	2026-27 OpBud	FY 2028 Request Base	FY 2028 Request Expansion	FY 2028 Recommendation Base	FY 2028 Recommendation Expansion	FY 2028 Opbud
62400 P591	**Program Support**	521410	GSD Work Comp Insur Premium	7.54	8.5	10.4	0	0	0.0	0.0
		521500	Unemployment Comp Premium	1.8	1.8	2.7	0	0	0.0	0.0
		521600	Employee Liability Ins Premium	20.44	42.4	87.3	0	0	0.0	0.0
		535400	Audit Services	20.98	99.2	87.8	0	0	0.0	0.0
		542800	State Transp Pool Charges	257.77	271.6	279.5	0	0	0.0	0.0
		543400	Maint - Property Insurance	0.04	0	0.1	0	0	0.0	0.0
		545700	ISD Services	39.97	50.2	48.5	0	0	0.0	0.0
		545710	DOIT HCM Assessment Fees	18.3	17.5	17.5	0	0	0.0	0.0
		546610	DOIT Telecommunications	49.6	99.3	103.9	0	0	0.0	0.0
62400	**P591 Program Support**			**416.45**	**590.5**	**637.7**	**0**	**0**	**0.0**	**0.0**
62400 P592	**Consumer and Elder Rights**	521410	GSD Work Comp Insur Premium	9.47	9.2	11.3	0	0	0.0	0.0
		521500	Unemployment Comp Premium	2.26	2	2.9	0	0	0.0	0.0
		521600	Employee Liability Ins Premium	26.38	46.8	94.6	0	0	0.0	0.0
		542700	Transp - Transp Insurance	0	0.8	0.5	0	0	0.0	0.0
		542800	State Transp Pool Charges	97.24	71.6	101.7	0	0	0.0	0.0
		545700	ISD Services	50	54.4	52.6	0	0	0.0	0.0
		545710	DOIT HCM Assessment Fees	23.1	19	19	0	0	0.0	0.0
		546610	DOIT Telecommunications	200.67	95	112.6	0	0	0.0	0.0
62400	**P592 Consumer and Elder Rights**			**409.12**	**298.8**	**395.2**	**0**	**0**	**0.0**	**0.0**
62400 P593	**Adult Protective Services**	521410	GSD Work Comp Insur Premium	21.35	23.4	29.7	0	0	0.0	0.0
		521500	Unemployment Comp Premium	5.1	5	7.8	0	0	0.0	0.0
		521600	Employee Liability Ins Premium	57.85	115.9	248.9	0	0	0.0	0.0
		535400	Audit Services	30.78	0	0	0	0	0.0	0.0
		542800	State Transp Pool Charges	7.94	53.2	43.5	0	0	0.0	0.0
		545700	ISD Services	107.88	137	138.6	0	0	0.0	0.0
		545710	DOIT HCM Assessment Fees	42.49	48	50	0	0	0.0	0.0
		546610	DOIT Telecommunications	129.5	239.2	296.6	0	0	0.0	0.0
62400	**P593 Adult Protective Services**			**402.89**	**621.7**	**815.1**	**0**	**0**	**0.0**	**0.0**
62400 P594	**Aging Network**	521410	GSD Work Comp Insur Premium	3.85	4.6	5.8	0	0	0.0	0.0
		521500	Unemployment Comp Premium	0.92	1	1.5	0	0	0.0	0.0
		521600	Employee Liability Ins Premium	10.44	23	49.1	0	0	0.0	0.0

State of New Mexico

Rate Report - Selected Line Items for Rates

(Dollars in Thousands)

Org Unit			Line		2025-26 Actuals	2026-27 OpBud	FY 2028 Request Base	FY 2028 Request Expansion	FY 2028 Recommendation Base	FY 2028 Recommendation Expansion	Opbud
			535400	Audit Services	15.6	0	0	0	0	0.0	0.0
			542800	State Transp Pool Charges	34.37	23.1	23.1	0	0	0.0	0.0
			545700	ISD Services	6.08	27.2	27.3	0	0	0.0	0.0
			545710	DOIT HCM Assessment Fees	2.85	9.5	9.9	0	0	0.0	0.0
			546610	DOIT Telecommunications	35.39	47.5	58.5	0	0	0.0	0.0
62400	**P594**	**Aging Network**			**109.5**	**135.9**	**175.2**	**0**	**0**	**0.0**	**0.0**
62400 P595	**Long-Term Care**		521410	GSD Work Comp Insur Premium	1.93	4.4	6.7	0	0	0.0	0.0
			521500	Unemployment Comp Premium	0.46	0.9	2.7	0	0	0.0	0.0
			521600	Employee Liability Ins Premium	5.22	22.1	56.3	0	0	0.0	0.0
			535400	Audit Services	15.51	0	0	0	0	0.0	0.0
			542700	Transp - Transp Insurance	0	10	10	0	0	0.0	0.0
			542800	State Transp Pool Charges	55.21	7.1	52.2	0	0	0.0	0.0
			545700	ISD Services	2.49	26.1	31.3	0	0	0.0	0.0
			545710	DOIT HCM Assessment Fees	9.51	9.2	11.3	0	0	0.0	0.0
			546610	DOIT Telecommunications	23.1	45.7	67.1	0	0	0.0	0.0
62400	**P595**	**Long-Term Care**			**113.43**	**125.5**	**237.6**	**0**	**0**	**0.0**	**0.0**
					1,451.38	**1,772.4**	**2,260.8**	**0**	**0**	**0**	**0.0**

REV EXP COMPARISON

(Dollars in Thousands)

62400 - Aging and Long-Term Services Department

	General Fund	Other Funds	Other Transfers	Federal Funds	Total
SOURCES	**97,002.2**	**2,391.4**	**6,033.8**	**14,660.9**	**120,088.3**
Personal services and employee benefits	24,504.7	34.5	3,857.5	1,783.3	30,180
Contractual services	17,348.9	2,285.6	1,926.3	1,152.3	22,713.1
Other	55,148.6	71.3	250.0	11,725.3	67,195.2
USES Total:	**97,002.2**	**2,391.4**	**6,033.8**	**14,660.9**	**120,088.3**
Net:	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**

Detail of Federal Funds Revenue (numbers in thousands)

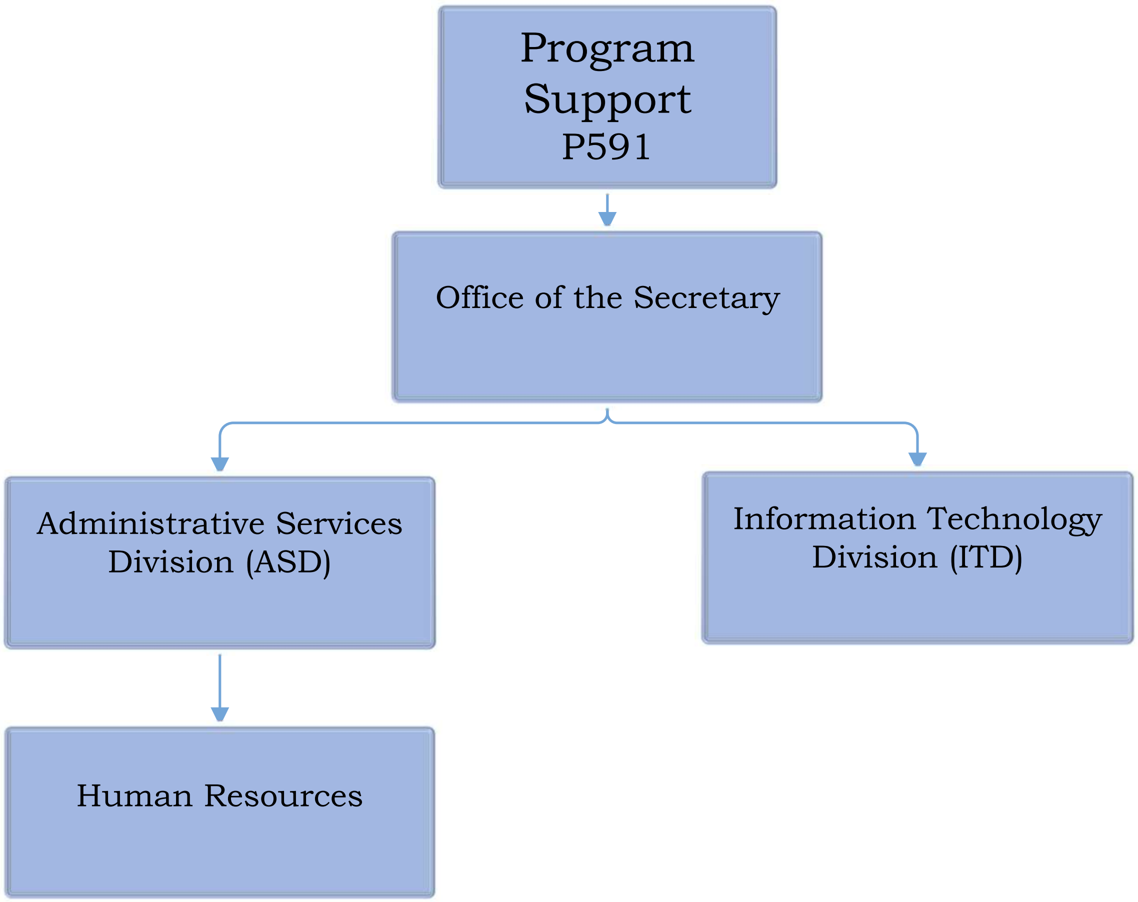
Agency: Aging and Long-Term Services Department
BU: 62400
Program: All
Program Code: All

								FY28 REQUEST		
FUND	REVENUE ACCOUNT	GRANT NAME	MATCH RATIO	EXP. DATE	TOTAL GRANT AMOUNT	FY26 ACTUALS	FY27 OPBUD	BASE	EXPANSION	TOTAL
4900	451903	Title III Admin	25%	6/30/2027	121.9	334,237.0	121,900.0	121,900.0		121,900.0
4900	451909	Medicaid Resource Center	50%	6/30/2027	900.0	869,966.8	900,000.0	900,000.0		900,000.0
4900	451903	OMB Title III/Title VII	0%	6/30/2027	810.0	774,316.9	810,000.0	810,000.0		810,000.0
4900	451903	ACL/SHIP	0%	6/30/2027	484.1	724,268.2	484,083.0	484,083.0		484,083.0
4900	451903	MIPPA - SHIP	0%	6/30/2027	219.4	221,063.8	219,400.0	219,400.0		219,400.0
4900	451903	MIPPA - AAA	0%	6/30/2027	161.3	137,336.8	161,300.0	161,300.0		161,300.0
4900	451903	MIPPA - ADRC	0%	6/30/2027	31.9	37,538.7	31,900.0	31,900.0		31,900.0
4900	451903	Senior Saving Medicare	0%	6/30/2027	380.8	212,569.1	380,784.0	380,784.0		380,784.0
4900	451909	Title XX Home Care	0%	6/30/2027	2,533.8	2,075,626.5	2,533,800.0	2,533,800.0		2,533,800.0
4900	451909	Medicaid Match APS	0%	6/30/2027	2,200.0	599,640.3	2,200,000.0	2,200,000.0		2,200,000.0
4900	451903	Senior Services Bureau Admin	25%	6/30/2027	380.2	635,152.6	380,200.0	380,200.0		380,200.0
4900	451903	Title III-B Social Services/421/422	15%	6/30/2027	1,505.8	1,874,506.9	1,505,785.6	1,505,785.6		1,505,785.6
4900	451903	Title III C-1 Congregate Meals/431/432	15%	6/30/2027	3,215.0	3,084,130.3	3,215,017.4	3,215,017.4		3,215,017.4
4900	451903	Title III C-2 Home Delivered Meals/441/442	15%	6/30/2027	2,183.9	2,111,295.4	2,183,850.5	2,183,850.5		2,183,850.5
4900	451903	Title III D Preventative Health/451/452	0%	6/30/2027	126.2	167,969.0	126,186.5	126,186.5		126,186.5
4900	451903	Title III E National Family Care/461/462	25%	6/30/2027	1,177.5	1,018,017.8	1,177,502.1	1,177,502.1		1,177,502.1
4900	451903	Nutrition Services Incentive Program	0%	6/30/2027	1,229.7	493,800.7	1,229,724.3	1,229,724.3		1,229,724.3
4900	451903	Title V	10%	6/30/2027	471.4	422,856.0	471,400.0	471,400.0		471,400.0
4900	451909	Medicaid Match LTCD	50%	6/30/2027	400.0	309,599.6	400,000.0	400,000.0		400,000.0
4900	452003	Veterans	0%	6/30/2027		796,713.3	503,500.0	503,500.0		503,500.0
										-
				TOTALS		**16,900,605.5**	**19,036,333.3**	**19,036,333.3**	**-**	**19,036,333.3**

Agency Name: Aging & Long-Term Care Department
Program Name: Program Support

Business Unit: 62400
Program Code: P591

FY28 APPROPRIATION REQUEST
ORGANIZATION CHART
FORM S-2



Program Support

State of New Mexico

S-8 Financial Summary

(Dollars in Thousands)

BU	PCode	Department
62400	P591	000000

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	-------- FY 2028 Agency Request -------- Base	Expansion	Total
REVENUE								
111	General Fund Transfers	7,324.6	7,207.8	7,670.7	0.0	8,791.7	0.0	8,791.7
112	Other Transfers	0.0	283.1	0.0	0.0	0.0	0.0	0.0
120	Federal Revenues	121.9	334.2	121.9	0.0	121.9	0.0	121.9
150	Fund Balance	2,275.6	2,118.2	2,275.6	0.0	2,275.6	0.0	2,275.6
REVENUE, TRANSFERS		**9,722.1**	**9,943.4**	**10,068.2**	**0.0**	**11,189.2**	**0.0**	**11,189.2**
REVENUE		**9,722.1**	**9,943.4**	**10,068.2**	**0.0**	**11,189.2**	**0.0**	**11,189.2**
EXPENSE								
200	Personal services and employee benefits	5,308.2	5,229.9	5,610.4	6,541.7	6,066.7	0.0	6,066.7
300	Contractual services	2,565.8	883.5	2,502.0	0.0	3,162.0	0.0	3,162.0
400	Other	1,848.1	3,225.8	1,955.8	0.0	1,960.5	0.0	1,960.5
EXPENDITURES		**9,722.1**	**9,339.3**	**10,068.2**	**6,541.66**	**11,189.2**	**0.0**	**11,189.2**
EXPENSE		**9,722.1**	**9,339.3**	**10,068.2**	**6,541.66**	**11,189.2**	**0.0**	**11,189.2**
FTE POSITIONS								
810	Permanent	45.00	33.00	43.00	47.00	45.00	0.00	45.00
820	Term	2.00	0.00	5.00	0.00	5.00	0.00	5.00
FTEs		**47.00**	**33.00**	**48.00**	**47.00**	**50.00**	**0.00**	**50.00**
FTE POSITIONS		**47.00**	**33.00**	**48.00**	**47.00**	**50.00**	**0.00**	**50.00**

AGING AND LONG-TERM SERVICES DEPARTMENT (62400)
FY28 RECURRING GENERAL FUND: AGENCY APPROPRIATION REQUEST
CHANGES BY PROGRAM AND CATEGORY

Program Support (P591)	Salaries and Benefits (200's)	Contractual Services (300's)	Other (400's)	TOTAL
FY27 Operating Budget: General Fund	**$5,488.5**	**$226.4**	**$1,955.8**	**$7,670.7**
Increases (Decreases)				
To fund 4 FTE: 1 IT System Support, 1 Lease/Contract specialist, and 2 admin assistants. ASD did not grow with the new LTC division or new programs (respite, kinship, etc.)	$359.9			**$359.9**
Grant writing and program evaluation		$200.0		**$200.0**
Modernizing case management system per HHS2020. Transitioning from legacy WellSky platform to Mon Ami. Funding is needed for the replacement, maintenance, and support		$450.0		**$450.0**
ADA Compliance		$10.0		**$10.0**
Health Insurance	$48.6			**$48.6**
Fixed Costs GSD	$47.8			**$47.8**
Fixed Costs, GSD, DoIT, Vehicles			$4.7	**$4.7**
General fund increase/decrease #8 description				**$0.0**
General fund increase/decrease #9 description				**$0.0**
General fund increase/decrease #10 description				**$0.0**
General fund increase/decrease #11 description				**$0.0**
General fund increase/decrease #12 description				**$0.0**
General fund increase/decrease #13 description				**$0.0**
General fund increase/decrease #14 description				**$0.0**
General fund increase/decrease #15 description				**$0.0**
FY28 Request: General Fund	**$5,944.8**	**$886.4**	**$1,960.5**	**$8,791.7**
$ increase over FY27	$456.3	$660.0	$4.7	**$1,121.0**
% increase over FY27	8.3%	291.5%	0.2%	**14.6%**

(Dollars in Thousands)

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	-------- FY 2028 Agency Request -------- Base	Expansion	Total
499105	General Fd. Appropriation	7,324.6	7,207.8	7,670.7	0.0	8,791.7	0.0	8,791.7
111	**General Fund Transfers**	**7,324.6**	**7,207.8**	**7,670.7**	**0.0**	**8,791.7**	**0.0**	**8,791.7**
499905	Other Financing Sources	0.0	283.1	0.0	0.0	0.0	0.0	0.0
112	**Other Transfers**	**0.0**	**283.1**	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**
451903	Federal Direct - Operating	121.9	334.2	121.9	0.0	121.9	0.0	121.9
120	**Federal Revenues**	**121.9**	**334.2**	**121.9**	**0.0**	**121.9**	**0.0**	**121.9**
325900	Restricted FB - Gov	2,275.6	2,118.2	2,275.6	0.0	2,275.6	0.0	2,275.6
150	**Fund Balance**	**2,275.6**	**2,118.2**	**2,275.6**	**0.0**	**2,275.6**	**0.0**	**2,275.6**
TOTAL REVENUE		**9,722.1**	**9,943.4**	**10,068.2**	**0.0**	**11,189.2**	**0.0**	**11,189.2**
520100	Exempt Perm Positions P/T&F/T	1,343.8	1,085.7	1,167.0	1,327.0	1,181.9	0.0	1,181.9
520200	Term Positions	82.5	270.3	301.4	1.9	333.4	0.0	333.4
520300	Classified Perm Positions F/T	2,417.1	2,367.5	2,617.4	3,417.5	2,717.4	0.0	2,717.4
520500	Temporary Positions F/T & P/T	0.0	0.0	0.0	0.0	0.0	0.0	0.0
520600	Paid Unused Sick Leave	0.0	2.2	0.0	0.0	0.0	0.0	0.0
520700	Overtime & Other Premium Pay	0.0	22.4	0.0	0.0	17.4	0.0	17.4
520800	Annl & Comp Paid At Separation	0.0	31.7	0.0	0.0	0.0	0.0	0.0
521100	Group Insurance Premium	467.2	345.1	341.5	484.2	492.8	0.0	492.8
521200	Retirement Contributions	614.2	719.6	752.5	917.6	814.4	0.0	814.4
521300	F I C A	286.3	280.5	299.2	292.0	323.8	0.0	323.8
521400	Workers' Comp Assessment Fee	0.4	0.4	0.4	0.0	0.5	0.0	0.5
521410	GSD Work Comp Insur Premium	7.6	7.5	8.5	0.0	10.4	0.0	10.4
521500	Unemployment Comp Premium	1.8	1.8	1.8	0.0	2.7	0.0	2.7
521600	Employee Liability Ins Premium	20.5	20.4	42.4	0.0	87.3	0.0	87.3
521700	RHC Act Contributions	66.8	74.8	78.3	101.4	84.7	0.0	84.7
200	**Personal services and employee benef**	**5,308.2**	**5,229.9**	**5,610.4**	**6,541.7**	**6,066.7**	**0.0**	**6,066.7**
535100	Medical Services	0.0	0.2	0.0	0.0	0.0	0.0	0.0
535200	Professional Services	64.9	424.6	25.0	0.0	1,893.0	0.0	1,893.0
535209	Professional Svcs - Interagenc	0.0	0.0	6.1	0.0	0.0	0.0	0.0
535300	Other Services	2,283.9	403.2	1,531.7	0.0	611.2	0.0	611.2
535309	Other Services - Interagency	0.0	1.0	0.0	0.0	0.0	0.0	0.0
535400	Audit Services	78.0	21.0	99.2	0.0	87.8	0.0	87.8
535500	Attorney Services	0.0	0.0	30.0	0.0	0.0	0.0	0.0
535600	IT Services	139.0	33.6	810.0	0.0	570.0	0.0	570.0

(Dollars in Thousands)

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	-------- FY 2028 Agency Request -------- Base	Expansion	Total
300	**Contractual services**	**2,565.8**	**883.5**	**2,502.0**	**0.0**	**3,162.0**	**0.0**	**3,162.0**
542100	Employee I/S Mileage & Fares	3.5	2.3	3.5	0.0	19.9	0.0	19.9
542200	Employee I/S Meals & Lodging	7.4	5.6	7.4	0.0	10.0	0.0	10.0
542300	Brd & Comm Mbr Meals & Lodging	5.0	0.0	0.0	0.0	0.0	0.0	0.0
542500	Transp - Fuel & Oil	13.4	1.3	31.4	0.0	8.2	0.0	8.2
542600	Transp - Parts & Supplies	2.2	2.5	2.2	0.0	5.6	0.0	5.6
542800	State Transp Pool Charges	241.1	257.8	271.6	0.0	279.5	0.0	279.5
543300	Maint - Buildings & Structures	0.0	4.9	0.0	0.0	0.0	0.0	0.0
543400	Maint - Property Insurance	0.1	0.0	0.0	0.0	0.1	0.0	0.1
543820	Maintenance IT	395.0	0.0	395.0	0.0	766.5	0.0	766.5
543830	IT HW/SW Agreements	0.0	215.6	0.0	0.0	0.0	0.0	0.0
543900	Other Maintenance	0.0	0.0	5.3	0.0	0.0	0.0	0.0
544000	Supply Inventory IT	444.5	291.4	405.4	0.0	0.0	0.0	0.0
544100	Supplies-Office Supplies	25.0	8.4	25.0	0.0	19.8	0.0	19.8
544900	Supplies-Inventory Exempt	0.0	17.7	0.0	0.0	0.0	0.0	0.0
545600	Reporting & Recording	0.0	0.0	65.6	0.0	0.0	0.0	0.0
545700	ISD Services	39.8	40.0	50.2	0.0	48.5	0.0	48.5
545710	DOIT HCM Assessment Fees	18.3	18.3	17.5	0.0	17.5	0.0	17.5
545900	Printing & Photo Services	0.0	19.8	0.0	0.0	0.0	0.0	0.0
546100	Postage & Mail Services	5.0	2.1	5.0	0.0	0.0	0.0	0.0
546310	Utilities - Sewer/Garbage	5.0	0.0	5.0	0.0	0.0	0.0	0.0
546400	Rent Of Land & Buildings	515.0	560.1	515.0	0.0	562.1	0.0	562.1
546500	Rent Of Equipment	13.0	62.0	13.0	0.0	30.4	0.0	30.4
546600	Communications	0.0	18.9	0.0	0.0	0.0	0.0	0.0
546610	DOIT Telecommunications	49.6	49.6	99.3	0.0	103.9	0.0	103.9
546700	Subscriptions/Dues/License Fee	50.2	22.9	23.4	0.0	42.2	0.0	42.2
546800	Employee Training & Education	15.0	10.4	15.0	0.0	0.0	0.0	0.0
546900	Advertising	0.0	58.3	0.0	0.0	0.0	0.0	0.0
547000	Legal Settlements	0.0	0.0	0.0	0.0	12.1	0.0	12.1
547400	Grants To Local Governments	0.0	1,282.5	0.0	0.0	0.0	0.0	0.0
547440	Grants To Other Entities	0.0	205.0	0.0	0.0	0.0	0.0	0.0
547900	Miscellaneous Expense	0.0	11.8	0.0	0.0	14.2	0.0	14.2
547999	Request to Pay Prior Year	0.0	46.9	0.0	0.0	0.0	0.0	0.0
549600	Employee O/S Mileage & Fares	0.0	2.8	0.0	0.0	10.0	0.0	10.0

(Dollars in Thousands)

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	-------- FY 2028 Agency Request -------- Base	Expansion	Total
549700	Employee O/S Meals & Lodging	0.0	6.7	0.0	0.0	10.0	0.0	10.0
400	**Other**	**1,848.1**	**3,225.8**	**1,955.8**	**0.0**	**1,960.5**	**0.0**	**1,960.5**
TOTAL EXPENSE		**9,722.1**	**9,339.3**	**10,068.2**	**6,541.7**	**11,189.2**	**0.0**	**11,189.2**
810	Permanent	45.00	33.00	43.00	47.00	45.00	0.00	45.00
810	**Permanent**	**45.00**	**33.00**	**43.00**	**47.00**	**45.00**	**0.00**	**45.00**
820	Term	2.00	0.00	5.00	0.00	5.00	0.00	5.00
820	**Term**	**2.00**	**0.00**	**5.00**	**0.00**	**5.00**	**0.00**	**5.00**
TOTAL FTE POSITIONS		**47.00**	**33.00**	**48.00**	**47.00**	**50.00**	**0.00**	**50.00**

Program Description:

Program Support, which includes the Aging and Long-Term Services Department's (ALTSD) Administrative Services Division, External Affairs Bureau, Policy and Planning, Information Technology (IT) Bureau, and Human Resources (HR) Bureau, serves as the central administrative and strategic resource for the agency's direct service operations. Its primary function is to ensure that all divisions receive consistent, high-quality support across key areas including personnel management, budgeting, procurement, contracting, legal counsel, systems infrastructure, and communications. By integrating these services, Program Support enables the agency to operate with efficiency, transparency, and accountability.

Major Issues and Accomplishments:

The agency continues to prioritize building team capacity, recognizing it as an ongoing challenge while actively working to align mission priorities and enhance onboarding support.

Below are a few highlighted Program Support Division key accomplishments and issues:

• Implementing an internal leadership cohort, called Next Gen, to develop emerging leaders, support succession planning, and build cross-division collaboration and consistent leadership practices. The 12-month long program launched in January 2026 is well underway and showing signs of success. ALTSD's first Next Gen cohort exhibited strong participation and support for the program; therefore, ALTSD plans to launch a second Next Gen cohort in 2027.

• Completed a review and revision of performance measure for all ALTSD divisions.

• Hosted the 47th Annual Conference on Aging in Santa Fe County, which brought in over 1,000 older adults from 27 counties and 15 tribal communities.

• Streamlined and expanded ALTSD's internal volunteer recruitment and retention program.

• Marketing campaigns: New to Medicare; ADRC Overview; Safe and Sound; Boost Your Budget; SMP Fraud; SMP/SHIP Volunteer; Hang Up the Phone (fraud/scam); Take Action – Talk Alzheimer's and Dementia Awareness; Talk to Me – Aging in NM; Ombudsman Are Advocates.

• Grew social media reach substantially: Facebook grew from about 1,489 followers in January 2022 to roughly 3,900 in 2026; Instagram grew from 397 to 1,245; X/Twitter reached approximately 507 followers.

• Completed a review and revision of all ALTSD HR policies and procedures.

• Reviewing how to align current staffing with the new State Personnel Office (SPO) job architecture and salary midpoints within current budget constraints.

• Building upon significant technology improvements completed in prior years while implementing key initiatives to strengthen and modernize the agency's technology environment.

Overview of Request:

The FY28 request includes an increase of $1,121.0. Of this amount, $101.1 is for fixed costs, including $48.6 for health insurance. An additional $101.5 is needed to fund an unfunded contracts coordinator position in the procurement division. This position is critical in supporting the agency's growing workload. The agency has expanded significantly including the addition of an entirely new division in FY26. With this growth, procurement activities have increased substantially, resulting in a higher volume of contracts to process and manage. At the same time, the agency continues to navigate complex lease requirements to support its expanded staffing and program operations. ALTSD is also requesting two admin positions to help staff a centralized administrative support system. ALTSD is expanding a ticketing system to efficiently support and track the administrative needs of the departments, freeing up staff to prioritize program initiatives.

ALTSD is requesting $101.4 for one additional IT FTE to support the Department's expanding programs, technology environment, and growing operational demands. As ALTSD implements new programs, modernizes enterprise systems, expands statewide services, and strengthens cybersecurity and compliance requirements, the volume and complexity of IT support continue to increase. The additional position will provide critical capacity for system administration, technical support, security, application support, and implementation of new technology initiatives, helping ensure reliable, secure, and responsive technology services across the Department.

ALTSD is also requesting a $450.0 recurring increase to the IT base budget to support ongoing licensing and maintenance costs associated with the transition from the nearly 20-year-old WellSky case management system to the modernized Mon Ami enterprise platform. Mon Ami will support multiple ALTSD programs and provide a more secure, integrated, and sustainable technology platform for statewide service delivery. The recurring funding will ensure ALTSD can maintain the system, support required integrations and reporting and sustain the Department's investment in Enterprise System Modernization.

ALTSD is requesting $200.0 in recurring funding to strengthen the Department's capacity to conduct cross-departmental evaluations, develop data-informed policy recommendations, and pursue competitive grant opportunities that advance services and outcomes for older adults, adults with disabilities, caregivers, and families across New Mexico. ALTSD is responsible for addressing complex issues that extend beyond the services administered directly by the Department. Aging, disability, caregiving, long-term services and supports, housing, transportation, food security, behavioral health, and health care are interconnected and frequently require coordination across multiple state agencies and community partners. Dedicated funding would allow ALTSD to support evaluations and planning efforts that examine these issues across departmental boundaries, identify gaps and duplication, measure outcomes, and develop strategies that improve the effectiveness and efficiency of state investments. The funding would also provide ALTSD with additional capacity to leverage federal, philanthropic, and other external resources.

Programmatic Changes:

ALTSD is focused on modernizing technology support across ALTSD programs and expanding IT support to meet the growing technology and data needs of CERD/ADRC, Aging Network, Adult Protective Services, Long-Term Care, Ombudsman, and the Office of Indian Elder Affairs. These new platforms will help facilitate program modernization, data exchange, digital service delivery, and improved statewide operations. Along with the growing needs of the agency, ALTSD is also requesting two admin positions to help staff a centralized administrative support system. ALTSD is expanding a ticketing system to efficiently support and track the administrative needs of the departments, freeing up staff to prioritize program initiatives.

BU	PCode
62400	P591

Base Budget Justification: ALTSD administers programs that help New Mexicans achieve lifelong independence and healthy aging. The program support division ensures that the critical services provided by Adult Protective Services, Aging Network, Consumer and Elder Rights, Long-Term Care, Ombudsman and the Office of Indian Elder Affairs. As these programs have grown the back-end support has not expanded at the same rate. The base budget request is necessary to continue to support the invaluable services across the agency.

REV EXP COMPARISON

(Dollars in Thousands)

62400 - Aging and Long-Term Services Department

P591 - Program Support

	General Fund	Other Funds	Other Transfers	Federal Funds	Total
SOURCES Totals	**8,791.7**	**2,275.6**	**0.0**	**121.9**	**11,189.2**
Personal services and employee benefits	5,944.8	0.0	0.0	121.9	6,066.7
Contractual services	886.4	2,275.6	0.0	0.0	3,162
Other	1,960.5	0.0	0.0	0.0	1,960.5
USES Total:	**8,791.7**	**2,275.6**	**0.0**	**121.9**	**11,189.2**
Net:	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**

(Dollars in Thousands)

Fund	Account		2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	FY 2028 Agency Request GF	OSF	ISF/IAT	FF	Total	Justification
00000	520300	Classified Perm Positions F/T	0.0	0.0	130.98	0.0	0.0	0.0	0.0	0.0	
00000	521100	Group Insurance Premium	0.0	0.0	13.27	0.0	0.0	0.0	0.0	0.0	
00000	521200	Retirement Contributions	0.0	0.0	36.32	0.0	0.0	0.0	0.0	0.0	
00000	521300	F I C A	0.0	0.0	8.06	0.0	0.0	0.0	0.0	0.0	
00000	521700	RHC Act Contributions	0.0	0.0	4.43	0.0	0.0	0.0	0.0	0.0	
04900	520100	Exempt Perm Positions P/T&F/T	1,085.7	1,167.0	1,327.04	1,181.9	0.0	0.0	0.0	1,181.9	
04900	520200	Term Positions	270.3	301.4	1.91	292.6	0.0	0.0	40.8	333.4	
04900	520300	Classified Perm Positions F/T	2,367.5	2,617.4	3,286.54	2,675.1	0.0	0.0	42.3	2,717.4	
04900	520500	Temporary Positions F/T & P/T	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	520600	Paid Unused Sick Leave	2.2	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	520700	Overtime & Other Premium Pay	22.4	0.0	0	9.7	0.0	0.0	7.7	17.4	
04900	520800	Annl & Comp Paid At Separation	31.7	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	521100	Group Insurance Premium	345.1	341.5	470.95	485.8	0.0	0.0	7.0	492.8	
04900	521200	Retirement Contributions	719.6	752.5	881.24	798.4	0.0	0.0	16.0	814.4	
04900	521300	F I C A	280.5	299.2	283.98	317.4	0.0	0.0	6.4	323.8	
04900	521400	Workers' Comp Assessment Fee	0.4	0.4	0	0.5	0.0	0.0	0.0	0.5	
04900	521410	GSD Work Comp Insur Premium	7.5	8.5	0	10.4	0.0	0.0	0.0	10.4	
04900	521500	Unemployment Comp Premium	1.8	1.8	0	2.7	0.0	0.0	0.0	2.7	
04900	521600	Employee Liability Ins Premium	20.4	42.4	0	87.3	0.0	0.0	0.0	87.3	
04900	521700	RHC Act Contributions	74.8	78.3	96.96	83.0	0.0	0.0	1.7	84.7	
	200	**Personal services and employee benef**	**5,229.9**	**5,610.4**	**6,541.66**	**5,944.8**	**0.0**	**0.0**	**121.9**	**6,066.7**	
04900	542100	Employee I/S Mileage & Fares	2.3	3.5	0	19.9	0.0	0.0	0.0	19.9	
04900	542200	Employee I/S Meals & Lodging	5.6	7.4	0	10.0	0.0	0.0	0.0	10.0	
04900	542500	Transp - Fuel & Oil	1.3	31.4	0	8.2	0.0	0.0	0.0	8.2	
04900	542600	Transp - Parts & Supplies	2.5	2.2	0	5.6	0.0	0.0	0.0	5.6	
04900	542800	State Transp Pool Charges	257.8	271.6	0	279.5	0.0	0.0	0.0	279.5	
04900	543300	Maint - Buildings & Structures	4.9	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	543400	Maint - Property Insurance	0.0	0.0	0	0.1	0.0	0.0	0.0	0.1	
04900	543820	Maintenance IT	0.0	395.0	0	766.5	0.0	0.0	0.0	766.5	
04900	543830	IT HW/SW Agreements	215.6	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	543900	Other Maintenance	0.0	5.3	0	0.0	0.0	0.0	0.0	0.0	
04900	544000	Supply Inventory IT	291.4	405.4	0	0.0	0.0	0.0	0.0	0.0	
04900	544100	Supplies-Office Supplies	8.4	25.0	0	19.8	0.0	0.0	0.0	19.8	

(Dollars in Thousands)

Fund	Account		2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	FY 2028 Agency Request GF	OSF	ISF/IAT	FF	Total	Justification
04900	544900	Supplies-Inventory Exempt	17.7	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	545600	Reporting & Recording	0.0	65.6	0	0.0	0.0	0.0	0.0	0.0	
04900	545700	ISD Services	40.0	50.2	0	48.5	0.0	0.0	0.0	48.5	
04900	545710	DOIT HCM Assessment Fees	18.3	17.5	0	17.5	0.0	0.0	0.0	17.5	
04900	545900	Printing & Photo Services	19.8	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	546100	Postage & Mail Services	2.1	5.0	0	0.0	0.0	0.0	0.0	0.0	
04900	546310	Utilities - Sewer/Garbage	0.0	5.0	0	0.0	0.0	0.0	0.0	0.0	
04900	546400	Rent Of Land & Buildings	560.1	515.0	0	562.1	0.0	0.0	0.0	562.1	
04900	546500	Rent Of Equipment	62.0	13.0	0	30.4	0.0	0.0	0.0	30.4	
04900	546600	Communications	18.9	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	546610	DOIT Telecommunications	49.6	99.3	0	103.9	0.0	0.0	0.0	103.9	
04900	546700	Subscriptions/Dues/License Fee	22.9	23.4	0	42.2	0.0	0.0	0.0	42.2	
04900	546800	Employee Training & Education	10.4	15.0	0	0.0	0.0	0.0	0.0	0.0	
04900	546900	Advertising	58.3	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	547000	Legal Settlements	0.0	0.0	0	12.1	0.0	0.0	0.0	12.1	
04900	547400	Grants To Local Governments	(0.0)	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	547440	Grants To Other Entities	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	547900	Miscellaneous Expense	11.8	0.0	0	14.2	0.0	0.0	0.0	14.2	
04900	547999	Request to Pay Prior Year	46.9	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	549600	Employee O/S Mileage & Fares	2.8	0.0	0	10.0	0.0	0.0	0.0	10.0	
04900	549700	Employee O/S Meals & Lodging	6.7	0.0	0	10.0	0.0	0.0	0.0	10.0	
21270	547400	Grants To Local Governments	1,282.5	0.0	0	0.0	0.0	0.0	0.0	0.0	
21270	547440	Grants To Other Entities	205.0	0.0	0	0.0	0.0	0.0	0.0	0.0	
	400	**Other**	**3,225.8**	**1,955.8**	**0**	**1,960.5**	**0.0**	**0.0**	**0.0**	**1,960.5**	
	TOTAL EXPENSE		**8,455.7**	**7,566.2**		**7,905.3**	**0.0**	**0.0**	**121.9**	**8,027.2**	

Program Support

BU PCode
62400 P591

State of New Mexico

Contract by PCode Detail

(Dollars in Thousands)

						FY 2028 Agency Request					
Fund	Account		#	Contract Purpose	Actuals	GF	OSF	ISF/IAT	FF	Total	Justification
04900	535100	Medical Services	1000		0.2	0.0	0.0	0.0	0.0	0.0	
04900	535200	Professional Services	1000		169.0	226.4	0.0	0.0	0.0	226.4	
04900	535300	Other Services	1000		28.0	2.2	0.0	0.0	0.0	2.2	
04900	535309	Other Services - Interagency	1000		1.0	0.0	0.0	0.0	0.0	0.0	
04900	535400	Audit Services	1000		21.0	87.8	0.0	0.0	0.0	87.8	
04900	535600	IT Services	1000		33.6	570.0	0.0	0.0	0.0	570.0	
21270	535200	Professional Services	1001		255.6	0.0	1,666.6	0.0	0.0	1,666.6	
21270	535300	Other Services	1000		375.1	0.0	609.0	0.0	0.0	609.0	
	TOTAL EXPENSE				**883.5**	**886.4**	**2,275.6**	**0.0**	**0.0**	**3,162.0**	

FY28 APPROPRIATION REQUEST
LEASED PASSENGER-RELATED VEHICLES
FORM E-6B

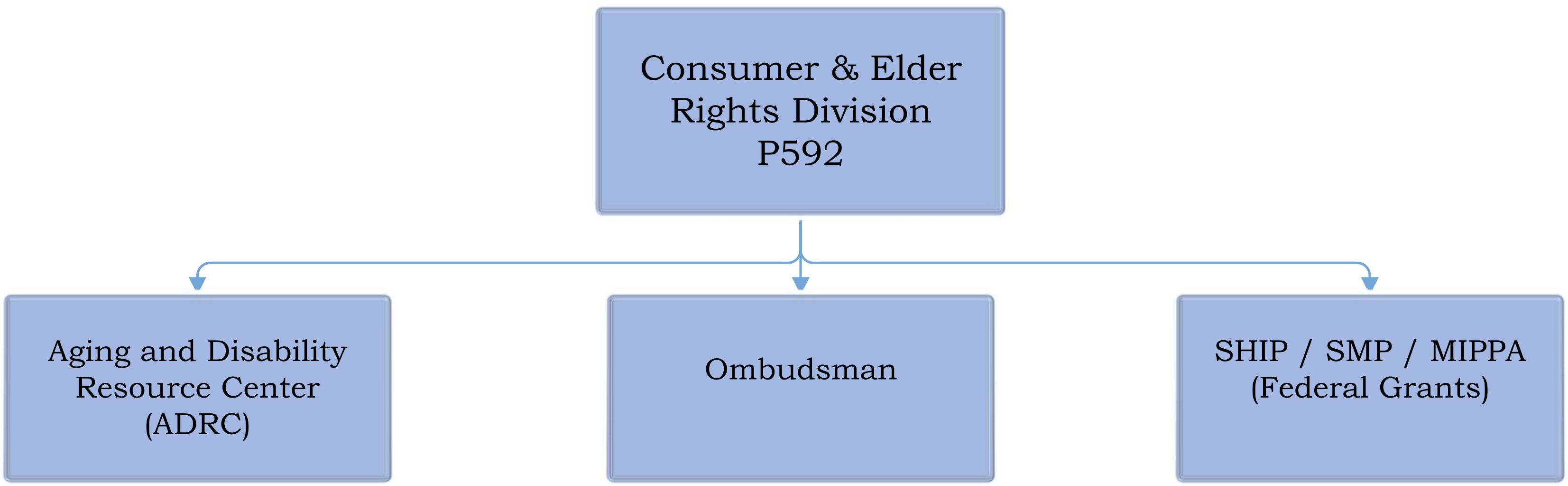
Account Code: 542800

Agency Name: Aging Long-Term Services Department
Program Name: P591 - Program Support

Business Unit: 62400
Program Code: P591

LONG TERM LEASES ONLY									LONG TERM ONLY				SHORT TERM ONLY			G+J=K	Federal $$$$ (X)
										E	F	E*F=G	H	I	H*I=J		
Item No.	Plate / Lic. No.	Year	Class	Type	Make	Model	Lease Code	Total Mileage on 7/1/26	Lease Start Date***	Rate Per Month	No. of Months Leased	Lease Rate	Rate Per Day	No. of Days	Total Lease Rate	Total Long & Short Lease	
1	007729SG	2020	06AO	MIDSIZE SUV FWD	DODGE	JOURNEY		51,507		$293.22	12	3,518.64			-	3,518.64	
2	008203SG	2020	06AO	MIDSIZE SUV 4X4	JEEP	CHEROKEE		46,938		$293.22	12	3,518.64			-	3,518.64	
3	008326SG	2021	06AT	SPORT UTILITY AWD	TOYOTA	RAV4		62,758		$769.00	12	9,228.00			-	9,228.00	
4	008328SG	2021	06AT	SPORT UTILITY AWD	TOYOTA	RAV4		49,607		$769.00	12	9,228.00			-	9,228.00	
5	008333SG	2021	06AT	SPORT UTILITY AWD	TOYOTA	RAV4		52,300		$769.00	12	9,228.00			-	9,228.00	
6	008337SG	2021	06AT	SPORT UTILITY AWD	TOYOTA	RAV4		29,529		$769.00	12	9,228.00			-	9,228.00	
7	008410SG	2021	06AT	SPORT UTILITY AWD	TOYOTA	RAV4		66,327		$769.00	12	9,228.00			-	9,228.00	
8	008660SG	2021	05AC	MINI VAN	CHRYSLER	PACIFICA		47,654		$811.00	12	9,732.00			-	9,732.00	
9	011224SG	2025	02BH	MIDSIZE SEDAN	HONDA	ACCORD		11,571		$766.00	12	9,192.00			-	9,192.00	
10	011256SG	2025	02BH	MIDSIZE SEDAN	HONDA	ACCORD		11,605		$766.00	12	9,192.00			-	9,192.00	
11	008711SG	2021	02BA	MIDSIZE SEDAN	NISSAN	ALTIMA		56,799		$512.00	12	6,144.00			-	6,144.00	
12	011269SG	2025	02BH	MIDSIZE SEDAN	HONDA	ACCORD		13,223		$766.00	12	9,192.00			-	9,192.00	
13	011565SG	2025	02BH	MIDSIZE SEDAN	HONDA	ACCORD		3,406		$766.00	12	9,192.00			-	9,192.00	
14	011592SG	2025	02BH	MIDSIZE SEDAN	HONDA	ACCORD		14,136		$766.00	12	9,192.00			-	9,192.00	
15	009306SG	2021	06A	SPORT UTILITY 4WD	DODGE	DURANGO		50,612		$707.00	12	8,484.00			-	8,484.00	
16	009333SG	2021	06A	SPORT UTILITY 4WD	DODGE	DURANGO		28,990		$707.00	12	8,484.00			-	8,484.00	
17	009338SG	2021	06AO	SPORT UTILITY 4WD	FORD	EXPLORER		31,881		$293.22	12	3,518.64			-	3,518.64	
18	009396SG	2022	06AO	MIDSIZE SUV 4X4	CHEVY	EQUINOX		45,513		$293.22	12	3,518.64			-	3,518.64	
19	010457SG	2024	02BA	MIDSIZE SEDAN	NISSAN	ALTIMA		18,367		$704.00	12	8,448.00			-	8,448.00	
20	010460SG	2024	02BA	MIDSIZE SEDAN	NISSAN	ALTIMA		21,900		$704.00	12	8,448.00			-	8,448.00	
21	010461SG	2024	02BA	MIDSIZE SEDAN	NISSAN	ALTIMA		20,539		$704.00	12	8,448.00			-	8,448.00	
22	010464SG	2024	02BA	MIDSIZE SEDAN	NISSAN	ALTIMA		41,815		$704.00	12	8,448.00			-	8,448.00	
23	010484SG	2024	04BO	MINI PICKUP 4X4 CC HYBRID	FORD	MAVERICK		36,533		$293.22	12	3,518.64			-	3,518.64	
24	010485SG	2024	04BO	MINI PICKUP 4X4 CC HYBRID	FORD	MAVERICK		16,064		$293.22	12	3,518.64			-	3,518.64	
25	010496SG	2024	06AM	SPORT UTILITY 4X4	NISSAN	ROGUE		25,851		$773.00	12	9,276.00			-	9,276.00	
26	010498SG	2024	06AM	SPORT UTILITY 4X4	NISSAN	ROGUE		18,852		$773.00	12	9,276.00			-	9,276.00	
27	010502SG	2024	02BA	MIDSIZE SEDAN	NISSAN	ALTIMA		20,154		$704.00	12	8,448.00			-	8,448.00	
28	010594SG	2024	04FO	1/2 4X4 CC HYBRID	FORD	F150		18,546		$293.22	12	3,518.64			-	3,518.64	
29	010595SG	2024	04FO	1/2 4X4 CC HYBRID	FORD	F150		26,292		$293.22	12	3,518.64			-	3,518.64	
30	010596SG	2024	04FO	1/2 4X4 CC HYBRID	FORD	F150		33,125		$293.22	12	3,518.64			-	3,518.64	
31	010617SG	2024	06AM	SPORT UTILITY 4X4	NISSAN	ROGUE		26,202		$773.00	12	9,276.00			-	9,276.00	
32	010620SG	2024	04BO	MINI PICKUP 4X4 CC HYBRID	FORD	MAVERICK		24,440		$293.22	12	3,518.64			-	3,518.64	
33	010622SG	2024	04BO	MINI PICKUP 4X4 CC HYBRID	FORD	MAVERICK		42,321		$293.22	12	3,518.64			-	3,518.64	
34	010623SG	2024	04BO	MINI PICKUP 4X4 CC HYBRID	FORD	MAVERICK		23,546		$293.22	12	3,518.64			-	3,518.64	
35	010624SG	2024	04BO	MINI PICKUP 4X4 CC HYBRID ELECTRIC	FORD	MAVERICK		22,718		$293.22	12	3,518.64			-	3,518.64	
36	010625SG	2024	04BO	MINI PICKUP 4X4 CC HYBRID ELECTRIC	FORD	MAVERICK		13,499		$293.22	12	3,518.64			-	3,518.64	
37	010626SG	2024	04BO	MINI PICKUP 4X4 CC HYBRID ELECTRIC	FORD	MAVERICK		16,179		$293.22	12	3,518.64			-	3,518.64	
38	010627SG	2024	04BO	MINI PICKUP 4X4 CC HYBRID ELECTRIC	FORD	MAVERICK		16,319		$293.22	12	3,518.64			-	3,518.64	
39	010628SG	2024	04BO	MINI PICKUP 4X4 CC HYBRID ELECTRIC	FORD	MAVERICK		42,850		$293.22	12	3,518.64			-	3,518.64	
40	010630SG	2024	04BO	MINI PICKUP 4X4 CC HYBRID ELECTRIC	FORD	MAVERICK		16,738		$293.22	12	3,518.64			-	3,518.64	
41	010631SG	2024	04BO	MINI PICKUP 4X4 CC HYBRID ELECTRIC	FORD	MAVERICK		27,508		$293.22	12	3,518.64			-	3,518.64	
42	010671SG	2024	04BO	MINI PICKUP 4X4 CC HYBRID ELECTRIC	FORD	MAVERICK		30,880		$293.22	12	3,518.64			-	3,518.64	
43	010672SG	2024	04FO	1/2 4X4 CC HYBRID	FORD	F150		12,097		$293.22	12	3,518.64			-	3,518.64	
44	010673SG	2024	04BO	MINI PICKUP 4X4 CC HYBRID ELECTRIC	FORD	MAVERICK		19,525		$293.22	12	3,518.64			-	3,518.64	
45	010674SG	2024	04BO	MINI PICKUP 4X4 CC HYBRID ELECTRIC	FORD	MAVERICK		13,779		$293.22	12	3,518.64			-	3,518.64	
46	G64644	2006	06AO	MIDSIZE SUV	FORD	EXPLORER		132,371		$293.22	12	3,518.64			-	3,518.64	
											LT Lease Cost:	279,459.36		ST Lease Cost:	-		
SUBTOTALS											LT Lease Cost (fuel & lease):	279,459.36					
542800 TOTAL: VEHICLE LEASE COST																**$279,459.36**	

FY28 APPROPRIATION REQUEST
ORGANIZATION CHART
FORM S-2



Consumer and Elder Rights

BU	PCode	Department
62400	P592	000000

State of New Mexico

S-8 Financial Summary

(Dollars in Thousands)

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	FY 2028 Agency Request Base	FY 2028 Agency Request Expansion	FY 2028 Agency Request Total
REVENUE								
111	General Fund Transfers	3,431.0	3,342.5	3,634.2	0.0	4,125.9	0.0	4,125.9
112	Other Transfers	900.0	1,093.5	900.0	0.0	900.0	0.0	900.0
120	Federal Revenues	1,871.8	2,107.1	2,010.9	0.0	2,010.9	0.0	2,010.9
130	Other Revenues	0.0	0.0	0.0	0.0	0.0	0.0	0.0
REVENUE, TRANSFERS		**6,202.8**	**6,543.1**	**6,545.1**	**0.0**	**7,036.8**	**0.0**	**7,036.8**
REVENUE		**6,202.8**	**6,543.1**	**6,545.1**	**0.0**	**7,036.8**	**0.0**	**7,036.8**
EXPENSE								
200	Personal services and employee benefits	4,927.7	4,230.6	5,113.5	5,117.7	5,587.6	0.0	5,587.6
300	Contractual services	421.0	945.5	900.3	0.0	900.3	0.0	900.3
400	Other	854.1	684.2	531.3	0.0	548.9	0.0	548.9
EXPENDITURES		**6,202.8**	**5,860.2**	**6,545.1**	**5,117.68**	**7,036.8**	**0.0**	**7,036.8**
EXPENSE		**6,202.8**	**5,860.2**	**6,545.1**	**5,117.68**	**7,036.8**	**0.0**	**7,036.8**
FTE POSITIONS								
810	Permanent	42.00	32.00	36.00	49.00	44.00	0.00	44.00
820	Term	17.00	0.00	16.00	0.00	10.00	0.00	10.00
FTEs		**59.00**	**32.00**	**52.00**	**49.00**	**54.00**	**0.00**	**54.00**
FTE POSITIONS		**59.00**	**32.00**	**52.00**	**49.00**	**54.00**	**0.00**	**54.00**

AGING AND LONG-TERM SERVICES DEPARTMENT (62400)
FY28 RECURRING GENERAL FUND: AGENCY APPROPRIATION REQUEST
CHANGES BY PROGRAM AND CATEGORY

Consumer and Elder Rights (P592)	Salaries and Benefits (200's)	Contractual Services (300's)	Other (400's)	TOTAL
FY27 Operating Budget: General Fund	$3,063.1	$310.0	$261.1	$3,634.2
Increases (Decreases)				
OMB - 2 terms to perms (C7)	$202.9	$0.0	$0.0	$202.9
ADRC - Create 2 new perm positions (C5)	$171.0			$171.0
Health Insurance	$49.4			$49.4
Fixed Costs GSD	$50.8			$50.8
Fixed Costs, GSD, DoIT, Vehicles			$17.6	$17.6
General fund increase/decrease #6 description				$0.0
General fund increase/decrease #7 description				$0.0
General fund increase/decrease #8 description				$0.0
General fund increase/decrease #9 description				$0.0
General fund increase/decrease #10 description				$0.0
General fund increase/decrease #11 description				$0.0
General fund increase/decrease #12 description				$0.0
General fund increase/decrease #13 description				$0.0
General fund increase/decrease #14 description				$0.0
General fund increase/decrease #15 description				$0.0
FY28 Request: General Fund	$3,537.2	$310.0	$278.7	$4,125.9
$ increase over FY27	$474.1	$0.0	$17.6	$491.7
% increase over FY27	15.5%	0.0%	6.7%	13.5%

(Dollars in Thousands)

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	-------- FY 2028 Agency Request -------- Base	Expansion	Total
499105	General Fd. Appropriation	3,431.0	3,342.5	3,634.2	0.0	4,125.9	0.0	4,125.9
111	**General Fund Transfers**	**3,431.0**	**3,342.5**	**3,634.2**	**0.0**	**4,125.9**	**0.0**	**4,125.9**
451909	Federal Contract - Interagency	900.0	870.0	900.0	0.0	900.0	0.0	900.0
499905	Other Financing Sources	0.0	223.5	0.0	0.0	0.0	0.0	0.0
112	**Other Transfers**	**900.0**	**1,093.5**	**900.0**	**0.0**	**900.0**	**0.0**	**900.0**
451903	Federal Direct - Operating	1,871.8	2,107.1	2,010.9	0.0	2,010.9	0.0	2,010.9
120	**Federal Revenues**	**1,871.8**	**2,107.1**	**2,010.9**	**0.0**	**2,010.9**	**0.0**	**2,010.9**
417902	Other Registration Fees	0.0	0.0	0.0	0.0	0.0	0.0	0.0
130	**Other Revenues**	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**
TOTAL REVENUE		**6,202.8**	**6,543.1**	**6,545.1**	**0.0**	**7,036.8**	**0.0**	**7,036.8**
520100	Exempt Perm Positions P/T&F/T	335.8	84.9	201.8	198.9	189.0	0.0	189.0
520200	Term Positions	363.0	477.1	933.8	1.5	592.7	0.0	592.7
520300	Classified Perm Positions F/T	2,973.2	2,357.8	2,468.8	3,416.6	2,720.1	0.0	2,720.1
520700	Overtime & Other Premium Pay	1.7	23.4	0.0	0.0	328.2	0.0	328.2
520800	Annl & Comp Paid At Separation	0.0	6.5	0.0	0.0	0.0	0.0	0.0
521100	Group Insurance Premium	514.7	399.4	451.4	447.1	537.2	0.0	537.2
521200	Retirement Contributions	411.2	566.2	643.2	747.2	715.2	0.0	715.2
521300	F I C A	216.5	218.0	255.7	222.5	284.4	0.0	284.4
521400	Workers' Comp Assessment Fee	0.5	0.4	0.5	0.0	0.5	0.0	0.5
521410	GSD Work Comp Insur Premium	9.5	9.5	9.2	0.0	11.3	0.0	11.3
521500	Unemployment Comp Premium	2.3	2.3	2.0	0.0	2.9	0.0	2.9
521600	Employee Liability Ins Premium	25.7	26.4	46.8	0.0	94.6	0.0	94.6
521700	RHC Act Contributions	73.6	58.9	100.3	83.9	111.5	0.0	111.5
200	**Personal services and employee benef**	**4,927.7**	**4,230.6**	**5,113.5**	**5,117.7**	**5,587.6**	**0.0**	**5,587.6**
535200	Professional Services	63.0	475.1	282.5	0.0	277.7	0.0	277.7
535300	Other Services	58.0	427.7	200.7	0.0	622.6	0.0	622.6
535309	Other Services - Interagency	300.0	0.5	417.1	0.0	0.0	0.0	0.0
535500	Attorney Services	0.0	42.3	0.0	0.0	0.0	0.0	0.0
300	**Contractual services**	**421.0**	**945.5**	**900.3**	**0.0**	**900.3**	**0.0**	**900.3**
542100	Employee I/S Mileage & Fares	12.6	1.0	3.6	0.0	6.0	0.0	6.0
542200	Employee I/S Meals & Lodging	19.0	34.9	20.0	0.0	6.0	0.0	6.0
542500	Transp - Fuel & Oil	31.7	12.7	47.6	0.0	10.1	0.0	10.1
542600	Transp - Parts & Supplies	1.0	2.8	1.0	0.0	0.0	0.0	0.0

(Dollars in Thousands)

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	-------- FY 2028 Agency Request -------- Base	Expansion	Total
542700	Transp - Transp Insurance	0.8	0.0	0.8	0.0	0.5	0.0	0.5
542800	State Transp Pool Charges	85.5	97.2	71.6	0.0	101.7	0.0	101.7
543200	Maint - Furn, Fixt, Equipment	0.0	0.0	0.0	0.0	1.0	0.0	1.0
543300	Maint - Buildings & Structures	0.0	0.1	0.0	0.0	0.0	0.0	0.0
543830	IT HW/SW Agreements	108.2	119.8	66.1	0.0	96.3	0.0	96.3
544000	Supply Inventory IT	15.3	9.5	5.3	0.0	0.0	0.0	0.0
544100	Supplies-Office Supplies	22.5	1.2	3.5	0.0	33.3	0.0	33.3
544900	Supplies-Inventory Exempt	0.0	0.9	0.0	0.0	0.0	0.0	0.0
545700	ISD Services	50.0	50.0	54.4	0.0	52.6	0.0	52.6
545710	DOIT HCM Assessment Fees	23.2	23.1	19.0	0.0	19.0	0.0	19.0
545900	Printing & Photo Services	14.0	31.3	19.0	0.0	15.3	0.0	15.3
546100	Postage & Mail Services	2.6	20.0	2.6	0.0	0.0	0.0	0.0
546400	Rent Of Land & Buildings	16.5	17.9	16.5	0.0	17.0	0.0	17.0
546500	Rent Of Equipment	15.0	4.5	15.0	0.0	0.0	0.0	0.0
546600	Communications	0.0	0.4	0.0	0.0	0.0	0.0	0.0
546610	DOIT Telecommunications	62.1	200.7	95.0	0.0	112.6	0.0	112.6
546700	Subscriptions/Dues/License Fee	0.0	1.0	0.0	0.0	2.6	0.0	2.6
546800	Employee Training & Education	0.5	6.8	0.5	0.0	20.0	0.0	20.0
546900	Advertising	336.4	0.2	12.5	0.0	33.7	0.0	33.7
547900	Miscellaneous Expense	0.0	18.0	0.0	0.0	0.0	0.0	0.0
547999	Request to Pay Prior Year	0.0	6.2	0.0	0.0	0.0	0.0	0.0
548300	Information Tech Equipment	0.0	0.0	48.5	0.0	0.0	0.0	0.0
549600	Employee O/S Mileage & Fares	18.0	9.2	14.6	0.0	10.0	0.0	10.0
549700	Employee O/S Meals & Lodging	19.2	14.6	14.2	0.0	11.2	0.0	11.2
400	**Other**	**854.1**	**684.2**	**531.3**	**0.0**	**548.9**	**0.0**	**548.9**
TOTAL EXPENSE		**6,202.8**	**5,860.2**	**6,545.1**	**5,117.7**	**7,036.8**	**0.0**	**7,036.8**
810	Permanent	42.00	32.00	36.00	49.00	44.00	0.00	44.00
810	**Permanent**	**42.00**	**32.00**	**36.00**	**49.00**	**44.00**	**0.00**	**44.00**
820	Term	17.00	0.00	16.00	0.00	10.00	0.00	10.00
820	**Term**	**17.00**	**0.00**	**16.00**	**0.00**	**10.00**	**0.00**	**10.00**
TOTAL FTE POSITIONS		**59.00**	**32.00**	**52.00**	**49.00**	**54.00**	**0.00**	**54.00**

Program Description:

Consumer and Elder Rights Division (CERD) connects older adults, adults with disabilities, caregivers, and families to information, benefits, and services through the Aging and Disability Resource Center (ADRC), State Health Insurance Assistance Program (SHIP), and Senior Medicare Patrol (SMP).

Aging and Disability Resource Center (ADRC) serves as a primary access point to ALTSD programs and services statewide, reaching all 33 counties and 23 tribal nations. Options Counselors provide information, referrals, options counseling, advocacy, and assistance navigating aging, disability, Medicaid, Medicare, long-term care, and other community resources. Services are provided by telephone, email, chat, in person, and through statewide outreach activities.

State Health Insurance Assistance Program (SHIP) provides free, unbiased Medicare counseling to beneficiaries, families, and caregivers. Certified counselors assist consumers with Medicare Parts A and B, Medicare Advantage, prescription drug coverage, Medigap, and programs that help reduce health care costs.

Senior Medicare Patrol (SMP) educates Medicare beneficiaries, families, and caregivers about how to prevent, detect, and report Medicare fraud, errors, and abuse.

Long-Term Care Ombudsman Program (LTCOP) advocates for the rights, dignity, safety, and quality of life of residents living in long-term care facilities throughout New Mexico. The program provides independent advocacy, complaint investigation and resolution, information and assistance, resident and family support, facility visits, and community outreach to 73 nursing facilities with 6,396 beds and approximately 200 assisted living facilities with 5,699 beds.

Major Issues and Accomplishments:

CERD continued to experience significant growth in service demand during FY26:
- Assisted 33,503 consumers, with the ADRC averaging 131 calls per day and resolving 31,451 calls during the initial contact.
- Provided 64,668 Medicaid counseling interactions, a 49% increase from FY25.
- Provided 36,734 Medicare counseling interactions, a 125% increase from FY25.
- Managed 1,623 individual referrals for Medicare, Medicaid, Short-Term Assistance, constituent matters, and other resources.
- Reached 30,064 New Mexicans through 468 SHIP/SMP outreach events statewide.
- Assisted 3,649 Medicare beneficiaries at 115 in-person events during Medicare Fall Open Enrollment, with another 1,050 receiving telephone counseling.

CERD also strengthened operations by implementing a tiered subject-matter expertise model, enhancing the Zoom Contact Center with callback and automated service options, expanding appointment scheduling, and piloting a closed-loop referral system with FindHelp.

LTCOP expanded statewide presence, strengthened its volunteer network, increased education and outreach, and enhanced policies, procedures, training, and program quality.
- Facility visits increased from 2,320 in FY25 to 3,607 in FY26, an increase of 55%.
- Cases addressed increased from 868 to 1,381, an increase of 59%.
- Facility staff trainings increased from 25 to 126, an increase of 404%.
- Community outreach events increased from 89 to 225, an increase of 153%.
- Active certified volunteers increased from 11 to 21, an increase of 91%.
- Provided 2,627 information and assistance interactions with residents, families, and facility staff.
- Received 189 discharge-related complaints. Of these, 153 were satisfactorily resolved, 16 individuals withdrew request for assistance, and 20 not resolved.
- Volunteers completed 437 facility visits and approximately 1,311 hours based on an estimated three hours per visit. At $36.14 an hour, it represents $47,000 in contributed volunteer service.

• Strengthen oversight and increased access by implementing evening and weekend facility visits.
• Policies and procedures updated to align federal and state requirements and best practices.
• LTCOP Conference in June 2026 for professional development, collaboration, and recognition.

CERD's FY28 priorities focus on strengthening ADRC capacity, expanding statewide access, and building a sustainable staffing and funding model to meet increasing service demand.

• Strengthen ADRC Capacity: Add two permanent Options Counselors with recurring state funding to replace temporary staffing capacity and use existing CERD funding to support two TERM Options Counselors.
• Expand Statewide Access: Enhance appointment scheduling, on-site options counseling, and partnerships with Family Resource Centers, with continued emphasis on rural, tribal, and underserved communities.
• Strengthen SHIP/SMP Outreach: Increase trained and certified SHIP volunteers by 20% and expand education and outreach, particularly during Medicare Fall Open Enrollment.
• Maximize Federal Funding: Pursue SHIP, SMP, MIPPA, ACL, and other federal funding opportunities to sustain and expand services while reducing reliance on state general funds.
• Build Long-Term Sustainability: Strengthen staff cross-training, grant management, compliance, performance reporting, and financial planning to align resources with increasing service demand.

As ALTSD programs and services expand, ADRC will continue to experience increased inquiries, referrals, and coordination responsibilities. These FY28 priorities will strengthen CERD's ability to maintain timely, accessible, and sustainable services statewide.

The LTCOP will focus on strengthening its workforce, expanding statewide resident advocacy, and building a sustainable program infrastructure including:

• Hiring a State Ombudsman and converting temporary positions to permanent positions.
• Expand volunteer capacity with recruitment, training, and retention efforts, with an emphasis on rural communities and increased facility presence, including evening and weekend visits.
• Strengthening resident advocacy by improving discharge and care-transition practices, expanding education and outreach, and developing partnerships with various agencies.
• Strengthening program quality with data systems and performance monitoring.
• Enhance program quality through standardized training focused on the complex needs of long-term care residents and consistent application of program best practices.

Overall, FY28 will focus on a sustainable LTCOP capable of maintaining a strong statewide presence, supporting its workforce, expanding volunteer engagement, and ensuring that every long-term care resident in New Mexico has access to an independent voice and advocate.

Overview of Request:

CERD is requesting two additional permanent Options Counselor positions for the ADRC in FY28 to address increasing workload and replace temporary employees currently supporting operations. These positions will strengthen the capacity of ADRC to serve as ALTSD's front door, connecting older adults, adults with disabilities, caregivers, and families with aging, disability, Medicare, Medicaid, long-term care, and other services. The additional positions will establish a more stable and sustainable staffing model, improve the ADRC's ability to manage increasing call and referral volumes, support consumers with increasingly complex needs, and maintain consistent access to ALTSD programs and resources statewide.

The Long-Term Care Ombudsman Program requests $202,900 in recurring funding to convert two existing term Regional Coordinator positions to permanent (C7) positions. This investment will provide greater workforce stability and ensure continued capacity to meet the program’s growing statewide responsibilities and service demands. $68.4 is for fixed costs, including $149.4 for health insurance.

Programmatic Changes:

CERD continues to experience growing demand for information, benefits counseling, service navigation, and statewide outreach. In FY26, CERD assisted 33,503 consumers, while the ADRC averaged 131 calls per day. Demand for Medicaid and Medicare counseling also increased significantly, with Medicaid counseling interactions increasing 49% and Medicare interactions increasing 125% over FY25.
CERD managed 1,623 Medicare, Medicaid, and other referrals and maintained a strong statewide presence through SHIP/SMP, reaching 30,064 New Mexicans through 468 outreach events across all 33 counties. Continued staffing, training, technology, travel, and operational support are necessary to meet growing and increasingly complex consumer needs, particularly in rural and underserved communities.
As ALTSD's front door for information and service navigation, ADRC's workload increases as Department programs and services expand. In FY28, CERD will transition from reliance on temporary staffing toward sustainable capacity by adding two permanent Options Counselors. This investment, combined with continued training, technology, and statewide outreach, will help CERD maintain timely and accessible services while responding to continued growth in demand.

The LTCOP requests the conversion of two term Regional Coordinator positions to permanent positions to support long-term program and workforce stability, and consistent statewide coverage. These positions are essential to the program’s ability to respond to complaints, conduct facility visits, supervise and support volunteers, provide education and outreach, and ensure residents have access to independent advocacy. Making these positions permanent will provide continuity, preserve institutional knowledge, and strengthen the program’s capacity to sustain the significant growth achieved in FY26.

Base Budget Justification:

CERD is requesting an increase to the base budget of $171,000 to create two C5 PERM positions within ADRC. Current service demand is not temporary: in FY26, CERD assisted 33,503 consumers, and the ADRC Resource Center received an average of 131 calls per day. The program currently relies on temporary employees to provide staffing capacity needed to meet this ongoing workload.
Converting this temporary capacity into permanent positions will provide the workforce stability necessary to sustain current service levels while preparing for continued growth. As New Mexico's older adult population increases and ALTSD expands its programs, ADRC will be responsible for connecting more individuals to a broader range of services. Recurring funding is necessary because the workload is ongoing and expected to increase, making permanent staffing a long-term operational need rather than a temporary solution.
LTCOP is requesting $202,900 recurring base budget to increase to sustain the program’s expanded statewide capacity and ensure continuity of essential Ombudsman services. The two Regional Coordinator positions are integral to the program’s operations and necessary to maintain facility coverage, complaint response, resident advocacy, volunteer support, training, and community outreach.
Converting these positions from term to permanent will reduce reliance on temporary staffing and provide the stability needed to retain experienced employees and maintain consistent services. The program has faced challenges in offering competitive compensation, with Regional Coordinator salaries averaging approximately $32.42 per hour, compared with a salary range midpoint of $34.21 per hour, and several positions currently near $29 per hour. HR’s recommended placements may be higher than the midpoint, but financial constraints have limited the program’s ability to offer competitive salaries. Establishing these positions as permanent is an important step toward improving workforce stability, morale, and retention while ensuring the program can sustain its increased level of service.

REV EXP COMPARISON

(Dollars in Thousands)

62400 - Aging and Long-Term Services Department

P592 - Consumer and Elder Rights

	General Fund	Other Funds	Other Transfers	Federal Funds	Total
SOURCES Totals	**4,125.9**	**0.0**	**900.0**	**2,010.9**	**7,036.8**
Personal services and employee benefits	3,537.2	0.0	900.0	1,150.4	5,587.6
Contractual services	310.0	0.0	0.0	590.3	900.3
Other	278.7	0.0	0.0	270.2	548.9
USES Total:	**4,125.9**	**0.0**	**900.0**	**2,010.9**	**7,036.8**
Net:	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**

(Dollars in Thousands)

Fund	Account		2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	FY 2028 Agency Request GF	OSF	ISF/IAT	FF	Total	Justification
00000	520300	Classified Perm Positions F/T	0.0	0.0	432.88	0.0	0.0	0.0	0.0	0.0	
00000	521100	Group Insurance Premium	0.0	0.0	37.83	0.0	0.0	0.0	0.0	0.0	
00000	521200	Retirement Contributions	0.0	0.0	93.97	0.0	0.0	0.0	0.0	0.0	
00000	521300	F I C A	0.0	0.0	26.63	0.0	0.0	0.0	0.0	0.0	
00000	521700	RHC Act Contributions	0.0	0.0	11.92	0.0	0.0	0.0	0.0	0.0	
04900	520100	Exempt Perm Positions P/T&F/T	84.9	201.8	198.91	189.0	0.0	0.0	0.0	189.0	
04900	520200	Term Positions	477.1	933.8	1.49	254.0	0.0	0.0	338.7	592.7	
04900	520300	Classified Perm Positions F/T	2,357.8	2,468.8	2,983.71	1,706.8	0.0	564.4	448.9	2,720.1	
04900	520700	Overtime & Other Premium Pay	23.4	0.0	0	328.2	0.0	0.0	0.0	328.2	
04900	520800	Annl & Comp Paid At Separation	6.5	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	521100	Group Insurance Premium	399.4	451.4	409.24	307.2	0.0	109.7	120.3	537.2	
04900	521200	Retirement Contributions	566.2	643.2	653.22	413.7	0.0	145.4	156.1	715.2	
04900	521300	F I C A	218.0	255.7	195.91	164.5	0.0	57.8	62.1	284.4	
04900	521400	Workers' Comp Assessment Fee	0.4	0.5	0	0.5	0.0	0.0	0.0	0.5	
04900	521410	GSD Work Comp Insur Premium	9.5	9.2	0	11.3	0.0	0.0	0.0	11.3	
04900	521500	Unemployment Comp Premium	2.3	2.0	0	2.9	0.0	0.0	0.0	2.9	
04900	521600	Employee Liability Ins Premium	26.4	46.8	0	94.6	0.0	0.0	0.0	94.6	
04900	521700	RHC Act Contributions	58.9	100.3	71.99	64.5	0.0	22.7	24.3	111.5	
	200	**Personal services and employee benef**	**4,230.6**	**5,113.5**	**5,117.68**	**3,537.2**	**0.0**	**900.0**	**1,150.4**	**5,587.6**	
04900	542100	Employee I/S Mileage & Fares	1.0	3.6	0	1.0	0.0	0.0	5.0	6.0	
04900	542200	Employee I/S Meals & Lodging	34.9	20.0	0	1.0	0.0	0.0	5.0	6.0	
04900	542500	Transp - Fuel & Oil	12.7	47.6	0	10.1	0.0	0.0	0.0	10.1	
04900	542600	Transp - Parts & Supplies	2.8	1.0	0	0.0	0.0	0.0	0.0	0.0	
04900	542700	Transp - Transp Insurance	0.0	0.8	0	0.5	0.0	0.0	0.0	0.5	
04900	542800	State Transp Pool Charges	97.2	71.6	0	43.0	0.0	0.0	58.7	101.7	
04900	543200	Maint - Furn, Fixt, Equipment	0.0	0.0	0	1.0	0.0	0.0	0.0	1.0	
04900	543300	Maint - Buildings & Structures	0.1	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	543830	IT HW/SW Agreements	119.8	66.1	0	72.0	0.0	0.0	24.3	96.3	
04900	544000	Supply Inventory IT	9.5	5.3	0	0.0	0.0	0.0	0.0	0.0	
04900	544100	Supplies-Office Supplies	1.2	3.5	0	33.3	0.0	0.0	0.0	33.3	
04900	544900	Supplies-Inventory Exempt	0.9	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	545700	ISD Services	50.0	54.4	0	25.4	0.0	0.0	27.2	52.6	
04900	545710	DOIT HCM Assessment Fees	23.1	19.0	0	9.5	0.0	0.0	9.5	19.0	

(Dollars in Thousands)

Fund	Account		2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	FY 2028 Agency Request GF	OSF	ISF/IAT	FF	Total	Justification
04900	545900	Printing & Photo Services	31.3	19.0	0	6.8	0.0	0.0	8.5	15.3	
04900	546100	Postage & Mail Services	20.0	2.6	0	0.0	0.0	0.0	0.0	0.0	
04900	546400	Rent Of Land & Buildings	17.9	16.5	0	0.0	0.0	0.0	17.0	17.0	
04900	546500	Rent Of Equipment	4.5	15.0	0	0.0	0.0	0.0	0.0	0.0	
04900	546600	Communications	0.4	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	546610	DOIT Telecommunications	200.7	95.0	0	65.1	0.0	0.0	47.5	112.6	
04900	546700	Subscriptions/Dues/License Fee	1.0	0.0	0	0.0	0.0	0.0	2.6	2.6	
04900	546800	Employee Training & Education	6.8	0.5	0	0.0	0.0	0.0	20.0	20.0	
04900	546900	Advertising	0.2	12.5	0	0.0	0.0	0.0	33.7	33.7	
04900	547900	Miscellaneous Expense	18.0	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	547999	Request to Pay Prior Year	6.2	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	548300	Information Tech Equipment	0.0	48.5	0	0.0	0.0	0.0	0.0	0.0	
04900	549600	Employee O/S Mileage & Fares	9.2	14.6	0	5.0	0.0	0.0	5.0	10.0	
04900	549700	Employee O/S Meals & Lodging	14.6	14.2	0	5.0	0.0	0.0	6.2	11.2	
	400	**Other**	**684.2**	**531.3**	**0**	**278.7**	**0.0**	**0.0**	**270.2**	**548.9**	
	TOTAL EXPENSE		**4,914.8**	**5,644.8**		**3,815.9**	**0.0**	**900.0**	**1,420.6**	**6,136.5**	

Consumer and Elder Rights

State of New Mexico

Contract by PCode Detail

(Dollars in Thousands)

BU	PCode
62400	P592

Fund	Account		#	Contract Purpose	Actuals	FY 2028 Agency Request GF	OSF	ISF/IAT	FF	Total	Justification
04900	535200	Professional Services	1000		475.1	0.0	0.0	0.0	277.7	277.7	
04900	535300	Other Services	1000		427.7	310.0	0.0	0.0	312.6	622.6	
04900	535309	Other Services - Interagency	1000		0.5	0.0	0.0	0.0	0.0	0.0	
04900	535500	Attorney Services	1000		42.3	0.0	0.0	0.0	0.0	0.0	
	TOTAL EXPENSE				**945.5**	**310.0**	**0.0**	**0.0**	**590.3**	**900.3**	

FY28 APPROPRIATION REQUEST
LEASED PASSENGER-RELATED VEHICLES
FORM E-6B

Account Codes 542800

Agency Name: Aging Long-Term Services Department

Program Name: P592 - Consumer and Elder Rights Division

Business Unit: 62400

Program Code: P592

LONG TERM LEASES ONLY									LONG TERM ONLY				SHORT TERM ONLY			G+J=K	
										E	F	E*F=G	H	I	H*I=J		
Item No.	Plate / Lic. No.	Year	Class	Type	Make	Model	Lease Code	Total Mileage on 7/1/26	Lease Start Date***	Rate Per Month	No. of Months Leased	Lease Rate	Rate Per Day	No. of Days	Total Lease Rate	Total Long & Short Lease	Federal $$$$ (X)
1	011226SG	2025	02BH	MIDSIZE SEDAN	HONDA	ACCORD		15,843		$766.00	12	$9,192.00			$0.00	$9,192.00	
2	011231SG	2025	02BH	MIDSIZE SEDAN	HONDA	ACCORD		15,003		$766.00	12	$9,192.00			$0.00	$9,192.00	
3	011233SG	2025	02BH	MIDSIZE SEDAN	HONDA	ACCORD		13,755		$766.00	12	$9,192.00			$0.00	$9,192.00	X
4	011236SG	2025	02BH	MIDSIZE SEDAN	HONDA	ACCORD		12,140		$766.00	12	$9,192.00			$0.00	$9,192.00	X
5	011258SG	2025	02BH	MIDSIZE SEDAN	HONDA	ACCORD		9,016		$766.00	12	$9,192.00			$0.00	$9,192.00	X
6	011568SG	2025	02BH	MIDSIZE SEDAN	HONDA	ACCORD		16,107		$766.00	12	$9,192.00			$0.00	$9,192.00	X
7	011651SG	2025	02BH	MIDSIZE SEDAN	HONDA	ACCORD		4,153		$766.00	12	$9,192.00			$0.00	$9,192.00	X
8	011665SG	2025	02BH	MIDSIZE SEDAN	HONDA	ACCORD		2,194		$766.00	12	$9,192.00			$0.00	$9,192.00	X
9	011803SG	2025	02BH	MIDSIZE SEDAN	HONDA	ACCORD		6,791		$766.00	12	$9,192.00			$0.00	$9,192.00	
10	008993SG	2021	02BA	MIDSIZE SEDAN	NISSAN	ALTIMA		50,562		$512.00	12	$6,144.00			$0.00	$6,144.00	
11	010497SG	2024	06AM	SPORT UTILITY 4X4	NISSAN	ROGUE		17,012		$773.00	12	$9,276.00			$0.00	$9,276.00	
12	010621SG	2024	04BO	MINI PICKUP 4X4 CC HYBRID	FORD	MAVERICK		23,133		$293.22	12	$3,518.64			$0.00	$3,518.64	X
											LT Lease Cost:	$101,666.64		ST Lease Cost:	$0.00		
SUBTOTALS											LT Lease Cost (fuel & lease):	$101,666.64					
542800 TOTAL: VEHICLE LEASE COST																**$101,666.64**	

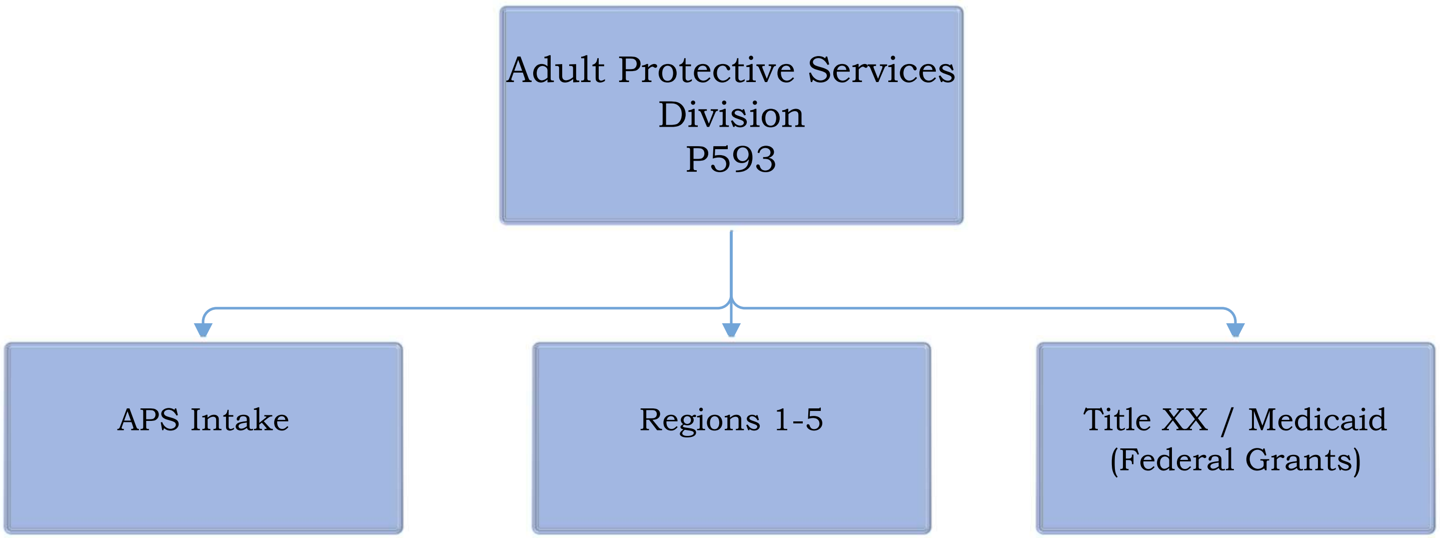
Lease Codes

- A = additional leased vehicle request
- C = vehicle currently leased
- R = request to replace previously purchased vehicle

Agency Name: Aging & Long-Term Care Department
Program Name: Adult Protective Services Division

Business Unit: 62400
Program Code: P593

FY28 APPROPRIATION REQUEST
ORGANIZATION CHART
FORM S-2



Adult Protective Services

BU	PCode	Department
62400	P593	000000

State of New Mexico

S-8 Financial Summary

(Dollars in Thousands)

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	-------- FY 2028 Agency Request -------- Base	Expansion	Total
REVENUE								
111	General Fund Transfers	10,972.0	10,618.8	11,196.5	0.0	13,058.4	0.0	13,058.4
112	Other Transfers	4,733.8	4,299.0	4,733.8	0.0	4,733.8	0.0	4,733.8
130	Other Revenues	0.0	1.9	0.0	0.0	0.0	0.0	0.0
150	Fund Balance	0.0	(0.0)	0.0	0.0	0.0	0.0	0.0
REVENUE, TRANSFERS		**15,705.8**	**14,919.6**	**15,930.3**	**0.0**	**17,792.2**	**0.0**	**17,792.2**
REVENUE		**15,705.8**	**14,919.6**	**15,930.3**	**0.0**	**17,792.2**	**0.0**	**17,792.2**
EXPENSE								
200	Personal services and employee benefits	11,765.8	10,560.8	11,878.8	13,703.1	13,679.7	0.0	13,679.7
300	Contractual services	3,018.6	2,097.2	3,018.6	0.0	3,018.6	0.0	3,018.6
400	Other	921.4	1,299.8	1,032.9	0.0	1,093.9	0.0	1,093.9
EXPENDITURES		**15,705.8**	**13,957.8**	**15,930.3**	**13,703.06**	**17,792.2**	**0.0**	**17,792.2**
EXPENSE		**15,705.8**	**13,957.8**	**15,930.3**	**13,703.06**	**17,792.2**	**0.0**	**17,792.2**
FTE POSITIONS								
810	Permanent	128.00	98.00	138.00	126.00	123.00	0.00	123.00
820	Term	5.00	0.00	5.00	0.00	5.00	0.00	5.00
FTEs		**133.00**	**98.00**	**143.00**	**126.00**	**128.00**	**0.00**	**128.00**
FTE POSITIONS		**133.00**	**98.00**	**143.00**	**126.00**	**128.00**	**0.00**	**128.00**

AGING AND LONG-TERM SERVICES DEPARTMENT (62400) FY28 RECURRING GENERAL FUND: AGENCY APPROPRIATION REQUEST CHANGES BY PROGRAM AND CATEGORY				
Adult Protective Services (P593)	**Salaries and Benefits (200's)**	**Contractual Services (300's)**	**Other (400's)**	**TOTAL**
FY27 Operating Budget: General Fund	**$9,321.3**	**$1,092.3**	**$782.9**	**$11,196.5**
Increases (Decreases)				
Funding for 10-13 unfunded APS positions.	$1,500.0	$0.0	$0.0	**$1,500.0**
Health Insurance	$158.7			**$158.7**
Fixed Costs GSD	$142.2			**$142.2**
Fixed Costs, GSD, DoIT, Vehicles			$61.0	**$61.0**
General fund increase/decrease #5 description				**$0.0**
General fund increase/decrease #6 description				**$0.0**
General fund increase/decrease #7 description				**$0.0**
General fund increase/decrease #8 description				**$0.0**
General fund increase/decrease #9 description				**$0.0**
General fund increase/decrease #10 description				**$0.0**
General fund increase/decrease #11 description				**$0.0**
General fund increase/decrease #12 description				**$0.0**
General fund increase/decrease #13 description				**$0.0**
General fund increase/decrease #14 description				**$0.0**
General fund increase/decrease #15 description				**$0.0**
FY28 Request: General Fund	**$11,122.2**	**$1,092.3**	**$843.9**	**$13,058.4**
$ increase over FY27	$1,800.9	$0.0	$61.0	**$1,861.9**
% increase over FY27	19.3%	0.0%	7.8%	**16.6%**

(Dollars in Thousands)

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	-------- FY 2028 Agency Request -------- Base	Expansion	Total
499105	General Fd. Appropriation	10,972.0	10,618.8	11,196.5	0.0	13,058.4	0.0	13,058.4
111	**General Fund Transfers**	**10,972.0**	**10,618.8**	**11,196.5**	**0.0**	**13,058.4**	**0.0**	**13,058.4**
451909	Federal Contract - Interagency	4,733.8	3,516.9	4,733.8	0.0	4,733.8	0.0	4,733.8
499905	Other Financing Sources	0.0	782.1	0.0	0.0	0.0	0.0	0.0
112	**Other Transfers**	**4,733.8**	**4,299.0**	**4,733.8**	**0.0**	**4,733.8**	**0.0**	**4,733.8**
417902	Other Registration Fees	0.0	0.0	0.0	0.0	0.0	0.0	0.0
442209	Rent of Land/Buildings Interag	0.0	1.9	0.0	0.0	0.0	0.0	0.0
130	**Other Revenues**	**0.0**	**1.9**	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**
325900	Restricted FB - Gov	0.0	(0.0)	0.0	0.0	0.0	0.0	0.0
150	**Fund Balance**	**0.0**	**(0.0)**	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**
TOTAL REVENUE		**15,705.8**	**14,919.6**	**15,930.3**	**0.0**	**17,792.2**	**0.0**	**17,792.2**
520100	Exempt Perm Positions P/T&F/T	0.0	110.6	0.0	208.5	113.9	0.0	113.9
520200	Term Positions	266.0	219.5	212.3	1.8	241.0	0.0	241.0
520300	Classified Perm Positions F/T	8,245.7	6,615.2	8,559.2	9,274.8	7,462.0	0.0	7,462.0
520600	Paid Unused Sick Leave	0.0	1.3	0.0	0.0	0.0	0.0	0.0
520700	Overtime & Other Premium Pay	242.1	307.9	0.0	0.0	1,785.5	0.0	1,785.5
520710	Longevity Pay	0.0	0.0	0.0	0.0	0.0	0.0	0.0
520800	Annl & Comp Paid At Separation	0.0	20.4	0.0	0.0	0.0	0.0	0.0
521100	Group Insurance Premium	1,027.6	1,171.0	978.1	1,612.4	1,453.1	0.0	1,453.1
521200	Retirement Contributions	1,166.3	1,352.9	1,276.9	1,822.3	1,504.0	0.0	1,504.0
521300	F I C A	592.3	536.1	507.7	583.6	597.9	0.0	597.9
521400	Workers' Comp Assessment Fee	1.2	1.0	1.3	0.0	1.4	0.0	1.4
521410	GSD Work Comp Insur Premium	21.4	21.3	23.4	0.0	29.7	0.0	29.7
521500	Unemployment Comp Premium	5.1	5.1	5.0	0.0	7.8	0.0	7.8
521600	Employee Liability Ins Premium	57.9	57.9	115.9	0.0	248.9	0.0	248.9
521700	RHC Act Contributions	140.2	140.6	199.0	199.6	234.5	0.0	234.5
200	**Personal services and employee benef**	**11,765.8**	**10,560.8**	**11,878.8**	**13,703.1**	**13,679.7**	**0.0**	**13,679.7**
535200	Professional Services	0.0	472.8	132.6	0.0	857.5	0.0	857.5
535300	Other Services	2,993.1	1,530.4	167.3	0.0	2,161.1	0.0	2,161.1
535309	Other Services - Interagency	25.5	0.0	1,873.0	0.0	0.0	0.0	0.0
535400	Audit Services	0.0	30.8	0.0	0.0	0.0	0.0	0.0
535500	Attorney Services	0.0	63.2	36.5	0.0	0.0	0.0	0.0
535600	IT Services	0.0	0.0	809.2	0.0	0.0	0.0	0.0

(Dollars in Thousands)

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	-------- FY 2028 Agency Request -------- Base	Expansion	Total
300	**Contractual services**	**3,018.6**	**2,097.2**	**3,018.6**	**0.0**	**3,018.6**	**0.0**	**3,018.6**
542100	Employee I/S Mileage & Fares	0.5	0.3	0.0	0.0	0.0	0.0	0.0
542200	Employee I/S Meals & Lodging	2.5	1.1	0.0	0.0	0.0	0.0	0.0
542500	Transp - Fuel & Oil	54.0	53.9	45.2	0.0	54.9	0.0	54.9
542600	Transp - Parts & Supplies	5.0	5.7	0.0	0.0	0.0	0.0	0.0
542800	State Transp Pool Charges	0.0	7.9	53.2	0.0	43.5	0.0	43.5
543300	Maint - Buildings & Structures	0.0	0.1	0.0	0.0	7.5	0.0	7.5
543500	Maint - Supplies	1.1	0.0	0.0	0.0	0.0	0.0	0.0
543710	Other Service - Non-Contractual	0.0	0.6	0.0	0.0	0.0	0.0	0.0
543830	IT HW/SW Agreements	96.7	283.4	0.0	0.0	80.4	0.0	80.4
544000	Supply Inventory IT	0.5	119.7	0.0	0.0	0.0	0.0	0.0
544100	Supplies-Office Supplies	5.0	12.0	168.0	0.0	9.7	0.0	9.7
544400	Supplies-Field Supplies	2.0	0.0	0.0	0.0	0.0	0.0	0.0
544500	Supplies-Food	0.0	0.1	0.0	0.0	0.0	0.0	0.0
544700	Supplies-Clothng,Unifrms,Linen	1.0	0.0	0.0	0.0	0.0	0.0	0.0
544900	Supplies-Inventory Exempt	9.0	4.5	0.0	0.0	0.0	0.0	0.0
545600	Reporting & Recording	0.0	0.1	0.0	0.0	0.0	0.0	0.0
545700	ISD Services	112.7	107.9	137.0	0.0	138.6	0.0	138.6
545710	DOIT HCM Assessment Fees	52.0	42.5	48.0	0.0	50.0	0.0	50.0
545900	Printing & Photo Services	7.4	2.1	0.0	0.0	0.0	0.0	0.0
546100	Postage & Mail Services	0.6	0.6	0.0	0.0	0.0	0.0	0.0
546310	Utilities - Sewer/Garbage	0.0	4.3	0.0	0.0	0.0	0.0	0.0
546320	Utilities - Electricity	0.0	3.5	0.0	0.0	0.0	0.0	0.0
546330	Utilities - Water	0.0	1.9	0.0	0.0	0.0	0.0	0.0
546340	Utilities - Natural Gas	0.0	1.2	0.0	0.0	0.0	0.0	0.0
546400	Rent Of Land & Buildings	92.3	134.5	0.0	0.0	162.7	0.0	162.7
546409	Rent Expense - Interagency	8.0	0.0	0.0	0.0	0.0	0.0	0.0
546500	Rent Of Equipment	5.5	3.7	0.0	0.0	0.0	0.0	0.0
546600	Communications	0.0	0.0	92.3	0.0	0.0	0.0	0.0
546610	DOIT Telecommunications	140.0	129.5	239.2	0.0	296.6	0.0	296.6
546700	Subscriptions/Dues/License Fee	0.0	1.5	0.0	0.0	0.0	0.0	0.0
546800	Employee Training & Education	3.0	5.7	0.0	0.0	0.0	0.0	0.0
546809	Emp Train & Edu InterSt Agency	0.0	0.4	0.0	0.0	0.0	0.0	0.0
546900	Advertising	0.5	50.0	0.0	0.0	0.0	0.0	0.0

(Dollars in Thousands)

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	-------- FY 2028 Agency Request -------- Base	Expansion	Total
547300	Care & Support	322.1	248.1	250.0	0.0	250.0	0.0	250.0
547900	Miscellaneous Expense	0.0	46.6	0.0	0.0	0.0	0.0	0.0
547999	Request to Pay Prior Year	0.0	0.6	0.0	0.0	0.0	0.0	0.0
549600	Employee O/S Mileage & Fares	0.0	8.4	0.0	0.0	0.0	0.0	0.0
549700	Employee O/S Meals & Lodging	0.0	17.6	0.0	0.0	0.0	0.0	0.0
400	**Other**	**921.4**	**1,299.8**	**1,032.9**	**0.0**	**1,093.9**	**0.0**	**1,093.9**
TOTAL EXPENSE		**15,705.8**	**13,957.8**	**15,930.3**	**13,703.1**	**17,792.2**	**0.0**	**17,792.2**
810	Permanent	128.00	98.00	138.00	126.00	123.00	0.00	123.00
810	**Permanent**	**128.00**	**98.00**	**138.00**	**126.00**	**123.00**	**0.00**	**123.00**
820	Term	5.00	0.00	5.00	0.00	5.00	0.00	5.00
820	**Term**	**5.00**	**0.00**	**5.00**	**0.00**	**5.00**	**0.00**	**5.00**
TOTAL FTE POSITIONS		**133.00**	**98.00**	**143.00**	**126.00**	**128.00**	**0.00**	**128.00**

Program Description:

The New Mexico Adult Protective Services (APS) Division, within the Aging and Long-Term Services Department, is the statewide program responsible for receiving and investigating reports of suspected abuse, neglect, self-neglect, and exploitation involving adults age 18 and older who may be unable to protect themselves because of a mental, physical, or developmental condition. APS maintains a centralized intake system available 24 hours a day, seven days a week, and assigns accepted reports for timely investigation in accordance with the New Mexico Adult Protective Services Act, administrative regulations, and departmental procedures.

APS investigates whether maltreatment occurred, evaluates whether the adult remains at risk, and determines whether protective services, emergency intervention, or interagency coordination are needed. Using a person-centered, trauma-informed, and least-restrictive approach, APS works with adults, families, law enforcement, healthcare and behavioral health providers, service organizations, and other community partners. Services may include safety planning, short-term case management, emergency assistance or placement, home and attendant care, referrals to community resources, and legal intervention when necessary. The program's goal is to reduce harm, preserve individual rights and autonomy, prevent unnecessary institutionalization, and help incapacitated adults remain safely in their homes and communities whenever possible.

Major Issues and Accomplishments:

In FY26, APS received and screened 18,852 reports of adult abuse, neglect, and exploitation, including 131 Critical Incident Reports (CIRs) submitted from the Health Care Authority. As a result, APS conducted investigations 7,233. APS Intake workers, utilizing "Wellsky" also known as (APSS -Adult Protective Services System) software, receive reports and collect incident-specific information which is transmitted to the APS field office nearest to the alleged victim. Upon receipt of the report, an APS Investigative caseworker supervisor (ICWS) reviews the intake and assigns those cases which meet APS criteria for the investigation to an APS caseworker (ICW). The ICW initiates face-to-face contact with the alleged victims in their homes to address immediate safety needs, investigate allegations and perform assessments. In FY26, 1121 or 15% of investigations required a face-to-face response within 24 hours, due to the urgent nature of the referral (Emergency + Priority 1 response times). APS demonstrates remarkable responsiveness by effectively handling 98% of emergencies and priority one investigation within set response times, highlighting its commitment to promptly safeguarding incapacitated adults. This commitment is further evidenced by APS consistently meeting quarterly targets and year-to-date performance, showcasing its professionalism, adherence to protocols, and continuous efforts to enhance intervention quality and efficiency.

FY26 Investigation Statistics
• 18,852 reports (traditional/CIRs) made to APS's Intake division.
o The top 3 reporting sources: Professional and Health Worker 43%, Family and Personal Relationships: 18%, and Financial Institutions: 14%
• 7,233 Investigations were conducted with a total of 18,852 reports made by the public.
o 38% Accepted Reports – This is a significant drop from the previous FY25 46%.
o 1,333 cases were found to be substantiated, including self-neglect, resulting in an 18.4% substantiation rate. A total of 1935 allegations were substantiated.
• Less than 1% repeat maltreatment for Abuse/Neglect/Exploitation after 6 months – APS Investigators alleviated concerns during their initial involvement with clients.
• 57 combined investigators responded to investigations, resulting in an average of 159 per investigator. (27% increase from previous FY25)

FY26 Programmatic Accomplishments
• Completed two Memoranda of Understanding with the New Mexico Health Care Authority, strengthening interagency collaboration and coordinated responses for incapacitated adults statewide.
• Successfully launched and completed the Opioid Pilot Project, strengthening APS assessments and responses for adults affected by substance use disorders while identifying service gaps and opportunities for improved support.
• Expanded APS's partnership with CYFD through the Social Services Block Grant agreement, securing interim

funding for home-care services for incapacitated adults while longer-term funding is pursued.
• Obtained access to the ASPEN eligibility system, improving APS's ability to identify clients who may qualify for state and federal benefits and supporting APS in utilizing available funder coverages. Establishing better use of available funding.
• Established a work plan to implement two behavioral health contracts: one providing clinical support and consultation and another focused-on investigator training and staff development.
• Leveraged Elder Justice Act funding to support staff salaries and benefits, strengthening workforce capacity and sustaining critical APS operations and services.
• Enhanced APS's partnership with the New Mexico Department of Justice's Medicaid Fraud and Elder Abuse Division, expanding collaboration and strengthening coordinated responses to allegations involving vulnerable adults.

APS provided approximately $2.6 million in protective services, including contracted home care, emergency placements, and guardianship support. These services help prevent continued abuse or neglect while enabling incapacitated adults to remain safely in the setting of their choice. When individuals could not safely remain at home, APS investigators coordinated emergency placements to protect those at greatest risk.
• 276 clients received APS-funded homecare services.
• APS pursued 40 guardianships using the APS person-centered mode and 32 emergency placements.
• APS staff delivered 318 Food Boxes to incapacitated adults.
• 4,488 referrals to outside communities occurred to better serve our clients
• APS actively engaged with the public through outreach presentations. A total of 352 presentations were conducted to disseminate crucial information and raise awareness about adult protective services.
• APS was 100% compliance with Random Moment of Time Studies for Medicaid Administrative Claiming in FY26.

Overview of Request: The agency is requesting additional funding of $1,500,000 to fund approximately 10-13 unfunded positions. This will ensure the continued availability of vital services for all incapacitated adults in New Mexico and to ensure APS can meet the demand for essential investigative and protective needs. $203.2 is for fixed costs, including $158.7 for health insurance.

Programmatic Changes: APS also successfully completed another year of Medicaid reimbursement for duties APS staff completes. The total reimbursement is roughly $1.4m.

Base Budget Justification: 57 combined investigators responded to investigations, resulting in an average of 159 per investigator. (27% increase from previous FY25). Securing this additional funding directly expands APS capacity to effectively respond to increase in caseload, complexity and need of the community while maintaining the infrastructure needed to be available for future increases.

REV EXP COMPARISON

(Dollars in Thousands)

62400 - Aging and Long-Term Services Department

P593 - Adult Protective Services

	General Fund	Other Funds	Other Transfers	Federal Funds	Total
SOURCES Totals	**13,058.4**	**0.0**	**4,733.8**	**0.0**	**17,792.2**
Personal services and employee benefits	11,122.2	0.0	2,557.5	0.0	13,679.7
Contractual services	1,092.3	0.0	1,926.3	0.0	3,018.6
Other	843.9	0.0	250.0	0.0	1,093.9
USES Total:	**13,058.4**	**0.0**	**4,733.8**	**0.0**	**17,792.2**
Net:	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**

(Dollars in Thousands)

Fund	Account		2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	FY 2028 Agency Request GF	OSF	ISF/IAT	FF	Total	Justification
00000	520300	Classified Perm Positions F/T	0.0	0.0	65.19	0.0	0.0	0.0	0.0	0.0	
00000	521100	Group Insurance Premium	0.0	0.0	6.14	0.0	0.0	0.0	0.0	0.0	
00000	521200	Retirement Contributions	0.0	0.0	12.45	0.0	0.0	0.0	0.0	0.0	
00000	521300	F I C A	0.0	0.0	4.01	0.0	0.0	0.0	0.0	0.0	
00000	521700	RHC Act Contributions	0.0	0.0	1.62	0.0	0.0	0.0	0.0	0.0	
04900	520100	Exempt Perm Positions P/T&F/T	110.6	0.0	208.47	0.0	0.0	113.9	0.0	113.9	
04900	520200	Term Positions	219.5	212.3	1.82	0.0	0.0	241.0	0.0	241.0	
04900	520300	Classified Perm Positions F/T	6,615.2	8,559.2	9,137.89	7,279.6	0.0	182.4	0.0	7,462.0	
04900	520600	Paid Unused Sick Leave	1.3	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	520700	Overtime & Other Premium Pay	307.9	0.0	0	26.4	0.0	1,759.1	0.0	1,785.5	
04900	520710	Longevity Pay	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	520800	Annl & Comp Paid At Separation	20.4	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	521100	Group Insurance Premium	1,171.0	978.1	1,600.17	1,352.6	0.0	100.5	0.0	1,453.1	
04900	521200	Retirement Contributions	1,352.9	1,276.9	1,796.17	1,400.6	0.0	103.4	0.0	1,504.0	
04900	521300	F I C A	536.1	507.7	575.16	556.8	0.0	41.1	0.0	597.9	
04900	521400	Workers' Comp Assessment Fee	1.0	1.3	0	1.4	0.0	0.0	0.0	1.4	
04900	521410	GSD Work Comp Insur Premium	21.3	23.4	0	29.7	0.0	0.0	0.0	29.7	
04900	521500	Unemployment Comp Premium	5.1	5.0	0	7.8	0.0	0.0	0.0	7.8	
04900	521600	Employee Liability Ins Premium	57.9	115.9	0	248.9	0.0	0.0	0.0	248.9	
04900	521700	RHC Act Contributions	140.6	199.0	196.25	218.4	0.0	16.1	0.0	234.5	
27000	520300	Classified Perm Positions F/T	0.0	0.0	71.71	0.0	0.0	0.0	0.0	0.0	
27000	521100	Group Insurance Premium	0.0	0.0	6.14	0.0	0.0	0.0	0.0	0.0	
27000	521200	Retirement Contributions	0.0	0.0	13.69	0.0	0.0	0.0	0.0	0.0	
27000	521300	F I C A	0.0	0.0	4.41	0.0	0.0	0.0	0.0	0.0	
27000	521700	RHC Act Contributions	0.0	0.0	1.78	0.0	0.0	0.0	0.0	0.0	
	200	**Personal services and employee benef**	**10,560.8**	**11,878.8**	**13,703.06**	**11,122.2**	**0.0**	**2,557.5**	**0.0**	**13,679.7**	
04900	542100	Employee I/S Mileage & Fares	0.3	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	542200	Employee I/S Meals & Lodging	1.1	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	542500	Transp - Fuel & Oil	53.9	45.2	0	54.9	0.0	0.0	0.0	54.9	
04900	542600	Transp - Parts & Supplies	5.7	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	542800	State Transp Pool Charges	7.9	53.2	0	43.5	0.0	0.0	0.0	43.5	
04900	543300	Maint - Buildings & Structures	0.1	0.0	0	7.5	0.0	0.0	0.0	7.5	
04900	543710	Other Service - Non-Contractual	0.6	0.0	0	0.0	0.0	0.0	0.0	0.0	

(Dollars in Thousands)

Fund	Account		2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	FY 2028 Agency Request GF	OSF	ISF/IAT	FF	Total	Justification
04900	543830	IT HW/SW Agreements	283.4	0.0	0	80.4	0.0	0.0	0.0	80.4	
04900	544000	Supply Inventory IT	119.7	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	544100	Supplies-Office Supplies	12.0	168.0	0	9.7	0.0	0.0	0.0	9.7	
04900	544500	Supplies-Food	0.1	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	544900	Supplies-Inventory Exempt	4.5	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	545600	Reporting & Recording	0.1	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	545700	ISD Services	107.9	137.0	0	138.6	0.0	0.0	0.0	138.6	
04900	545710	DOIT HCM Assessment Fees	42.5	48.0	0	50.0	0.0	0.0	0.0	50.0	
04900	545900	Printing & Photo Services	2.1	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	546100	Postage & Mail Services	0.6	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	546310	Utilities - Sewer/Garbage	4.3	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	546320	Utilities - Electricity	3.5	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	546330	Utilities - Water	1.9	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	546340	Utilities - Natural Gas	1.2	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	546400	Rent Of Land & Buildings	134.5	0.0	0	162.7	0.0	0.0	0.0	162.7	
04900	546500	Rent Of Equipment	3.7	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	546600	Communications	0.0	92.3	0	0.0	0.0	0.0	0.0	0.0	
04900	546610	DOIT Telecommunications	129.5	239.2	0	296.6	0.0	0.0	0.0	296.6	
04900	546700	Subscriptions/Dues/License Fee	1.5	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	546800	Employee Training & Education	5.7	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	546809	Emp Train & Edu InterSt Agency	0.4	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	546900	Advertising	50.0	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	547300	Care & Support	248.1	250.0	0	0.0	0.0	250.0	0.0	250.0	
04900	547900	Miscellaneous Expense	46.6	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	547999	Request to Pay Prior Year	0.6	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	549600	Employee O/S Mileage & Fares	8.4	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	549700	Employee O/S Meals & Lodging	17.6	0.0	0	0.0	0.0	0.0	0.0	0.0	
	400	**Other**	**1,299.8**	**1,032.9**	**0**	**843.9**	**0.0**	**250.0**	**0.0**	**1,093.9**	
TOTAL EXPENSE			**11,860.6**	**12,911.7**		**11,966.1**	**0.0**	**2,807.5**	**0.0**	**14,773.6**	

Adult Protective Services

BU PCode
62400 P593

State of New Mexico

Contract by PCode Detail

(Dollars in Thousands)

Fund	Account		#	Contract Purpose	Actuals	FY 2028 Agency Request GF	OSF	ISF/IAT	FF	Total	Justification
04900	535200	Professional Services	1000		472.8	857.5	0.0	0.0	0.0	857.5	
04900	535300	Other Services	1000		1,530.4	234.8	0.0	1,926.3	0.0	2,161.1	
04900	535309	Other Services - Interagency	1000		0.0	0.0	0.0	0.0	0.0	0.0	
04900	535400	Audit Services	1000		30.8	0.0	0.0	0.0	0.0	0.0	
04900	535500	Attorney Services	1000		63.2	0.0	0.0	0.0	0.0	0.0	
	TOTAL EXPENSE				**2,097.2**	**1,092.3**	**0.0**	**1,926.3**	**0.0**	**3,018.6**	

FY28 APPROPRIATION REQUEST
LEASED PASSENGER-RELATED VEHICLES
FORM E-6B
Account Code: 542800

Agency Name: Aging Long-Term Services Department
Program Name: P593 - Adult Protective Services Division

Business Unit: 62400
Program Code: P593

LONG TERM LEASES ONLY									LONG TERM ONLY				SHORT TERM ONLY			G+J=K	Federal $$$$ (X)
										E	F	E*F=G	H	I	H*I=J		
Item No.	Plate / Lic. No.	Year	Class	Type	Make	Model	Lease Code	Total Mileage on 7/1/26	Lease Start Date***	Rate Per Month	No. of Months Leased	Lease Rate	Rate Per Day	No. of Days	Total Lease Rate	Total Long & Short Lease	
1	005032SG	2016	02CO	FULLSIZE SEDAN	CHEVY	IMPALA		65,735		$293.22	12	3,518.64			-	3,518.64	
2	005086SG	2016	05AO	GRAND CARAVAN SE FWD	DODGE	CARAVAN		100,219		$293.22	12	3,518.64			-	3,518.64	
3	005088SG	2016	05AO	GRAND CARAVAN SE FWD	DODGE	CARAVAN		55,242		$293.22	12	3,518.64			-	3,518.64	
4	007783SG	2019	06AO	MIDSIZE SUV	DODGE	JOURNEY		56,118		$293.22	12	3,518.64			-	3,518.64	
5	007856SG	2020	02BO	MIDSIZE SEDAN	NISSAN	SENTRA		32,830		$293.22	12	3,518.64			-	3,518.64	
6	007861SG	2020	02BO	SEDAN	NISSAN	ALTIMA		56,798		$293.22	12	3,518.64			-	3,518.64	
7	008436SG	2021	02BA	MIDSIZE SEDAN	NISSAN	ALTIMA		60,862		$512.00	12	6,144.00			-	6,144.00	
8	011814SG	2025	02BH	MIDSIZE SEDAN	HONDA	ACCORD		7,220		$766.00	12	9,192.00			-	9,192.00	
9	009307SG	2021	06AO	SPORT UTILITY 4WD	DODGE	DURANGO		30,199		$293.22	12	3,518.64			-	3,518.64	
10	009339SG	2021	04FO	1/2 TON 4X4 CREW CAB	FORD	F150		28,992		$293.22	12	3,518.64			-	3,518.64	
											LT Lease Cost:	43,485.12	ST Lease Cost:		-		
SUBTOTALS											LT Lease Cost (fuel & lease):	43,485.12					
542800 TOTAL: VEHICLE LEASE COST																**43,485.12**	

Agency Name: Aging & Long-Term Care Department
Program Name: Aging Network Division

Business Unit: 62400
Program Code: P594

FY28 APPROPRIATION REQUEST
ORGANIZATION CHART
FORM S-2

- Aging Network Division P594
  - Aging Network SSB / SEP / Volunteer Programs
  - Office of Indian and Elder Affairs
  - Capital Outlay

Aging Network

BU 62400 | PCode P594 | Department 000000

State of New Mexico

S-8 Financial Summary

(Dollars in Thousands)

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	FY 2028 Agency Request Base	FY 2028 Agency Request Expansion	FY 2028 Agency Request Total
REVENUE								
111	General Fund Transfers	46,147.0	46,090.2	47,951.7	0.0	54,385.1	0.0	54,385.1
112	Other Transfers	0.0	172.4	0.0	0.0	0.0	0.0	0.0
120	Federal Revenues	12,024.6	9,833.7	12,024.6	0.0	12,024.6	0.0	12,024.6
130	Other Revenues	115.8	26.6	115.8	0.0	115.8	0.0	115.8
REVENUE, TRANSFERS		**58,287.4**	**56,122.9**	**60,092.1**	**0.0**	**66,525.5**	**0.0**	**66,525.5**
REVENUE		**58,287.4**	**56,122.9**	**60,092.1**	**0.0**	**66,525.5**	**0.0**	**66,525.5**
EXPENSE								
200	Personal services and employee benefits	2,029.2	2,897.3	2,158.3	4,368.8	2,214.1	0.0	2,214.1
300	Contractual services	1,069.1	698.2	1,069.1	0.0	1,069.1	0.0	1,069.1
400	Other	55,189.1	51,112.9	56,864.7	0.0	63,242.3	0.0	63,242.3
EXPENDITURES		**58,287.4**	**54,708.4**	**60,092.1**	**4,368.77**	**66,525.5**	**0.0**	**66,525.5**
EXPENSE		**58,287.4**	**54,708.4**	**60,092.1**	**4,368.77**	**66,525.5**	**0.0**	**66,525.5**
FTE POSITIONS								
810	Permanent	23.00	57.50	24.00	59.50	24.00	0.00	24.00
820	Term	1.00	0.00	3.00	0.00	3.00	0.00	3.00
FTEs		**24.00**	**57.50**	**27.00**	**59.50**	**27.00**	**0.00**	**27.00**
FTE POSITIONS		**24.00**	**57.50**	**27.00**	**59.50**	**27.00**	**0.00**	**27.00**

AGING AND LONG-TERM SERVICES DEPARTMENT (62400)
FY28 RECURRING GENERAL FUND: AGENCY APPROPRIATION REQUEST
CHANGES BY PROGRAM AND CATEGORY

Aging Network (P594)	Salaries and Benefits (200's)	Contractual Services (300's)	Other (400's)	TOTAL
FY27 Operating Budget: General Fund	**$1,668.5**	**$939.9**	**$45,343.3**	**$47,951.7**
Increases (Decreases)				
Area Agencies on Aging	$0.0	$0.0	$6,000.0	**$6,000.0**
Senior Employment Participant Program			$366.1	**$366.1**
Health Insurance	$27.9			**$27.9**
Fixed Costs GSD	$27.9			**$27.9**
Fixed Costs, GSD, DoIT, Vehicles			$11.5	**$11.5**
General fund increase/decrease #6 description				**$0.0**
General fund increase/decrease #7 description				**$0.0**
General fund increase/decrease #8 description				**$0.0**
General fund increase/decrease #9 description				**$0.0**
General fund increase/decrease #10 description				**$0.0**
General fund increase/decrease #11 description				**$0.0**
General fund increase/decrease #12 description				**$0.0**
General fund increase/decrease #13 description				**$0.0**
General fund increase/decrease #14 description				**$0.0**
General fund increase/decrease #15 description				**$0.0**
FY28 Request: General Fund	**$1,724.3**	**$939.9**	**$51,720.9**	**$54,385.1**
$ increase over FY27	$55.8	$0.0	$6,377.6	**$6,433.4**
% increase over FY27	3.3%	0.0%	14.1%	**13.4%**

Aging Network

BU	PCode	Department
62400	P594	000000

State of New Mexico

S-9 Account Code Revenue/Expenditure Summary

(Dollars in Thousands)

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	-------- FY 2028 Agency Request -------- Base	Expansion	Total
499105	General Fd. Appropriation	46,147.0	46,090.2	47,951.7	0.0	54,385.1	0.0	54,385.1
111	**General Fund Transfers**	**46,147.0**	**46,090.2**	**47,951.7**	**0.0**	**54,385.1**	**0.0**	**54,385.1**
422909	Other Fees - Interagency	0.0	16.0	0.0	0.0	0.0	0.0	0.0
499905	Other Financing Sources	0.0	156.4	0.0	0.0	0.0	0.0	0.0
112	**Other Transfers**	**0.0**	**172.4**	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**
451903	Federal Direct - Operating	12,024.6	9,833.7	12,024.6	0.0	12,024.6	0.0	12,024.6
120	**Federal Revenues**	**12,024.6**	**9,833.7**	**12,024.6**	**0.0**	**12,024.6**	**0.0**	**12,024.6**
405901	Other	0.0	14.9	0.0	0.0	0.0	0.0	0.0
417902	Other Registration Fees	80.8	11.7	80.8	0.0	80.8	0.0	80.8
422902	Other Fees	35.0	0.0	35.0	0.0	35.0	0.0	35.0
130	**Other Revenues**	**115.8**	**26.6**	**115.8**	**0.0**	**115.8**	**0.0**	**115.8**
TOTAL REVENUE		**58,287.4**	**56,122.9**	**60,092.1**	**0.0**	**66,525.5**	**0.0**	**66,525.5**
520100	Exempt Perm Positions P/T&F/T	761.8	313.0	141.9	1,096.6	190.3	0.0	190.3
520200	Term Positions	73.5	156.1	141.9	1.6	121.6	0.0	121.6
520300	Classified Perm Positions F/T	856.3	1,573.9	1,300.5	2,193.0	1,259.3	0.0	1,259.3
520400	Classified Perm Positions P/T	55.0	0.0	0.0	0.0	0.0	0.0	0.0
520500	Temporary Positions F/T & P/T	26.9	(0.0)	0.0	6.0	0.0	0.0	0.0
520600	Paid Unused Sick Leave	1.2	3.2	0.0	0.0	0.0	0.0	0.0
520700	Overtime & Other Premium Pay	0.0	15.0	0.0	0.0	0.0	0.0	0.0
520800	Annl & Comp Paid At Separation	0.0	20.7	0.0	0.0	0.0	0.0	0.0
521100	Group Insurance Premium	74.7	208.3	129.1	337.9	187.0	0.0	187.0
521200	Retirement Contributions	86.8	395.9	267.7	480.2	257.0	0.0	257.0
521300	F I C A	62.4	154.6	106.5	202.9	102.1	0.0	102.1
521400	Workers' Comp Assessment Fee	0.2	0.2	0.2	0.0	0.3	0.0	0.3
521410	GSD Work Comp Insur Premium	3.9	3.9	4.6	0.0	5.8	0.0	5.8
521500	Unemployment Comp Premium	0.9	0.9	1.0	0.0	1.5	0.0	1.5
521600	Employee Liability Ins Premium	10.5	10.4	23.0	0.0	49.1	0.0	49.1
521700	RHC Act Contributions	15.1	41.2	41.9	50.6	40.1	0.0	40.1
200	**Personal services and employee benef**	**2,029.2**	**2,897.3**	**2,158.3**	**4,368.8**	**2,214.1**	**0.0**	**2,214.1**
535200	Professional Services	279.9	682.5	225.1	0.0	169.3	0.0	169.3
535300	Other Services	492.2	0.1	467.4	0.0	699.8	0.0	699.8
535309	Other Services - Interagency	0.0	0.0	120.0	0.0	0.0	0.0	0.0
535400	Audit Services	0.0	15.6	0.0	0.0	0.0	0.0	0.0

(Dollars in Thousands)

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	-------- FY 2028 Agency Request -------- Base	Expansion	Total
535500	Attorney Services	297.0	0.0	240.6	0.0	200.0	0.0	200.0
535600	IT Services	0.0	0.0	16.0	0.0	0.0	0.0	0.0
300	**Contractual services**	**1,069.1**	**698.2**	**1,069.1**	**0.0**	**1,069.1**	**0.0**	**1,069.1**
542100	Employee I/S Mileage & Fares	8.0	1.2	8.0	0.0	9.0	0.0	9.0
542200	Employee I/S Meals & Lodging	8.0	13.2	8.0	0.0	16.0	0.0	16.0
542500	Transp - Fuel & Oil	10.0	1.5	25.3	0.0	7.7	0.0	7.7
542600	Transp - Parts & Supplies	0.5	0.0	0.5	0.0	0.5	0.0	0.5
542800	State Transp Pool Charges	0.0	34.4	23.1	0.0	23.1	0.0	23.1
542900	Transp - Other Travel	0.0	0.0	26.7	0.0	0.0	0.0	0.0
543200	Maint - Furn, Fixt, Equipment	0.0	0.0	5.0	0.0	0.0	0.0	0.0
543300	Maint - Buildings & Structures	0.0	0.0	5.0	0.0	0.0	0.0	0.0
543700	Maintenance Services	0.0	0.0	15.0	0.0	0.0	0.0	0.0
543830	IT HW/SW Agreements	354.8	404.3	313.5	0.0	498.7	0.0	498.7
543900	Other Maintenance	7.7	0.0	9.7	0.0	9.7	0.0	9.7
544000	Supply Inventory IT	11.7	113.5	6.7	0.0	9.7	0.0	9.7
544100	Supplies-Office Supplies	16.0	4.6	11.0	0.0	93.1	0.0	93.1
544400	Supplies-Field Supplies	0.0	0.1	0.0	0.0	0.0	0.0	0.0
544500	Supplies-Food	472.6	0.0	457.6	0.0	397.6	0.0	397.6
544800	Supplies-Education&Recreation	0.0	2.0	0.0	0.0	0.0	0.0	0.0
544900	Supplies-Inventory Exempt	0.0	7.6	0.0	0.0	0.0	0.0	0.0
545600	Reporting & Recording	0.0	0.0	7.0	0.0	0.0	0.0	0.0
545700	ISD Services	20.3	6.1	27.2	0.0	27.3	0.0	27.3
545710	DOIT HCM Assessment Fees	9.4	2.9	9.5	0.0	9.9	0.0	9.9
545900	Printing & Photo Services	12.0	3.3	5.0	0.0	5.1	0.0	5.1
546100	Postage & Mail Services	10.0	30.2	26.6	0.0	10.0	0.0	10.0
546340	Utilities - Natural Gas	0.0	0.0	4.0	0.0	0.0	0.0	0.0
546350	Utilities - Propane	0.0	0.0	6.0	0.0	0.0	0.0	0.0
546400	Rent Of Land & Buildings	0.0	0.5	0.0	0.0	0.0	0.0	0.0
546610	DOIT Telecommunications	25.3	35.4	47.5	0.0	58.5	0.0	58.5
546700	Subscriptions/Dues/License Fee	4.0	0.0	5.0	0.0	5.0	0.0	5.0
546800	Employee Training & Education	15.7	12.0	2.0	0.0	4.5	0.0	4.5
546900	Advertising	12.6	95.4	10.0	0.0	29.1	0.0	29.1
547200	Grants To Individuals	294.8	449.3	294.8	0.0	344.8	0.0	344.8
547300	Care & Support	912.7	889.6	1,742.0	0.0	1,242.0	0.0	1,242.0

(Dollars in Thousands)

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	-------- FY 2028 Agency Request -------- Base	Expansion	Total
547400	Grants To Local Governments	43,711.8	41,192.6	44,529.4	0.0	51,979.8	0.0	51,979.8
547430	Grants to Native Amer Indians	6,800.7	6,434.5	6,763.1	0.0	6,991.9	0.0	6,991.9
547440	Grants To Other Entities	2,017.0	1,255.8	2,017.0	0.0	0.0	0.0	0.0
547900	Miscellaneous Expense	407.0	96.5	407.0	0.0	418.3	0.0	418.3
547999	Request to Pay Prior Year	0.0	0.0	0.0	0.0	0.0	0.0	0.0
548300	Information Tech Equipment	0.0	0.0	0.0	0.0	1,000.0	0.0	1,000.0
549600	Employee O/S Mileage & Fares	23.0	10.1	23.0	0.0	20.0	0.0	20.0
549700	Employee O/S Meals & Lodging	23.5	16.6	23.5	0.0	31.0	0.0	31.0
400	**Other**	**55,189.1**	**51,112.9**	**56,864.7**	**0.0**	**63,242.3**	**0.0**	**63,242.3**
TOTAL EXPENSE		**58,287.4**	**54,708.4**	**60,092.1**	**4,368.8**	**66,525.5**	**0.0**	**66,525.5**
810	Permanent	23.00	57.50	24.00	59.50	24.00	0.00	24.00
810	**Permanent**	**23.00**	**57.50**	**24.00**	**59.50**	**24.00**	**0.00**	**24.00**
820	Term	1.00	0.00	3.00	0.00	3.00	0.00	3.00
820	**Term**	**1.00**	**0.00**	**3.00**	**0.00**	**3.00**	**0.00**	**3.00**
TOTAL FTE POSITIONS		**24.00**	**57.50**	**27.00**	**59.50**	**27.00**	**0.00**	**27.00**

State of New Mexico

P-1 Program Overview

Program Description:

The Aging Network Division includes the Senior Services Bureau, the Employment Programs Bureau, the Capital Project Bureau, Food Security Programs/initiatives (NM Grown), and collaboration with the Office of Indian Elder Affairs.
Senior Services Bureau (SSB) oversees program funding, both federal and state, that are consistent with the services available to the aging population under the Older Americans Act. Services include but are not limited to nutrition services (congregate, grab-n-go, and home delivered meals), transportation, social services, and health promotion. These services are administered through intergovernmental agreements with New Mexico's Area Agencies on Aging (AAA) and their contract providers. The City of Albuquerque Metro AAA serves Planning and Service Area (PSA) 1 (encompassing all of Bernalillo County). The North Central New Mexico Economic Development District (NCNMEDD) Non-Metro AAA serves PSAs 2–4 (the remaining 32 counties). The Senior Services Bureau also oversees the state funded AmeriCorps Seniors Volunteer programs (the Foster Grandparent Program (FGP), Senior Companion Program (SCP), and Retired and Senior Volunteer Program (RSVP), state funded NM Senior Olympics, Care Companion Volunteer program (CCP), and Volunteer Driver Program (VDP).

Employment Programs Bureau (EPB) provides subsidized training placements for older workers through the federally funded Senior Community Services Employment Program (SCSEP) and the state-funded Senior Employment Program (SEP). In addition to these, EBP administers an additional SEP initiative designed to expand access and services. These services are delivered via contract with NCNMEDD Non-Metro AAA PSAs 2–4.
Capital Outlay Bureau (COB) oversees Legislative appropriations made to the department to fund senior center projects statewide to both local and tribal governments for new construction, renovations, the purchase of vehicles, and the purchase of center equipment, this includes monitoring of the expiration dates for capital appropriations and ensures timely reversions of expired appropriation balances. The COB Applications are submitted through the application database. ALTSD provides a recommendation of projects for the Legislature's consideration in the upcoming legislative session.
Office of Indian Elder Affairs (OIEA) is a statutorily created office within the Office of the Secretary that works in collaboration with the Aging Network Division. The Aging and Long-Term Services Department's (ALTSD) Cabinet Secretary appoints the Director of the OIEA and the department's Tribal Liaison. NM has two PSAs designated specifically to serve NM's Nations, Tribes, and Pueblos. PSA 5 is served by the Navajo Nation-Division of Aging & Long-Term Care Services (DALTCS). PSA 6 is served by the Indian Area Agency on Aging (IAAA), which consists of NM's 19 Pueblos and 3 Apache Tribes. The OIEA interfaces with Indian elders, tribal service providers, federal entities, state entities, regional entities, and tribal entities to aid in the collective understanding of the broad based needs and challenges that Indian elders face; ensures compliance with the State Tribal Collaboration Act (STCA); addresses cross-jurisdictional issues with New Mexico's sovereign Nations, Tribes, and Pueblos; and provides technical assistance program development and contract oversight for tribal providers.

Major Issues and Accomplishments:

Aging Network providers deliver critical services to older New Mexicans, statewide, particularly in rural, frontier, and tribal areas. Aging network providers are experiencing an increase in the cost of services, an increase in staff vacancy rates, and an increased demand for services as New Mexico's older adult population grows. The Area Agencies on Aging and senior service providers reported that congregate, home delivered meals, and transportation services were the most utilized services in FY26.
• Through the Area Agencies on Aging and the contracted providers, in FY26 the Older American's Act Title III services were provided to a total of 53,293 unduplicated consumers, who accessed a total of 4,183,073 meals and other services for a total increase of 5.5% over FY25.
• The Aging Network Division volunteer programs provided a total of 591,827 service hours in FY26. The national hourly volunteer value rate is $36.14. Therefore, the Aging Network Division volunteer programs provided $21,388,627.78 in volunteer service hours in FY26. The Aging Network Division volunteer programs provided the following services:
o Foster Grandparents tutored and mentored 1,121 young people for a total of 130,443 service hours;
o Senior Companions volunteers helped 1,055 older adults live independently for a total of 205,348 service hours;

o Retired and Senior volunteers provided 240,643 service hours in 200+ organizations across the state;
o Care Companion Program volunteers provided companionship to 421 clients for a total of 12,515 hours compared to 210 clients from FY25 for a 100% increase; and
o Volunteer Driver Program volunteers used their own vehicles to drive 183 older adults aged sixty (60) and older, and adults with disabilities, to their scheduled non-emergency medical appointments in Doña Ana, Taos, Rio Arriba, Socorro, Otero, Santa Fe, Quay, Sandoval, Socorro, and Torrance counties, for a total of 2,883 service hours up from 2595 from FY25 for an 11% increase
o and served 183 older adults was reported.
• The Aging Network provided 4,183,073 meals to older adults accessing the Monday through Friday congregate or home delivered lunch service. The Aging Network had a total of 4,899,777 of Older Americans Act services units (congregate and home delivered meals, transportation, case management, home makers, caregiver respite, chore and other services).
• The New Mexico Grown Program expanded to 62 additional senior centers. As a result, there are now 178 senior center cites incorporating locally grown food items into their senior nutrition program.
• The Agency collaborated with the University of New Mexico (UNM) to expand employment opportunities for older adults aged 50 and above, specifically within the health and social service sectors. Through this partnership, older workers were trained to become certified Community Health Workers (CHWs) via UNM’s Office of Community Health (OCH), following standards set by the New Mexico Department of Health (NMDOH). The CHW Training Program equipped participants with the skills to assess clients' social needs, identify barriers, and implement targeted intervention plans addressing Social Determinants of Health (SDOH). As a result, 6 CHWs were successfully placed to serve in Bernalillo, McKinley, Lea and Valencia counties, bringing vital support and care coordination to older adults across the region.
Major Issues:
• The proportion of New Mexico’s 2,117,522 population that is over 50 is growing. According to the US Census 2024 American Community Survey 5-year estimates, more than 792,775 (37.44%) of New Mexicans are over 50 years of age. More than 549,735 (25.96%) are over age 60. The U.S. Census Bureau estimates that more than 30 percent of New Mexico’s population will be over age 60 by the year 2030, an increase of nearly 50 percent from 2012.
• 14% of New Mexico older adults aged 65 and older live in poverty and are reliant on Older American Act (OAA) services.
• The Office of Indian Elder Affairs (OIEA) serves 60 tribal senior centers: 2 Apache Tribes, 19 Pueblos, and 39 seniors center sites located within New Mexico on the Navajo Nation, through Intergovernmental Agreements (IGAs) funded by State General Funds. The Intergovernmental Agreements support social supportive services, congregate meals, home-delivered meals, health promotion and disease prevention, caregiver support, and adult day care services. In addition to Intergovernmental Agreements (IGAs) funded by State General Funds, the ALTSD is legally bound to provide federal funding to New Mexico’s Tribes and Pueblos through federally designated AAAs. OIEA and ALTSD continue to encourage the Nations, Pueblos, and Tribes to access Title III funding to support their Title VI and State General Fund services.

Overview of Request:

• $366,100 to expand Senior Employment training opportunities and address minimum wage increases.
• $6,000,000 to the Aging Network, a 16% percentage increase, to support the increase in cost for services that include raw food cost, packaging for home delivered meals, administrative cost (staff benefit cost increase, auto and facility insurance, and utilities) and administrative expansion to support capacity to meet the demand. In FY 25, to help cover deficits in the AAA's Funding from the Kiki Saavedra Senior Dignity Fund was appropriated to aid the network in covering projected shortfalls. In rural senior centers many program providers have one or two staff members serving in double or triple roles daily to delivery services. To meet the needs of the community and older adult populations, service providers need to be adequately staffed and funding is needed to build out capacity.
• The Title III OAA service providers are required to be fully compliant with the Food Code labeling of frozen and cold meal delivery, which will require printers and labels that have the full meal ingredients. The Title III OAA service providers also have to implement the increase in protein and change from serving 1 or 2% milk to whole milk to comply with the USD Dietary Guidelines, which will increase the cost of the meals.
• $39.4 is for fixed costs, including $27.9 for health insurance.

Programmatic Changes:

• The Volunteer Driver Program (VDP), in collaboration with NCNMEDD, expanded services to additional counties Cibola, Colfax, Los Alamos, McKinley, Mora, Sandoval, San Miguel, San Juan, De Baca, Chaves, Curry, Guadalupe, Eddy, Harding, Lea, Lincoln, Roosevelt, Union Counties, Catron, Dona Ana, Grant, Hidalgo, Luna, Valencia, and Sierra in FY27.

Base Budget Justification:

The base budget is necessary to continue to support the various initiatives and current consumer increase and expected population growth across the agency. In New Mexico, more than 549,735 adults are age 60 or older, representing about 25.96% of the state's total population. Projections indicate this age group will continue to grow significantly, with the U.S. Census Bureau forecasting that by 2030, nearly one-third (32.5%) of New Mexicans will be over 60 years old. In FY26 30.48% of NM older adults accessed an Older Americans' Act service total services.

REV EXP COMPARISON

(Dollars in Thousands)

62400 - Aging and Long-Term Services Department

P594 - Aging Network

	General Fund	Other Funds	Other Transfers	Federal Funds	Total
SOURCES Totals	**54,385.1**	**115.8**	**0.0**	**12,024.6**	**66,525.5**
Personal services and employee benefits	1,724.3	34.5	0.0	455.3	2,214.1
Contractual services	939.9	10.0	0.0	119.2	1,069.1
Other	51,720.9	71.3	0.0	11,450.1	63,242.3
USES Total:	**54,385.1**	**115.8**	**0.0**	**12,024.6**	**66,525.5**
Net:	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**

Aging Network

BU 62400 **PCode** P594

State of New Mexico

F4 PCode Detail

(Dollars in Thousands)

Fund	Account		2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	FY 2028 Agency Request GF	OSF	ISF/IAT	FF	Total	Justification
04900	520100	Exempt Perm Positions P/T&F/T	313.0	141.9	1,096.6	190.3	0.0	0.0	0.0	190.3	
04900	520200	Term Positions	156.1	141.9	1.63	107.2	0.0	0.0	14.4	121.6	
04900	520300	Classified Perm Positions F/T	1,573.9	1,266.0	2,193.03	862.5	0.0	0.0	362.3	1,224.8	
04900	520500	Temporary Positions F/T & P/T	(0.0)	0.0	5.97	0.0	0.0	0.0	0.0	0.0	
04900	520600	Paid Unused Sick Leave	3.2	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	520700	Overtime & Other Premium Pay	15.0	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	520800	Annl & Comp Paid At Separation	20.7	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	521100	Group Insurance Premium	208.3	129.1	337.91	165.9	0.0	0.0	21.1	187.0	
04900	521200	Retirement Contributions	395.9	267.7	480.18	220.0	0.0	0.0	37.0	257.0	
04900	521300	F I C A	154.6	106.5	202.88	87.4	0.0	0.0	14.7	102.1	
04900	521400	Workers' Comp Assessment Fee	0.2	0.2	0	0.3	0.0	0.0	0.0	0.3	
04900	521410	GSD Work Comp Insur Premium	3.9	4.6	0	5.8	0.0	0.0	0.0	5.8	
04900	521500	Unemployment Comp Premium	0.9	1.0	0	1.5	0.0	0.0	0.0	1.5	
04900	521600	Employee Liability Ins Premium	10.4	23.0	0	49.1	0.0	0.0	0.0	49.1	
04900	521700	RHC Act Contributions	41.2	41.9	50.58	34.3	0.0	0.0	5.8	40.1	
62200	520300	Classified Perm Positions F/T	0.0	34.5	0	0.0	34.5	0.0	0.0	34.5	
	200	**Personal services and employee benef**	**2,897.3**	**2,158.3**	**4,368.77**	**1,724.3**	**34.5**	**0.0**	**455.3**	**2,214.1**	
04900	542100	Employee I/S Mileage & Fares	1.2	8.0	0	9.0	0.0	0.0	0.0	9.0	
04900	542200	Employee I/S Meals & Lodging	13.2	8.0	0	16.0	0.0	0.0	0.0	16.0	
04900	542500	Transp - Fuel & Oil	1.5	25.3	0	7.7	0.0	0.0	0.0	7.7	
04900	542600	Transp - Parts & Supplies	0.0	0.5	0	0.5	0.0	0.0	0.0	0.5	
04900	542800	State Transp Pool Charges	34.4	23.1	0	23.1	0.0	0.0	0.0	23.1	
04900	543830	IT HW/SW Agreements	404.3	313.5	0	498.7	0.0	0.0	0.0	498.7	
04900	543900	Other Maintenance	0.0	9.7	0	9.7	0.0	0.0	0.0	9.7	
04900	544000	Supply Inventory IT	113.5	6.7	0	9.7	0.0	0.0	0.0	9.7	
04900	544100	Supplies-Office Supplies	4.6	11.0	0	93.1	0.0	0.0	0.0	93.1	
04900	544400	Supplies-Field Supplies	0.1	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	544500	Supplies-Food	0.0	457.6	0	397.6	0.0	0.0	0.0	397.6	
04900	544800	Supplies-Education&Recreation	2.0	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	544900	Supplies-Inventory Exempt	7.6	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	545700	ISD Services	6.1	27.2	0	27.3	0.0	0.0	0.0	27.3	
04900	545710	DOIT HCM Assessment Fees	2.9	9.5	0	9.9	0.0	0.0	0.0	9.9	
04900	545900	Printing & Photo Services	3.3	5.0	0	5.1	0.0	0.0	0.0	5.1	

State of New Mexico

F4 PCode Detail

(Dollars in Thousands)

Fund	Account		2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	FY 2028 Agency Request GF	OSF	ISF/IAT	FF	Total	Justification
04900	546100	Postage & Mail Services	30.2	26.6	0	10.0	0.0	0.0	0.0	10.0	
04900	546400	Rent Of Land & Buildings	0.5	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	546610	DOIT Telecommunications	35.4	44.9	0	58.5	0.0	0.0	0.0	58.5	
04900	546700	Subscriptions/Dues/License Fee	0.0	5.0	0	5.0	0.0	0.0	0.0	5.0	
04900	546800	Employee Training & Education	12.0	2.0	0	4.5	0.0	0.0	0.0	4.5	
04900	546900	Advertising	95.4	10.0	0	29.1	0.0	0.0	0.0	29.1	
04900	547200	Grants To Individuals	449.3	294.8	0	344.8	0.0	0.0	0.0	344.8	
04900	547300	Care & Support	889.6	1,742.0	0	902.0	0.0	0.0	340.0	1,242.0	
04900	547400	Grants To Local Governments	41,192.6	44,529.4	0	40,869.7	0.0	0.0	11,110.1	51,979.8	
04900	547430	Grants to Native Amer Indians	6,434.5	6,763.1	0	6,991.9	0.0	0.0	0.0	6,991.9	
04900	547440	Grants To Other Entities	1,255.8	2,017.0	0	0.0	0.0	0.0	0.0	0.0	
04900	547900	Miscellaneous Expense	96.5	407.0	0	347.0	71.3	0.0	0.0	418.3	
04900	547999	Request to Pay Prior Year	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	548300	Information Tech Equipment	0.0	0.0	0	1,000.0	0.0	0.0	0.0	1,000.0	
04900	549600	Employee O/S Mileage & Fares	10.1	23.0	0	20.0	0.0	0.0	0.0	20.0	
04900	549700	Employee O/S Meals & Lodging	16.6	23.5	0	31.0	0.0	0.0	0.0	31.0	
62200	542900	Transp - Other Travel	0.0	26.7	0	0.0	0.0	0.0	0.0	0.0	
62200	543200	Maint - Furn, Fixt, Equipment	0.0	5.0	0	0.0	0.0	0.0	0.0	0.0	
62200	543300	Maint - Buildings & Structures	0.0	5.0	0	0.0	0.0	0.0	0.0	0.0	
62200	543700	Maintenance Services	0.0	15.0	0	0.0	0.0	0.0	0.0	0.0	
62200	545600	Reporting & Recording	0.0	7.0	0	0.0	0.0	0.0	0.0	0.0	
62200	546340	Utilities - Natural Gas	0.0	4.0	0	0.0	0.0	0.0	0.0	0.0	
62200	546350	Utilities - Propane	0.0	6.0	0	0.0	0.0	0.0	0.0	0.0	
62200	546610	DOIT Telecommunications	0.0	2.6	0	0.0	0.0	0.0	0.0	0.0	
	400	**Other**	**51,112.9**	**56,864.7**	**0**	**51,720.9**	**71.3**	**0.0**	**11,450.1**	**63,242.3**	
TOTAL EXPENSE			**54,010.2**	**59,023.0**		**53,445.2**	**105.8**	**0.0**	**11,905.4**	**65,456.4**	

Aging Network

BU PCode
62400 P594

State of New Mexico

Contract by PCode Detail

(Dollars in Thousands)

Fund	Account		#	Contract Purpose	Actuals	FY 2028 Agency Request GF	OSF	ISF/IAT	FF	Total	Justification
04900	535200	Professional Services	1000		682.5	100.3	5.0	0.0	64.0	169.3	
04900	535300	Other Services	1000		0.1	639.6	5.0	0.0	55.2	699.8	
04900	535309	Other Services - Interagency	1000		0.0	0.0	0.0	0.0	0.0	0.0	
04900	535400	Audit Services	1000		15.6	0.0	0.0	0.0	0.0	0.0	
04900	535500	Attorney Services	1000		0.0	200.0	0.0	0.0	0.0	200.0	
	TOTAL EXPENSE				**698.2**	**939.9**	**10.0**	**0.0**	**119.2**	**1,069.1**	

FY28 APPROPRIATION REQUEST
LEASED PASSENGER-RELATED VEHICLES
FORM E-6B
Account Code 542800

Agency Name: Aging Long-Term Services Department
Program Name: P594 - Aging Network Division

Business Unit: 62400
Program Code: P594

LONG TERM LEASES ONLY									LONG TERM ONLY				SHORT TERM ONLY			G+J=K	Federal $$$$ (X)
										E	F	E*F=G	H	I	H*I=J		
Item No.	Plate / Lic. No.	Year	Class	Type	Make	Model	Lease Code	Total Mileage on 7/1/26	Lease Start Date***	Rate Per Month	No. of Months Leased	Lease Rate	Rate Per Day	No. of Days	Total Lease Rate	Total Long & Short Lease	
1	008782SG	2021	02BA	MIDSIZE SEDAN	NISSAN	ALTIMA		33,487		$512.00	12	$6,144.00			$0.00	$6,144.00	
2	009947SG	2024	02BA	MIDSIZE SEDAN	NISSAN	ALTIMA		18,421		$704.00	12	$8,448.00			$0.00	$8,448.00	
3	010507SG	2024	02BA	MIDSIZE SEDAN	NISSAN	ALTIMA		3,446		$704.00	12	$8,448.00			$0.00	$8,448.00	
4												$0.00			$0.00	$0.00	
5												$0.00			$0.00	$0.00	
6												$0.00			$0.00	$0.00	
7												$0.00			$0.00	$0.00	
8												$0.00			$0.00	$0.00	
9												$0.00			$0.00	$0.00	
											LT Lease Cost:	$23,040.00		ST Lease Cost:	$0.00		
SUBTOTALS											LT Lease Cost (fuel & lease):	$23,040.00					
542800 TOTAL: VEHICLE LEASE COST																**$23,040.00**	

Agency Name: Aging & Long-Term Care Department
Program Name: Long-Term Care Division

Business Unit: 62400
Program Code: P595

FY28 APPROPRIATION REQUEST
ORGANIZATION CHART
FORM S-2

- Long-Term Care Division P595
  - Care Transitions Services
  - New MexiCare
  - Office of Alzheimer and Dementia
  - Kinship
  - Veteran Services

Long-Term Care

State of New Mexico

S-8 Financial Summary

(Dollars in Thousands)

BU	PCode	Department
62400	P595	000000

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	-------- FY 2028 Agency Request -------- Base	Expansion	Total
REVENUE								
111	General Fund Transfers	6,990.8	6,990.8	7,126.5	0.0	16,641.1	0.0	16,641.1
112	Other Transfers	400.0	346.2	400.0	0.0	400.0	0.0	400.0
120	Federal Revenues	503.5	995.5	503.5	0.0	503.5	0.0	503.5
130	Other Revenues	0.0	0.0	0.0	0.0	0.0	0.0	0.0
REVENUE, TRANSFERS		**7,894.3**	**8,332.5**	**8,030.0**	**0.0**	**17,544.6**	**0.0**	**17,544.6**
REVENUE		**7,894.3**	**8,332.5**	**8,030.0**	**0.0**	**17,544.6**	**0.0**	**17,544.6**
EXPENSE								
200	Personal services and employee benefits	1,671.2	1,545.2	1,746.3	1,068.1	2,631.9	0.0	2,631.9
300	Contractual services	6,048.1	5,474.2	6,048.1	0.0	14,563.1	0.0	14,563.1
400	Other	175.0	157.6	235.6	0.0	349.6	0.0	349.6
EXPENDITURES		**7,894.3**	**7,177.0**	**8,030.0**	**1,068.06**	**17,544.6**	**0.0**	**17,544.6**
EXPENSE		**7,894.3**	**7,177.0**	**8,030.0**	**1,068.06**	**17,544.6**	**0.0**	**17,544.6**
FTE POSITIONS								
810	Permanent	12.00	8.50	15.00	8.50	15.00	0.00	15.00
820	Term	0.00	0.00	10.00	0.00	16.00	0.00	16.00
FTEs		**12.00**	**8.50**	**25.00**	**8.50**	**31.00**	**0.00**	**31.00**
FTE POSITIONS		**12.00**	**8.50**	**25.00**	**8.50**	**31.00**	**0.00**	**31.00**

AGING AND LONG-TERM SERVICES DEPARTMENT (62400) FY28 RECURRING GENERAL FUND: AGENCY APPROPRIATION REQUEST CHANGES BY PROGRAM AND CATEGORY				
Long-Term Care (P595)	**Salaries and Benefits (200's)**	**Contractual Services (300's)**	**Other (400's)**	**TOTAL**
FY27 Operating Budget: General Fund	**$1,290.6**	**$5,605.3**	**$230.6**	**$7,126.5**
Increases (Decreases)				
To replace $3.125 in GRO funding (ends FY27) and make recurring the FY27 $6.2 million onetime funds. These funds (along with existing $5,240,000 GF) will allow New MexiCare to sustain support of 1,000 participants but does not allow for growth beyond 1,000.	$810.0	$8,515.0	$0.0	**$9,325.0**
Health Insurance	$37.2			**$37.2**
Fixed Costs GSD	$38.4			**$38.4**
Fixed Costs, GSD, DoIT, Vehicles			$114.0	**$114.0**
General fund increase/decrease #5 description				**$0.0**
General fund increase/decrease #6 description				**$0.0**
General fund increase/decrease #7 description				**$0.0**
General fund increase/decrease #8 description				**$0.0**
General fund increase/decrease #9 description				**$0.0**
General fund increase/decrease #10 description				**$0.0**
General fund increase/decrease #11 description				**$0.0**
General fund increase/decrease #12 description				**$0.0**
General fund increase/decrease #13 description				**$0.0**
General fund increase/decrease #14 description				**$0.0**
General fund increase/decrease #15 description				**$0.0**
FY28 Request: General Fund	**$2,176.2**	**$14,120.3**	**$344.6**	**$16,641.1**
$ increase over FY27	$885.6	$8,515.0	$114.0	**$9,514.6**
% increase over FY27	68.6%	151.9%	49.4%	**133.5%**

S-9 Account Code Revenue/Expenditure Summary

(Dollars in Thousands)

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	-------- FY 2028 Agency Request -------- Base	Expansion	Total
499105	General Fd. Appropriation	6,990.8	6,990.8	7,126.5	0.0	16,641.1	0.0	16,641.1
111	**General Fund Transfers**	**6,990.8**	**6,990.8**	**7,126.5**	**0.0**	**16,641.1**	**0.0**	**16,641.1**
451909	Federal Contract - Interagency	400.0	309.6	400.0	0.0	400.0	0.0	400.0
499905	Other Financing Sources	0.0	36.6	0.0	0.0	0.0	0.0	0.0
112	**Other Transfers**	**400.0**	**346.2**	**400.0**	**0.0**	**400.0**	**0.0**	**400.0**
451903	Federal Direct - Operating	503.5	995.5	503.5	0.0	503.5	0.0	503.5
120	**Federal Revenues**	**503.5**	**995.5**	**503.5**	**0.0**	**503.5**	**0.0**	**503.5**
417902	Other Registration Fees	0.0	0.0	0.0	0.0	0.0	0.0	0.0
130	**Other Revenues**	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**
TOTAL REVENUE		**7,894.3**	**8,332.5**	**8,030.0**	**0.0**	**17,544.6**	**0.0**	**17,544.6**
520100	Exempt Perm Positions P/T&F/T	168.4	111.5	112.5	142.5	109.7	0.0	109.7
520200	Term Positions	0.0	69.6	135.2	0.7	639.6	0.0	639.6
520300	Classified Perm Positions F/T	1,274.5	869.0	1,046.2	612.4	1,004.2	0.0	1,004.2
520600	Paid Unused Sick Leave	0.0	2.2	0.0	0.0	0.0	0.0	0.0
520700	Overtime & Other Premium Pay	0.0	7.6	0.0	0.0	0.0	0.0	0.0
520800	Annl & Comp Paid At Separation	0.0	15.7	0.0	0.0	0.0	0.0	0.0
521100	Group Insurance Premium	66.4	156.8	68.0	106.6	299.3	0.0	299.3
521200	Retirement Contributions	73.4	204.0	229.7	144.3	330.2	0.0	330.2
521300	F I C A	55.8	79.8	91.4	46.5	131.4	0.0	131.4
521400	Workers' Comp Assessment Fee	0.1	0.1	0.2	0.0	0.3	0.0	0.3
521410	GSD Work Comp Insur Premium	1.8	1.9	4.4	0.0	6.7	0.0	6.7
521500	Unemployment Comp Premium	0.5	0.5	0.9	0.0	2.7	0.0	2.7
521600	Employee Liability Ins Premium	5.2	5.2	22.1	0.0	56.3	0.0	56.3
521700	RHC Act Contributions	25.1	21.2	35.7	15.0	51.5	0.0	51.5
200	**Personal services and employee benef**	**1,671.2**	**1,545.2**	**1,746.3**	**1,068.1**	**2,631.9**	**0.0**	**2,631.9**
535200	Professional Services	4,734.5	617.4	1,821.9	0.0	9,888.2	0.0	9,888.2
535209	Professional Svcs - Interagenc	0.0	0.0	2,205.9	0.0	0.0	0.0	0.0
535300	Other Services	1,065.6	4,593.1	167.8	0.0	4,522.2	0.0	4,522.2
535309	Other Services - Interagency	0.0	0.1	600.7	0.0	0.0	0.0	0.0
535400	Audit Services	0.0	15.5	0.0	0.0	0.0	0.0	0.0
535500	Attorney Services	248.0	248.0	1,251.8	0.0	0.0	0.0	0.0
535600	IT Services	0.0	0.0	0.0	0.0	152.7	0.0	152.7
300	**Contractual services**	**6,048.1**	**5,474.2**	**6,048.1**	**0.0**	**14,563.1**	**0.0**	**14,563.1**

BU	PCode	Department
62400	P595	000000

S-9 Account Code Revenue/Expenditure Summary
(Dollars in Thousands)

		2025-26 Opbud	2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	-------- FY 2028 Agency Request -------- Base	Expansion	Total
542000	Legislator PerDiem&M-DFARollup	0.0	0.0	2.5	0.0	0.0	0.0	0.0
542005	Legis Reg Session PD & M	0.0	0.0	20.0	0.0	0.0	0.0	0.0
542006	Legis Special Session PD & M	0.0	0.0	0.5	0.0	0.0	0.0	0.0
542100	Employee I/S Mileage & Fares	3.5	0.5	1.0	0.0	0.0	0.0	0.0
542200	Employee I/S Meals & Lodging	1.0	4.8	1.0	0.0	2.5	0.0	2.5
542500	Transp - Fuel & Oil	20.0	0.0	0.0	0.0	25.5	0.0	25.5
542600	Transp - Parts & Supplies	0.5	0.0	0.0	0.0	0.5	0.0	0.5
542700	Transp - Transp Insurance	0.0	0.0	10.0	0.0	10.0	0.0	10.0
542800	State Transp Pool Charges	0.0	55.2	7.1	0.0	52.2	0.0	52.2
543830	IT HW/SW Agreements	0.0	10.0	0.0	0.0	24.9	0.0	24.9
544000	Supply Inventory IT	1.0	1.2	1.0	0.0	0.0	0.0	0.0
544100	Supplies-Office Supplies	3.0	0.9	3.0	0.0	19.7	0.0	19.7
545700	ISD Services	10.2	2.5	26.1	0.0	31.3	0.0	31.3
545710	DOIT HCM Assessment Fees	4.7	9.5	9.2	0.0	11.3	0.0	11.3
545900	Printing & Photo Services	2.0	1.0	2.0	0.0	3.5	0.0	3.5
546100	Postage & Mail Services	1.0	0.0	1.0	0.0	0.0	0.0	0.0
546400	Rent Of Land & Buildings	0.0	22.7	0.0	0.0	67.0	0.0	67.0
546610	DOIT Telecommunications	12.6	23.1	45.7	0.0	67.1	0.0	67.1
546700	Subscriptions/Dues/License Fee	0.0	4.3	0.0	0.0	6.6	0.0	6.6
546800	Employee Training & Education	16.0	0.1	16.0	0.0	2.5	0.0	2.5
546900	Advertising	10.0	4.5	0.0	0.0	5.0	0.0	5.0
547300	Care & Support	50.5	0.0	50.5	0.0	0.0	0.0	0.0
547600	Commissions Paid to Operators	0.0	0.0	15.0	0.0	0.0	0.0	0.0
547700	Debt Service-Principal	0.0	0.0	15.0	0.0	0.0	0.0	0.0
547900	Miscellaneous Expense	5.0	0.8	5.0	0.0	15.0	0.0	15.0
547999	Request to Pay Prior Year	0.0	11.7	0.0	0.0	0.0	0.0	0.0
549600	Employee O/S Mileage & Fares	17.0	1.0	2.0	0.0	5.0	0.0	5.0
549700	Employee O/S Meals & Lodging	17.0	3.9	2.0	0.0	0.0	0.0	0.0
400	**Other**	**175.0**	**157.6**	**235.6**	**0.0**	**349.6**	**0.0**	**349.6**
TOTAL EXPENSE		**7,894.3**	**7,177.0**	**8,030.0**	**1,068.1**	**17,544.6**	**0.0**	**17,544.6**
810	Permanent	12.00	8.50	15.00	8.50	15.00	0.00	15.00
810	**Permanent**	**12.00**	**8.50**	**15.00**	**8.50**	**15.00**	**0.00**	**15.00**
820	Term	0.00	0.00	10.00	0.00	16.00	0.00	16.00
820	**Term**	**0.00**	**0.00**	**10.00**	**0.00**	**16.00**	**0.00**	**16.00**

TOTAL FTE POSITIONS	**12.00**	**8.50**	**25.00**	**8.50**	**31.00**	**0.00**	**31.00**

P-1 Program Overview

BU	PCode
62400	P595

Program Description:

The Long-Term Care Division (LTCD) provides services and support for caregivers and the individuals they are caring for who need assistance with daily activities due to aging, chronic illness, disability, or other conditions. These programs help individuals maintain their quality of life and allow older adults to thrive in their homes and communities. LTCD programs include:

New MexiCare is a self-directed care program providing financial support and training to caregivers who are assisting friends or family with activities of daily living due to physical or cognitive limitation. The goal of the program is to allow individuals to thrive in their homes and communities and reduce nursing home placement and emergency department visits.

Office of Alzheimer’s and Dementia Care provides education, training, and resources to support individuals living with Alzheimer’s and Dementia. The goals of this office include increasing awareness, building a trained workforce, supporting caregivers, and strengthening direct services.

Veteran Directed Care is a self-directed program that allows Veterans and their families to choose the services and supports they need to be able to safely and successfully live at home. Friend and family caregivers in rural areas where professional home care is not available receive financial support.

Care Transitions helps residents transition from long-term care facilities back into a community setting. Provides individuals with a clear pathway regarding available choices for long-term service and support options for those who like to return home, or to another residential setting in the community.

Kinship Caregiver Pilot program is designed to assist those (grandparents, aunts and uncles, and other kin) who are raising children whose parents are unable to by helping them access services, legal resources, and financial supports provided by philanthropic partners.

Major Issues and Accomplishments:

The aging population in New Mexico is growing; institutional care beds are decreasing and there is a lack of personal caregivers. By 2040, nearly 23% of New Mexicans will be 65 and older and the number of New Mexicans 85 and older will more than double at the same time. One in five adults in New Mexico are caregivers. Caregivers provide regular care to a friend or family members with 390,000 unpaid family caregivers providing more than 340 million hours of unpaid care each year. Supporting caregivers adequately means more stability for New Mexican families and savings to the healthcare system overall.

Accomplishments:
• New Mexicare enrolled 677 participants (approximately 805 total served as of June 2026), expanding the program from 31 rural counties to all 33 counties statewide.
• New Mexicare completed second year of independent evaluation against a matched Medicare control group found participants had a 24% lower probability of an emergency room visit, with 85% of caregivers reporting stability or improvement in wellbeing and 35% reporting reduced financial strain.
• Kinship Caregiver pilot launched in two counties, Rio Arriba and San Juan, enrolling 79 families and distributing $187,500 in stipends. Navigators collocate at local senior centers to increase program visibility and encourage use of resources provided at the centers.
• Office of Alzheimer's and Dementia Care:
• Launched a new website and completed the 2026-2031 Brain Health and Dementia Roadmap with extensive community engagement.
• Delivered three dementia trainings resulting in 32 certificates and 10 Certified Dementia Practitioners, and held seven Alzheimer’s Foundation trainings reaching 180 participants.
• Completed the HM53 Dementia Task force convening and report.
• Expanded and delivered federal Lifespan Respite Grant services in rural and tribal communities.

The LTCD implemented three new IT systems to support financial and case management for participants and integrate case management with the HCA-hosted YesNMConnect Closed Loop Referral System to better connect those we serve with available resources and to measure the impact on target outcomes such as family stability and ability to remain in home and community-based settings.

Purpose: The Division shall administer home and community-based long-term care services and programs. Section 9-23-9(D) NMSA 1978.

2026 Legislative Recommended Change: The Division shall administer caregiver-based services, programming, and supports not otherwise provided or administered by the Health Care Authority.

Overview of Request:

The LTCD funding will be used to sustain and enhance critical services that support older adults and individuals and those with disabilities. The FY28 budget request totals $16,641,100 in general fund, an increase from the FY27 general fund appropriation of $9,514,600 to support the core responsibilities of LTCD, including access to services, while considering population growth and increasing demand. $100.2 is for fixed costs, including $37.2 for health insurance.

Programmatic Changes:

The LTCD will continue to sustain program services and improve access to long-term care services and strengthening the delivery of home and community-based services and supports. For FY28, LTCD requests funding to make New MexiCare a permanent program.

Base Budget Justification:

The FY28 general fund request totals $16,641,100, an increase of $9,514,600 over the FY27 general fund recurring appropriation. By expenditure category, the request includes $2,176,200 in category 200 (up from $1,290,600 in FY27), $14,120,300 in category 300 (up from $5,605,300 in FY27), and $344,600 in category 400 (up from $230,600). This increase reflects funding to make New MexiCare permanent.

REV EXP COMPARISON

(Dollars in Thousands)

62400 - Aging and Long-Term Services Department

P595 - Long-Term Care

	General Fund	Other Funds	Other Transfers	Federal Funds	Total
SOURCES Totals	**16,641.1**	**0.0**	**400.0**	**503.5**	**17,544.6**
Personal services and employee benefits	2,176.2	0.0	400.0	55.7	2,631.9
Contractual services	14,120.3	0.0	0.0	442.8	14,563.1
Other	344.6	0.0	0.0	5.0	349.6
USES Total:	**16,641.1**	**0.0**	**400.0**	**503.5**	**17,544.6**
Net:	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**

F4 PCode Detail

(Dollars in Thousands)

Fund	Account		2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	FY 2028 Agency Request GF	OSF	ISF/IAT	FF	Total	Justification
04900	520100	Exempt Perm Positions P/T&F/T	111.5	112.5	142.49	109.7	0.0	0.0	0.0	109.7	
04900	520200	Term Positions	69.6	135.2	0.72	608.2	0.0	31.4	0.0	639.6	
04900	520300	Classified Perm Positions F/T	869.0	1,046.2	612.44	710.4	0.0	248.5	45.3	1,004.2	
04900	520600	Paid Unused Sick Leave	2.2	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	520700	Overtime & Other Premium Pay	7.6	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	520800	Annl & Comp Paid At Separation	15.7	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	521100	Group Insurance Premium	156.8	68.0	106.63	257.0	0.0	37.2	5.1	299.3	
04900	521200	Retirement Contributions	204.0	229.7	144.28	273.4	0.0	53.4	3.4	330.2	
04900	521300	F I C A	79.8	91.4	46.49	108.8	0.0	21.2	1.4	131.4	
04900	521400	Workers' Comp Assessment Fee	0.1	0.2	0	0.3	0.0	0.0	0.0	0.3	
04900	521410	GSD Work Comp Insur Premium	1.9	4.4	0	6.7	0.0	0.0	0.0	6.7	
04900	521500	Unemployment Comp Premium	0.5	0.9	0	2.7	0.0	0.0	0.0	2.7	
04900	521600	Employee Liability Ins Premium	5.2	22.1	0	56.3	0.0	0.0	0.0	56.3	
04900	521700	RHC Act Contributions	21.2	35.7	15	42.7	0.0	8.3	0.5	51.5	
	200	**Personal services and employee benef**	**1,545.2**	**1,746.3**	**1,068.06**	**2,176.2**	**0.0**	**400.0**	**55.7**	**2,631.9**	
04900	542000	Legislator PerDiem&M-DFARollup	0.0	2.5	0	0.0	0.0	0.0	0.0	0.0	
04900	542005	Legis Reg Session PD & M	0.0	20.0	0	0.0	0.0	0.0	0.0	0.0	
04900	542006	Legis Special Session PD & M	0.0	0.5	0	0.0	0.0	0.0	0.0	0.0	
04900	542100	Employee I/S Mileage & Fares	0.5	1.0	0	0.0	0.0	0.0	0.0	0.0	
04900	542200	Employee I/S Meals & Lodging	4.8	1.0	0	2.5	0.0	0.0	0.0	2.5	
04900	542500	Transp - Fuel & Oil	0.0	0.0	0	25.5	0.0	0.0	0.0	25.5	
04900	542600	Transp - Parts & Supplies	0.0	0.0	0	0.5	0.0	0.0	0.0	0.5	
04900	542700	Transp - Transp Insurance	0.0	10.0	0	10.0	0.0	0.0	0.0	10.0	
04900	542800	State Transp Pool Charges	55.2	7.1	0	52.2	0.0	0.0	0.0	52.2	
04900	543830	IT HW/SW Agreements	10.0	0.0	0	24.9	0.0	0.0	0.0	24.9	
04900	544000	Supply Inventory IT	1.2	1.0	0	0.0	0.0	0.0	0.0	0.0	
04900	544100	Supplies-Office Supplies	0.9	3.0	0	19.7	0.0	0.0	0.0	19.7	
04900	545700	ISD Services	2.5	26.1	0	31.3	0.0	0.0	0.0	31.3	
04900	545710	DOIT HCM Assessment Fees	9.5	9.2	0	11.3	0.0	0.0	0.0	11.3	
04900	545900	Printing & Photo Services	1.0	2.0	0	3.5	0.0	0.0	0.0	3.5	
04900	546100	Postage & Mail Services	0.0	1.0	0	0.0	0.0	0.0	0.0	0.0	
04900	546400	Rent Of Land & Buildings	22.7	0.0	0	67.0	0.0	0.0	0.0	67.0	
04900	546610	DOIT Telecommunications	23.1	45.7	0	67.1	0.0	0.0	0.0	67.1	

State of New Mexico

F4 PCode Detail

(Dollars in Thousands)

Fund	Account		2025-26 Actuals	2026-27 Opbud	2027-28 PCF Proj	FY 2028 Agency Request GF	OSF	ISF/IAT	FF	Total	Justification
04900	546700	Subscriptions/Dues/License Fee	4.3	0.0	0	6.6	0.0	0.0	0.0	6.6	
04900	546800	Employee Training & Education	0.1	16.0	0	2.5	0.0	0.0	0.0	2.5	
04900	546900	Advertising	4.5	0.0	0	5.0	0.0	0.0	0.0	5.0	
04900	547300	Care & Support	0.0	50.5	0	0.0	0.0	0.0	0.0	0.0	
04900	547600	Commissions Paid to Operators	0.0	15.0	0	0.0	0.0	0.0	0.0	0.0	
04900	547700	Debt Service-Principal	0.0	15.0	0	0.0	0.0	0.0	0.0	0.0	
04900	547900	Miscellaneous Expense	0.8	5.0	0	10.0	0.0	0.0	5.0	15.0	
04900	547999	Request to Pay Prior Year	11.7	0.0	0	0.0	0.0	0.0	0.0	0.0	
04900	549600	Employee O/S Mileage & Fares	1.0	2.0	0	5.0	0.0	0.0	0.0	5.0	
04900	549700	Employee O/S Meals & Lodging	3.9	2.0	0	0.0	0.0	0.0	0.0	0.0	
	400	**Other**	**157.6**	**235.6**	**0**	**344.6**	**0.0**	**0.0**	**5.0**	**349.6**	
TOTAL EXPENSE			**1,702.8**	**1,981.9**		**2,520.8**	**0.0**	**400.0**	**60.7**	**2,981.5**	

BU	PCode
62400	P595

State of New Mexico

Contract by PCode Detail

(Dollars in Thousands)

Fund	Account		#	Contract Purpose	Actuals	FY 2028 Agency Request GF	OSF	ISF/IAT	FF	Total	Justification
04900	535200	Professional Services	1000		617.4	9,858.6	0.0	0.0	29.6	9,888.2	
04900	535300	Other Services	1000		4,593.1	4,109.0	0.0	0.0	413.2	4,522.2	
04900	535309	Other Services - Interagency	1000		0.1	0.0	0.0	0.0	0.0	0.0	
04900	535400	Audit Services	1001		15.5	0.0	0.0	0.0	0.0	0.0	
04900	535500	Attorney Services	1000		248.0	0.0	0.0	0.0	0.0	0.0	
04900	535600	IT Services	1001		0.0	152.7	0.0	0.0	0.0	152.7	
	TOTAL EXPENSE				**5,474.2**	**14,120.3**	**0.0**	**0.0**	**442.8**	**14,563.1**	

FY28 APPROPRIATION REQUEST
LEASED PASSENGER-RELATED VEHICLES
FORM E-6B

Account Code 542800

Agency Name: Aging Long-Term Services Department

Program Name: P595 - Long Term Care Division

Business Unit: 62400

Program Code: P595

LONG TERM LEASES ONLY									LONG TERM ONLY				SHORT TERM ONLY			G+J=K	Federal $$$$ (X)
										E	F	E*F=G	H	I	H*I=J		
Item No.	Plate / Lic. No.	Year	Class	Type	Make	Model	Lease Code	Total Mileage on 7/1/26	Lease Start Date***	Rate Per Month	No. of Months Leased	Lease Rate	Rate Per Day	No. of Days	Total Lease Rate	Total Long & Short Lease	
1	010519SG	2024	04BO	MINI PICKUP 4X4 CC HYBRID	FORD	MAVERICK		90		$293.22	12	$3,518.64			$0.00	$3,518.64	
2	010629SG	2024	04BO	MINI PICKUP 4X4 CC HYBRID ELECTRIC	FORD	MAVERICK		15,889		$293.22	12	$3,518.64			$0.00	$3,518.64	
3	011740SG	2025	06A	MIDSIZE SUV HYBRID-PLUG IN	FORD	ESCAPE		94		$707.00	12	$8,484.00			$0.00	$8,484.00	
4	011742SG	2025	06A	MIDSIZE SUV HYBRID-PLUG IN	FORD	ESCAPE		6,623		$707.00	12	$8,484.00			$0.00	$8,484.00	
5	011820SG	2026	06A	MIDSIZE SUV HYBRID-PLUG IN	FORD	ESCAPE		8,638		$707.00	12	$8,484.00			$0.00	$8,484.00	
6	011852SG	2026	06A	MIDSIZE SUV HYBRID-PLUG IN	FORD	ESCAPE		10,225		$707.00	12	$8,484.00			$0.00	$8,484.00	
7	011854SG	2026	06A	MIDSIZE SUV HYBRID-PLUG IN	FORD	ESCAPE		4,174		$707.00	12	$8,484.00			$0.00	$8,484.00	
											LT Lease Cost:	$49,457.28		ST Lease Cost:	$0.00		
SUBTOTALS											LT Lease Cost (fuel & lease):	$49,457.28					
542800 TOTAL: VEHICLE LEASE COST																**$49,457.28**	

State of New Mexico

SPECIALS, SUPPLEMENTALS AND DEFICIENCIES DFA

(Prepare separate forms for each request)

BU: 62400

Agency: Aging and Long-Term Services Departm

Program:

Analyst: Latishia Ortiz

Phone: 505-699-2370

Request Type: Special (FY 28)

Rank: 3

TOTAL SOURCES MUST EQUAL TOTAL USES

(Dollars in Thousands)

Sources		Uses	
Revenue Account	**Amount**	**Uses Account**	**Amount**
Fund Balance	600.0	Other	600.0
General Fund Transfers	0.0	**Total Uses**	**600.0**
Other Transfers	0.0		
Total Sources	**600.0**		

Full Time Equivalents (FTE)	
Type	**Amount of FTE**
	0.00
Total FTE	**0.00**

Request is related to a recurring expense	**Yes**
Request is related to a capital request	**No**
Request is related to proposed legislation	**No**

Language requested for inclusion in General Appropriations Act (Please Follow Legislative Bill Drafting Conventions - See Instructions)

For emergencies, disaster preparedness, urgent supplemental programmatic needs and planning to serve seniors and adults with disabilities. The other state funds appropriation is from the Kiki Saavedra senior dignity fund.

Justification Quantitative Data (Description)

The agency has needed to provide funding in previous years for emergencies to assist seniors as a result of unforeseen circumstances and emergencies. This funding will help provide additional services during these times. In addition, the Aging network providers may need advancements during the year because of emergency funding needs. These dollars will help provide a buffer during those times to help ensure the providers have continuity of services.

Request: Provide a brief description of what the request does, how the dollars will be spent and explain why it is a nonrecurring need.

The agency is requesting $600,000 in emergency funding to support vulnerable adults during emergencies, for disaster preparedness, and urgent programmatic needs.

Request: How the dollars will be spent.

The agency is requesting $600,000 in emergency funding to support vulnerable adults during emergencies, for disaster preparedness, and urgent programmatic needs.

Request: Explain why request is nonrecurring need.

The request is nonrecurring due to the circumstances of the funding and the unforeseen circumstances. The agency needs the funding to be prepared for such circumstances so there is no delay or disruption to senior services.

Consequences: Provide a brief description of consequences of not funding a performance and accountability task.

Without this funding, services to seniors may be limited or halted. Examples of this may include placing seniors on waiting lists for Home Delivered Meals, limiting or discontinuing transportation to doctors' appointments or grocery pickup and/or denying services to newly or currently enrolled seniors. Subsequently, during emergencies and/or disasters, services that are normally available via the providers may be interrupted; this allows the department to ensure the providers have the resources necessary to continue delivery of those services.

Performance: How will agency performance be affected.

The aging network providers will be able to continue services without interruption. The agency will be able to provide services to seniors in case of an emergency, ensuring their safety and wellbeing.

Performance: How will agency performance will be improved.

The agency's mission is to serve seniors, with this funding the agency can ensure seniors services are not delayed, halted or in case of an emergency are substituted to ensure senior safety, and wellbeing.

Brief description of problem agency is addressing.

The agency has needed to provide funding in previous years for emergencies to assist seniors due to unforeseen circumstances and emergencies. This funding will help provide additional services during these times. In addition, the Aging network providers may need advancements during the year due to lack of funding. These dollars will help provide a buffer during those times to help ensure the providers have continuity of services.

State of New Mexico

SPECIALS, SUPPLEMENTALS AND DEFICIENCIES DFA

(Prepare separate forms for each request)

BU: 62400

Agency: Aging and Long-Term Services Departm

Program:

Analyst: Oliver Benavidez

Phone: 505-469-1580

Request Type: GRO recommendations

Rank: 1

TOTAL SOURCES MUST EQUAL TOTAL USES

(Dollars in Thousands)

Sources		Uses	
Revenue Account	**Amount**	**Uses Account**	**Amount**
Other Revenues	0.0	Other	30,000.0
Other Transfers	30,000.0	**Total Uses**	**30,000.0**
Total Sources	**30,000.0**		

Full Time Equivalents (FTE)	
Type	**Amount of FTE**
	0.00
Total FTE	**0.00**

Request is related to a recurring expense	**Yes**
Request is related to a capital request	**No**
Request is related to proposed legislation	**No**

Language requested for inclusion in General Appropriations Act (Please Follow Legislative Bill Drafting Conventions - See Instructions)

To implement a pilot performance-based funding model across the state's three agencies on aging to demonstrate measurable improvements in participation, service access, and quality outcomes.

Justification Quantitative Data (Description)

Senior centers are among the most accessible community hubs for older adults, providing nutrition, social engagement, transportation, health promotion, caregiver support, and referrals. However, the Aging Network lacks standardized quality measures and relies solely on units of service reporting ("attendance tracking"), resulting in highly variable quality, outdated programs, uneven utilization of funds, and limited innovation.

A performance based model will:

• Shift funding from activities to measurable outcomes
• Support modernization and adoption of evidence based programming
• Improve service quality across urban, rural, frontier, and Tribal communities
• Establish statewide consistency while allowing local flexibility
• Introduce cost containment strategies tied to service effectiveness

Request: Provide a brief description of what the request does, how the dollars will be spent and explain why it is a nonrecurring need.

Development of a statewide performance-based funding system for the New Mexico Aging Network's three Area Agencies on Aging, Metro, Non-Metro, and Indian AAA, using three years of GRO funding. This initiative will create, pilot, and evaluate a model that ties funding to measurable improvements in participation, service access, quality, and modernization across senior center programming.

Request: How the dollars will be spent.

Administrative Oversight and Implementation
Staffing needed to design, manage, and implement the statewide performance model.
Professional Services
• Program evaluation
• Community/tribal engagement
• Performance based budgeting expertise
• Training for providers in performance improvement and data use
Contractual Services
• Performance-based allocations to AAAs and senior centers meeting quality and participation metrics
• Innovation grants supporting shifts from passive programming to evidence-based activities

Request: Explain why request is nonrecurring need.

Three years of nonrecurring funding are required to:
• Build the statewide performance system
• Pilot it with AAAs
• Evaluate its effectiveness
• Determine whether recurring funding should be sought
Recurring funding will be requested only if evaluation results demonstrate the model improves quality, participation, equity, and cost efficiency.

Consequences: Provide a brief description of consequences of not funding a performance and accountability task.

Without funding:
• Quality and participation will continue to vary dramatically
• Service costs will remain unmonitored and inconsistent
• New Mexico will have no mechanism to measure quality or return on investment
• Modernization of senior centers will lag
• Inefficiencies in the Aging Network will persist

Performance: How will agency performance be affected.

If GRO funds are awarded, the nature of the contractual relationships with local governments and non-profit service providers will create an opportunity for improvement and innovation and increased partnerships with AAA providers.

Performance: How will agency performance will be improved.

ALTSD contracts with local providers in the Area Agencies on Aging to provide services including but not limited to nutrition services, congregate, grab-n-go and home delivered meals, transportation, social services, and health promotion. This GRO request will create measurable opportunities to test innovative proposals for service improvements prior to full deployment.

Brief description of problem agency is addressing.

The Aging Network currently faces:
• Highly variable quality of services
• No quality or performance metrics
• Uneven use of existing funding
• Lack of modernization and innovation
• Limited accountability for outcomes
The core issue: Are existing resources being used effectively, efficiently, and in ways that improve the lives of older adults?
The current structure provides no way to answer this question.

State of New Mexico

SPECIALS, SUPPLEMENTALS AND DEFICIENCIES DFA

(Prepare separate forms for each request)

BU: 62400

Agency: Aging and Long-Term Services Departm

Program:

Analyst: Oliver Benavidez

Phone: 505-469-1580

Request Type: Special (FY 28)

Rank: 1

TOTAL SOURCES MUST EQUAL TOTAL USES

(Dollars in Thousands)

Sources		Uses	
Revenue Account	**Amount**	**Uses Account**	**Amount**
General Fund Transfers	50,000.0	Other	50,000.0
Total Sources	**50,000.0**	**Total Uses**	**50,000.0**

Full Time Equivalents (FTE)	
Type	**Amount of FTE**
	0.00
Total FTE	**0.00**

Request is related to a recurring expense	**Yes**
Request is related to a capital request	**No**
Request is related to proposed legislation	**No**

Language requested for inclusion in General Appropriations Act (Please Follow Legislative Bill Drafting Conventions - See Instructions)

To the Kiki Saavedra senior dignity fund, contingent on enactment of legislation of the second session of the fifty-eighth legislature making the fund a permanent endowment to provide a recurring revenue source for services to older adults and their caregivers.

Justification Quantitative Data (Description)

The Kiki Saavedra fund provides the means to tackle the challenges older adults face today and plan for the future. By 2030, New Mexico will move from 29th highest ranking to the 4th highest in the nation for total senior population per capita. One in four adults will be over the age of 65.

Most older adults wish to "age-in-place" by living in their community longer, necessitating a rebalance of long-term services and support (LTSS) to include more funding for home- and community-based supports (HCBS).

In addition to the demographic shifts, many hardships facie today’s older adults including:
• New Mexico seniors are 2nd in the nation for food insecurity
• 9% of New Mexico seniors have an annual income of less than $10K
• Isolation on the rise as families are not coming back home to rural NM (27% are living alone)
• New Mexico ranks 3rd highest for Medicaid (LTSS) HCBS spending (93%); U.S. HCBS spending is 72%.
• New Mexico ranks 4th highest for poverty level among older adults (12.8%)

In light of the growing population of older adults and the complexity of their needs, New Mexico must rebalance the aging network services and infrastructure to provide quality care with a sustainable funding source to address these issues now and in the future.

Request: Provide a brief description of what the request does, how the dollars will be spent and explain why it is a nonrecurring need.

The agency is requesting an additional nonrecurring $50,000,000.00 be added to the Kiki Saavedra Senior Dignity fund balance to seed a permanent endowment fund for future use. This will ensure a funding source for the agency to continue to evolve and address the changing needs of the aging population for years to come.

Request: How the dollars will be spent.

Funds will be used to seed a permanent endowment fund for future use. Which in turn will ensure a funding source for the agency to continue to evolve and address the changing needs of the aging population for years to come.

Request: Explain why request is nonrecurring need.

The Kiki Saavedra fund was established as a non-reverting fund with one-time appropriations over the years. With a $50,000,000.00 appropriation into a permanent endowment, this will help establish a baseline of funding to support growing needs and aging adults in future fiscal years.

Consequences: Provide a brief description of consequences of not funding a performance and accountability task.

Without this endowment fund, the agency will not be able to reach all vulnerable seniors within New Mexico or build out a modern aging network that meets the needs of seniors prioritizing aging in place within their community.

Performance: How will agency performance be affected.

ALTSD will be able to build sustainable programs to address the growing and evolving needs of seniors throughout the state. Current funding levels and small increases year to year do not keep up with inflation which critically impacts senior services such as transportation, meals, and staffing.

Performance: How will agency performance will be improved.

ALTSD will increase the number of seniors served throughout the state and expand and improve services offered.

Brief description of problem agency is addressing.

In FY26, 53,293 (approximately 6%) of New Mexico’s 792,775 older adults over the age of 50 received services from an Aging Network provider. By 2030, New Mexico’s older adult population is expected to grow by 122%. Without increased investment in the network of aging services, ALTSD will not be able to come close to meeting New Mexico’s increasing need for services.

State of New Mexico

SPECIALS, SUPPLEMENTALS AND DEFICIENCIES DFA

(Prepare separate forms for each request)

BU: 62400

Request Type: Special (FY 28)

Agency: Aging and Long-Term Services Departm

Program:

Analyst: Oliver Benavidez

Phone: 505-469-1580

Rank: 2

TOTAL SOURCES MUST EQUAL TOTAL USES

(Dollars in Thousands)

Sources		Uses	
Revenue Account	**Amount**	**Uses Account**	**Amount**
General Fund Transfers	1,691.7	Other	1,691.7
Total Sources	**1,691.7**	**Total Uses**	**1,691.7**

Full Time Equivalents (FTE)	
Type	**Amount of FTE**
	0.00
Total FTE	**0.00**

Request is related to a recurring expense	**Yes**
Request is related to a capital request	**No**
Request is related to proposed legislation	**No**

Language requested for inclusion in General Appropriations Act (Please Follow Legislative Bill Drafting Conventions - See Instructions)

For an appropriate education and outreach strategy to connect the aging population and their caregivers to available resources.

Justification Quantitative Data (Description)

It is critical that the agency has the resources to connect adults to their community services and resources. Tactics include but are not limited to:
• Ombudsman Program - Increase in number of certified volunteers (300), increase in number of counties with LTCOP volunteers, number of higher education institutions offering LTCOP internships. With the labor shortage, many long-term living conditions are not meeting quality thresholds and seniors need advocates.
• Senior Center Participation Rate – Increase the number of seniors engaging with local senior centers to reach 15% of the senior population by 2030. With the trend of people “aging in place,” senior centers are playing an integral role in the care of elders.
• Scam Alerts – Increased awareness and knowledge for how to handle attempted fraud among the senior population across the state, protecting their lives, identities, and assets.
• ADRC/Call Center – Increase outreach efforts through event activation with providers, partners, and key stakeholders. With people aging in place and more kinship (family and friends) providing caregiving services, connecting multiple generations to aging resources is critical.

Request: Provide a brief description of what the request does, how the dollars will be spent and explain why it is a nonrecurring need.

ALTSD is requesting $1,691,700 to increase outreach and education to help connect older adults and adults living with disabilities with community-based services. The goal is to increase attendance in aging network services, recruit volunteers with a focus on the Long-Term Care Ombudsman Program and the state health insurance program, increase calls to the ADRC as well as continue to grow the participation in long-term care and caregiving programming.

Request: How the dollars will be spent.

With this funding, we will be able to increase outreach and education for older adults with community-based services. The ultimate goal is more older adults accessing network services, recruiting volunteers for the Long-Term Ombudsman Program, more calls to the ADRC and to grow the participation in long-term care and caregiving programming.

Request: Explain why request is nonrecurring need.

One-time funding will allow the agency to utilize a portion of the funding to evaluate the impact of the education and outreach campaigns. It is critical to know which means better connect seniors to their communities and the breadth of resources offered by the State of New Mexico.

Consequences: Provide a brief description of consequences of not funding a performance and accountability task.

Without promoting the agency's programs and resources, seniors could potentially get connected to the wrong providers for their needs, be victims of scams, not have advocates within long-term care facilities, etc. Connecting the aging population, disabled adults and their caregivers to resources is paramount. Without the proper marketing strategy and ability to conduct public education and outreach, the agency's ability to reach seniors, especially those in rural communities, will be dampened.

Performance: How will agency performance be affected.

The agency will connect with more seniors and their caregivers through the implementation of outreach and education campaigns, increased community-based outreach events, and volunteer recruitment. The External Affairs team will be able to sustain monthly advocacy, resources and connection to events and maintain website content. In addition, funding will help expand brand awareness within local communities to include newspaper, billboards, local radio, television, digital and a variety of partnerships with community-based organizations.

Performance: How will agency performance will be improved.

The agency will have more seniors participating in programming and resources.

Brief description of problem agency is addressing.

It is critical to connect seniors with their community and resources. This is compounded by the rapid senior population growth that the state will realize. By 2030, New Mexico will move from 29th highest ranking to the 4th highest in the nation for total senior population per capita. Most older adults wish to "age-in-place" by living in their communities longer, necessitating a rebalance of long-term services and support (LTSS) to include more funding for home- and community-based supports (HCBS).

State of New Mexico

SPECIALS, SUPPLEMENTALS AND DEFICIENCIES DFA

(Prepare separate forms for each request)

BU: 62400

Request Type: Special (FY 28)

Agency: Aging and Long-Term Services Departm

Program:

Analyst: Oliver Benavidez

Phone: 505-469-1580

Rank: 4

TOTAL SOURCES MUST EQUAL TOTAL USES

(Dollars in Thousands)

Sources		Uses	
Revenue Account	**Amount**	**Uses Account**	**Amount**
General Fund Transfers	250.0	Other	250.0
Total Sources	**250.0**	**Total Uses**	**250.0**

Full Time Equivalents (FTE)	
Type	**Amount of FTE**
	0.00
Total FTE	**0.00**

Request is related to a recurring expense	**Yes**
Request is related to a capital request	**No**
Request is related to proposed legislation	**No**

Language requested for inclusion in General Appropriations Act (Please Follow Legislative Bill Drafting Conventions - See Instructions)

To consolidate, modernize, and maintain customer-focused, effective and innovative information technology systems.

Justification Quantitative Data (Description)

ALTSD HR and ASD collectively process several thousand administrative transactions annually. Many of these transactions require manual data entry, completion and routing of PDFs, email approvals, spreadsheet tracking, and manual recordkeeping. Each transaction requires an estimated average of 10 minutes of staff processing time. Based on this average, every 1,000 transactions represent approximately 167 staff hours of manual processing.
With several thousand HR and ASD transactions completed each year, ALTSD dedicates hundreds of staff hours annually to manual administrative processes. Implementing a centralized electronic workflow system will reduce manual processing, duplicative data entry, and administrative workload while improving processing times, accuracy, tracking, reporting, and accountability.

Request: Provide a brief description of what the request does, how the dollars will be spent and explain why it is a nonrecurring need.

ALTSD is requesting $250,000 to implement a centralized electronic workflow and administrative management system for Human Resources (HR) and the Administrative Services Division (ASD). The system will replace manual, labor-intensive processes currently managed through Excel spreadsheets, fillable PDFs, email, and separate tracking methods. Funding will support system design and configuration, workflow development and automation, API integrations, data migration, testing, implementation, and other necessary setup costs to modernize HR and ASD operations.

Request: How the dollars will be spent.

Funding will be used to implement a centralized electronic workflow and administrative management system for the Human Resources Department and the Administrative Services Division to modernize operations.

Request: Explain why request is nonrecurring need.

A significant portion of the requested $250,000 represents one-time implementation costs, including system design and configuration, workflow development, API integrations, data migration, testing, and system setup. Once implementation is complete, these initial costs will not recur. Ongoing costs will primarily consist of licensing, maintenance, support, and future system enhancements.

Consequences: Provide a brief description of consequences of not funding a performance and accountability task.

Without funding, ALTSD HR and ASD will continue to rely on manual, labor-intensive processes using Excel spreadsheets, PDFs, email, and disconnected tracking methods. This will perpetuate processing delays, duplicative data entry, increased risk of errors, limited real-time reporting, and challenges in tracking the status and accountability of administrative transactions.
As agency workload grows, these manual processes will become increasingly difficult to sustain and will continue to consume hundreds of staff hours annually. Without modernization, ALTSD will have limited ability to improve administrative efficiency, standardize workflows, strengthen data and records management, or redirect staff resources from repetitive manual processing to higher-value agency operations.

Performance: How will agency performance be affected.

ALTSD will experience faster, more consistent, and more transparent HR and ASD administrative processes. Electronic workflows will improve processing and approval times, provide centralized access to information, strengthen records management and reporting, and reduce reliance on individual spreadsheets and email-based tracking.
This modernization will improve operational efficiency and provide HR, ASD, and agency leadership with more timely and reliable information for workload management, performance monitoring, and decision-making. It will also establish standardized processes that can more effectively support ALTSD as agency operations and administrative demands grow.

Performance: How will agency performance will be improved.

Agency performance will improve through the automation and standardization of HR and ASD administrative processes. The electronic system will reduce manual data entry, processing time, errors, and duplicative work while streamlining routing and approvals and providing real-time status tracking.
Improved records management, reporting, and workflow visibility will strengthen accountability and allow management to more effectively monitor administrative activities. Reducing time spent managing spreadsheets, PDFs, email, and manual tracking will also allow HR and ASD staff to redirect time toward higher-value activities that support ALTSD divisions, employees, and agency operations.

Brief description of problem agency is addressing.

ALTSD HR and ASD currently rely on manual, labor-intensive processes using Excel spreadsheets, fillable PDFs, email, and separate tracking methods. These disconnected processes require duplicative data entry, increase the risk of errors and incomplete information, delay routing and approvals, and limit the agency’s ability to efficiently track, manage, and report administrative activities.
As ALTSD operations and administrative requirements continue to grow, these manual processes are increasingly inefficient and difficult to sustain. A centralized electronic solution is needed to standardize and automate workflows, improve data accuracy and accessibility, strengthen accountability, and provide greater visibility into HR and ASD administrative processes.

State of New Mexico

SPECIALS, SUPPLEMENTALS AND DEFICIENCIES DFA

(Prepare separate forms for each request)

BU: 62400

Request Type: Special (FY 28)

Agency: Aging and Long-Term Services Departm

Program:

Analyst: Latishia Ortiz

Phone: 505-699-2370

Rank: 5

TOTAL SOURCES MUST EQUAL TOTAL USES

(Dollars in Thousands)

Sources		Uses	
Revenue Account	**Amount**	**Uses Account**	**Amount**
General Fund Transfers	250.0	Other	250.0
Total Sources	**250.0**	**Total Uses**	**250.0**

Full Time Equivalents (FTE)	
Type	**Amount of FTE**
	0.00
Total FTE	**0.00**

Request is related to a recurring expense	**Yes**
Request is related to a capital request	**No**
Request is related to proposed legislation	**No**

Language requested for inclusion in General Appropriations Act (Please Follow Legislative Bill Drafting Conventions - See Instructions)

For emergency protective placement services for incapacitated adults experiencing abuse, neglect or self-neglect, or exploitation.

Justification Quantitative Data (Description)

APS emergency placements increased from 32 in FY24 to 77 in FY25, an increase of 45 placements, or approximately 14%. Placements declined to 32 in FY26; however, this should not be interpreted as a reduction in need. Limited funding constrained APS's ability to authorize placements. These trends demonstrate that placement totals reflect both client need and resource availability, underscoring the importance of a funding need.

Request: Provide a brief description of what the request does, how the dollars will be spent and explain why it is a nonrecurring need.

APS requests $250,000 in general fund to provide temporary emergency and protective placement for incapacitated adults experiencing abuse, neglect or self-neglect, or exploitation.

Request: How the dollars will be spent.

APS requests $250,000 in general fund to provide temporary emergency and protective placement for incapacitated adults experiencing abuse, neglect or self-neglect, or exploitation.

Request: Explain why request is nonrecurring need.

The $250,000 request is nonrecurring because it is intended as a one-time investment to address the immediate funding gap created by the expiration of temporary federal funding. This funding will allow APS to meet urgent emergency placement needs of incapacitated adults at risk of abuse, neglect, and exploitation while strengthening partnerships and identifying sustainable long-term funding options.

Consequences: Provide a brief description of consequences of not funding a performance and accountability task.

APS may be unable to secure immediate placement for incapacitated adults facing serious safety threats. Incapacitated adults may remain in abusive, neglectful, hazardous, or otherwise unsafe environments while staff attempt to locate alternative funding or services. This increases the risk of continued maltreatment, hospitalization, repeat APS involvement, delayed investigations, higher caseloads, and operational liability.

Performance: How will agency performance be affected.

Funding will improve APS's ability to move quickly from investigation and safety assessment to protective intervention. It will reduce delays caused by searching for emergency payment sources, increase access to safe placements, support timely case resolution, and allow investigators to focus on protective-services activities instead of attempting to secure unfunded placement arrangements.

Performance: How will agency performance will be improved.

The appropriation is expected to improve:
• The number of vulnerable adults receiving emergency placement when needed.
• The percentage of placements secured promptly after an immediate safety need is identified.
• The average time between determining the need for placement and securing a safe environment.
• The percentage of adults transitioned from emergency placement to a safe, stable, and least restrictive setting.
• APS's ability to maintain timely investigations and reduce cases delayed by unresolved placement needs.

Brief description of problem agency is addressing.

APS conducts more than 7,000 investigations on incapacitated adults who are unable to protect themselves and face an immediate threat of harm from abuse, neglect, or exploitation. In some cases, the adult has no safe family support, available payer source, or appropriate community placement. Without emergency placement these individuals are at risk of irreparable harm. Funding will be used to establish a temporary, protected environment while APS coordinates the least restrictive long-term solution, such as benefits, community services, guardianship support, or permanent placement.
Emergency shelter or caregiver support is recognized in state regulation as a temporary protected environment, and New Mexico law authorizes emergency protective placement under qualifying circumstances. 8.11.4 NMAC, Section 27-7-25 NMSA 1978

State of New Mexico

SPECIALS, SUPPLEMENTALS AND DEFICIENCIES DFA

(Prepare separate forms for each request)

BU: 62400

Request Type: Special (FY 28)

Agency: Aging and Long-Term Services Departm

Program:

Analyst: Oliver Benavidez

Phone: 505-469-1580

Rank: 6

TOTAL SOURCES MUST EQUAL TOTAL USES

(Dollars in Thousands)

Sources		Uses	
Revenue Account	**Amount**	**Uses Account**	**Amount**
General Fund Transfers	5,000.0	Other	5,000.0
Total Sources	**5,000.0**	**Total Uses**	**5,000.0**

Full Time Equivalents (FTE)	
Type	**Amount of FTE**
	0.00
Total FTE	**0.00**

Request is related to a recurring expense	**Yes**
Request is related to a capital request	**No**
Request is related to proposed legislation	**No**

Language requested for inclusion in General Appropriations Act (Please Follow Legislative Bill Drafting Conventions - See Instructions)

For community-based adult day care services to provide a safe and supervised environment with health monitoring and social, physical and cognitive engagement for older adults.

Justification Quantitative Data (Description)

Approximately 254,761 New Mexicans are aged 65 and older, and an estimated 13,450 already need help with at least three daily activities such as bathing, dressing, or feeding indicating high care needs and growing pressure on family caregivers. Yet New Mexico has only 27 adult day care facilities statewide, tribal and non-tribal combined, with most concentrated in metro areas. Rural communities face the greatest gaps in access with nearly 30% of adults 65 and older living in rural areas. As the state’s older population continues to rise, the demand for community-based daytime support is outpacing available services, leaving caregivers without relief and increasing the likelihood of preventable nursing home placements.
Roughly one in five New Mexicans provide unpaid care for an older adult or person with a disability. These caregivers deliver nearly 340 million hours of unpaid care each year, valued at $6.2 billion. Many must choose between providing care and remaining employed. Limited availability of Adult Day Services restricts caregivers’ ability to maintain employment, manage their own health, and continue supporting their loved one at home.

Evidence demonstrates a measurable cost savings with a reduction in hospitalizations and healthcare utilization when individuals with dementia have access to community-based services. Average nursing home costs: $300 per day or $109,500 per year while adult day services cost $80.00 per day or $20,800 per year. Annual savings per participant would be $88,700 if institutionalization is delayed. Investment in adult day care services represents caregivers support and a Medicaid cost-avoidance strategy.

Request: Provide a brief description of what the request does, how the dollars will be spent and explain why it is a nonrecurring need.

ALTSD requests funding to expand community-based adult day care services to support older adults and their caregivers through the aging network.

Request: How the dollars will be spent.

Funds will be used to expand community-based adult day care services to support older adults and their caregivers through the aging network.

Request: Explain why request is nonrecurring need.

Non-recurring Adult Day Care funding is essential to build the infrastructure and expand access to support for older adults and relieve urgent pressures on family caregivers while the state evaluates long term solutions. A one-time investment allows ALTSD to address immediate gaps in day services, health monitoring, and respite, particularly in underserved communities, and delivers measurable cost avoidance by delaying nursing home placement and reducing hospitalizations. This temporary funding enables the agency to stabilize providers, pilot expanded capacity, test demand, and generate data needed to determine future sustainable funding approaches, ensuring resources are targeted where they will have the greatest impact.

Consequences: Provide a brief description of consequences of not funding a performance and accountability task.

New Mexico's rapidly growing older adult population—especially those living with Alzheimer's, dementia, disabilities, or chronic conditions—needs reliable community-based daytime support to remain safely at home. Without these services, caregivers face higher stress, depression, chronic illness, and care recipients face a greater likelihood of turning to costly institutional care. The shortage of Adult Day Care Services also drives lost wages and higher healthcare and Medicaid costs statewide. Without investment in adult day center capacity, the gap between rising need and available support will widen, placing increasing strain on family caregivers and the state's long-term care system.

Performance: How will agency performance be affected.

ALTSD will expand on current contracted community-based adult day care services through the Aging Network Division.

Performance: How will agency performance will be improved.

ALTSD will be able to expand on the current adult day care capacity to increase the number of older adults served while strengthening caregiver support and enable more New Mexicans to age in place.

Brief description of problem agency is addressing.

Adult-day services provide a supervised safe environment with health monitoring, social, cognitive and physical engagement for older adults who cannot be at home alone during the day or who may need more daily assistance than the family can provide. The adult day care facilities through the aging network supports aging in place, improving caregiver stability, and reduced healthcare costs for older adults with dementia and other chronic health conditions while providing respite for caregivers.

State of New Mexico

SPECIALS, SUPPLEMENTALS AND DEFICIENCIES DFA

(Prepare separate forms for each request)

BU: 62400

Request Type: C2 Section 7 Request

Agency: Aging and Long-Term Services Departm

Program:

Analyst: Oliver Benavidez

Phone: 505-469-1580

Rank: 7

TOTAL SOURCES MUST EQUAL TOTAL USES

(Dollars in Thousands)

Sources		Uses	
Revenue Account	**Amount**	**Uses Account**	**Amount**
Other Transfers	610.6	Contractual Services	110.6
Total Sources	**610.6**	Other	500.0
		Total Uses	**610.6**

Full Time Equivalents (FTE)	
Type	**Amount of FTE**
	0.00
Total FTE	**0.00**

Request is related to a recurring expense	**Yes**
Request is related to a capital request	**No**
Request is related to proposed legislation	**No**

Language requested for inclusion in General Appropriations Act (Please Follow Legislative Bill Drafting Conventions - See Instructions)

For a case management system replacement, integration with the health care authority's Project Unite, and establishment of a cloud-based platform to improve service delivery, efficiency and coordination for New Mexico's aging population.

Justification Quantitative Data (Description)

ALTSD’s existing case management system has been in operation for nearly 20 years and supports multiple programs serving older adults, adults with disabilities, caregivers, and other New Mexicans statewide. The modernized enterprise platform will support multiple ALTSD divisions and programs, improve statewide reporting and data quality, reduce reliance on manual and duplicative processes, and provide the technical foundation for interoperability with Project Unite.

Request: Provide a brief description of what the request does, how the dollars will be spent and explain why it is a nonrecurring need.

ALTSD is requesting $610,600 in nonrecurring funding to complete the final phase of its DoIT-certified Enterprise System Modernization (ESM) project. Funding will support completion of the replacement of ALTSD’s nearly 20-year-old case management system with a modern, cloud-based platform and integration with HCA’s Project Unite. The investment will improve system interoperability, data sharing, reporting, service coordination, and access to aging and disability services statewide.

Request: How the dollars will be spent.

The $610,600 in nonrecurring funding will be used to complete the remaining implementation activities for ALTSD’s Enterprise System Modernization project. Funding will support project management and implementation services, configuration and deployment of the new cloud-based case management system, data migration and validation from the legacy system, system integration and interoperability with HCA’s Project Unite, testing and user acceptance activities, security and technical requirements, staff training, and final system deployment and transition.
These funds will allow ALTSD to complete the one-time technical and implementation work necessary to retire the nearly 20-year-old legacy case management system and transition programs to the modernized enterprise platform. The investment will ensure the new system is properly configured, integrated, tested, and operational before project closeout.

Request: Explain why request is nonrecurring need.

The $610,600 state general fund request represents a one-time investment needed to complete the final phase of the DoIT-certified ESM project. Funding will support remaining implementation activities associated with replacing the existing case management system and completing integration with Project Unite. These are project-specific implementation costs necessary to transition ALTSD to the modernized environment and are not ongoing operating expenses.

Consequences: Provide a brief description of consequences of not funding a performance and accountability task.

This final investment is critical, without funding, ALTSD will remain dependent on aging, fragmented technology, Project Unite integration will be delayed, and the Department will be unable to fully achieve the operational and statewide interoperability benefits of the ESM Project.

Performance: How will agency performance be affected.

The investment will provide ALTSD with a sustainable technology foundation for managing and measuring service delivery across programs. Staff will have improved access to standardized data, workflows, reporting, and referral information, allowing the Department to better monitor service outcomes, identify gaps, reduce duplicative administrative work, and make data-informed decisions. Integration with Project Unite will further improve coordination and information sharing across participating agencies.

Performance: How will agency performance will be improved.

The proposed solution will transform ALTSD's current CMS by implementing an integrated, cloud-based case management system that improves efficiency, data accuracy, and program oversight. By aligning with Project Unite, the solution will enable a "no wrong door" approach, allowing New Mexicans to access aging, disability, and health services through a seamless, coordinated system regardless of entry point. This will result in faster service delivery, improved client outcomes, reduced administrative burden, and enhanced cross-agency collaboration to better serve the citizens of New Mexico.

Brief description of problem agency is addressing.

ALTSD's current case management system has been in use for nearly 20 years and no longer adequately supports the Department's operational, integration, data, and reporting needs. This limits ALTSD's ability to efficiently track outcomes, coordinate services across programs, and close the loop for older adults and individuals with disabilities seeking services and supports. Limited interoperability with Project Unite also contributes to fragmented service delivery, duplicated efforts, and barriers to coordinated assistance. A modernized, integrated solution is needed to improve data sharing, streamline workflows, and support a unified, person-centered service delivery model.

DFA Performance Based Budgeting Data System

Annual Performance Report

Agency: 62400 Aging and Long-Term Services Department

Program: P592 Consumer and Elder Rights

The purpose of the consumer and elder rights program is to provide current information, assistance, counseling, education and support to older individuals and people with disabilities, residents of long-term care facilities and their families and caregivers that allow them to protect their rights and make informed choices about quality services.

Performance Measures:		2025-26 Target	2025-26 Result	Met Target	Year End Result Narrative
Explanatory	Number of calls received by the call center	N/A	33,503	N/A	
Explanatory	Number of ombudsman volunteer hours contributed annually	N/A	New	N/A	
Outcome	Percent of discharge and eviction complaints in which residents' rights were upheld through ombudsman intervention in th	New	New	Yes	
Outcome	Percent of individuals successfully connected to needed services within thirty days following options counseling	92%	100%	Yes	The Short-Term Assistance Program consistently exceeded its FY26 performance target by ensuring timely access to services for constituents throughout the fiscal year. Access within 30 days was achieved for 100% of constituents in Q1, Q3, and Q4, and 95% in Q2, demonstrating consistently strong performance. Through the work of the State Health Insurance Assistance Program (SHIP) Regional Coordinators, constituents received timely assistance with services such as Medicaid, Medicare, home modifications, and meal programs that support independent living in the community. Overall, the program maintained excellent service delivery and continued to provide prompt access to essential supports across the state.
Outcome	Percent of ombudsman cases resolved within the reporting quarter	New	New	Yes	
Outcome	Percent of ombudsman complaints resolved within sixty days	99.00%	93.00%	No	The Ombudsman Program handled 1,371 complaints in FY26, a 56.2% increase from the 878 cases handled in FY25. Of those cases, 1,278 (approximately 93%) were resolved within 60 days. This was accomplished by a dedicated team of 20 active volunteers, 12 Regional Coordinators and 4 Supervisors, reflecting their continued commitment to providing timely and effective advocacy for residents.

Program: P592 Consumer and Elder Rights

Performance Measures:		2025-26 Target	2025-26 Result	Met Target	Year End Result Narrative
Outcome	Percent of residents who remained in the community six months following a nursing home care transition	98%	84%	No	During Federal Fiscal Year (FFY) 2026, the Care Transitions Program continued to strengthen New Mexico's long-term services and supports system by helping older adults and adults with disabilities transition safely from institutional settings to community living. Throughout the reporting period, the program maintained an average active caseload of approximately 160 individuals, received 224 referrals from nursing facilities and community partners across New Mexico, and provided more than 1,500 information and assistance contacts related to Medicaid, Home and Community-Based Services (HCBS), discharge planning, and other long-term services and supports. Beginning in January 2026, the program also assisted with 56 successful community discharges and reintegrations while expanding the Care Transition Volunteer Program from 4 to 14 enrolled volunteers.
Output	Percent of licensed nursing and assisted-living facilities receiving at least one ombudsman visit during the reporting q	New	New	Yes	
Output	Percent of total facilities visited in last quarter	50.00%	100.00%	Yes	The LTCOP continues to demonstrate a strong commitment to resident access and advocacy by maintaining 100% statewide facility coverage. During FY26, the program conducted 3,584 facility visits, representing a 54% increase from the 2,320 visits completed in FY25. This increase reflects the program’s continued focus on proactive outreach, resident engagement, and timely advocacy services. Moving forward, the program will focus on sustaining this level of engagement while continuing to enhance the quality and effectiveness of visits through ongoing training, improved documentation practices, and continued collaboration among staff and volunteers.

Program: P592 Consumer and Elder Rights

Performance Measures:		2025-26 Target	2025-26 Result	Met Target	Year End Result Narrative
Quality	Percent of complaints resolved by the ombudsman's office to the satisfaction of the nursing facility resident over the reporting period	70%	77%	Yes	In FY26, the NMLTCOP handled 2,110 complaints. Of those, 1,631 complaints were resolved within 90 days, resulting in a 77% annual resolution rate. The increase in complaint volume reflects the growing demand for ombudsman services and required the program to manage a significantly higher workload while continuing to provide resident-centered advocacy. The program will continue strengthening case monitoring, supervisory review, and resolution strategies to improve timeliness and outcomes.
Quality	Percent of customer issues resolved during the first interaction	90%	79%	No	The Aging and Disability Resource Center (ADRC) consistently achieved strong first-contact resolution performance throughout FY26. Across all four quarters, approximately 79% of surveyed consumers reported being satisfied or very satisfied that their issues were resolved during their first interaction with the ADRC. Survey results included 790 of 1,019 respondents in Q1 (78%), 876 of 1,072 respondents in Q2 (82%), 837 of 1,071 respondents in Q3 (78%), and 694 of 876 respondents in Q4 (79%) expressing satisfaction. These results demonstrate the ADRC's continued effectiveness in providing timely, comprehensive assistance and resolving consumer needs efficiently on the first contact.
Quality	Percent of customers satisfied with the outcome of their call to the aging and disability resource center	90%	83%	No	The Aging and Disability Resource Center (ADRC) maintained consistently high customer satisfaction throughout FY26. Across all four quarters, approximately 81%–85% of surveyed callers reported being satisfied or very satisfied with the outcome of their call. Survey results included 706 of 866 respondents in Q1 (82%), 734 of 868 respondents (85%) in Q2, 745 of 917 respondents in Q3 (81%), and 608 of 732 respondents in Q4 (83%) expressing satisfaction. These results demonstrate the ADRC's continued commitment to providing responsive, high-quality assistance and positive outcomes for individuals seeking information and support.

Program: P592 Consumer and Elder Rights

Performance Measures:		2025-26 Target	2025-26 Result	Met Target	Year End Result Narrative
Quality	Percent of nursing and assisted living facility residents who remained in the facility following a discharge or eviction complaint	0	82.00%	Undef	During FY26, the Ombudsman Program received 161 requests for discharge advocacy and was able to assist with and potentially prevent 132 unsafe discharges. Preventing inappropriate or unsafe discharges remains a key priority for the program. Timely receipt of discharge notices is essential to ensure ombudsmen can engage early, advocate for residents' rights, and help support safe and appropriate outcomes.
Quality	Percent of people accessing consumer and elder rights division programs who indicated the assistance improved their quality of life and made a positive difference in their decisions	0	81.00%	Yes	The Consumer and Elder Rights Division (CERD) maintained strong consumer satisfaction throughout FY26. Across the year, approximately 81% of respondents reported being satisfied or very satisfied that access to CERD improved their quality of life and supported positive decision-making. Survey results included 611 of 765 respondents in Q1 (80%), 552 of 665 respondents in Q2 (83%), 579 of 726 respondents in Q3 (80%), and 469 of 589 respondents in Q4 (80%) expressing satisfaction. These results reflect CERD's continued commitment to providing valuable, person-centered services and meaningful support to individuals throughout the fiscal year.

Program: P593 Adult Protective Services

The purpose of the adult protective services program is to investigate allegations of abuse, neglect and exploitation of seniors and adults with disabilities and provide in-home support services to adults at high risk of repeat neglect.

Performance Measures:		2025-26 Target	2025-26 Result	Met Target	Year End Result Narrative
Explanatory	Number of adult protective services' investigations of abuse, neglect or exploitation	N/A	7,233	N/A	APS completed 7,233 investigations in FY26, an increase from FY25. This increase is consistent with state and national demographic trends showing continued growth in the older adult population and demonstrates the increasing need for Adult Protective Services across New Mexico. APS will use this data to guide workforce planning and prioritize the timely recruitment, hiring, and onboarding of staff in areas with the greatest caseload demands. These efforts will help ensure APS is prepared to meet the evolving needs of vulnerable New Mexicans and maintain effective, person-centered services statewide.

DFA Performance Based Budgeting Data System

Annual Performance Report

Program: P593 Adult Protective Services

Performance Measures:		2025-26 Target	2025-26 Result	Met Target	Year End Result Narrative
Outcome	Percent of adult protective service clients connected to needed community services within thirty days of assessment	New	New	Yes	
Outcome	Percent of adult protective services clients who remained safely in the community for at least twelve months after recei	New	New	Yes	
Outcome	Percent of consumers for whom referrals were made that accessed services and remained in a community setting for six or more months	90%	97%	Yes	During FY26, an average of 97% of alleged victims who received services or referrals through APS remained in their communities for six months or longer. This represents an increase from FY25 and demonstrates the continued effectiveness of APS's three-pronged model of prevention, intervention, and harm reduction. These outcomes also reflect APS's commitment to informing, educating, and empowering communities, along with the importance of collaboration with partner agencies such as the HCA, MCO's , senior centers, and other community-based organizations. The FY26 results demonstrate APS's continued progress in improving protective service practices, promoting safety and independence, and helping vulnerable adults remain safely in their communities.
Outcome	Percent of contractor referrals in which services were implemented within two weeks of the initial referral	80.00%	70.00%	No	Although this was below the 80% target, the data reflect APS's continued work with contracted providers to strengthen coordination, improve turnaround times, and ensure vulnerable adults receive timely services. APS currently has Client Service Aides serving two regions with the highest case volumes. These positions provide important interim support while referrals are coordinated with home care providers. Moving forward, APS will prioritize (budget availability - pending) filling 3 Client Service Aide vacancies across the state to expand this support, improve regional capacity, and help address immediate client needs while formal services are being arranged.

DFA Performance Based Budgeting Data System

Annual Performance Report

Program: P593 Adult Protective Services

Performance Measures:		2025-26 Target	2025-26 Result	Met Target	Year End Result Narrative
Outcome	Percent of emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed timeframes	100%	98%	Undef	APS did not meet its FY26 target of 100% on-time initiations; however, the division achieved an annual average of 98%. This strong performance reflects the significant effort of investigative staff managing vacancies in several high-volume areas across the state. It also reinforces the importance of having appropriate staffing levels in the regions where caseloads and assignments are greatest. The data demonstrates APS's continued commitment across all five regions to remain available 24/7 and respond promptly to reports of abuse, neglect, and exploitation. This work is supported by division leadership and supervisors who provide essential oversight, guidance, and accountability. APS will continue using performance and workload data to strengthen person-centered and victim-centered practices while ensuring the timely safety and protection of vulnerable adults.
Outcome	Percent of priority two investigations in which a caseworker made initial face-to-face contact with the alleged victim within prescribed time frames	99.00%	99.00%	Yes	APS concluded FY26 with a 98% on-time initiation rate for Priority 2 investigations. Although this result fell slightly below the 100% target, it demonstrates the strong level of effort and dedication of investigative staff in responding to Priority 2 cases statewide. Staffing shortages and increased investigation volumes continued to affect APS's ability to meet all required initiation timeframes. Over the next two quarters, APS will prioritize recruiting and onboarding sufficient staff, particularly in high-volume areas, while closely monitoring caseload distribution and initiation performance. These efforts will strengthen statewide capacity and support continued progress toward the 100% target.

Program: P593 Adult Protective Services

Performance Measures:		2025-26 Target	2025-26 Result	Met Target	Year End Result Narrative
Outcome	Percent of repeat abuse, neglect or exploitation cases within six months of a substantiation of an investigation	2.00%	83.00%	Yes	FY26 reflected an increase in repeat cases of ANE compared with FY24 and FY25. Despite this increase, the recurrence rate remained within APS's established performance threshold of 2%, demonstrating the continued effectiveness of investigative practices, protective service planning, and risk-mitigation efforts. Performance should also be considered within the context of multiple vacancies throughout FY26, which placed additional pressure on investigative staff and affected the capacity available for comprehensive protective service planning. Nevertheless, APS maintained performance within the targeted range. Moving forward, APS will strengthen quality assurance, staff development, and collaboration with external partners to identify service gaps, improve protective interventions, and reduce repeat maltreatment.
Output	Number of enrollments in home care and adult day care services as a result of an investigation of abuse, neglect or exploitation	400	277	Undef	APS completed 7,233 investigations in FY26, an increase from FY25. This increase is consistent with state and national demographic trends showing continued growth in the older adult population and demonstrates the increasing need for Adult Protective Services across New Mexico. APS will use this data to guide workforce planning and prioritize the timely recruitment, hiring, and onboarding of staff in areas with the greatest caseload demands. These efforts will help ensure APS is prepared to meet the evolving needs of vulnerable New Mexicans and maintain effective, person-centered services statewide.

Program: P593 Adult Protective Services

Performance Measures:		2025-26 Target	2025-26 Result	Met Target	Year End Result Narrative
Output	Number of outreach presentations conducted in the community within adult protective services' jurisdiction	400	352	Undef	During FY26, an average of 97% of alleged victims who received services or referrals through APS remained in their communities for six months or longer. This represents an increase from FY25 and demonstrates the continued effectiveness of APS's three-pronged model of prevention, intervention, and harm reduction. These outcomes also reflect APS's commitment to informing, educating, and empowering communities, along with the importance of collaboration with partner agencies such as the HCA, MCO's , senior centers, and other community-based organizations. The FY26 results demonstrate APS's continued progress in improving protective service practices, promoting safety and independence, and helping vulnerable adults remain safely in their communities.
Quality	Percent of adult protective service investigations initiated within required response timeframes	New	New	Yes	

Program: P594 Aging Network

The purpose of the aging network program is to provide supportive social and nutrition services for older individuals and persons with disabilities so they can remain independent and involved in their communities and to provide training, education and work experience to older individuals so they can enter or reenter the workforce and receive appropriate income and benefits.

Performance Measures:		2025-26 Target	2025-26 Result	Met Target	Year End Result Narrative
Explanatory	Number of hours of service provided by senior volunteers, statewide	N/A	589,761	N/A	The Volunteer Driver Program and the Communty Care Driver Program (solo year) operating out of planning and service areas (PSAs) PSA2, PSA3, and PSA4 created an increase of participating volunteer hours from FY26 Q3 (148,940) to FY26 Q4 total of (183,789) an increase of 34,849 hours demonstrating a significant need for continued and increased transportation services statewide. The volunteer hours in the Volunteer Driver Program (VDP) is anticipated to increase in FY27.
Outcome	Number of caregiver hours	200,000	277,058	Yes	For FY26, the agency has reached 277,058.21 in service units against a target of 167,000, achieving approximately 165% of its goal. Overall, this performance highlights the agency's strong progress in assisting caregivers who enable their loved ones to remain at home longer, helping to avoid or delay the need for more costly institutional care.

DFA Performance Based Budgeting Data System
Annual Performance Report

Program: P594 Aging Network

Performance Measures:		2025-26 Target	2025-26 Result	Met Target	Year End Result Narrative
Outcome	Percent of individuals exiting the senior employment programs achieving financial independence through employment without public sector subsidy	0	38%	Yes	Due to health concerns, a number of senior employment participants were unable to continue working. Thus, decreasing the number of individuals receiving unsubsidized employment.
Outcome	Percent of New Mexicans age fifty years and older receiving services through aging network programs	0	19.00%	Yes	The unduplicated number of New Mexicans age 50 and older receiving services through the aging network programs provided a target that was exceeded for SFY 26. This percentage increase is due in part to the decline in the 50 and older population residing in New Mexico.
Outcome	Percent of older New Mexicans receiving congregate and home-delivered meals through aging network programs that are assessed with high nutritional risk	17.00%	29.00%	Yes	A total of 29% of unduplicated consumers with high nutritional risk are receiving congregate and home delivered meals (nutrition) through the Aging Network programs. This increase can be partially attributed to the consistent implementation of the Universal Consumer Information Tool that provides additional identification of appropriate consumers.
Output	Number of meals served in congregate and home-delivered meal settings	4,000,000	4,183,073	Yes	Strategies in the Improvement Action Plan have been implemented to ensure a reduction of meal costs allowing for the expansion of meals and individuals served during SFY27.
Output	Number of outreach events and activities to identify, contact and provide information about aging network services to potential aging network consumers who may be eligible to access senior services but are not currently accessing those services	800	803	Yes	Successfully achieving the outreach events target for FY26, demonstrates the Improvement Action Plan meaningful collaboration improvement. This same strategy will be used in SFY27.
Output	Number of transportation units for office of aging services and volunteer driver program	224,000	307,194	Yes	The FY26 target of 300,000 one-way transportation units for both was exceeded by 7,194 units. The volunteer driver program is being analyzed for its potential application throughout the State.
Output	Percent of eligible New Mexicans receiving services through aging network programs	New	New	Yes	

Program: P595 Long-Term Care

The purpose of the long-term care program is to provide long-term care and caregiver-based programming and support for older individuals not otherwise provided or administered by the health care authority.

Performance Measures:		2025-26 Target	2025-26 Result	Met Target	Year End Result Narrative
Outcome	Percent of participants who remained in the community for six months following enrollment in self-directed program	0	New	Yes	Since program is new in FY26, PM data collection is projected for FY27 New MexiCare Program (7/1/26 - 6/30/27).

Program: P595 Long-Term Care

Performance Measures:		2025-26 Target	2025-26 Result	Met Target	Year End Result Narrative
Outcome	Percent of participants who report improved knowledge of brain health resources and supports after attending training	0	New	Yes	Since program is new in FY26, PM data collection is projected for FY27 New MexiCare Program (7/1/26 - 6/30/27).
Quality	Percent increase in caregiver confidence after attending training as measured in pre- and post-training surveys	0	New	Yes	Since program is new in FY26, PM data collection is projected for FY27 New MexiCare Program (7/1/26 - 6/30/27).

Performance Measures Summary

P592 **Consumer and Elder Rights**

Purpose: The purpose of the consumer and elder rights program is to provide current information, assistance, counseling, education and support to older individuals and people with disabilities, residents of long-term care facilities and their families and caregivers that allow them to protect their rights and make informed choices about quality services.

Performance Measures:		2024-25 Actual	2025-26 Actual	2026-27 Budget	2027-28 Request	2027-28 Recomm
Quality	Percent of nursing and assisted living facility residents who remained in the facility following a discharge or eviction complaint	0.0%	82.0%	96.0%	96.0%	
Quality	Percent of people accessing consumer and elder rights division programs who indicated the assistance improved their quality of life and made a positive difference in their decisions	0.0%	81.0%	98.0%	98.0%	
Quality	Percent of complaints resolved by the ombudsman's office to the satisfaction of the nursing facility resident over the reporting period	0%	77%	70%	72%	
Quality	Percent of customers satisfied with the outcome of their call to the aging and disability resource center	96%	83%	95%	75%	
Quality	Percent of customer issues resolved during the first interaction	96%	79%	95%	75%	
Output	Percent of total facilities visited in last quarter	66.0%	100.0%	60.0%	62.0%	
Output	Percent of licensed nursing and assisted-living facilities receiving at least one ombudsman visit during the reporting q	New	New	New	65%	
Outcome	Percent of ombudsman complaints resolved within sixty days	99.0%	93.0%	99.0%	99.0%	
Outcome	Percent of residents who remained in the community six months following a nursing home care transition	94%	84%	98%	90%	
Outcome	Percent of individuals successfully connected to needed services within thirty days following options counseling	99%	100%	95%	90%	
Outcome	Percent of discharge and eviction complaints in which residents' rights were upheld through ombudsman intervention in th	New	New	New	75%	
Outcome	Percent of ombudsman cases resolved within the reporting quarter	New	New	New	75%	
Explanatory	Number of calls received by the call center	64	33,503	N/A	N/A	
Explanatory	Number of ombudsman volunteer hours contributed annually	New	New	N/A	N/A	

P593 **Adult Protective Services**

Purpose: The purpose of the adult protective services program is to investigate allegations of abuse, neglect and exploitation of seniors and adults with disabilities and provide in-home support services to adults at high risk of repeat neglect.

Performance Measures:		2024-25 Actual	2025-26 Actual	2026-27 Budget	2027-28 Request	2027-28 Recomm
Quality	Percent of adult protective service investigations initiated within required response timeframes	New	New	New	97%	
Output	Number of enrollments in home care and adult day care services as a result of an investigation of abuse, neglect or exploitation	68	277	400	300	
Output	Number of outreach presentations conducted in the community within adult protective services' jurisdiction	384	352	380	200	
Outcome	Percent of emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed timeframes	99%	98%	100%	100%	

Performance Measures Summary

	Performance Measures:	2024-25 Actual	2025-26 Actual	2026-27 Budget	2027-28 Request	2027-28 Recomm
Outcome	Percent of repeat abuse, neglect or exploitation cases within six months of a substantiation of an investigation	.4%	83.0%	2.0%	2.0%	
Outcome	Percent of contractor referrals in which services were implemented within two weeks of the initial referral	69.0%	70.0%	80.0%	80.0%	
Outcome	Percent of priority two investigations in which a caseworker made initial face-to-face contact with the alleged victim within prescribed time frames	98.8%	99.0%	99.0%	99.0%	
Outcome	Percent of consumers for whom referrals were made that accessed services and remained in a community setting for six or more months	95%	97%	92%	92%	
Outcome	Percent of adult protective service clients connected to needed community services within thirty days of assessment	New	New	New	65%	
Outcome	Percent of adult protective services clients who remained safely in the community for at least twelve months after recei	New	New	New	97%	
Explanatory	Number of adult protective services' investigations of abuse, neglect or exploitation	6,915	7,233	N/A	N/A	

P594 **Aging Network**

Purpose: The purpose of the aging network program is to provide supportive social and nutrition services for older individuals and persons with disabilities so they can remain independent and involved in their communities and to provide training, education and work experience to older individuals so they can enter or reenter the workforce and receive appropriate income and benefits.

	Performance Measures:	2024-25 Actual	2025-26 Actual	2026-27 Budget	2027-28 Request	2027-28 Recomm
Output	Number of outreach events and activities to identify, contact and provide information about aging network services to potential aging network consumers who may be eligible to access senior services but are not currently accessing those services	745	803	800	805	
Output	Number of meals served in congregate and home-delivered meal settings	4,191,156	4,183,073	Discont	4,430,000	
Output	Number of transportation units for office of aging services and volunteer driver program	286,470	307,194	300,000	300,000	
Output	Percent of eligible New Mexicans receiving services through aging network programs	New	New	New	12.0%	
Outcome	Percent of New Mexicans age fifty years and older receiving services through aging network programs	0.0%	19.0%	25.0%	10.0%	
Outcome	Percent of individuals exiting the senior employment programs achieving financial independence through employment without public sector subsidy	0%	38%	43%	43%	
Outcome	Number of caregiver hours	264,906	277,058	300,000	175,000	
Outcome	Percent of older New Mexicans receiving congregate and home-delivered meals through aging network programs that are assessed with high nutritional risk	25.0%	29.0%	Discont	18.0%	
Explanatory	Number of hours of service provided by senior volunteers, statewide	602,853	589,761	N/A	N/A	

P595 **Long-Term Care**

Purpose: The purpose of the long-term care program is to provide long-term care and caregiver-based programming and support for older individuals not otherwise provided or administered by the health care authority.

	Performance Measures:	2024-25 Actual	2025-26 Actual	2026-27 Budget	2027-28 Request	2027-28 Recomm

Performance Measures Summary

Performance Measures:		2024-25 Actual	2025-26 Actual	2026-27 Budget	2027-28 Request	2027-28 Recomm
Quality	Percent increase in caregiver confidence after attending training as measured in pre- and post-training surveys	New	New	New	75.0%	
Outcome	Percent of participants who remained in the community for six months following enrollment in self-directed program	New	New	New	80%	
Outcome	Percent of participants who report improved knowledge of brain health resources and supports after attending training	New	New	New	75%	

NEW MEXICO AGING SERVICES

Strategic Plan:

Fiscal Year 2028

SEPTEMBER 1, 2026

Strategic Plan: Letter from the Secretary

The Aging and Long-Term Services Department (ALTSD) is committed to building a New Mexico where older adults, adults with disabilities and caregivers have the support they need to live with dignity, independence and choice.

This 2026-2029 Strategic Plan provides a clear framework for that work. Developed with input from communities, services providers, Tribes, Pueblos and Nations, caregivers, volunteers and other partners across the state, this plan reflects both the needs we see today and the challenges we must prepare for tomorrow.

The priorities outlined in this report—from strengthening home and community-based services and caregiver supports to protecting vulnerable adults and improving access and equity—are grounded in our commitment to the people we serve.

This plan is a roadmap for continued progress, collaboration and accountability. I am grateful to the staff, partners and community members who helped shape it, and I look forward to the work ahead.

Sincerely,
Emily Kaltenbach
Cabinet Secretary
New Mexico Aging and Long-Term Services Department

OUR VISION, MISSION AND VALUES

Overview:

The New Mexico Aging & Long-Term Services Department (ALTSD) was established as a cabinet-level agency in 2004 to advocate for and provide support, services, and resources to older adults, individuals with disabilities, and their families and caregivers. ALTSD oversees the state's Area Agencies on Aging and Aging Network to strengthen community-based services and enhance the quality of programs delivered through senior centers and other local providers. The Department also provides advocacy and protection through the Long-Term Care Ombudsman Program and Adult Protective Services Division, while the Aging and Disability Resource Center connects New Mexicans with information, counseling, education, and services to support informed decision-making and independent living.

At the beginning of FY26, the Long-Term Care Division was reinstated, strengthening the Department's capacity to address long-term care needs and support individuals in accessing services that promote health, safety, independence, and quality of life.

Vision:

Lifelong independence and healthy aging.

Mission:

Providing accessible, integrated services to older adults, adults with disabilities, and caregivers to assist them in maintaining their independence, dignity, autonomy, health, safety & well-being, thereby empowering them to live on their own terms in their own communities as productively as possible.

Guiding Principles:

Protect the safety and rights of those we serve; Promote personal choice and self-determination; Treat all people with respect; Embrace cultural diversity; Encourage collaborative partnerships; Provide fiscally responsible services.

OUR ORGANIZATION

Overview:

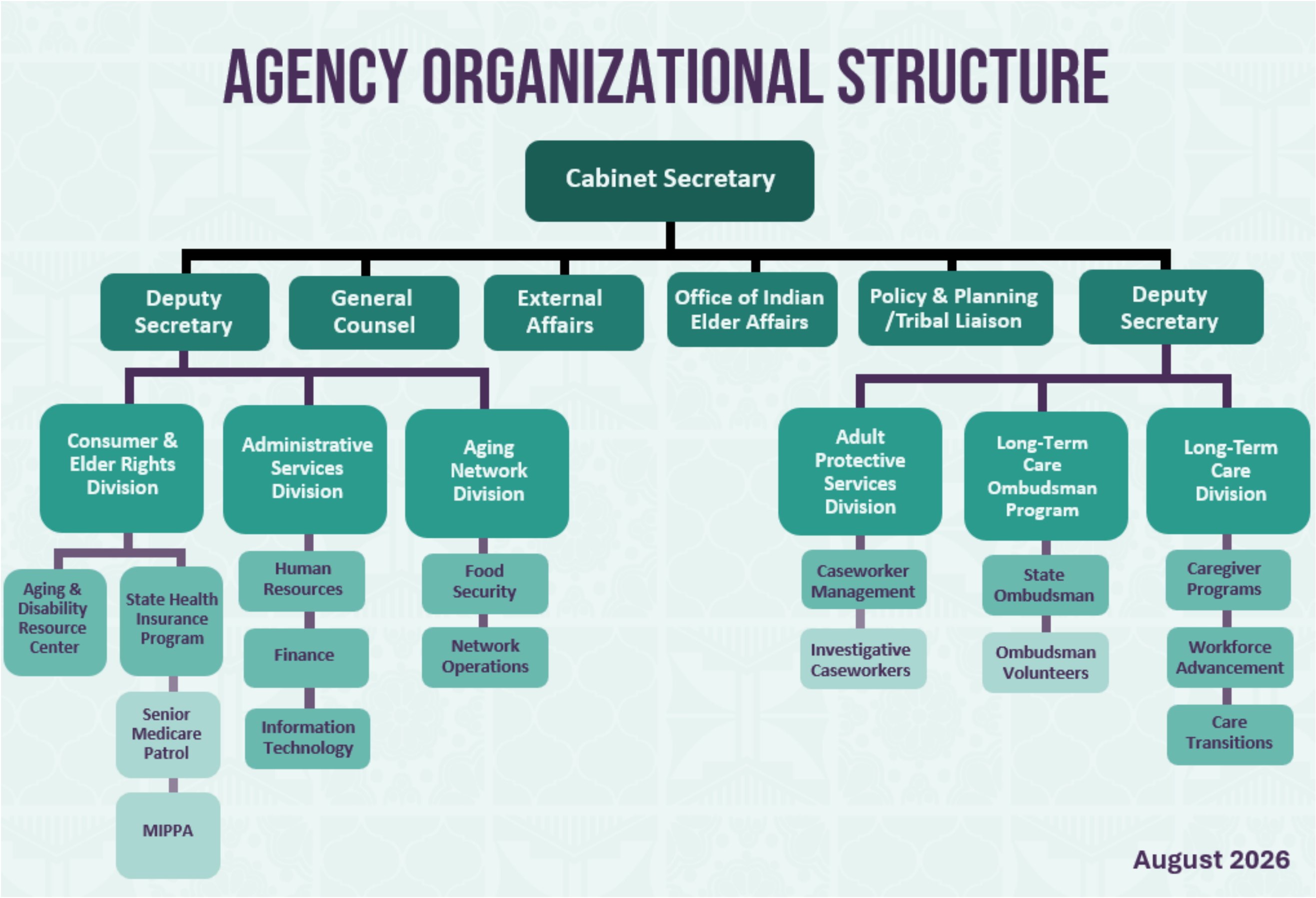
The Aging and Long-Term Services Department (ALTSD) is committed to ensuring that New Mexico's older adults, adults with disabilities, and their caregivers have the right to remain active participants in their communities; to age with dignity and respect; to be protected from abuse, neglect, and exploitation; and to have equitable access to health care and social supports.

New Mexico's aging population is both large and rapidly growing. As of 2024, nearly one in five New Mexicans were aged 65 or older—a share increasing at a faster rate than the national average. By 2030, the state's older adult population is projected to grow by 122%. This demographic shift brings increasing vulnerability across multiple domains, including poverty, housing stability, mental and behavioral health, cognitive functioning, and disability status.

The complexity of needs among older adults is also intensifying. An estimated 20% of adults aged 60 and older and 25% of Medicare beneficiaries live with a behavioral health condition. The growing prevalence of mental health and substance use disorders significantly impacts health, independence, and overall quality of life. In response, ALTSD established new goals in 2025/2026 to better address behavioral health and cognitive care needs, while also recognizing the importance of building internal supports to help staff mitigate secondary trauma experienced in serving this population.

Housing challenges further compound the risks facing older New Mexicans, many of whom live on fixed incomes. Seniors face limited flexibility in managing rising costs of living, making them particularly vulnerable to affordability pressures, eviction, and homelessness. The most recent data released from 2023, points out that unsheltered homelessness among the 55–64-year-old population increased 97% outside of Albuquerque. Among those older than 65, it increased 107%, and the number of people in that age group in emergency shelters increased 54%. For those wishing to age in place, barriers such as deteriorating infrastructure, costly home modifications, and the demands of maintaining larger, aging homes pose additional hardships.

ORGANIZATIONAL CHART



STAFF/DIVISION OVERVIEW:

Administrative Services Division:

The Administrative Services Division (ASD) provides critical financial and operational support that empowers the agency's program divisions to function efficiently and effectively. ASD manages key areas including human resources, budgeting, procurement, contracting, and capital projects, ensuring all activities align with standards of compliance, transparency, and accountability. Through the implementation of sound business practices, ASD supports consistent processes and procedures that drive the department's mission and strategic objectives.

Aging Network Division:

The Aging Network Division (AND) includes the Senior Services Bureau, Senior Employment Programs Bureau, Capital Outlay Project Bureau and Food Security Programs. The division administers federal and state funding for nutrition, transportation, social services, health promotion, volunteer programs, senior employment, and physical fitness initiatives through partnerships with Area Agencies on Aging and other providers. It manages capital appropriations for senior centers, vehicles, and equipment statewide.

External Affairs:

The Office of External Affairs (OEA) is to provide a comprehensive strategy to elevate public awareness, improve access to aging-related services, strengthen partnerships, and support the department's mission to promote independence, dignity, and quality of life for older adults and adults with disabilities.

General Counsel:

The Office of General Counsel (OGC) provides high-quality legal services to all ALTSD's divisions, bureaus and programs. The office assists all the Department's divisions with a wide range of legal issues, including the development of contracts, participation in hearings, litigation, legislative initiatives, compliance with state and federal laws and regulations, policy, and program development.

Information Technology:

The Information Technology Office supports the agency's mission by leveraging technology to deliver efficient, coordinated services for older adults and adults with disabilities. ITD manages vital systems, ensures reliable infrastructure, adapts solutions to evolving needs, and partners on statewide initiatives to improve data sharing, health, and safety—empowering New Mexicans to live independently with dignity and security.

Office of Indian and Elder Affairs:

The Office of Indian Elder Affairs (OIEA) advocates for funding, services, resources, and health aging initiatives on behalf of senior centers and adult day service centers serving New Mexico's 23 Tribes, Pueblos and Nations. OIEA also supports tribal elders, caregivers, and families by providing information about available services and resources.

Office of Policy, Planning and Special Projects:

The Office of Policy, Planning and Special Projects (OPPSP) work to advance the organization's mission by shaping policies, planning strategically for the future, and leading key initiatives that strengthen our communities. The office tracks important legislative and regulatory changes, identifies opportunities for innovation, and secures funding to expand programs and services.

Consumer and Elder Rights Division:

The Consumer and Elder Rights Division (CERD) assists older adults, people with disabilities, caregivers, and families through its Aging and Disability Resource Center (ADRC) and community programs. It offers counseling on Medicare, Medicaid, and long-term support, connects consumers to resources, and conducts eligibility assessments. Through the State Health Insurance and Assistance Program (SHIP), trained counselors provide unbiased guidance, with outreach to rural areas. CERD also operates a statewide contact center to resolve concerns and ensure timely access to services that support independence and well-being.

Adult Protective Services Division:

The Adult Protective Services Division (APS) investigates allegations of abuse, neglect, and exploitation (ANE) of vulnerable adults 18 years of age and older, who do not have the ability to self-care or self-protect, in all setting throughout the state of New Mexico. APS provides protective services using the least restrictive means possible and works to prevent future harm of ANE.

Long-Term Care Division:

The Long-Term Care Division (LTCD) provides services and support for caregivers and the individuals they are caring for who need assistance with daily activities due to aging, chronic illness, disability, or other conditions. These programs help individuals maintain their quality of life and allow older adults to thrive in their homes and communities.

New Mexico Long Term Care Ombudsman:

The Long-Term Care Ombudsman Program (LTCOP), mandated by federal and state law and funded under the Older Americans Act, advocates for the rights and well-being of New Mexicans living in nursing facilities and assisted living facilities. The program provides independent, residents-directed advocacy by investigating and resolving complaints, ensuring access to services, and representing residents' interests with agencies and policymakers. Staff and volunteers work to protect health, safety, welfare, and rights, offering a confidential voice for residents and guidance to providers, while monitoring and recommending improvements to laws, regulations, and policies affecting long-term care.

ALTSD BY THE NUMBERS – FISCAL YEAR 2026

162,683
Total Seniors accessed aging network meals, transportation, chore service and respite

33,503
Calls to Aging and Disability Resource Center (ADRC))

452
Community Counseling and Events by the ADRC

1,623
Individual Referrals Responded to For Assistance with Medicare, Medicaid, and Other Resources

576,434
Volunteer Hours Through Senior Volunteer Programs

Estimated
20%
of the 60+ accessed aging network meals, transportation, chore service and respite

39%
increase in one-way trips provided for medical appointments, grocery trips, and community activities

$20.0+ MILLION
Value of Volunteer Hours Through Senior Volunteer Programs

7,328
APS Investigations

79
Kinship Caregiver Families Supported

1,073
Ombudsman Facility Visits

756
Enrolled in New MexiCare

Two phases of stakeholder engagement and data collection were conducted to assess the needs of older New Mexicans and caregivers, providing the foundation for the goals and strategies of the strategic plan. The Aging and Long-Term Services Department (ALTSD) contracted the Center for Applied Research and Analysis at the University of New Mexico (UNM) Institute for Social Research to carry out a statewide mixed-methods needs assessment, with particular attention to service gaps in rural and frontier communities.

As part of this process, a survey of service providers—including contractors, area agencies on aging, senior volunteers, and providers and administrators serving Tribes, Pueblos, and Nations—was completed. In addition, focus groups were conducted in five counties: Bernalillo, McKinley, Mora, Santa Fe, and Union. UNM also facilitated engagement through listening sessions at the State Conference on Aging, senior center surveys, roundtable discussions, and a public comment period.

The goals, objectives, and strategies that follow are a direct reflection of the input gathered through these efforts and establish the framework for ALTSD's four-year Strategic Plan for 2026–2029. This Strategic Plan is aligned with New Mexico's federally approved State Plan on Aging for Federal Fiscal Years 2026–2029, ensuring that the Department's priorities, activities, and performance efforts are consistent with the state's federally approved aging services framework. The Strategic Plan will be reviewed and updated, as necessary, to remain responsive to emerging needs, changes in priorities, and updates to the State Plan on Aging. As the State Plan is updated, ALTSD will evaluate and make corresponding updates to this Strategic Plan, as appropriate. A new four-year Strategic Plan will be developed and submitted in 2029 to align with the next State Plan on Aging cycle.

FY26 STRATEGIC PLAN PROGRESS UPDATE

GOAL		OBJECTIVES
GOAL 1 Administer and expand core programs that enable older New Mexicans to remain in the residence and community through the availability of and access to high-quality home and community services and supports, including supports for families and caregivers.	1.1	Expand access to information, referral and assistance to evidence-based services that support continuum of care and support resources throughout New Mexico to improve the autonomy, awareness of options, and outcomes for consumers through the Consumer and Elder Rights Division (CERD).
	1.2	Implement Office of Alzheimer's and Dementia state plan to provide education, training and support for direct care workforce and caregivers.
	1.3	Expand community supports, referrals, transportation and legal assistance with Federal Title III B Supportive Services
	1.4	Reduce hunger, food insecurity, and malnutrition while promoting socialization and overall well-being. Federal Title III-C Nutrition Services
	1.5	Continue to build infrastructure for Long-Term Care Division to align services and provide person-centered home and community-based services.
	1.6	Strengthen home and community-based supports (HCBS) and services
	1.7	Strengthen and support New Mexico's direct care workers and caregivers across New Mexico
GOAL 2 Promote equity and well-being for older adults with greatest economic and social need across New Mexico by responding to social determinants of health, including food and housing security, social support and connection, employment and meaningful engagement, and access to information and health services.	2.1	Provide opportunities for consumers, caregivers, and providers to develop sustainable opportunities to address determinants of health within the Aging Network service providers.
	2.2	Improve coordination between the Senior Community Service Employment Program (SCSEP/Title V) and other Older Americans Act programs to enhance service integration and support economic security for older adults.
	2.3	Target services using standardized definitions of greatest economic and social need
	2.4	Assess and address access barriers to expand service needs of older adults from rural, underserved, and culturally diverse communities, including LGTBQ communities, & adults living with chronic conditions such as HIV/AIDS
	2.5	Address social determinants of health (SDOH) among high-need older adults including social isolation and health effects
GOAL 3 Reduce occurrences of abuse, neglect and exploitation while improving outcomes in communities and long-term care settings and preserving the rights and autonomy of older New Mexicans.	3.1	Expand Adult Protective Services to vulnerable adults to support access to services and provide resources.
	3.2	Grow the LTC Ombudsman volunteer program to one volunteer assigned per facility to supplement the staff Ombudsman facility responsibilities
	3.3	Enhance systems and supports to mitigate abuse, neglect, exploitation for vulnerable adults
GOAL 4 Assist Tribes, Pueblos and Nations in accessing Title III funding and enhance coordination between Title III and Title VI programs.	4.1	Analyze current Title III/Title VI systems and develop recommendations to improve access and coordination.
	4.2	Improve communication and outreach regarding Title III opportunities
	4.3	Address and develop opportunities for tribal providers to apply and access Title III funding and provide Title III core program sources.
	4.4	Strengthen coordination between Title III and Title VI programs to promote equitable access and service delivery for American Indian Elders
GOAL 5 Develop internal behavioral health supports to help staff reduce secondary trauma while serving seniors with complex needs.	5.1	Enhance workforce training and development in cultural humility, Mental Health First Aid response, trauma-informed care, and augmenting behavioral health staffing models to serve and understand the populations needs.
	5.2	Enhance the mental and emotional well-being of older adults with complex behavioral health needs by providing integrated and individualized care.

The following progress updates incorporate FY26 status information reported in ALTSD's State Plan Goal Tracking workbook. They are intended to document progress, identify implementation challenges and funding dependencies, and highlight priorities for the next phase of implementation.

GOAL #1

Administer and expand core programs that enable older New Mexicans to remain in the residence and community through the availability of and access to high-quality home and community services and supports, including supports for families and caregivers.

1 OBJECTIVE 1.1

Expand access to information, referral and assistance to evidence-based services that support continuum of care and support resources throughout New Mexico to improve the autonomy, awareness of options, and outcomes for consumers through the Consumer and Elder Rights Division (CERD).

Strategies:

- Enhance the Aging and Disability Resource Center operations to increase staff levels to facilitate warm handoffs to ALTSD programs and external partners.
- Modernize and integrate information technology systems to communicate with Medicaid programs across agency programs such as APS and Aging Network.
- Increase Medicare knowledge and eligible benefits access through the Senior Health Insurance Program (SHIP)
- Increase outreach efforts to senior centers, Aging Network, and community partners, including with Tribes, Pueblos, and Nations to help prevent healthcare fraud through Senior Medicare Patrol (SMP).
- Update information access with texting capabilities, on-demand case management, and website updates.
- Enhance resource education and offerings for individuals who live with disabilities and their caregivers.
- Strengthen collaboration with NM Health Care Authority divisions who support these constituents.
- Expand facilitation of counseling sessions with expansion of a CERD presence across New Mexico at Family Resource Center's including in Espanola, Albuquerque, Los Lunas, Roswell and Las Cruces.
- Increase awareness and access to assistive technology by promoting the New Mexico State Assistive Technology Program to ensure information is disseminated to aging service providers and consumers.
- Promote the integration of core OAA programs with non-formula grant programs such as SHIP and SMP to ensure seamless access to services and supports.
- Establish coordinated referral protocols and joint outreach between OAA core programs SHIP and SMP to streamline access and improve service navigation.

FY26 Progress Update: CERD continued to strengthen access and service navigation through the statewide contact center, including implementation of the Zoom call center platform, creation of call-center tiers, updated equipment, and online scheduling. Medicare outreach remained strong despite reduced staffing, with 137 outreach activities reported during the Medicare fall enrollment period. The closed-loop referral system is in use within CERD, with coordination underway to expand its use across long-term care programs and strengthen connections with the Health Care Authority. Additional system enhancements, including on-demand case management and texting capabilities, are being implemented or planned.

1 OBJECTIVE 1.2

Implement Office of Alzheimer's and Dementia state plan to provide education, training and support for direct care workforce and caregivers.

Strategies:

- Update ALTSD's Office of Alzheimer's and Dementia Care State Plan for 2026 – 2029 to include strategies that meet the needs of local communities throughout New Mexico by gathering input from various internal and external stakeholders. COMPLETED
- Develop Alzheimer's and Dementia Care Advisory Council to provide subject expertise and guidance and inform office strategy and community needs. COMPLETED
- Gather input from internal and external stakeholders to train and educate direct care workers and caregivers and guide office strategies.
- Establish a standardized statewide data collection system to guide program planning and policy development. Identify and support evidence-based and tested training programs to train and education direct care workers and family caregivers that demonstrate effectiveness and share that information that is easily accessible to family caregivers.

FY26 Progress Update: The Alzheimer's and Dementia Care needs assessment was approximately 90 percent complete, with stakeholder engagement and finalization of the writing contract underway. The Office of Alzheimer's and Dementia Care continued webinars and trainings and executed a contract with the New Mexico Caregiver Coalition to expand online caregiver education. Evidence-based training programs were identified and tested to inform future workforce and caregiver education.

1 OBJECTIVE 1.3

Expand community supports, referrals, transportation and legal assistance with Federal Title III B Supportive Services

Strategies:

- Implement a Community Health Worker program to inform seniors of local resources for referral and outreach in appropriate internal and external programs. COMPLETED
- Collaborate across state agencies, local governing bodies, MCO and hospital services, and religious groups to support transportation services.
- Prioritize legal assistance in each planning and service area with Legal Developer input and oversight.
- Expand Care Companion Program volunteers in long term care facilities statewide to provide companionship to residents.

FY26 Progress Update: ALTSD continued implementation of supportive services through community health worker planning, transportation coordination, legal assistance partnerships, and the Care Companion Program. The Care Companion Program had nine contracts supporting 27 volunteers across 11 locations and eight providers, with further expansion dependent on available funding and facility capacity. Legal service partnerships remained active statewide, including the Legal Resources and Referral Program and other specialized legal services, with continued coordination among the Office of General Counsel, Area Agency on Aging (AAA), and program leads.

1 OBJECTIVE 1.4

Reduce hunger, food insecurity, and malnutrition while promoting socialization and overall well-being. Federal Title III-C Nutrition Services

Strategies:

- Partner with AAAs and providers to expand meals to rural and identified gap areas.
- Implement grab-n-go meals services to consumers with behavioral health barriers.
- Expand in-house food pantries and food box availability for at-risk older adults and individuals with disabilities.
- Promote and develop nutrition education and "meal programming" with AAAs
- Establish pilot programs such as restaurants or grocery store vouchers to address food insecurity and related social determinants of health.
- Collaborate with AAAs, partner state agencies, and MCOs on value added benefits for older adult nutritional needs and those eligible or accessing SNAP, food box distribution, and senior farmers market vouchers.
- Senior Cafe model at health clinics to address gap in food services and socializing.
- Conduct statewide nutrition risk screening using standardized tools such as the DETERMINE checklist or Nutrition Screening Initiative in congregate and home delivered meal programs.
- Increase access to nutritious meals through enhanced outreach to underserved populations, including rural communities, Tribal elders, and isolated older adults.
- Expand nutrition education and counseling services focused on healthy aging, chronic disease prevention, and culturally relevant dietary practices.
- Collaborate with Adult Protective Services staff to complete nutritional assessment of consumers and referrals for home delivered meals and referral process to AAAs and OAA direct service providers.

FY26 Progress Update: ALTSD continued to use statewide gap analysis to guide nutrition service planning and identified rural and underserved areas requiring additional capacity. Policies and procedures were developed to support grab-and-go meal services through senior centers, with implementation dependent on local adoption and available funding. The UCIT consumer assessment tool continues to evolve with OAA requirements, and APS and Aging Network staff strengthened coordination around nutritional assessment and referrals for home-delivered meals.

1 OBJECTIVE 1.5

Continue to build infrastructure for Long-Term Care Division to align services and provide person-centered home and community-based services.

Strategies:

- Establish organizational structure for LTC division including staff model and roles. (complete)
- Integrate home and community-based services technology to promote person-centered services and case management.
- Streamline operations to enhance process efficiency and customer experience.
- Enhance caregiver support to include Alzheimer's and dementia programming and support transitions from facility-based care back to the community.
- Conduct long-term care facility assessment report to analyze and assess quality of facility with aims to offer recommendations and strategies to improve quality.
- Establish and strengthen community partnerships, including with Tribes, Pueblos and Nations to improve access to home and community-based services programs including caregiver training, tools, respite and adult day care resources.
- Develop data system to track long-term care utilization, service gaps, and outcomes of those being served
- Increase long-term care caregiver workforce through career development
- Assess caregiver needs and resources with internal and external stakeholders

- Implement participant-directed, person-centered service planning to ensure clients are actively engaged in care planning decisions, supported by culturally responsive tools and guidance.

FY26 Progress Update: The Long-Term Care Division continued organizational development, including defining roles for new positions and cross-training staff. Case management, financial management, and closed-loop referral systems are in place, supporting more coordinated service delivery. Care transition activities remained active, and work began to assess long-term care facility quality models through review of Ohio's approach and coordination with the Health Care Authority's Division of Health Improvement. Partnerships under the Lifespan Respite grant continued, including work with Isleta and existing intergovernmental agreements. Person-centered care planning is being implemented through SMART goals and staff training.

1 OBJECTIVE 1.6

Strengthen home and community-based supports (HCBS) and services

Strategies:

- Expand HCBS services via the New MexiCare program, Veteran Directed Care Program, and Care Transitions focused on older adult continuum of care.
- Develop strategies for long-term financial sustainability to include financial assistance to caregivers, respite care, adult day care, training, and resources.
- Partner with state agencies, Tribes, Pueblos and Nations, community organizations, and technical assistance partners to develop strategies to increase and retain caregiver workforce.
- Implement Care Transition Program via Community Care Corp to support older adults in underserved and rural communities transitioning from nursing facilities to homes with volunteer-based transportation, chore services, and companionship.
- Provide technical assistance under the Community Care Corp grant to Tribes, Pueblos and Nations interested in developing volunteer-based transportation programs.
- Integrate participant-directed care plan models into case management for HCBS.

- Integrate aging network services with ADRC and other HCBS programs
- Develop shared referral tools and electronic communication systems between AAAs, OAA direct service providers, and Medicaid HCBS providers.
- Provide ADRC personnel on cross-program eligibility/ service coordination training.
- Facilitate community-based options for older adults at risk of institutionalization
- Implement monthly targeted outreach to increase awareness of programs and provide service coordination for older adults who are community-dwelling and at risk of institutionalization and residents of nursing facilities who can transition home.
- Expand collaboration among nursing facilities, MCOs, PACE, Albuquerque Housing Authority, and AAAs for discharge planning and HCBS supports.

FY26 Progress Update: ALTSD continued to expand and strengthen HCBS through New MexiCare, Veteran Directed Care, and care transition efforts. New MexiCare quality-control and data activities are underway, while Veteran Directed Care has continued to grow. Financial assistance is being provided through New MexiCare and Veteran Directed Care, with additional opportunities anticipated through kinship caregiver and Lifespan Respite activities. Care plan training was delivered in June and is continuing in care transition and kinship programs. The Community Transition team is actively serving nursing facility residents and reported an 83 percent rate of clients avoiding readmission. Outreach is underway across programs in coordination with External Affairs.

1 **OBJECTIVE 1.7**

Objective 1.7 Strengthen and support New Mexico's direct care workers and caregivers across New Mexico

Strategies:

- Develop work group and partnership across state agencies including the HCA, Workforce Solutions, and the National Direct Care Workforce Strategies Center to identify and prioritize key actions to streamline efforts to support caregivers and direct care workers.

- With state agencies, community partners, including Tribes, Pueblos, and Nations, advocate for workforce development training, promote recruitment, and retention of direct care workers.
- With partners, advocate for improved wages, benefits, and career pathways for direct care workers and caregivers serving older adults.
- Coordinate Title III-E caregiver services with Lifespan Respite Care Program Align National Family Caregiver Support Program efforts with New Mexico’s federally funded Lifespan Respite Care Program to improve access to respite services, adult daycare services, caregiver training, and referral systems.
- Promote training, referral systems between community partners, Tribes, Pueblos and Nations, self-directed caregivers, and respite providers.
- Coordinate with the Administration on Aging's National Technical Assistance Center to support Kinship Families
- Establish formal coordination with National Technical Assistance Center to share best practices, access resources, and enhance local kinship care program. COMPLETED
- Support kinship and grandfamily caregivers through outreach, support groups, legal assistance, referrals, and individualized care plans with goal setting.

FY26 Progress Update: ALTSD continued to advance caregiver workforce development through Lifespan Respite partnerships and training opportunities for direct care workers and family caregivers. The Long-Term Care Division engaged with the national Aging Technical Assistance Center and continued coordination related to kinship caregiver supports. The Kinship Caregiver Program launched in two counties on November 1, 2025 , with a legal services contract in place and approximately 150 applications under review; 18 participants were enrolled in Rio Arriba County. Several workforce strategies remain on hold pending direction and resources.

GOAL #2

Promote equity and well-being for older adults with greatest economic and social need across New Mexico by responding to social determinants of health, including food and housing security, social support and connection, employment and meaningful engagement, and access to information and health services.

2 OBJECTIVE 2.1

Provide opportunities for consumers, caregivers, and providers to develop sustainable opportunities to address determinants of health within the Aging Network service providers.

Strategies:

- Expand volunteer transportation program to North Central New Mexico Economic Development District (NCNMEDD) Non-Metro AAA counties
- Launch a pilot program for specialized pharmacy services to provide medication management, reviews, and consultation with a focus on needs of seniors.
- Assess feasibility of pilot program for mobile health services for seniors. The pilot may include check-ups, vaccinations, health screenings, support chronic conditions, and other preventive care.
- Develop partnerships with the NM Department of Veteran Services, hospitals, and new specialized passenger services to implement transportation of older adults to medical appointments.
- Provide technical assistance and training to NM's four AAAs, including Indian and Navajo AAAs, to broaden consumer base and implement a non-profit business, entrepreneur management structure with diverse services and funding streams.
- Crosstrain ALTSD staff to support consumers to provide integrated services.
- Collaborate across state agencies to address digital divide to apply various formats and languages to reduce barriers to receiving information.

FY26 Progress Update: The volunteer driver program was launched through the Non-Metro Area Agency on Aging, with continued demand exceeding available volunteer capacity. Planning continued for specialized pharmacy and mobile health initiatives. ALTSD staff cross-training remained ongoing, and work through HCA's HHS 2020/Project Unite initiative is supporting standardized systems and future data integration. Expansion of services and additional consumer capacity remain dependent on permanent funding.

2 **OBJECTIVE 2.2**

Improve coordination between the Senior Community Service Employment Program (SCSEP/Title V) and other Older Americans Act programs to enhance service integration and support economic security for older adults.

Strategies:

- Facilitate regular coordination meetings between Title V program staff and AAAs to align outreach, referral, and service delivery efforts.
- Develop shared training opportunities for Title V and OAA program staff to strengthen cross-program understanding and collaborative case management.
- Expand training opportunities for older adults returning to the workforce in collaboration with NM Higher Education institutions.
- Implement senior employee liaison support into ALTSD programs
- In partnership with the Department of Workforce Solutions, quantify and qualify the economic impact this demographic contributes to both consumer spending and tax revenues.

FY26 Progress Update: Monthly coordination meetings between Title V program staff and AAAs have been established. Cross-program training opportunities are being developed, including health-related training opportunities. Senior Employment Programs continue to serve existing participants within current funding levels; expansion of participant capacity or additional workforce opportunities would require additional funding.

2 OBJECTIVE 2.3

Target services using standardized definitions of greatest economic and social need

Strategies:

- Adopt and disseminate standard definitions consistent with 45 CFR § 1321.3 across the aging network and integrate into AAA contracts, Area Plans, and service delivery policies.
- Provide training for AAA staff and providers to ensure consistent application in client assessments and outreach.

FY26 Progress Update: ALTSD updated and disseminated policy and procedure manuals incorporating standardized definitions consistent with 45 CFR § 1321.3. AAAs were trained on the use of the UCIT assessment tool, and AAAs continue to provide training to direct service providers to support consistent application across the Aging Network.

2 OBJECTIVE 2.4

Assess and address access barriers to expand service needs of older adults from rural, underserved, and culturally diverse communities, including LGTBQ communities, and adults living with chronic conditions, such as HIV/AIDS

Strategies:

- Review and align service planning with the focus areas of the FY19 OAA Title IV funded resource centers16 (e.g., transportation, mental health, disabilities).
- Conduct regional needs assessments and stakeholder engagement with corresponding populations, including disability advocates, with Tribes, Pueblos and Nations, and community health workers to design and implement targeted outreach strategies.
- Prioritize linguistically and culturally competent materials to improve awareness and access.
- Assess needs of LGTBQ older adults to improve access to services.
- Partner with state agencies, community partners, Tribes, Pueblos, and Nations, and local organizations to advocate, expand and enhance referral pathways.

- Conduct training to increase provider awareness of aging with chronic conditions and HIV-related needs.
- Expand use of mobile units, virtual service delivery, and community-based volunteers to reach rural and frontier areas.
- Replicate and share successful rural access models across regions.

FY26 Progress Update: Work on several access-barrier strategies remains in the planning stage. The Community Transportation Volunteer Program was implemented in Taos and Rio Arriba counties, demonstrating a model for expanding rural access through volunteer transportation. Continued operation and expansion of this service is dependent on federal grant funding.

2 OBJECTIVE 2.5

Address social determinants of health (SDOH) among high-need older adults including social isolation and health effects

Strategies:

- Incorporate SDOH indicators into client assessments across AAAs.
- Expand service offerings to address housing, transportation, nutrition, social engagement, and digital inclusion.
- Provide training for staff and volunteers to recognize and respond to social isolation risk.
- Support engagement programs such as senior companion services, virtual classes, and intergenerational activities.

FY26 Progress Update: Social determinants of health indicators have been incorporated into UCIT consumer assessment tools to the extent permitted by current OAA rules and guidance. ALTSD, AAAs, and volunteer programs continued quarterly coordination and professional development. Existing annual funding supports engagement programs such as Senior Companion and other volunteer services. Broader expansion of services addressing housing, transportation, nutrition, social engagement, and digital inclusion remains dependent on permanent funding.

GOAL #3

Reduce occurrences of abuse, neglect and exploitation while improving outcomes in communities and long-term care settings and preserving the rights and autonomy of older New Mexicans.

3 **OBJECTIVE 3.1**

Expand Adult Protective Services to vulnerable adults to support access to services and provide resources.

Strategies:

- Expand transportation and in-home services, including personal care, homemaker assistance, meal delivery, respite care and emergency placements.
- Enhance legal aid partnerships to provide older adults with comprehensive support for guardianship issues, elder financial abuse, and property disputes, ensuring that legal barriers do not exacerbate existing challenges.
- Assess opioid misuse to focus on prevention, intervention, and support services to reduce the associated risks that lead to abuse, neglect, and exploitation.
- Combat isolation and foster social connectedness by collaborating with programs for social engagement, senior centers, and virtual connections to foster community involvement, emotional support, and volunteer companions.
- Strengthen financial exploitation prevention by collaborating with financial institutions to develop policies and procedures that identify and report financial exploitation of older adults.
- Create a proactive risk assessment tool to allow individuals to self- identify risk of abuse, neglect, or exploitation to integrate community resources, mental health services, and family engagement.

- Expand Multidisciplinary Teams to include ALTSD, law enforcement, health professionals, social workers, and legal experts to collaborate on complex cases to ensure a holistic response to addresses needs of individuals and communities.
- Upgrade to an integrated case management system to enhance tracking, reporting, and case prioritization.

FY26 Progress Update: APS expanded access to in-home and supportive services through contracts and use of SSBG/Title XX resources, including emergency placement capacity, while continuing to address transportation and Client Service Aide vacancies. APS strengthened coordination with legal service partners and financial institutions and continued a substance use disorder assessment pilot in one region. APS also strengthened social connection and community referral efforts and expanded multidisciplinary collaboration, with 25 active multidisciplinary teams reported statewide. Technology improvements include cellular-enabled iPads for investigators; further integration of case management and referral systems remains dependent on funding.

3 OBJECTIVE 3.2

Grow the LTC Ombudsman volunteer program to one volunteer assigned per facility to supplement the staff Ombudsman facility responsibilities

Strategies:

- Expand and strengthen networks to recruit volunteers via collaboration with other ALTSD divisions, community partners, and local schools.
- Develop and maintain a volunteer training plan implementing updated training materials and resources.
- Create a volunteer retention plan to prioritize retention and recognition and support in-person, coordinated peer support with training opportunities with volunteer coordinator.
- Routinely gather feedback from volunteers and monitor recruitment and retention strategies for effectiveness and ongoing development.

FY26 Progress Update: The Ombudsman program continued to build volunteer recruitment and training infrastructure. Updated training materials and modules are being used, volunteer recognition activities are occurring quarterly, and managers are developing additional orientation, shadowing, and flexible visitation approaches. Recruitment efforts include outreach to UNM programs in public health, social work, law, nursing, and practicum programs. Volunteer retention planning and systematic feedback mechanisms remain areas for further development.

3 OBJECTIVE 3.3

Enhance systems and supports to mitigate abuse, neglect, exploitation for vulnerable adults

Strategies:

- Increase APS funding for emergency placement and related home services including personal care, chore assistance, meal delivery, and respite care.

- Establish a Mobile Behavioral Health and Nurse Response Team to address high-risk self-neglect cases and provide immediate intervention for at-risk seniors and to assess cases needing placement and guardianship.
- Strengthen partnerships with community organizations (e.g., food banks, senior centers, and home modification programs) to improve resource accessibility.
- Expand investigative caseworker staffing statewide to enhance response capacity to a growing aging population.
- Leverage technology to improve resource navigation, referrals, and service coordination.
- Increase transportation access for APS clients in rural areas.

FY26 Progress Update: APS continued to pursue increased and diversified funding for emergency placement and related services, including meal delivery and respite. The division applied for grants supporting meal delivery and emergency placement and continued efforts to reduce reliance on federal funding. Internal staff training has strengthened behavioral health response capacity, while APS maintained community partnerships through approximately 30 outreach and presentation events. Legislative funding requests remain important to expand investigative staffing statewide. Technology is improving field capacity, while development of a more efficient assessment, referral, and database environment remains a priority. Rural transportation access continues to be a gap, particularly for medical rides.

GOAL #4

Assist Tribes, Pueblos and Nations in accessing Title III funding and enhance coordination between Title III and Title VI programs.

4 OBJECTIVE 4.1

Analyze current Title III/Title VI systems and develop recommendations to improve access and coordination.

Strategies:

- Hire a TPN consultant to conduct an analysis and develop recommendations with the input from Tribal stakeholders, including Tribal elders, Title VI Coalition, NM Indian Council on Aging, existing providers, AAA's and the ALTSD Policy Advisory Board, among others. COMPLETED
- Form a tribal advisory workgroup.
- Map and assess current funding, age requirements, provider capacity and readiness, and service delivery landscapes.
- Review best practices and collect appropriate qualitative and quantitative data to inform the planning.
- Present findings and recommendations on a new Title III service delivery mechanism to Tribal stakeholders for final review and input.
- Integrate recommendations into State Plan and/or State Plan amendments.

FY26 Progress Update: Planning for the Title III/Title VI analysis continued, including development of the consultant scope of work and discussions with Tribal stakeholders. A Tribal advisory workgroup is being developed, and survey-based approaches are being considered to assess funding, eligibility, provider capacity, readiness, and service delivery. Subsequent recommendations and State Plan changes will depend on completion of the analysis and stakeholder input.

4 OBJECTIVE 4.2

Improve communication and outreach regarding Title III opportunities

Strategies:

- Conduct stakeholder analysis to tailor messaging and outreach methods
- Develop a multi-channel communications plan
- Create a centralized Title III information hub that includes Title III allocations to NM Tribes.
- Customize materials
- Establish feedback loops to improve communication effectiveness

FY26 Progress Update: OIEA began coordinating with the Non-Metro AAA to strengthen outreach to Tribes, Pueblos, and Nations and to keep OIEA informed of communications. Coordination with External Affairs is planned to develop a multi-channel approach. Development of a centralized Title III information hub remains dependent on technology resources and funding, and the need for a sustainable communication and feedback process remains under development.

4 OBJECTIVE 4.3

Address and develop opportunities for tribal providers to apply and access Title III funding and provide Title III core program sources.

Strategies:

- Develop and disseminate a culturally appropriate funding opportunity guide.
- Provide technical assistance workshops to support Title VI providers in understanding eligibility, application processes, partnership opportunities, etc. for accessing Title III funding.
- Provide sample reporting tools and access to peer learning sessions to support compliance.
- Based on Title III/Title VI analysis and stakeholder input, develop a Title III funding mechanism and management processes.

- Provide support and training of Title III compliance and reporting requirements, and core program services benefiting elders, with a focus on those with the greatest economic and social needs, in efforts to support independent living within communities. These services may include nutrition programs, senior center or adult day care operations, caregiver support, health promotion and disease prevention, transportation or legal assistance.

FY26 Progress Update: Work on Title III access tools and technical assistance remains in development. OIEA identified a need for additional training on the Title III process and application requirements and continued coordination with the Non-Metro AAA. Development of culturally appropriate funding materials, reporting tools, peer learning opportunities, and a potential Title III funding mechanism will be informed by the broader Title III/Title VI analysis and stakeholder input.

4 OBJECTIVE 4.4

Strengthen coordination between Title III and Title VI programs to promote equitable access and service delivery for American Indian Elders

Strategies:

- Implement and sustain a Tribal consultation and coordination process and continue regular meetings with Title VI program directors and Tribal AAAs.
- Enhance outreach and communication between Title III AAAs and Title VI programs by developing outreach materials and expanding access to information through newsletters, webinars, and public forums in both Title III provider centers and Tribal provider centers.
- Build referral pathways and establish shared protocols for coordination between Title VI, Title III and state general funded programs.
- Increase participation of Title VI representatives in advisory councils, public hearings, and planning workgroups to elevate tribal perspectives in service planning and oversight.
- Ensure future services provided under Title III and related programs are culturally appropriate and offer training to providers to support integrating traditional knowledge into service models.
- Require AAAs to develop and implement targeted outreach plans for older Native Americans residing off reservation, in coordination with Title VI programs, Tribal partners and stakeholders.

- Incorporate feedback from Tribal consultation into state planning and resource allocation to identify service gaps and support programmatic integration.

FY26 Progress Update: OIEA continued to identify opportunities to strengthen Title III/Title VI coordination. Outreach and communication strategies are being considered for inclusion in the Title III/Title VI workgroup, while stakeholder engagement among the Metro AAA, Non-Metro AAA, OIEA, and Aging Network remains an important next step. Meetings and surveys are beginning to inform understanding of the relationship between Title III and Title VI services and future opportunities for coordination.

GOAL #5

Develop internal behavioral health supports to help staff reduce secondary trauma while serving seniors with complex needs.

5 OBJECTIVE 5.1

Enhance workforce training and development in cultural humility, Mental Health First Aid response, trauma-informed care, and augmenting behavioral health staffing models to serve and understand the populations needs.

Strategies:

- Coordinate efforts with Human Resources to support staff and prevent burnout through self-care and mental health supports, and workplace accommodations.
- Procure licensed clinical support for staff in debriefing individually and collectively as peers; and assist in developing polices and procedures for addressing critical incidents involving older adults with behavioral health issues.
- Develop and execute a training plan for trauma informed care across all ALTSD divisions, with specialized training for Adult Protective Services staff.

FY26 Progress Update: APS made significant progress in strengthening behavioral health support for staff and enhancing the Department's capacity to respond to the behavioral health needs of older adults. Contracts have been established to support staff wellness, including burnout prevention, self-care, mental health support, and trauma-informed care training. Services are scheduled to begin at the start of FY27. The clinical support contract is moving forward using a telehealth model to expand access to services across the state. General Services Division approval has been received, and the clinical support contract is in its final stages. Services are anticipated to begin October 1, 2026. This support will strengthen APS staff capacity to identify, screen, assess, and appropriately refer older adults experiencing high-acuity behavioral health needs

5 **OBJECTIVE 5.2**

Enhance the mental and emotional well-being of older adults with complex behavioral health needs by providing integrated and individualized care.

Strategies:

- Establish a Behavioral Health Director position to respond to behavioral health needs
- Consider expanding the team of clinical advisors at APS to include in-house clinical support in each region of the state
- Procure licensed clinical support to assist APS staff in identifying, screening, assessing, and referring seniors with high acuity behavioral health issues.
- Partner with HCA/BHSD to assess the feasibility and impact of expanding intensive case management services for seniors with significant behavioral health issues.
- Consider allowing reduced or specialized caseloads for those working with older adults with behavioral health issues.

FY26 Progress Update: Budget constraints have limited APS's ability to establish a Behavioral Health Director position and expand the APS clinical advisor team at this time. However, APS has implemented a clinical consultant model to provide specialized support for clients with significant behavioral health needs, including case management and investigative consultation. This approach strengthens staff capacity to respond to complex cases and emphasizes a three-pronged model of intervention, prevention, and harm reduction. APS will continue to assess opportunities to expand behavioral health capacity and strengthen partnerships and service models as resources become available.

ALTSD POLICY ADVISORY COMMITTEE (PAC)

ALTSD POLICY ADVISORY COMMITTEE (PAC)

Established by NMSA 1978, 28-4-9 and is mandated by 45 CFR, 1321.11-Member List

Ms. Krista Kelley, *Chair*
Mr. Eugene Varela
Ms. Paula Getz
Mr. Robert Lujan
Ms. Stephanie Telles
Ms. Christina Campos
Ms. Laura Hopkins
Ms. Valerie Tsosie
Ms. Lena Ernest, Ph.D.

DUTIES:

The purpose of the PAC is to provide continuing advice to the Secretary of the Aging and Long-Term Services Department (ALTSD) regarding services, activities, and programs provided by ALTSD and on how to best meet ALTSD 's constituent needs. The PAC advises, gathers information, conducts research, recommends and performs other such activities as may be requested by the Cabinet Secretary or as may be necessary to comply with Federal, state, or private funding requirements.

KEY INITIATIVES (FY27):

New MexiCare:

In 2023 New Mexico's Aging and Long-Term Services Department (ALTSD) created New MexiCare to support informal caregivers. Initiated by Governor Michelle Lujan-Grisham, New MexiCare provides financial support to individuals and their caregivers who do not otherwise qualify for a paid caregiver through Medicare or Medicaid. In addition to this stipend, participants are eligible for respite or day care, transportation, and safety monitoring. In 2024, the Legislature appropriated $3.125 million per year through fiscal years 2025, 2026, and 2027 for implementation and evaluation of New MexiCare. New MexiCare is intended to complement other state and federal self-directed respite programs in New Mexico.

Kinship Caregiver Program:

In 2025 Governor Michelle Lujan-Grisham signed HB 252 into law, creating a new program to support grandparents and other relatives who step in to raise children when parents are unable to do so. The three-year Kinship Caregiver Support Pilot Program will connect eligible caregivers with essential services, including case management, legal assistance, mental health support and respite care.

Food Insecurity Initiative:

Adult Protective Services is developing an internal assessment for addressing food insecurity, this is in partnership with Food Distribution providers for incapacitated adults. Bridging a gap until long term services are available.

Aging Network Modernization:

ALTSD is modernizing the Aging Network through the implementation of Mon Ami, creating a more integrated, efficient, and data-driven system for managing services and connecting older adults to resources. This modernization effort will streamline service delivery, strengthen data collection and improve reporting, across the Aging Network, and provide better tools for senior centers and the department to understand and respond to the needs of New Mexicans aging in their communities.

Lifespan Respite Care Program:

Respite care supports family caregivers of older adults and adults with disabilities, and adults with chronic conditions. This program provides accessible, community-based respite care services and is an essential component of home and community-based long-term services. Respite services can contribute to the well-being of caregivers and the well-being of the care recipients. This program provides essential training and education for caregivers, supports the expansion and coordination of respite services in rural areas, and streamlines access to these services.

Conference on Aging:

The Conference on Aging is an annual conference put on by ALTSD focused on education and resources related to caregiving and healthy aging. Attendees have the opportunity to engage in informative sessions, recreational activities, and get connected with important resources.

Fiscal Year 2028

Aging & Long-Term Services Department

IT STRATEGIC PLAN

September 1, 2026

Sonia Abeyta

Acting Chief Information Officer

Table of Contents

I. EXECUTIVE SUMMARY

The Aging & Long-Term Services Department (ALTSD) developed this Information Technology (IT) Strategic Plan to align technology investments, services, and priorities with the strategic direction of ALTSD and the State of New Mexico. The plan directly supports the Department's mission to provide accessible, integrated services to older adults, adults with disabilities, and caregivers throughout New Mexico.

Technology is a critical foundation for achieving this mission. Reliable, secure, accessible, and integrated technology enables ALTSD employees and partners to deliver services efficiently, make informed decisions, protect sensitive information, and connect constituents with the programs and resources they need. Through strategic technology planning, ALTSD seeks to help New Mexicans maintain their independence, dignity, autonomy, health, safety, and economic well-being and remain in their communities on their own terms.

ALTSD's strategic priorities—Collaborative Leadership, Integrity and Trust, Professional Excellence, and Process Improvement—guide the Information Technology Division's (ITD) strategic direction. ITD advances these priorities by:

- Modernizing enterprise systems and data platforms to streamline service delivery, reduce reliance on outdated and siloed systems, improve data quality, strengthen reporting capabilities, and meet state and federal requirements.
- Providing secure, reliable, and resilient technology infrastructure across ALTSD divisions and statewide locations, enabling employees to effectively serve constituents and maintain continuity of operations.
- Strengthening cybersecurity, privacy, and compliance through risk-based security practices, continuous improvement, and alignment with State of New Mexico and federal security requirements.
- Advancing digital accessibility to ensure ALTSD technology, websites, documents, and digital services are accessible to individuals with disabilities and support equitable access to Department programs and information.
- Collaborating with ALTSD divisions and executive leadership to identify business needs, establish technology priorities, improve processes, and implement solutions that support operational and programmatic goals.
- Strengthening enterprise data integration and interoperability through collaboration with the New Mexico Health Care Authority and other state partners, including Enterprise System Modernization and Project Unite initiatives, to improve information sharing, reporting, and coordinated service delivery.
- Expanding technology, enabled statewide outreach and service delivery to help ALTSD programs reach older adults, adults with disabilities, caregivers, and community partners throughout New Mexico.

Through this Strategic Plan, ITD will continue its transition from a traditional technology support function to a strategic enterprise partner supporting every ALTSD division and program.

Technology investments will be prioritized based on mission impact, security, sustainability, accessibility, operational need, and value to the people ALTSD serves.

Ultimately, ALTSD's technology strategy is not simply about systems and infrastructure, it is about ensuring employees have the tools, information, and technology necessary to deliver high-quality services to New Mexicans. By investing strategically in modernization, cybersecurity, data integration, accessibility, infrastructure, and workforce capabilities, ITD will strengthen ALTSD's ability to meet current needs while building a secure, resilient, and sustainable technology foundation for the future.

II. AGENCY OVERVIEW

A. Agency Mission

ALTSD 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.

ALTSD's mission is the foundation of the IT Strategic Plan. The Department's commitment to providing accessible, integrated, and person-centered services requires technology that is secure, reliable, accessible, adaptable, and capable of supporting employees and programs throughout New Mexico.

The Information Technology Division advances ALTSD's mission by:

- Increasing access and supporting statewide service delivery by providing reliable, accessible technology platforms, secure devices, connectivity, communication tools, and technical support that enable employees to connect New Mexicans with programs and services statewide.
- Modernizing and integrating service delivery by replacing legacy systems, improving interoperability, reducing information silos, and streamlining technology-enabled business processes across ALTSD divisions and state partners.
- Supporting independence, dignity, and autonomy by reducing administrative burdens and providing employees with efficient technology and information that allows greater focus on serving individuals, families, and communities.
- Strengthening data driven decision making and accountability by improving data quality, reporting, analytics, and information sharing to evaluate outcomes, identify service needs, allocate resources, and meet state and federal reporting requirements.
- Protecting information and ensuring operational resiliency by strengthening cybersecurity, privacy, disaster recovery, business continuity, and compliance to safeguard information and maintain critical Department services.
- Advancing accessibility and sustainable technology by ensuring digital resources are accessible to individuals with disabilities while strategically investing in infrastructure, workforce capabilities, enterprise modernization, and emerging technologies to meet evolving agency and constituent needs

By aligning technology priorities directly with ALTSD's mission, the IT Strategic Plan ensures that technology investments are driven by service outcomes rather than technology alone. Every modernization initiative, security enhancement, system implementation, infrastructure investment, and process improvement should ultimately strengthen ALTSD's ability to serve New Mexicans.

B. Agency Goals

At the heart of the Aging and Long-Term Services Department's mission is the belief that New Mexico's older adults and adults with disabilities have the right to remain active participants in their communities, to age with respect and dignity, to be protected from abuse, neglect, and exploitation, and to have equal access to health care. The Department is a leader in developing programs and building partnerships that support lifelong independence and healthy aging.

C. Vision and Priorities

ALTSD currently tracks 28 performance measures, reported quarterly or annually to the New Mexico Department of Finance and Administration (DFA) and the Legislative Finance Committee (LFC). Annual performance targets are established using trend analysis, forecasting, historical performance, program requirements, and operational assessments to promote accountability, transparency, and continuous improvement.

ALTSD's performance measures are organized into five categories:

1. Output – Measures the volume of work completed or the level of services or products delivered.
2. Quality – Measures the effectiveness and value of services provided.
3. Outcome – Measures the impact or public benefit resulting from a program or service.
4. Explanatory – Measures external factors outside the Department's direct control that may materially affect performance or the ability to achieve established goals.
5. Efficiency – Measures the resources or cost required to deliver a unit of service.

Accurate and timely performance measurement depends on the quality, availability, integration, and reliability of ALTSD's data and technology systems. The IT Strategic Plan supports the Department's performance management framework by:

- Strengthening data accuracy and integration through modernized systems, standardized data collection, improved data governance, and interoperability across ALTSD programs and state and federal partners.
- Improving reporting and accountability by establishing reliable data sources, reducing manual reporting processes, and supporting timely and accurate state and federal reporting, performance measures, and audit requirements.

- Supporting outcomes and data driven decision making through reporting and analytics that enable leadership and programs to evaluate outcomes, identify trends and service demands, assess risks, and make informed resource decisions.
- Increasing operational efficiency by automating workflows, reducing duplicative data entry and manual processes, and allowing employees to focus more time on program and constituent needs.
- Strengthening performance management by improving ALTSD's ability to connect program activities to measurable results and monitor progress toward established agency goals and performance targets.

The Department's Enterprise System Modernization and data integration initiatives are particularly important to this effort. Transitioning from legacy and siloed systems toward integrated enterprise platforms will provide ALTSD with stronger data quality, more consistent reporting, and improved visibility into program performance across the Department.

Ultimately, the IT Strategic Plan establishes technology and data as critical components of ALTSD's performance management framework. By providing reliable systems, trusted data, integrated reporting, and efficient processes, IT enables program leadership and executive management to better measure results, identify opportunities for improvement, allocate resources, and demonstrate accountability to DFA, LFC, federal partners, stakeholders, and the New Mexicans ALTSD serves

D. Agency Description and IT Organization Structure

The New Mexico Aging and Long-Term Services Department (ALTSD), established by the State Legislature in 2004, serves as New Mexico's designated State Unit on Aging and provides programs and services that support older adults, adults with disabilities, and caregivers in maintaining independence, dignity, health, safety, and economic well-being. ALTSD consists of the Office of the Secretary and six key divisions: Administrative Services, Office of Indian and Elder Affairs, Consumer and Elder Rights, Aging Network, Adult Protective Services, and Long-Term Care. Major programs and services include the Aging and Disability Resource Center (ADRC), Adult Protective Services, Long-Term Care Ombudsman, Older Americans Act programs, Medicare counseling and assistance, caregiver support, and home- and community-based services designed to help New Mexicans remain safely and independently in their communities.

ALTSD operates statewide, with major agency locations in Santa Fe, Albuquerque, and Las Cruces, as well as employees and program operations located throughout New Mexico. Through partnerships with Area Agencies on Aging, senior centers, tribal organizations, local governments, and community providers, ALTSD's service network reaches all 33 New Mexico counties and tribal communities throughout the state. The Department employs approximately 213 employees statewide, supporting both direct constituent services and the administrative, fiscal, legal, data, and technology functions necessary to operate the Department's programs. An organizational chart identifying executive leadership and key program units is included as an appendix.

III. IT ENVIRONMENT

A. Major Applications

TABLE 1.1: Major Applications

Application Name	**Purpose / What It Does**	**Mission Critical?** (Yes/No)	**Data Types Handled**	**Hosting Type** (On-Prem / Cloud / SaaS)	**Vendor or Internal**
Veeam Backup & Replication	Veeam facilitates data and full virtual machine (VM) backup to be stored in a location of our choosing. In this case, a separate ObjectFirst immutable storage which is racked in the SIMMS data center	Yes	All critical VM's to ALTSD function are backed up with Veeam. Both domain controllers, Print server, endpoint management server (SmartDeploy).	On-Prem/SIMMS	Veeam
Asset Panda	Inventory	Yes	ALTSD hardware	Cloud	Asset Panda
Microsoft Office 365	Office productivity, including OneDrive for user data	Yes	Day to day user data, collaboration, shared workspaces	Cloud	Microsoft
SharePoint	Central storage. Replaced on-prem file shares	Yes	All data that need to be retained or shared between users/divisions. Not tied to single user so data is always available.	Cloud	Microsoft
WellSky suite of applications: Human Services Ombudsman Manager	Tracks client and facility records/visits	Yes	PII, HIPPA	Cloud	WellSky

Aging & Disability					
Adobe Acrobat to include Adobe Acrobat Creative Cloud	PDF viewing, editing, creation, secure digital signatures. Creative cloud allows for custom-built presentations, documents with more in-depth design tools	Yes	General documents	Cloud	Adobe
ConnectWise/Screen Connect	Allows for IT staff to remotely connect to user systems for support	Yes	Machine names and IP addresses	Cloud	ConnectWise
Cisco Meraki	Cloud hosted dashboard allowing control and configuration of Meraki networking equipment	Yes	Network configuration	Cloud	Cisco Meraki
Xogo	Content creation and formatting to be delivered to digital signage displays	No	Content created by ALTSD staff. Updates, slide shows, general information about the agency	Cloud	Xogo
Amino Orchestrate	Device to interface with digital display allowing for control of display	No	N/A	Cloud	Amino
Zoom	Call Center	Yes	N/A	Cloud	Zoom
Freshworks	Ticketing system	Yes	Records of all tickets opened and closed for the agency	Cloud	Freshworks
PDQ – Smart Deploy	Client management. Can push updates, patches, and software to client machines.	Yes	Driver packs, Golden Image	On-Prem/Cloud	PDQ

	Also used for system imaging				
sFax	For sending faxes not from traditional analog phone lines	Yes	N/A	Cloud	sFax
Cisco Umbrella	DNS forwarding as well as content web filtering	Yes	N/A	Cloud	Cisco
Absolute Secure Endpoint	Layer of device security/auditing. Allows for remote device wipe, lock down, and tracking if necessary	Yes	Machine info	Cloud	Absolute
Miradore	Mobile Device Management (MDM)	Transitioning away	N/A	Cloud	Miradore
CrowdStrike/Falcon	Antivirus	Yes	Machine information	Cloud	CrowdStrike
Microsoft Defender	Antivirus in PASSIVE mode	Yes	Machine information	Cloud	Microsoft
Bit Locker	Device drive encryption	Yes	N/A	Features on all systems, turned on and managed by IT staff in Microsoft Intune	Microsoft
KnowBe4	Security awareness training	Yes	N/A	Cloud	KnowBe4
Microsoft Hyper-V	Hyper Visor that hosts all ALTSD's Virtual Machines (VM). Feature is built into Microsoft Sever and enabled.	Yes	ALTSD server infrastructure such as domain controllers and user account information	On-Prem host systems at Toney Anaya and SIMMS.	Microsoft
Robo Forms	Secure password storage	Yes	Passwords, keys, usernames to systems and portals managed by IT	Cloud	Robo Forms

B. Security

ALTSD adheres to the Center for Internet Security (CIS) Critical Security Controls framework as an on ramp to the NIST Moderate Risk Management Framework (RMF) mandated by the Governor's Executive Order. As a state agency, ALTSD operates under the oversight of the Department of Information Technology (DoIT) and the Office of Cybersecurity (OCS), which provide IT governance and security monitoring. OCS security analysts actively monitor the agency's Microsoft 365 (M365) environment and issue regular security alerts to ensure timely threat response.

DoIT and OCS are currently developing a formal assessment process to evaluate agencies for compliance with NIST Moderate controls, though full implementation is still in progress. In alignment with security best practices, ALTSD conducts an Annual Security Assessment, including both external and internal penetration testing, most recently completed in May 2026. In addition, ALTSD conducts monthly network scans that look for vulnerabilities across the agency, and identified issues are remediated as they are found.

Cybersecurity awareness remains a core component of ALTSD's security posture. The agency uses the KnowBe4 software to provide mandatory security awareness training for all employees and contractors. New hires complete the training upon onboarding, while existing employees participate in annual refresher courses. Additionally, ALTSD conducts quarterly simulated phishing campaigns to test and strengthen employee readiness. Staff who do not pass a phishing simulation are required to complete targeted remedial training to reinforce best practices and reduce future risk.

C. Agency IT Certified Projects

The Enterprise System Modernization (ESM) and HHS2020/Project Unite initiatives align closely with ALTSD's purpose because they improve the systems, data, and coordination employees need to provide accessible and integrated services to older adults, adults with disabilities, and caregivers.

TABLE 1.2: Current Certified IT Projects

PROJECT NAME: Enterprise System Modernization (ESM)	
Project Description	ESM project will allow ALTSD to modernize the current WellSky suite of applications to improve intra-agency data sharing, establish a repository and Application Programming Interface (API) which will enable ALTSD to contribute data to the HHS2020/Project Unite enterprise data warehouse.
Estimated Project Costs	$2,571,970
Current Funding	$280,600
Certified Project Phase	Initiation and Planning
Estimated Completion	June 2028
Strategic Priority	1

D. Workforce

i. Full-Time Internal IT Employees

Classification	Positions Filled	Positions Vacant	Working in Office (%)
Chief Information Officer	0	1	
Deputy Chief Information Officer	1	0	100%
Security Analyst	1	0	100%
IT Project Manager	0	1	
Supervisor, IT Systems Administrator	1	0	100%
System Administrator	3	0	100%

ii. IT Professional Services Contractors

Vendor	Contract Vendor Name	Service Category
Advanced Network Management		Network Management
Speridian Technologies	Kranthi Alapati	IT Support

E. Challenges

ALTSD operates in a complex statewide environment where technology must support employees, programs, partners, and constituents across diverse geographic locations and service delivery models. The IT Strategic Plan addresses several key challenges that may affect the Department's ability to achieve its mission and strategic priorities:

- Geographic and Connectivity Barriers – ALTSD programs and operations extend throughout New Mexico, including rural and underserved communities where connectivity and access to technical resources may be limited. IT supports statewide operations through secure remote access, cloud-based services, mobile technologies, standardized equipment, and responsive technical support.
- Legacy Systems and Technology Modernization – Aging and siloed systems can limit interoperability, reporting, data sharing, and operational efficiency. IT is advancing enterprise modernization to replace legacy platforms, integrate data, reduce manual processes, and establish a more sustainable technology environment.
- Cybersecurity and Increasing Compliance Requirements – The growing sophistication of cybersecurity threats and expanding state and federal requirements require continuous investment in security. IT strengthens the Department's security posture through risk

management, vulnerability testing, continuous monitoring, security controls, employee awareness and training, and alignment with applicable cybersecurity standards.

- Resource and Staffing Constraints – The number and complexity of technology initiatives continue to increase while IT must simultaneously maintain critical daily operations. IT addresses these constraints by prioritizing high-impact initiatives, developing internal technical expertise, cross-training staff, strategically using contracted services, and leveraging state, federal, and interagency funding opportunities.
- Data Integration and Interoperability – Multiple programs, systems, and reporting requirements create challenges related to data consistency, duplication, and information sharing. IT is working to improve enterprise data integration and interoperability to establish more reliable information for service delivery, reporting, and decision-making.
- Digital Accessibility – ALTSD must ensure that digital information and services are accessible to individuals with disabilities. IT works collaboratively with Department divisions to improve the accessibility of websites, documents, applications, and digital services and support compliance with applicable accessibility requirements.
- Increasing Dependence on Technology – Technology is now essential to nearly every ALTSD business and program function. System outages, equipment failures, cybersecurity incidents, or insufficient technical capacity can directly affect the Department's ability to serve constituents. IT therefore prioritizes system reliability, infrastructure resiliency, disaster recovery, business continuity, and proactive lifecycle management.

Addressing these challenges requires more than maintaining existing technology. ALTSD must continue investing in modernization, cybersecurity, infrastructure, data integration, accessibility, and skilled IT personnel to ensure technology capacity keeps pace with the Department's growing operational and programmatic responsibilities.

IV. FY26 KEY ACCOMPLISHMENTS

In FY26, the ALTSD Information Technology Division continued strengthening the Department’s technology foundation while advancing major modernization, security, and service-delivery initiatives. IT focused on improving infrastructure reliability and resiliency, expanding statewide technology support, strengthening cybersecurity and compliance, enhancing data and reporting capabilities, and preparing for Enterprise System Modernization and HHS2020/Project Unite integration. These accomplishments positioned IT as a strategic partner in supporting ALTSD programs, improving operational efficiency, and ensuring employees have the secure and reliable technology needed to serve New Mexicans statewide.

A. FY26 Strategic IT Accomplishments

TABLE 1.3a: Priority 1

STRATEGIC PRIORITY 1 – Align Technology Initiatives	
IT resources, systems, and services directly support the delivery of accessible, efficient, and high-quality programs for New Mexico's older adults and adults with disabilities. Through modernization, enhanced security, data-driven decision-making, and workforce development, the IT Division will strengthen the agency's operational capacity, improve constituent outcomes, and position ALTSD to respond proactively to emerging challenges and opportunities.	
FY26 Strategy 1	Modernize Core IT Systems
Accomplishments	Modernized Network & Server Infrastructure – Replaced aging network and server technology with a secure, scalable, and resilient enterprise environment supporting statewide ALTSD operations.
Outcomes/Metrics	Completed agency-wide network and server refresh, improving system performance, reliability, security, and business continuity while establishing the infrastructure needed to support future modernization initiatives.
FY26 Strategy 2	Strengthen Cybersecurity & Compliance
Accomplishments	Strengthened Disaster Recovery & Data Protection – Modernized backup, replication, and recovery infrastructure to improve system resiliency and data protection.
Outcomes/Metrics	Enhanced recovery capabilities for critical systems and data, reducing operational risk and strengthening business continuity following cybersecurity incidents, system failures, or disasters.
FY26 Strategy 3	Enhance Data-Driven Decision Making
Accomplishments	Vendor Developed Division Performance Dashboards – Worked with vendor to assist with information from divisions to create data dashboards for ALTSD divisions to track marketing, outreach, program participation, and engagement trends.
Outcomes/Metrics	Expanded access to real-time, visual performance data, enabling divisions to measure participation, evaluate marketing effectiveness, identify trends, and make data-driven decisions about outreach and resource allocation.
FY26 Strategy 4	Improve Workforce Efficiency & Skills
Accomplishments	Modernized ADRC Contact Center Technology – Transitioned the ADRC telecommunications environment to a flexible, modern contact-center platform with enhanced call routing, callback functionality, scheduling tools, and customer service capabilities.
Outcomes/Metrics	Improved call accessibility, responsiveness, and operational efficiency; strengthened statewide customer service capabilities; supported 8,000+ calls per quarter and enabled ADRC to maintain high live-answer rates, reaching 94%+ during reported periods despite staffing challenges.

TABLE 1.3b: Priority 2

STRATEGIC PRIORITY 2 – Innovation & Continuous Improvement	
To foster a culture of innovation and continuous improvement by implementing scalable, cost-effective technology solutions, modernizing infrastructure, and enhancing staff capabilities ensuring ALTSD can adapt quickly to evolving needs, improve service delivery, and deliver measurable value to constituents statewide.	
FY26 Strategy 1	Encourage Technology Exploration
Accomplishments	Enterprise System Modernization – Launched modernization of ALTSD's legacy technology environment, including replacement of WellSky, in use since 2007, with the Mon Ami enterprise platform.
Outcomes/Metrics	Modernization underway across multiple ALTSD programs, establishing a unified platform to improve data quality and reporting, reduce manual processes, and support integrated statewide service delivery.
FY26 Strategy 2	Enhance Collaboration Across Divisions
Accomplishments	Strengthened collaboration between IT and agency divisions while expanding cross-training and professional development to align technical expertise with evolving business and technology needs.
Outcomes/Metrics	Improved coordination, knowledge sharing, and IT responsiveness across divisions, while increasing internal capacity in cybersecurity, cloud services, systems administration, networking, data integration, and enterprise modernization.
FY26 Strategy 3	Perform web presence assessment with accessibility standard WCAG 2.1 AA
Accomplishments	Advanced ADA Digital Accessibility – Established a department-wide initiative to improve accessibility of ALTSD websites, documents, applications, and digital information in alignment with federal accessibility requirements.
Outcomes/Metrics	Completed digital accessibility inventory and delivered agency-wide training, established division-level tracking and remediation processes, and initiated ongoing monitoring to strengthen accessibility and compliance across ALTSD.
FY26 Strategy 4	
Accomplishments	
Outcomes/Metrics	

B. FY26 Other Key IT Accomplishments

In FY26, ALTSD IT strengthened the Department's technology environment across applications, data, processes, workforce, customer service, and cybersecurity. Through centralized technology management, improved data solutions, standardized IT operations, statewide technical support, expanded community technology partnerships, and modernization of aging equipment, IT improved security, efficiency, reliability, data-driven decision-making, and employee productivity. Collectively, these accomplishments strengthened ALTSD's ability to operate statewide and provided employees and programs with the secure, reliable technology and information needed to effectively serve older adults, adults with disabilities, and caregivers throughout New Mexico.

TABLE 1.4: Other FY26 Key IT Accomplishments

APPLICATION	
Accomplishment	Expanded the use of Microsoft Intune and Apple Business Manager to centrally manage agency devices, applications, security configurations, and mobile technology.
Value or Impact	Strengthened device security, standardization, and operational efficiency through centralized management enabling IT to consistently deploy applications and security configurations, manage devices remotely, and reduce cybersecurity and compliance risks across the agency.
DATA	
Accomplishment	Partnered with a vendor to implement a centralized software solution that provides the Long-Term Care Division with a single dashboard for tracking participant services and program activity.
Value or Impact	Improved data visibility, reduced fragmented tracking, and enabled leadership and staff to use timely, consistent information for data-driven decision-making, program oversight, and resource planning.
PROCESS IMPROVEMENT	
Accomplishment	Standardized IT operations improve efficiency, security, accountability, and service reliability across the agency.
Value or Impact	These improvements reduce operational risk, strengthen asset and licensing controls, improve response times, support regulatory compliance, and ensure technology resources are consistently managed throughout their lifecycle.
WORKFORCE	
Accomplishments	Improved statewide access to consistent and responsive IT support.
Value or Impact	Reduced technology disruptions and ensuring employees in urban, rural, and remote locations have reliable access to the systems and tools needed to maintain operations and serve constituents effectively.
CUSTOMER SERVICE	
Accomplishments	Expanded ALTSD's statewide outreach by using technology partnerships to deliver timely program information, resources, and service updates in trusted community locations.
Value or Impact	Increased the Department's ability to reach older adults, adults with disabilities, and caregivers, particularly in rural and underserved communities.
TELEWORK	
Accomplishments	

Value or Impact	
SECURITY	
Accomplishments	Implemented a structured technology-refresh approach for laptops, monitors, mobile devices, and other equipment. Completed major workstation modernization efforts, including replacement of Windows 10 devices and improvements to mobile-device management.
Value or Impact	Improved security, reliability, and employee productivity by replacing aging and unsupported technology, reducing operational and cybersecurity risks, and ensuring staff have standardized, current equipment to effectively support statewide operations.

V. FY28 IT STRATEGIC GOALS AND STRATEGIES

The following strategic goals establish the Information Technology Division's priorities for FY28 and provide a framework for aligning technology investments with ALTSD's mission, operational needs, and statewide responsibilities. The goals focus on technology modernization, HHS2020/Project Unite integration, cybersecurity, data-driven decision-making, workforce capacity, accessibility, compliance, and IT governance. Each strategic priority includes measurable strategies and outcomes designed to strengthen agency operations, improve the security and reliability of technology services, enhance data quality and interoperability, and ensure ALTSD employees have the technology and information needed to effectively serve older adults, adults with disabilities, and caregivers throughout New Mexico.

TABLE 1.5a: Strategic Goals Priority 1

STRATEGIC PRIORITY 1 – Align Technology Initiatives	
Goal Statement IT resources, systems, and services directly support the delivery of accessible, efficient, and high-quality programs for New Mexico's older adults and adults with disabilities. Through modernization, enhanced security, data-driven decision-making, and workforce development, the IT Division will strengthen the agency's operational capacity, improve constituent outcomes, and position ALTSD to respond proactively to emerging challenges and opportunities.	
FY28 Strategy 1	Modernize Core IT Systems
Outcomes/Metrics	Complete migration of remaining legacy applications to secure, cloud-based platforms. Complete at least 1 major system upgrades or integrations by FY29. • Standardize data collection and reporting tools across all divisions to improve interoperability. • Implement a centralized application governance process to ensure system updates meet security, accessibility, and functionality standards. Achieve 95% system uptime across all mission-critical applications.

FY28 Strategy 2	Strengthen Cybersecurity & Compliance
Outcomes/Metrics	• Enhance endpoint security by deploying advanced threat detection and response tools. Zero high-severity security breaches during FY28. • Conduct bi-annual security awareness training for all employees, with targeted sessions for high-risk roles. 100% completion rate for annual cybersecurity training for all ALTSD staff. • Maintain compliance with state, federal, and industry-specific IT security regulations through regular audits and risk assessments. Complete all required federal/state compliance audits with no major findings.
FY28 Strategy 3	Enhance Data-Driven Decision Making
Outcomes/Metrics	• Develop real-time dashboards to include predictive analytics for program performance. Deploy at least 1 new interactive dashboard for program performance tracking. • Integrate external data sources (e.g., senior centers and demographic data) to improve service targeting.
FY28 Strategy 4	Improve Workforce Efficiency & Skills
Outcomes/Metrics	• Provide at least two professional development opportunities for IT staff member each year. • Crosstrain IT staff in multiple technology domains to reduce single points of failure. • Implement workflow automation tools to free staff for higher-value work.

TABLE 1.5b: Strategic Goals Priority 2

STRATEGIC PRIORITY 2 – HHS2020/Project Unite	
Goal Statement Advance ALTSD's participation in HHS2020/Project Unite to modernize enterprise systems, strengthen interoperability with New Mexico health and human services agencies, improve data quality and secure information sharing, and establish an integrated technology environment that supports coordinated services and data-driven decision-making.	
FY28 Strategy 1	Advance Enterprise System Integration: Continue integration of ALTSD enterprise systems with the HHS2020/Project Unite environment and align modernization activities with statewide architecture and interoperability requirements.
Outcomes/Metrics	Complete 100% of planned FY28 integration milestones; document required interfaces and data exchanges; and track dependencies, risks, and deliverables through the established project governance process.

FY28 Strategy 2	Strengthen Data Sharing and Interoperability: Establish secure and standardized data exchange between ALTSD and participating health and human services agencies to reduce data silos and improve access to reliable information.
Outcomes/Metrics	Complete identified FY28 data-sharing requirements and interfaces; validate data exchanges for accuracy and security; and document data ownership, access, and governance requirements.
FY28 Strategy 3	Improve Data Quality and Reporting: Use enterprise modernization and HHS2020 integration to improve the consistency, accuracy, and availability of ALTSD program data for operational, state, and federal reporting.
Outcomes/Metrics	Establish data validation requirements for integrated systems; document and address identified data-quality issues; and reduce manual or duplicative reporting processes where system functionality becomes available.
FY28 Strategy 4	Strengthen Project Governance and Accountability: Maintain active ALTSD participation in HHS2020/Project Unite governance, planning, implementation, and executive reporting.
Outcomes/Metrics	Attend at least 90% of required project and governance meetings, maintain current ALTSD milestones and risks, and provide quarterly status updates to ALTSD and HCA leadership on project progress, dependencies, risks, and decisions.

TABLE 1.5c: Strategic Goals Priority 3

STRATEGIC PRIORITY 3 – Strengthen IT Compliance, Accessibility, and Risk Management	
Goal Statement Ensure ALTSD technology remains accessible, compliant, secure, and effectively governed by advancing WCAG and PCI compliance, maintaining current IT policies and procedures, and strengthening employee compliance training and awareness.	
FY28 Strategy 1	WCAG Compliance: Conduct a comprehensive assessment of ALTSD's web presence against WCAG 2.1 AA accessibility standards.
Outcomes/Metrics	Assess 100% of identified ALTSD public-facing websites and applicable digital content; document accessibility gaps and compliance risks; establish a prioritized remediation plan with responsible owners and target completion dates; and track identified deficiencies through remediation to improve digital accessibility and maintain compliance with applicable federal requirements.
FY28 Strategy 2	PCI Compliance: Strengthen ALTSD's payment-card security and compliance by establishing and maintaining processes, security controls, documentation, and monitoring necessary to meet applicable Payment Card Industry Data Security Standard (PCI DSS) requirements.
Outcomes/Metrics	ALTSD will strengthen and maintain PCI compliance by establishing required policies, procedures, security controls, and supporting documentation; ensuring 100% of applicable systems and payment processes are included in compliance reviews; conducting annual PCI assessments and required security testing; and ensuring 100% of employees with payment-processing responsibilities complete applicable PCI and security awareness training.

FY28 Strategy 3	IT Policy and Procedure Governance: Establish an annual review cycle for IT policies, SOPs, standards, and procedures to ensure alignment with current state, federal, and agency requirements
Outcomes/Metrics	100% of identified IT policies and SOPs reviewed annually and updated as required.
FY28 Strategy 4	Compliance Training and Awareness: Ensure employees with technology-related compliance responsibilities understand applicable accessibility, PCI, privacy, and security requirements.
Outcomes/Metrics	100% completion of required training by applicable employees.

VI. IT FISCAL AND BUDGET MANAGEMENT

Information Technology (IT) Operating Budget (C1)

To update this table, please double click on the embedded spreadsheet and add the required information.
Before exiting the spreadsheet, please make sure to scroll up. Otherwise, the entries of this table will not be fully previewed.

Agency Name				**Agency Code**	
Aging & Long Term Services Department				62400	
Base Request Operational Support of IT. Check one of the options below:				**Flat Budget**	**Expansion from previous year**
No				Yes	Yes
Revenue IT Base Budget (dollars in thousands)					
Appropriation Funding Type	**FY25 Actual**	**FY26 Actual**	**FY27 OpBud**	**FY28 Request**	**FY29 Estimate**
General Fund	0.0	137.7	148.5	860.6	1,146.8
Other State Funds	0.0	0.0	0.0	0.0	0.0
Federal Funds	0.0	0.0	2,291.6	0.0	0.0
Internal Svc Funds/Interagency Transfer	0.0	0.0	0.0	0.0	0.0
Total	**0.0**	**137.7**	**2,440.1**	**860.6**	**1,146.8**
Expenditure Categories *(dollars in thousands)*					
Category or Account Description	**FY25 Actual**	**FY26 Actual**	**FY27 OpBud**	**FY28 Request**	**FY29 Estimate**
Personal Services & Employee Benefits	0.0	0.0	0.0	0.0	0.0
Contractual & Professional Services	0.0	0.0	1,964.7	110.6	488.0
IT Other Services	0.0	0.0	0.0	0.0	0.0
Other Financing Uses	0.0	137.7	475.4	750.0	658.8
Total	**0.0**	**137.7**	**2,440.1**	**860.6**	**1,146.8**

VII. C2 COMPUTER SYSTEM ENHANCEMENT FUNDING (CSEF) REAUTHORIZATION

C. Previously Issued Supplemental Funding

ALTSD's Enterprise System Modernization (ESM) project was established through a Section 7 appropriation to consolidate and modernize the Department's information technology systems for integration with the Health Care Authority's Medicaid Management Information System Replacement (MMISR), now aligned with the HHS2020/Project Unite initiative. The original appropriation included $280,300 from the Computer Systems

Enhancement Fund and $2.292 million in federal funding and has been reauthorized through subsequent legislative sessions to continue the modernization effort.

D. List of C2 Funding Requests

Enterprise System Modernization Project - $860,600

APPENDIX III: C2 IT DATA PROCESSING CSEF

E. Requested Reauthorizations

Reauthorization of the original appropriation included $280,300 from the Computer Systems Enhancement Fund and $2.292 million in federal funding and has been reauthorized through subsequent legislative sessions to continue the modernization effort.

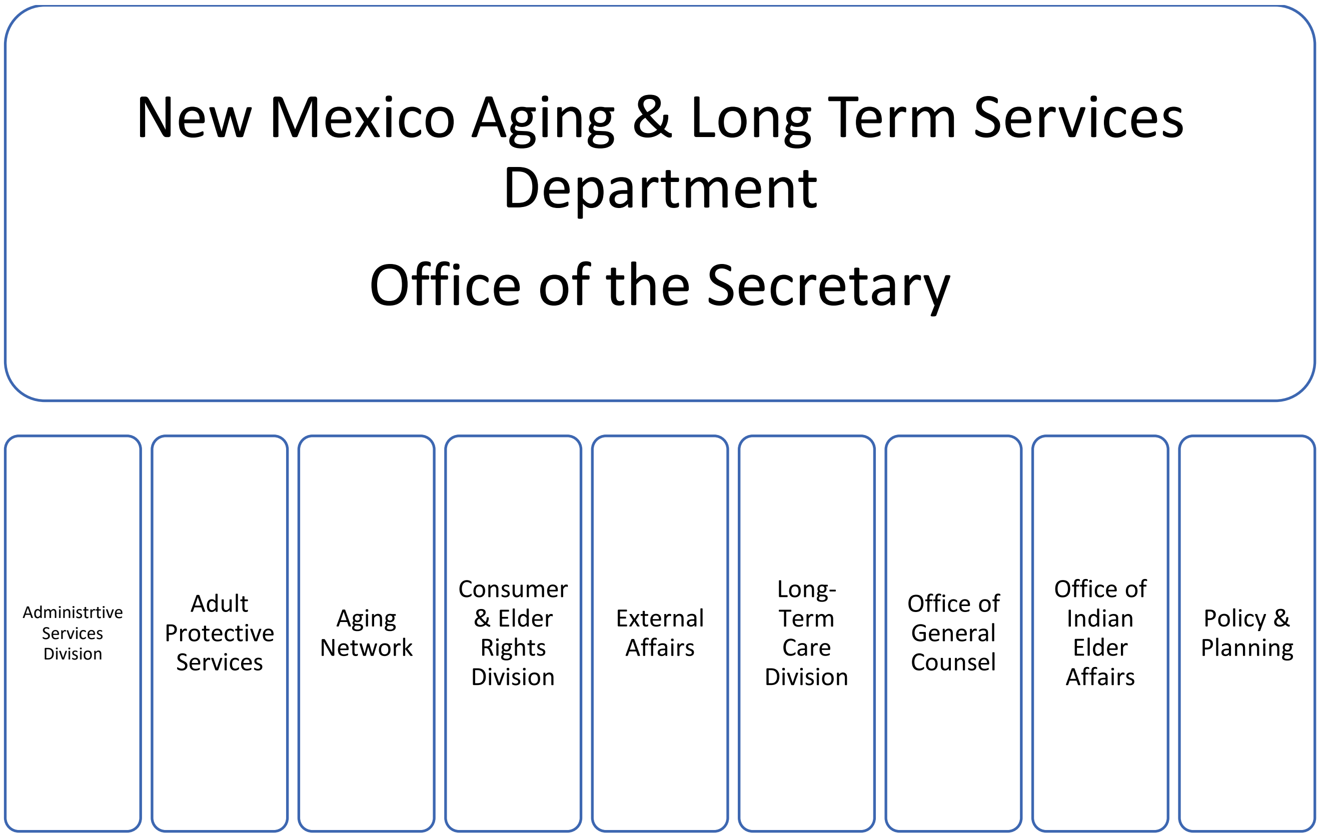
TABLE 1.7: Request for Reauthorization of C2 Appropriations

Information Technology Request for Reauthorization of C2 Appropriations				
Agency Name	Aging & Long-Term Services Department	**Agency Code**	62400	
Lead Agency Name Listed on Appropriation	Health Care Alliance	**Project Name**	Enterprise System Modernization Project	
# of Reauthorization Requests			6	
Source of Authorization **(e.g. Laws 2022, Chapter 54, Section 7 (12) or Grant/Federal Fund #)**			**Appropriation Amount** **(in thousands)**	**Remaining Balance** **(in thousands)**
Laws 2026, Chapter 67, Section 7 (13), Reauthorized from Laws 2020, Chapter 83, Section 7(21)			$2,571.9	$2,291.5
Total amount appropriated for project life **(in thousands)**	$2,571.9	**Will the project be completed within the next fiscal year?**		No
Reason for Requesting Reauthorization	Continued reauthorization will allow ALTSD to complete the replacement of its legacy WellSky environment with Mon Ami and advance the system configuration, data migration, integration, testing, training, and implementation activities necessary to support interoperability with HCA. The project remains strategically aligned with the State's broader health and human services modernization efforts by improving data quality, strengthening secure information exchange, reducing fragmented systems and manual processes, and creating a sustainable enterprise platform for ALTSD programs. The reauthorization also maintains the original legislative intent of ensuring ALTSD's technology environment can integrate with HCA's MMISR/Project Unite ecosystem			

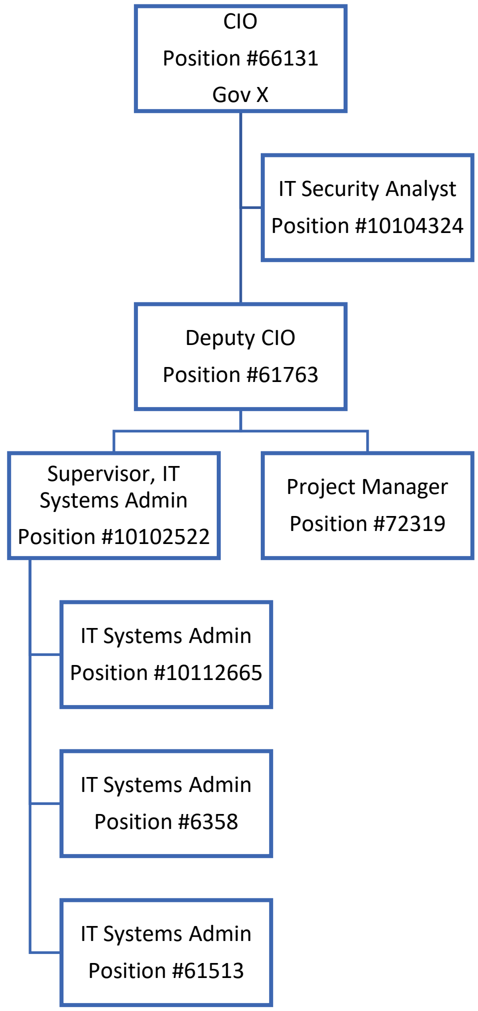
	while improving the Department's ability to provide coordinated, data-driven services to older adults and adults with disabilities throughout New Mexico.

APPENDICES

APPENDIX I: AGENCY ORGANIZATION CHART



APPENDIX II: IT ORGANIZATION CHART



APPENDIX III: C2 IT DATA PROCESSING CSEF

Data Processing - Computer Systems Enhancement Fund (CSEF)

Agency Name	Agency Code	Project Name		
Aging & Long-Term Services Department	62400	Enterprise System Modernization Project		
If Multi-Agency Project, please list the Participating Agencies.		Priority	Projected Start Date	Projected End Date
HCA, ECED, CYFD, DOH, and DoIT		1	3/5/2020	6/30/2028

Revenue Project Cost *(dollars in thousands)*				
Category or Account Description	FY26 & Prev Actual	FY27 Budget	FY28 Request	Total
General Fund (CSEF)	137.7	148.5	860.6	1,146.8
Other State Funds *(*specify funds below)*	0.0	0.0	0.0	0.0
Federal Funds	0.0	2,291.6	0.0	2,291.6
Internal Svc Funds/Interagency Transfer	0.0	0.0	0.0	0.0
Total	**137.7**	**2,440.1**	**860.6**	**3,438.4**
*If Other State Funds, Specify Funding Source/Fund Name				

Expenditure Categories *(dollars in thousands)*				
	FY26 & Prev Actual	FY27 Budget	FY28 Request	Total
Personal Services & Employee Benefits	0.0	0.0	0.0	0.0
Professional Services	0.0	1,964.7	110.6	2,075.3
Travel/Lodging	0.0	0.0	0.0	0.0
IT Hardware	0.0	0.0	0.0	0.0
IT Software	0.0	0.0	250.0	250.0
Other	137.7	475.4	500.0	1,113.1
Total	**137.7**	**2,440.1**	**860.6**	**3,438.4**

Strategic Plan Approval

	Print Name	Date
Agency Cabinet Secretary/ Director	**Emily Kaltenbach** Emily Kaltenbach	8/31/26
Agency Chief Information Officer or IT Lead	**Sonia Abeyta** Sonia Abeyta	8/31/26
Agency Chief Finance Officer	**Amanda Rodriguez** Amanda Rodriguez	8/31/26

Fiscal Year 28
Information Technology Funding (C2) Request
Full Business Case

Sonia Abeyta
Acting Chief Information Officer

Updated: August 27, 2026

Table of Contents

I. Executive Summary

The New Mexico Aging and Long-Term Services Department (ALTSD) Enterprise System Modernization (ESM) Project represents the final phase of a multi-year investment to replace the Department's nearly 20-year-old case management system with a modern, secure, cloud-based solution and complete integration with HCA Project Unite/HHS2020.

Completion of the ESM Project will streamline business processes, improve data quality and reporting, strengthen cybersecurity, reduce manual and duplicative work, and enable secure information sharing across health and human services programs. The modernization will provide ALTSD with a scalable technology foundation that improves operational efficiency and supports more coordinated and timely services for older adults, individuals with disabilities, caregivers, and families throughout New Mexico.

This final investment is critical to realizing the full value of the State's modernization efforts and previously authorized funding. Without funding, ALTSD will remain dependent on aging, fragmented technology, Project Unite integration will be delayed, and the Department will be unable to fully achieve the operational and statewide interoperability benefits of the ESM Project.

Proposed Project Description:

The New Mexico Aging and Long-Term Services Department (ALTSD) is requesting $860,600.00 in state general fund match to our current $2,296,100.00 federal match which has been reauthorized in Laws 2020, Chapter 83, Section (7)21 since fiscal year 2021.

The requested funding will provide the required state match to leverage previously authorized federal funding, complete critical implementation activities, and support the transition of the new cloud-based case management system into production.

ALTSD is requesting an additional $500,000.00 to support shared agency costs associated with developing the interface between the ESM solution and Project Unite MMISR system if HCA's FY28 C2 request is not fully funded. This funding request mirrors the amount included in HCA's FY28 C2 request and is intended to ensure that critical interface development activities can proceed without delay. Providing this additional funding will reduce implementation risk, protect the State's investment in the Enterprise System Modernization Project, preserve access to federal matching funds, and help maintain the project schedule for statewide interoperability and integrated service delivery.

The state general fund will be used to complete the final phase of the ESM project, replacing our current CMS system with a new modernized, cloud-based solution as well as complete the integration into Project Unite. This initiative will enhance data sharing capabilities and support secure, efficient data exchange across programs and partner agencies ensuring full integration of ALTSD systems into the HCA Project Unite framework. This effort will enhance interoperability, improve service delivery, and increase overall operational effectiveness.

Business Need/Problem:

ALTSD's current case management system, which has been in use for nearly 20 years, no longer meets operational, integration, and reporting needs, making it more difficult to track outcomes, coordinate across programs, and close the loop for older adults and individuals with disabilities in need of services and support. The lack of interoperability with Project Unite environment results in fragmented service delivery, duplicated efforts, and barriers for citizens seeking assistance. A modernized, integrated solution is required to enable coordinated care, improve data sharing across agencies, and ensure New Mexicans can access services through a unified, person-centered system.

Value and Benefits:

The proposed solution will transform ALTSD's current CMS by implementing an integrated, cloud-based case management system that improves efficiency, data accuracy, and program oversight. By aligning with Project Unite, the solution will enable a "no wrong door" approach, allowing New Mexicans to access aging, disability, and health services through a seamless, coordinated system regardless of entry point. This will result in faster service delivery, improved client outcomes, reduced administrative burden, and enhanced cross-agency collaboration to better serve the citizens of New Mexico.

Project Objectives:

- Complete the final phase of implementation of a modern, cloud-based case management system to replace the legacy platform and improve operational efficiency, scalability, and user experience.
- Integrate ALTSD systems with Project Unite to enable a seamless approach, ensuring coordinated, person-centered access to services across agencies.
- Enhance data sharing, reporting, and analytics capabilities to support informed decision-making, federal compliance, and improved program outcomes for New Mexicans.
- Streamline business processes and reduce manual work through automation and standardized workflows, increasing staff productivity and service delivery speed.

- Strengthen security, compliance, and interoperability to align with state and federal requirements while supporting long-term sustainability and innovation.

Alignment with the IT Strategic Plan:

The ESM Project directly supports ALTSD's Strategic Plan by advancing Priority 1, Align Technology Initiatives, improving access to high-quality services, enhancing organizational effectiveness, strengthening cross-agency partnerships, leveraging technology, and ensuring responsible stewardship of public resources. It also supports Priority 2, HHS2020/Project Unite, by modernizing enterprise systems across divisions to improve user experience, streamline operations, and enhance data collection and management. Collectively, the project establishes a modern digital foundation that enables person-centered service delivery, data-driven decision-making, and scalable operations to meet the growing needs of New Mexico's aging population.

Proposed Agency General Appropriation Act (GAA) Language:

To complete ALTSD's case management system replacement, integrate with HCA's Project Unite, and establish a cloud-based platform to improve service delivery, efficiency, and coordination for New Mexico's aging population.

II. Project Background

Project Description:

1. **Detailed Project Description:**

   The Enterprise System Modernization (ESM) Project will replace ALTSD's legacy WellSky case management system with a modern, cloud-based solution that supports integrated, person-centered service delivery. The project includes the implementation of a Software as a Service (SaaS) platform (Mon Ami), integration with Project Unite ecosystem, and alignment with the State's "no wrong door" framework to ensure seamless access to services regardless of entry point. Key components include system configuration, data migration, interface development, business process reengineering, reporting and analytics enhancements, and user training. The project will eliminate data silos, reduce manual processes, and enable real-time information sharing across programs and partner agencies, improving service coordination and outcomes for older adults, individuals with disabilities, and caregivers across New Mexico.

2. **Type of Project:**

   This request is the final phase of our ESM project which will replace the existing legacy solution with a modern, cloud-based system, including system modernization, integration, and business process transformation. This project will also complete the integration of the new cloud-based system with Project Unite ensuring coordinated, person-centered access to services across agencies.

3. **Technology Type:**

   Software as a Service (SaaS) solution utilizing a Commercial Off-The-Shelf (COTS) platform, with cloud-based hosting, configurable workflows, and integration capabilities with Project Unite and other state systems.

4. **Mission Critical Application:**

   Yes, this project supports mission-critical operations and directly aligns with ALTSD's Strategic Plan, including:

   - **Priority 1:** Improving access to high-quality services, enhancing organizational effectiveness, strengthening partnerships across health and human services, leveraging technology to improve service delivery, and ensuring responsible stewardship of public resources.
   - **Priority 3:** Modernizing enterprise systems across divisions to improve user experience, streamline operations, and enhance data collection and management.

5. **Services Required (Non-Recurring Costs):**

   a. **Is the system being considered a hosted solution?** Yes

   b. **Professional Services (Non-Recurring costs)**

      i. **Contracted Certified Project Manager -** $46,100.00

      ii. **Contracted IV&V Consultant -** $64,500.00

   c. **Hardware Description (Non-Recurring Costs):**

      None

   d. **Software Licenses (Non-Recurring Costs):** $500,000.00

   e. **Training Description (Non-Recurring Costs):**

      N/A

   f. **Compliance and Security Description (Non-Recurring Costs):**

      N/A

   g. **Facilities Description (Non-Recurring Costs):**

      Not Applicable – cloud-hosted SaaS solution requiring no additional facilities.

   h. **FTE Personnel Services Description (Non-Recurring Costs):**

      Existing ALTSD staff will provide project oversight, business subject matter expertise, testing support, training coordination, and implementation oversight. No additional FTEs are requested.

i. **Estimated Start Date:** March 5, 2020

j. **Estimate End Date:** June 30, 2028

k. **Partial Project Funding Feasibility:**

   i. If full funding is not available, can value be delivered with partial funding until additional revenue becomes available (i.e. Project Initiation and Planning to perform business analysis, conduct industry surveys, generate RFI, or identify valid procurement methods.)? No, this is the final phase of the ESM project.

   ii. If the project can be phased for what purpose will the funding be used? N/A

Project History:

Project Funding Request Category:

☐ New Request ☒ Continuation of previously funded

☐ Phased Implementation ☐ Repeat Funding Request (prev. denied)

Table 1: Existing Project's Reauthorization Information

Fiscal Year	**Certification Phase** (if any)	**Appropriation Amount**	**Funding Source** *(Please include any reauthorizations if applicable)*	**Reauthorization** (Yes/No)
FY21	Initiation-Planning	$2,571,900.00	Laws 2020, Chapter 83, Section (7)21	No
FY23	Initiation-Planning	$2,571,900.00	Laws 2022, Chapter 54, Section 7(21), Reauthorized from Laws 2020, Chapter 83, Section 7(21)	Yes
FY24	Initiation-Planning	$2,571,900.00	Laws 2023, Chapter 210, Section 7(15), Reauthorized from Laws 2020, Chapter 83, Section 7(21)	Yes
FY25	Initiation-Planning	$2,571,900.00	Laws 2024, Chapter 69, Section 7(15), Reauthorized from Laws 2020, Chapter 83, Section 7(21)	Yes

FY26	Initiation-Planning	$2,571,900.00	Laws 2025, Chapter 160, Section 7(15), Reauthorized from Laws 2020, Chapter 83, Section 7(21)	Yes
FY27	Initiation-Planning	$2,571,900.00	Laws 2026, Chapter 67, Section (7)13, Reauthorized from Laws 2020, Chapter 83, Section 7(21)	Yes

Table 2: Existing Project's Appropriation History

Appropriation History *Include All Funding Sources, e.g. Federal, State, County, Municipal Laws or Grants.*							
Fiscal Year	**Funding Source Description**	**General Fund**	**Other State Funds**	***Internal Serv Funds/ Inter Agency Transfer**	**Federal Funds**	**Other Funds**	**Total Amount**
FY27	Laws 2026, Chapter 67 Section 7 (13), Reauthorized from Laws 2020, Chapter 83, Section 7(21)	$280,300.00					$280,300.00
FY27	Laws 2026, Chapter 67, Section 7 (13), Reauthorized from Laws 2020, Chapter 83, Section 7(21)				$2,291,600.00		$2,291,600.00
Total Appropriation:		$280,300.00			$2,291,600.00		$2,571,900.00

Total Appropriation Amount Minus Total Certified Funds (include this request):	$2,291,555.00

Table 3: Existing Project's Certification History

Certification History							
Date	**Certification Phase**	**Amount**	**Funding Source** (*Use specific citations matching preceding table.)*	**Contingency**	**Contingency Due Date**	**Requirement**	**Requirement Due Date**
1/28/2021	Initiation-Planning	$280,345.00	Laws 2020, Chapter 83, Section 7(21)				
Total Certified:		$280,345.00					

Table 4: Project Key Milestones and Contract Deliverables

Project Key Milestones and Contract Deliverables			
Key Milestone and Contract Deliverables	**Due Date**	**Completion Date**	**Project Phase**
Project Charter	1/28/21	1/20/21	Initiation
Project Management Plan	1/28/21	1/20/21	Planning
Requirements	3/18/21	3/18/21	Planning

Existing Project Independent Verification and Validation (IV&V)

1. **IV&V Vendor Name:** RESPEC contract in process
2. **IV&V Report Effective Date:** N/A

3. **Overall IV&V Status Rating:** N/A
4. **Overall IV&V Status Summary:** N/A
5. **Overall Trend Summary:** N/A
6. **Accomplishments:** N/A
7. **High Level Recommendations:** N/A

III. Risks

1. To ensure successful delivery of the ESM Project, ALTSD will implement a comprehensive risk management strategy focused on proactive governance, oversight, and stakeholder engagement. Potential delays in the development of the Project Unite interface will be mitigated through joint governance and regular coordination with the Health Care Authority (HCA) to align schedules, priorities, and technical dependencies.

   Risks associated with legacy data integrity will be addressed through comprehensive data profiling, cleansing, validation, and testing activities prior to migration to ensure data integrity and continuity of operations. To minimize the impact of potential vendor schedule delays, ALTSD will conduct monthly executive project reviews to monitor progress, resolve issues promptly, and hold vendors accountable for contractual deliverables. Successful user adoption will be supported through a structured organizational change management program that includes mandatory statewide training, role-based instruction, user support resources, and ongoing communications.

   To reduce risks associated with federal funding timelines, the project will utilize phased implementation milestones aligned with CMS funding requirements and project deliverables, ensuring compliance while maintaining project momentum. Collectively, these mitigation strategies will strengthen project governance, reduce implementation risk, and support the successful completion of the ESM Project on schedule and within budget.

2. The following table provides a quick risk assessment of the proposed project's inherent risks.

Table 6: Risk Assessment for Proposed Solution

Criteria		Risk Score = 1	Risk Score = 2	Risk Score = 3	Score
1	**Estimated project cost**	Less than $250K	$250K - $1M	Greater than $1M	2

2	**Estimated total calendar months before completion**	6 or less	6 to 12	More than 12	2
3	**Number of project team members**	5 or less	6 to 10	More than 10	1
4	**Number of subject matter experts required to execute the project**	3 or less	4 or 5	6 or more	2
5	**Project manager experience level**	3 or more projects of similar scope	1 to 2 projects of similar scope	No prior projects of similar scope	1
6	**Estimated total effort hours**	Less than 500	500 - 1800	More than 1800	1
7	**Number of sites/offices impacted by the project**	1	2 to 5	More than 5	2
8	**Uniqueness of project's technical requirements**	Similar to others in the department	Similar to others, but complex	New and complex	2
9	**Impact of noncompliance with applicable laws and regulations**	None or minimal	Moderate	Significant	3
10	**Impact of 12-month project postponement on existing systems**	Existing systems can compensate with minimal costs	Existing or new systems can compensate with substantial costs	Existing systems must be curtailed because of the lack of proposed project	1
11	**Number of interfaces to existing systems affected**	0	1 to 3	More than 3	2
12	**User requirements definition**	Clearly defined	Somewhat defined, but complex	Very vague and complex	1

Total Risk Score:	**20**

IV. Scope and Constraints

The following are elements of the project which are in-scope and out-of-scope that are identified to manage trade-offs during execution.

Scope:

Table 7: In Scope

In Scope	Description
Technology	Implementation of a cloud-based (SaaS) case management solution to replace the legacy system.
Technology	Integration of Project Unite
Development	Data migration from legacy systems including validation and cleansing.
Development	Configuration of workflows, reporting, and analytics to support ALTSD program operations.
Resources	User training, change management, and statewide rollout across all ALTSD divisions and service areas.

Table 8: Out of Scope

Out of Scope	Description	Reason Why
Technology	Replacement of non-related legacy systems outside of ALTSD program operations.	The ESM Project scope is intentionally limited to the modernization, configuration, implementation, integration, and operational transition of ALTSD's enterprise case management capabilities.
Development	Custom development beyond standard configuration of the COTS/SaaS platform unless required for critical integration.	Activities outside this defined scope will be evaluated through ALTSD governance processes and, if required, managed through separate projects, funding requests, or future CMS approved APD activities.
Services	Expansion of services beyond current statutory authority or program scope.	This approach ensures responsible stewardship of federal and state funds while

		maintaining alignment with CMS expectations for modularity, scalability, interoperability, and measurable outcomes.

Constraints:

Table 9: Constraints

Constraints	
Category	**Description**
Timeframe	Project must align with federal CMS IAPD timelines and federal funding requirements.
Departments	Coordination required across multiple ALTSD divisions, HCA, DoIT and external partners.
Technology	Dependency on Project Unite integration readiness and statewide IT infrastructure.
Resources	Limited internal staffing and reliance on vendor implementation support.
Compliance	Must meet federal (CMS) and state security, privacy, and accessibility requirements such as HIPAA, NIST, WCAG.

V. Industry Method(s) Used To Develop Accurate Cost Estimate

Table 11: C2 Cost Breakdown

No.	**METHOD USED**	**PURPOSE**	**C2 FUNDING REQUEST ($)**
1	Request for Information (RFI)	Gather preliminary information from potential vendors on capabilities, pricing models, and feasibility	$0.00
2	Request for Proposal (RFP)	To solicit comprehensive proposals that include technical solutions, cost breakdowns, and delivery schedules	$0.00

No.	METHOD USED	PURPOSE	C2 FUNDING REQUEST ($)
3	Market Surveys	Engage vendors through surveys to understand pricing capabilities	$0.00
4	Historical Cost Data Analysis	Review past expenditures on similar projects to predict future costs	$0.00
5	Interstate Collaboration and Networking	Contact other organizations such as National Association of State Procurement Officials (NASPO), the National Governors Association (NGA), and other industry specific organizations to gather cost data and procurement information. Attend conferences and webinars where states share project outcomes and cost data.	$0.00
6	State Specific Agencies	Contact counterparts in other states (e.g. Department of Health, Department of Transportation) to obtain data on similar project initiatives	$750,000.00
7	Other Method:	Project cost estimates were developed using historical project expenditures, vendor proposals obtained through competitive procurement, market research, and implementation estimates from comparable state modernization projects. These methodologies were used to validate the requested FY28 funding and ensure reasonable and supportable cost estimates.	$0.00

VI. Key Stakeholders

The following table identifies internal and external stakeholders, their project responsibilities and their expected impact on the project’s success.

Project Impact Scale: 1 = Low Impact; 2 = Medium Impact; 3 = High Impact

Internal Stakeholders	Department or Agency	Project Responsibilities	Project Impact
Executive Sponsor	• ALTSD • HCA	Champion ALTSD ESM vision among internal stakeholders, other State of NM stakeholders, and federal partners.	3
ALTSD Acting Chief Information Officer	ALTSD	• Help address risks and potential/actual issues with partners and stakeholders. • Work with the Executive Management Team as needed to review program status and direction and to resolve any risks, issues or actions escalated to this level. • Support assignment of needed resources (financial, human, other) to deliver projects. • Fulfill federal reporting mandates	3
ALTSD IT staff and contractors	ALTSD	Provide technical subject matter expertise for the ESM project	3
EPMO	DoIT	• Provide oversight and coordination for the ESM project, working collaboratively with the ALTSD agency CIO	3

		• Evaluate and escalate resource needs as identified • Provide leadership and oversight for Project Management standards and practices • Track and manage ESM project schedules, as supplied by the agencies and project teams • Work with project teams and other stakeholders to address risks, issues, and actions • Support the budgeting, federal funding request, and interagency funding logistics as needed	
Business experts from all ALTSD divisions.	• Administrative Services Division (ASD) • Consumer and Elder Rights Division (CERD) • Adult Protective Services Division (APS) • Aging Network Division (AND) • Office of Indian and Elder Affairs Division (OIEA)	• Collaborate with the individual project teams for specific requirements necessary for their divisions and departments • Participate in testing phases when necessary • Project oversight on enterprise-wide impacts	3

	• Long Term Care Division (LTCD)		

External Stakeholders	Company or Organization	Project Responsibilities	Project Impact
NM Legislative Finance Committee	LFC	▪ Collaborate with health and human service agency key leadership on integrated project ▪ Support legislative funding requests ▪ Provide feedback on program design and data sharing for program effectiveness ▪ Supports the agency's federal reporting mandates.	3
Federal Funding agencies	Any of the federal funding agencies under Department of Health and Human Services	▪ Provide directions on federal funding for identified projects ▪ Review funding requests for agency integration projects ▪ Collaborate with State agency representatives	3

VII. Objectives, Outcomes, Key Performance Indicators

The following are key project objectives with related deliverable outcomes and quantifiable Key Performance Indicators (KPIs).

Table 12: KPI

Objectives	Outcomes/Deliverables	Benefits/KPIs (as applicable)
Replace the legacy case management system with a	Implementation of a configurable	• Successful implementation

modern, scalable, and integrated platform	enterprise case management solution that replaces outdated technology and supports all ALTSD program divisions, including CERD, AND, LTC, OIEA, APS, and Ombudsman programs.	completed by June 30, 2028 • 100% of identified program divisions transitioned to the new platform • Legacy system retirement plan completed and executed.
Improve interoperability and data sharing across programs and partner organizations	Establish secure, standards-based integrations and API capabilities to support data exchange with Medicaid-related systems, state partners, and service providers.	• Implement API-enabled data exchange capabilities • Achieve ≥99% successful data exchange transactions • Reduce manual data reconciliation activities by ≥50%
Modernize business processes through workflow redesign and automation	Document current-state processes, perform gap analyses, define future-state workflows, and configure system functionality to support improved operational processes.	• Complete workflow assessments for 100% of ALTSD programs
Improve data quality, reporting, and program oversight	Implement standardized data structures, dashboards, and reporting capabilities to support operational management, CMS reporting, and data-driven decision-making.	• Achieve ≥98% data accuracy based on validation reviews • Reduce report development time from days/weeks to less than one hour • Provide real-time dashboards for 100% of core programs
Successfully migrate legacy data while	Complete data analysis, mapping,	• Migrate 100% of approved legacy data

maintaining data integrity and continuity of operations	cleansing, validation, and migration from the legacy case management system into the new platform.	• Achieve ≥99% data migration accuracy • Complete migration validation prior to production deployment
Support successful adoption through training and organizational change management	Develop role-based training materials, conduct statewide training sessions, and establish ongoing user support resources.	• Train 100% of identified end users prior to go-live • Achieve ≥90% user training satisfaction • Reduce post-go-live support issues through effective knowledge transfer
Establish sustainable operations, maintenance, and continuous improvement processes	Transition the system to operational support with defined maintenance procedures, vendor support processes, and performance monitoring.	• Maintain ≥99.9% system availability • Resolve critical issues within established service-level agreements • Conduct quarterly performance reviews and enhancement planning

VIII. Benefits

The following is a list of tangible and intangible benefits anticipated from the project.

People:

- Improve workforce efficiency through streamlined workflows and reduced manual data entry.
- Enhance staff capacity to focus on client-centered services rather than administrative tasks.
- Develop subject matter expertise through standardized systems and training.

Process:

- Reduce service delivery and transaction processing times.
- Eliminate redundant and non-value-added tasks through automation.

- Standardize processes across divisions, improving consistency and response times.

Technology:

- Increase system reliability, scalability, and data quality.
- Reduce system complexity and reliance on outdated infrastructure.
- Lower long-term maintenance and support costs through a SaaS model.

Business:

- Improve constituent experience through faster, more coordinated service delivery.
- Enable data-driven decision-making and policy development.
- Strengthen cross-agency collaboration and responsiveness to changing needs.

Table 13: Tangible Benefits

Tangible Benefits	
Eliminate Legacy System Costs	$643,941.46 annual WellSky M&S cost eliminated following retirement
Administrative Efficiency Target	Reduce labor hours associated with selected manual and duplicative business processes by at least 25% within 12 months of implementation, measured against current-state baselines established during business process analysis.
Target Accuracy of Migrated Legacy Data	≥99% migration accuracy for required legacy data and ≥95% completeness of required data fields

Table 14: Intangible Benefits

Intangible Benefits	**Metrics**
Improved Consumer Service	Staff will have better access to information and more efficient workflows, supporting more timely and coordinated assistance to consumers.
Improved Staff Experience	Modern, user-friendly workflows that reduce frustration and support employee productivity and adoption.
Greater Confidence in Data	More reliable information for program management, reporting, and executive decision-making.

Stronger Collaboration	Improved information sharing across ALTSD programs and with HCA Project Unite/HHS2020.
Organizational Agility	A scalable, configurable platform that allows ALTSD to respond to changing programs, policies, reporting requirements, and consumer needs.

IX. Alternative Approach Analysis

Justification for Project Selection:

The following table includes viable alternatives, including preliminary research and analysis, that were eliminated in favor of the proposed project.

Table 10: Alternative Approach

Alternative Description *(e.g. Status Quo, Enhancements, Replacement)*	**Reason Eliminated**	**Cost**	**Preliminary research and analysis conducted** *(Yes/No)*
Status Quo	System is outdated with siloed modules, which does not allow ALTSD to access data and reports easily.	$546,000.00	Yes
Enhancements	System will continue to have siloed modules. Inability to find a solution to interface with other data systems without developing an additional system interface before sharing data with HHS2020.	$1,260,000.00	Yes

X. Total Cost of Ownership

The following table lists the total potential cost to develop or acquire, implement, operate and maintain the proposed project for its entire life cycle.

X. Total Cost of Ownership
Enterprise Solution Modernization Project

[The Total Cost of Ownership (TCO) is designed to capture the system lifecycle and should include costs to acquire or

Category		Previous Actuals[1]	FY27	FY28	FY29	FY30	FY31	Total
Non-Recurring Cost - Development & Implementation		**(in thousands)**						
200	Personal Services and Employee Benefits	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0
300	Contractual Services							
	IT Professional Services: Project Management	$0.0	$226.0	$46.1	$0.0	$0.0	$0.0	$272.1
	IT Professional Services: IV&V	$0.0	$215.8	$64.5	$0.0	$0.0	$0.0	$280.3
	IT Professional Services: Business Analysis	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0
	IT Professional Services: Dev./Imp./Training/UAT	$0.0	$1,522.9	$0.0	$0.0	$0.0	$0.0	$1,522.9
	Other Professional Services	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0
400	Other	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0
	Travel/Lodging	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0
	Hardware	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0
	Software Licenses	$0.0	$0.0	$500.0	$0.0	$0.0	$0.0	$500.0
	Facilities	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0
Subtotal Non-Recurring Cost		**$0.0**	**$1,964.7**	**$610.6**	**$0.0**	**$0.0**	**$0.0**	**$2,575.3**
Recurring Maintenance and Operations (M&O) Cost		**(in thousands)**						
200	Personnel Services and Employee Benefits	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0
300	Contractual Services							
	IT Professional Services	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0
	Training	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0
400	Other	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0
	Hardware	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0
	Software Licenses	$137.7	$475.4	$250.0	$1,087.7	$1,087.7	$1,087.7	$4,126.2
	Facilities	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0
	Compliance and Security	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0
Subtotal Recurring M&O Cost		**$137.7**	**$475.4**	**$250.0**	**$1,087.7**	**$1,087.7**	**$1,087.7**	**$4,126.2**
[1] Applicable for on-going or existing project.								
Total Cost		**$137.7**	**$2,440.1**	**$860.6**	**$1,087.7**	**$1,087.7**	**$1,087.7**	**$6,701.5**

XI. C2 Form – Computer System Enhancement Fund (CSEF)

C2: Information Technology
Data Processing - Computer Systems Enhancement Fund (CSEF)

Agency Name	Agency Code	Project Name		
Aging & Long-Term Services Department	62400	Enterprise System Modernization		
If Multi-Agency Project, please list the Participating Agencies.		**Priority**	**Projected Start Date**	**Projected End Date**
Yes		1	3/5/2020	6/30/2028

Revenue Project Cost *(dollars in thousands)*				
Category or Account Description	**FY26 & Prev Actual**	**FY27 Budget**	**FY28 Request**	**Total**
General Fund (CSEF)	137.7	148.5	860.6	1,146.8
Other State Funds *(*specify funds below)*	0.0	0.0	0.0	0.0
Federal Funds	0.0	2,291.6	0.0	2,291.6
Internal Svc Funds/Interagency Transfe	0.0	0.0	0.0	0.0
Total	**137.7**	**2,440.1**	**860.6**	**3,438.4**
***If Other State Funds, Specify Funding Source/Fund Name**				

Expenditure Categories *(dollars in thousands)*				
	FY26 & Prev Actual	**FY27 Budget**	**FY28 Request**	**Total**
Personal Services & Employee Benefits		0.0	0.0	0.0
Professional Services	0.0	1,964.7	110.6	2,075.3
Travel/Lodging	0.0	0.0	0.0	0.0
IT Hardware	0.0	0.0	0.0	0.0
IT Software	0.0	0.0	250.0	250.0
Other	137.7	475.4	500.0	1,113.1
Total	**137.7**	**2,440.1**	**860.6**	**3,438.4**

	Print Name	Phone	Email Address	Date
Agency Cabinet Secretary/ Director (Mandatory)	Emily Kaltenba	505.603.8158	nily.kaltenbach@altsd.nm.g	8/25/2026
Chief information Officer or IT Lead (Mandatory)	Sonia Abeyta	505.709.8656	sonia.abeyta@altsd.nm.gov	8/25/2026
Chief Finance Officer / Budget Director (Mandatory)	Amanda Rodrig	505.795.1237	ıanda.rodriguez@altsd.nm.g	8/25/2026

Approval of C2 Request Business Plan

	Print Name	Date
Agency Cabinet Secretary/ Director	Emily Kaltenbach Emily Kaltenbach	8/27/2026
Agency Chief Information Officer or IT Lead	Sonia Abeyta Sonia Abeyta	8/27/2026
Agency Chief Finance Officer	Amanda Rodriguez Amanda Rodriguez	8/27/2026

PERFORMANCE REPORT CARD
Aging and Long-Term Services Department
First Quarter, Fiscal Year 2025

ACTION PLAN

Submitted by agency?	Yes
Timeline assigned?	No
Responsibility assigned?	No

Aging and Long-Term Services

The Aging and Long-Term Services Department (ALTSD) reported some improvement in performance during the first quarter of FY25. The department's mission is to serve older adults and adults with disabilities so they can remain active, age with dignity, be protected from abuse, neglect, and exploitation, and have equal access to healthcare.

Consumer and Elder Rights

During the first quarter of FY25, the Aging and Disability Resource Center (ADRC) received 11,062 calls, averaging 174 per day. This volume is higher than at end of FY24 but remains lower than pre-pandemic levels. During this quarter, the ADRC operated with an average of eight FTE counselors handling appointments, walk-ins, callbacks, and overflow. Currently, the ADRC has three vacant FTE. The most common topics of inquiry include assistance with Medicaid, Medicare, and senior centers.

Budget: $4,922.1 **FTE:** 40	FY23 Actual	FY24 Actual	FY25 Target	FY25 Q1	FY25 Q2	FY25 Q3	Rating
Percent of calls to the Aging and Disability Resource Center (ADRC), that are answered by a live operator	81%	73%	90%	54%			R
Percent of calls to the ADRC that are resolved in a single contact	NA	73%	90%	100%			G
Percent of customers satisfied with the outcome of their call to the ADRC	NA	96%	90%	100%			G
Percent of residents who remained in the community six months following a nursing home care transition	98%	99%	90%	99%			G
Percent of individuals provided short-term assistance that accessed services within 30 days of a referral from options counseling	84%	93%	92%	95%			G
Percent of facilities visited monthly	53%	56%	40%	45%			G
Percent of ombudsman complaints resolved within sixty days	100%	100%	99%	99%			G
Program Rating	R	R					Y

*Measure is classified as explanatory and does not have a target.

Adult Protective Services

The Adult Protective Services Program (APS) began reporting on repeat maltreatment substantiations within six months of a previous substantiation of abuse or neglect in FY21. This performance measure assists the state in assessing the effectiveness of the program in preventing maltreatment. The program reported consistent performance for priority investigations, making face-to-face contact quickly but did not meet measures for referral of additional services. The program reported challenges in provider capacity to refer to.

Budget: $21,656.1 **FTE: 128**	FY23 Actual	FY24 Actual	FY25 Target	FY25 Q1	FY25 Q2	FY25 Q3	Rating
Number of Adult Protective Services investigations of abuse, neglect, or exploitation	6,863	1,908	6,150	1,838			G
Percent of emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed timeframes	99%	99%	100%	99%			Y
Percent of repeat abuse, neglect, or exploitation cases within six months of a substantiation of an investigation	0%	0.5%	2%	0.5%			G
Number of outreach presentations conducted in the community within adult protective services' jurisdiction	409	438	180	99			G
Percent of contractor referrals in which services were implemented within two weeks of the initial referral	72%	71%	80%	69%			R
Number of referrals made to enrollments in home care and adult day care services resulting from an investigation of abuse, neglect, or exploitation	147	248	400	68			R
Percent of priority two investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed time frames	99%	99%	98%	99%			G
Percent of consumers for who referrals were made, who accessed services and remained in a community setting for six or more months	NA	95%	90%	98%			G
Program Rating	R	R					Y

*Measure is classified as explanatory and does not have a target.

Aging Network

The Aging Network is on track to meet targeted performance for the hours of caregiver support for FY25, previously the program had struggled to meet pre-pandemic levels. Services included in this measure are home care, adult daycare, respite care, and counseling and support groups. The department reported the number of hours of caregiver support were 25,212 hours of respite care, 22,215 of adult daycare, 19,224 hours of homemakers, and 5,251 hours of other support services. Additionally, in FY22 and FY23, the federal government allowed flexibility to include grab and go meals in the home-delivered meals category which significantly increased the reported number of meals. In FY24 this flexibility ended with the expiration of the pandemic emergency.

PERFORMANCE REPORT CARD
Aging and Long-Term Services Department
First Quarter, Fiscal Year 2025

Budget: $58,230.6 **FTE: 24**	**FY23 Actual**	**FY24 Actual**	**FY25 Target**	**FY25 Q1**	**FY25 Q2**	**FY25 Q3**	**Rating**
Percent of older New Mexicans receiving congregate, and home delivered meals through Aging Network programs that are assessed with “high” nutritional risk	17%	20%	17%	21%			G
Number of hours of services provided by senior volunteers, statewide	472,250	454,772	745,000	133,168			Y
Number of outreach events and activities to identify, contact and provide information about aging network services to potential aging network consumers who may be eligible to access senior services but are not currently accessing those services	764	986	800	178			Y
Number of meals served in congregate, and home delivered meal settings	4,105,279	4,020,390	4,430,000	478,048			R
Number of transportation units provided	223,938	265,565	300,000	59,806			R
Number of hours of caregiver support provided	196,246	222,922	167,000	68,508			G
Program Rating	R	R					Y

*Measure is classified as explanatory and does not have a target.

PERFORMANCE REPORT CARD
Aging and Long-Term Services Department
Second Quarter, Fiscal Year 2025

ACTION PLAN

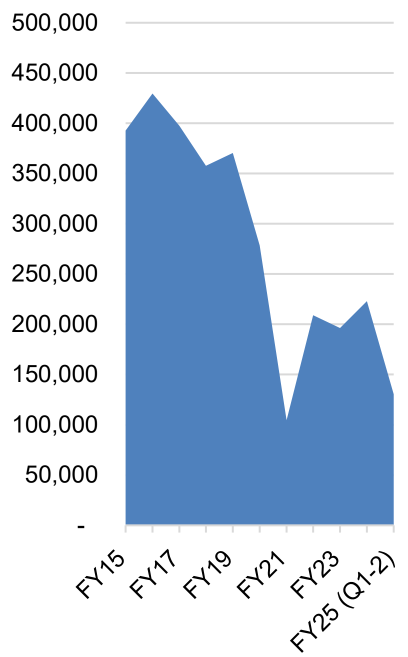
Submitted by agency?	Yes
Timeline assigned?	No
Responsibility assigned?	No

The Aging and Long-Term Services Department (ALTSD) reported some improvement in performance during the second quarter of FY25. The department's mission is to serve older adults and adults with disabilities so they can remain active, age with dignity, be protected from abuse, neglect, and exploitation, and have equal access to healthcare.

Consumer and Elder Rights

During the second quarter of FY25, the Aging and Disability Resource Center (ADRC) received 12,675 calls, averaging 215 per day. This volume is higher than at end of FY24 but remains lower than prepandemic levels. During this quarter, ADRC averaged 12 dedicated FTE: Ffve focused on appointments, one handled voicemail (typically responding within the same day), and the rest managed live calls, walk-ins, returned calls, and overflow appointments. The most common topics of inquiry include assistance with Medicaid, Medicare, and senior centers.

Caregiver Support Hours Provided



Source: ALTSD

Budget: $4,922.1 **FTE:** 40	FY23 Actual	FY24 Actual	FY25 Target	FY25 Q1	FY25 Q2	FY25 Q3	Rating
Percent of calls to the Aging and Disability Resource Center (ADRC), that are answered by a live operator	81%	73%	90%	54%	48%		R
Percent of calls to the ADRC that are resolved in a single contact	NA	73%	90%	100%	99%		G
Percent of customers satisfied with the outcome of their call to the ADRC	NA	96%	90%	100%	96%		G
Percent of residents who remained in the community six months following a nursing home care transition	98%	99%	90%	99%	99%		G
Percent of individuals provided short-term assistance that accessed services within 30 days of a referral from options counseling	84%	93%	92%	95%	97%		G
Percent of facilities visited monthly	53%	56%	40%	45%	62%		G
Percent of ombudsman complaints resolved within sixty days	100%	100%	99%	99%	99%		G
Program Rating	R	R					Y

*Measure is classified as explanatory and does not have a target.

Adult Protective Services

The Adult Protective Services Program (APS) began reporting on repeat maltreatment substantiations within six months of a previous substantiation of abuse or neglect in FY21. This performance measure assists the state in assessing the effectiveness of the program in preventing maltreatment. The program reported slightly declined performance for priority investigations, making face-to-face contact quickly for referral of additional services. The program reported 98 percent on-time visit rate, slightly impacted by winter conditions in rural New Mexico and noted ongoing vacancies—especially in urban and rural areas may result in struggles to meet targeted performance. The program reported challenges in provider capacity to refer to.

Budget: $21,656.1 **FTE: 128**	FY23 Actual	FY24 Actual	FY25 Target	FY25 Q1	FY25 Q2	FY25 Q3	Rating
Number of Adult Protective Services investigations of abuse, neglect, or exploitation	6,863	1,908	6,150	1,838	1,760		G

Percent of emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed timeframes	99%	99%	100%	99%	98%		Y
Percent of repeat abuse, neglect, or exploitation cases within six months of a substantiation of an investigation	0%	0.5%	2%	0.5%	0%		G
Number of outreach presentations conducted in the community within adult protective services' jurisdiction	409	438	180	99	111		G
Percent of contractor referrals in which services were implemented within two weeks of the initial referral	72%	71%	80%	69%	64%		R
Number of referrals made to enrollments in home care and adult day care services resulting from an investigation of abuse, neglect, or exploitation	147	248	400	68	75		R
Percent of priority two investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed timeframes	99%	99%	98%	99%	99%		G
Percent of consumers for who referrals were made, who accessed services and remained in a community setting for six or more months	NA	95%	90%	98%	90%		G
Program Rating	R	R					Y

*Measure is classified as explanatory and does not have a target.

Aging Network

The Aging Network is on track to meet targeted performance for the hours of caregiver support for FY25, previously the program had struggled to meet pre-pandemic levels. Services included in this measure are home care, adult daycare, respite care, and counseling and support groups. The department reported the number of hours of caregiver support were 22,280 hours of respite care, 18,396 of adult daycare, 19,306 hours of homemakers, and 1,961 hours of other support services. Additionally, in FY22 and FY23, the federal government allowed flexibility to include grab and go meals in the home-delivered meals category which significantly increased the reported number of meals. In FY24 this flexibility ended with the expiration of the pandemic emergency.

Budget: $58,230.6 **FTE: 24**	**FY23 Actual**	**FY24 Actual**	**FY25 Target**	**FY25 Q1**	**FY25 Q2**	**FY25 Q3**	**Rating**
Percent of older New Mexicans receiving congregate, and home delivered meals through Aging Network programs that are assessed with "high" nutritional risk	17%	20%	17%	21%	29%		G
Number of hours of services provided by senior volunteers, statewide	472,250	454,772	745,000	133,168	152,291		Y
Number of outreach events and activities to identify, contact and provide information about aging network services to potential aging network consumers who may be eligible to access senior services but	764	986	800	178	176		Y

are not currently accessing those services								
Number of meals served in congregate, and home delivered meal settings	4,105,279	4,020,390	4,430,000	478,048	744,110			R
Number of transportation units provided	223,938	265,565	300,000	59,806	57,319			R
Number of hours of caregiver support provided	196,246	222,922	167,000	68,508	61,943			G
Program Rating	R	R						Y

*Measure is classified as explanatory and does not have a target.

PERFORMANCE REPORT CARD
Aging and Long-Term Services Department
Third Quarter, Fiscal Year 2025

ACTION PLAN

Submitted by agency?	Yes
Timeline assigned?	No
Responsibility assigned?	No

Aging and Long-Term Services

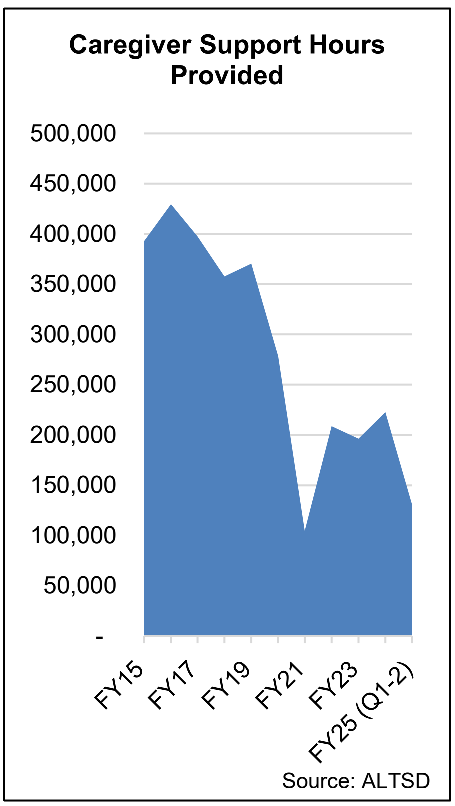
The Aging and Long-Term Services Department (ALTSD) reported some improvement in performance during the third quarter of FY25. The department's mission is to serve older adults and adults with disabilities so they can remain active, age with dignity, be protected from abuse, neglect, and exploitation, and have equal access to healthcare.

Consumer and Elder Rights

During the third quarter of FY25, the Aging and Disability Resource Center (ADRC) received 11,168 calls, averaging 180 per day, a decline of 1,507 calls from the second quarter. This volume is higher than at end of FY24 but remains lower than prepandemic levels. During this quarter, the ADRC averaged 12 dedicated FTE. Five focused on appointments, one handled voicemail (typically responding within the same day), and the rest managed live calls, walk-ins, returned calls, and overflow appointments. The most common topics of inquiry include assistance with Medicaid, Medicare, and senior centers.

Budget: $4,922.1 **FTE:** 40	FY23 Actual	FY24 Actual	FY25 Target	FY25 Q1	FY25 Q2	FY25 Q3	Rating
Percent of calls to the Aging and Disability Resource Center (ADRC), that are answered by a live operator	81%	73%	90%	54%	48%	73%	R
Percent of calls to the ADRC that are resolved in a single contact	NA	73%	90%	100%	99%	98%	G
Percent of customers satisfied with the outcome of their call to the ADRC	NA	96%	90%	100%	96%	99%	G
Percent of residents who remained in the community six months following a nursing home care transition	98%	99%	90%	99%	99%	98%	G
Percent of individuals provided short-term assistance that accessed services within 30 days of a referral from options counseling	84%	93%	92%	95%	97%	97%	G
Percent of facilities visited monthly	53%	56%	40%	45%	62%	100%	G
Percent of ombudsman complaints resolved within sixty days	100%	100%	99%	99%	99%	99%	G
Program Rating	R	R					Y

*Measure is classified as explanatory and does not have a target.



Adult Protective Services

The Adult Protective Services Program (APS) began reporting on repeat maltreatment substantiations within six months of a previous substantiation of abuse or neglect in FY21. This performance measure assists the state in assessing the effectiveness of the program in preventing maltreatment. The program reported slightly declined performance for priority investigations, making face-to-face contact quickly for referral of additional services. The program reported 99 percent on-time visit rate, slightly impacted by ongoing vacancies—especially in urban and rural areas which may result in struggles to meet targeted performance. The program reported challenges in provider capacity to refer to.

Budget: $21,656.1 **FTE: 128**	FY23 Actual	FY24 Actual	FY25 Target	FY25 Q1	FY25 Q2	FY25 Q3	Rating
Number of Adult Protective Services investigations of abuse, neglect, or exploitation	6,863	1,908	6,150	1,838	1,760	1,660	G
Percent of emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed timeframes	99%	99%	100%	99%	98%	99%	Y
Percent of repeat abuse, neglect, or exploitation cases within six months of a substantiation of an investigation	0%	0.5%	2%	0.5%	0%	0.3%	G
Number of outreach presentations conducted in the community within adult protective services' jurisdiction	409	438	180	99	111	92	G
Percent of contractor referrals in which services were implemented within two weeks of the initial referral	72%	71%	80%	69%	64%	68%	R
Number of referrals made to enrollments in home care and adult day care services resulting from an investigation of abuse, neglect, or exploitation	147	248	400	68	75	50	R
Percent of priority two investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed time frames	99%	99%	98%	99%	99%	98%	G
Percent of consumers for who referrals were made, who accessed services and remained in a community setting for six or more months	NA	95%	90%	98%	90%	92%	G
Program Rating	R	R					Y

*Measure is classified as explanatory and does not have a target.

Aging Network

The Aging Network is on track to meet targeted performance for the hours of caregiver support for FY25, previously the program had struggled to meet prepandemic levels. Services included in this measure are home care, adult daycare, respite care, and counseling and support groups. The department reported the number of hours of caregiver support were 25,212 hours of respite care, 22,215 of adult daycare, 19,224 hours of homemakers, and 5,251 hours of other support services. Additionally, in FY22 and FY23, the federal government allowed flexibility to include grab and go meals in the home-delivered meals category, which significantly increased the reported number of meals. In FY24 this flexibility ended with the expiration of the pandemic emergency.

Budget: $58,230.6 **FTE: 24**	**FY23 Actual**	**FY24 Actual**	**FY25 Target**	**FY25 Q1**	**FY25 Q2**	**FY25 Q3**	**Rating**
Percent of older New Mexicans receiving congregate, and home delivered meals through Aging Network programs that are assessed with "high" nutritional risk	17%	20%	17%	21%	29%	25%	G
Number of hours of services provided by senior volunteers, statewide	472,250	454,772	745,000	133,168	152,291	152,121	Y
Number of outreach events and activities to identify, contact and provide information about aging network services to potential aging network consumers who may be eligible to access senior services but are not currently accessing those services	764	986	800	178	176	203	Y
Number of meals served in congregate, and home delivered meal settings	4,105,279	4,020,390	4,430,000	478,048	744,110	610,768	R
Number of transportation units provided	223,938	265,565	300,000	59,806	57,319	60,519	R
Number of hours of caregiver support provided	196,246	222,922	167,000	68,508	61,943	62,895	G
Program Rating	R	R					Y

*Measure is classified as explanatory and does not have a target.

PERFORMANCE REPORT CARD: Fourth Quarter, FY25
Aging and Long-Term Services Department

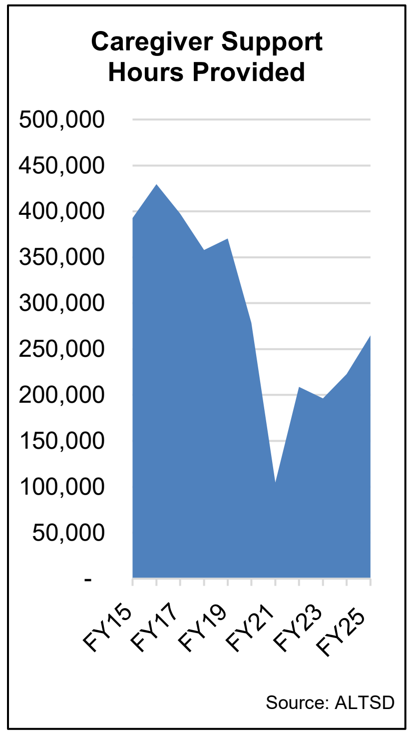
ACTION PLAN

Submitted by agency?	Yes
Timeline assigned?	No
Responsibility assigned?	No

The Aging and Long-Term Services Department (ALTSD) reported similar performance during FY25 as the prior fiscal year, particularly in the Consumer and Elder Rights Program and Adult Protective Services Program. While the department had marked improved performance in the Aging Network Program during FY25 compared to FY24, the agency did not meet all intended performance targets for the program. The department's mission is to serve older adults and adults with disabilities so they can remain active, age with dignity, be protected from abuse, neglect, and exploitation, and have equal access to healthcare.

Consumer and Elder Rights

During the fourth quarter of FY25, the Aging and Disability Resource Center (ADRC) received 12,043 calls, averaging 199 per day, an increase of 875 calls from the third quarter, but reflects an overall decline compared to the FY23 and FY24 actuals. During this quarter, the ADRC averaged 10 dedicated FTE, with one FTE focused on appointments. The agency plans to recruit and hire five additional positions. The most common topics of inquiry include assistance with Medicaid, Medicare, and senior centers.



Budget: $4,922.1 **FTE: 40**	**FY23 Actual**	**FY24 Actual**	**FY25 Target**	**FY25 Actual**	**Rating**
Percent of calls to the Aging and Disability Resource Center that are answered by a live operator	81%	73%	90%	64%	R
Percent of calls to the Aging and Disability Resource Center that are resolved in a single contact	NA	73%	90%	96%	G
Percent of customers satisfied with the outcome of their call to the the Aging and Disability Resource Center	NA	96%	90%	96%	G
Percent of residents who remained in the community six months following a nursing home care transition	98%	99%	90%	94%	G
Percent of individuals provided short-term assistance that accessed services within 30 days of a referral from options counseling	84%	93%	92%	99%	G
Percent of facilities visited monthly	53%	56%	40%	66%	G
Percent of ombudsman complaints resolved within sixty days	100%	100%	99%	99%	G
Program Rating	Y	Y			Y

Adult Protective Services

The Adult Protective Services Program (APS) reported 6,915 investigations of abuse, neglect, or exploitation, a significant increase from the prior fiscal year. The number of investigations coupled with the percent of repeat abuse, neglect, or exploitation of the cases within six months of a substantiation of an investigation may indicate the program's effectiveness in addressing root causes and reducing the likelihood of repeated harm. Despite the increased number of investigations, APS saw a decrease in the number of referrals made to and enrollments in home care and adult day care as a result of an investigation of abuse, neglect, or exploitation.

Budget: $21,656.1 **FTE: 128**	**FY23 Actual**	**FY24 Actual**	**FY25 Target**	**FY25 Actual**	**Rating**
Number of Adult Protective Services investigations of abuse, neglect or exploitation	6,863	7,632	6,150	6,915	G
Percent of emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed timeframes	99%	99%	100%	99%	Y
Percent of repeat abuse, neglect or exploitation cases within six months of a substantiation of an investigation	0%	0.5%	2%	0.3%	G
Number of outreach presentations conducted in the community within adult protective services' jurisdiction	409	438	180	384	G
Percent of contractor referrals in which services were implemented within two weeks of the initial referral	72%	71%	80%	69%	Y
Number of referrals made to enrollments in home care and adult daycare services resulting from an investigation of abuse, neglect or exploitation	147	248	400	68	R
Percent of priority two investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed time frames	99%	99%	98%	98%	G
Percent of consumers for whom referrals were made who accessed services and remained in a community setting for six or more months	NA	95%	90%	95%	G
Program Rating	Y	Y			Y

Aging Network

The Aging Network exceeded its targeted performance for the hours of caregiver support for FY25, which increased by 17 percent from FY24; previously, the program had struggled to meet prepandemic levels. Services included in this measure are home care, adult daycare, respite care, and counseling and support groups. However, the department fell short of its targeted performance for the number of hours of services provided by senior volunteers, statewide. The agency reports that while volunteer service hours are under target, it ended FY25 with an increase of 28 percent over FY24. ALTSD's strategic plan highlights volunteer recruiting as a key priority.

Budget: $58,230.6 **FTE: 24**	FY23 Actual	FY24 Actual	FY25 Target	FY25 Actual	Rating
Percent of older New Mexicans receiving congregate and home-delivered meals through Aging Network programs that are assessed with "high" nutritional risk	17%	20%	17%	25%	G
Number of hours of services provided by senior volunteers, statewide	472,250	454,772	745,000	602,853	R
Number of outreach events and activities to identify, contact and provide information about aging network services to potential aging network consumers who may be eligible to access senior services but are not currently accessing those services	764	986	800	745	Y
Number of meals served in congregate and home-delivered meal settings	4,105,279	4,020,390	4,430,000	4,191,156	R
Number of transportation units provided	223,938	265,565	300,000	286,470	R
Number of hours of caregiver support provided	196,246	222,922	167,000	264,906	G
Program Rating	R	Y			Y

ACTION PLAN

Submitted by agency?	Yes
Timeline assigned?	Yes
Responsibility assigned?	Yes

Aging and Long-Term Services Department

The Aging and Long-Term Services Department (ALTSD) reported improved performance for the first quarter of FY26 compared to this same time last fiscal year, particularly in the Adult Protective Services Program and Aging Network. ALTSD is on track to meet the targets for most of its measures. The department's mission is to serve older adults and adults with disabilities so they can remain active, age with dignity, be protected from abuse, neglect, and exploitation, and have equal access to healthcare.

Consumer and Elder Rights

During the first quarter of FY26, the Aging and Disability Resource Center (ADRC) received 8,857 calls, of which 94 percent were answered by a live operator. This is a significant improvement from the first quarter of FY25, of which 54 percent of calls were answered by a live operator. The Consumer and Elder Rights Program saw a significant improvement in the percentage of facilities visited monthly. Staff and volunteers visited all 283 long-term care facilities in the state, totaling 708 facility visits, an increase of 122 percent from the same time last year.

Budget: $6,301.1 **FTE:** 55	FY24 Actual	FY25 Actual	FY26 Target	FY26 Q1	FY26 Q2	FY26 Q3	Rating
Percent of calls to the Aging and Disability Resource Center that are answered by a live operator	70%	64%	90%	94%			G
Percent of calls to the Aging and Disability Resource Center that are resolved in a single contact	99%	93%	90%	78%			Y
Percent of customers satisfied with the outcome of their call to the Aging and Disability Resource Center	97%	93%	90%	82%			Y
Percent of individuals provided short-term assistance that accessed services within 30 days of a referral from options counseling	93%	99%	92%	100%			G
Percent of facilities visited monthly	56%	68%	40%	100%			G
Percent of ombudsman complaints resolved within sixty days	100%	99%	99%	98%			G
Program Rating	Y	Y					G

*Measure is classified as explanatory and does not have a target.

Adult Protective Services

The Adult Protective Services Program (APS) reported 1,860 investigations of abuse, neglect, or exploitation, an increase in the average investigations per quarter in FY26, reflecting an upward trend in reports of this nature. ALTSD reports the program is projected to surpass its FY26 target of annual investigations. The department states that while the program is effective in providing timely intervention and harm reduction, additional APS investigators will be needed as reports and case complexity grow.

Budget: $16,098.1 **FTE:** 130	FY24 Actual	FY25 Actual	FY26 Target	FY26 Q1	FY26 Q2	FY26 Q3	Rating
Number of Adult Protective Services investigations of abuse, neglect or exploitation	7,632	6,915	6,150	1,860			G
Percent of emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed timeframes	99%	99%	100%	98%			G
Percent of repeat abuse, neglect or exploitation cases within six months of a substantiation of an investigation	0.5%	0.3%	2%	0.8%			G
Number of outreach presentations conducted in the community within adult protective services' jurisdiction	438	384	180	88			G
Percent of contractor referrals in which services were implemented within two weeks of the initial referral	71%	69%	80%	66%			Y
Number of referrals made to enrollments in home care and adult daycare services resulting from an investigation of abuse, neglect or exploitation	248	68	400	272			Y
Percent of priority two investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed time frames	99%	98%	98%	99%			G
Percent of consumers for whom referrals were made who accessed services and remained in a community setting for six or more months	95%	95%	90%	100%			G
Program Rating	Y	Y					G

*Measure is classified as explanatory and does not have a target.

Aging Network

The Aging Network is on track to meet its targets for number of transportation units provided, number of hours of caregiver support provided, and the percent of older New Mexicans receiving congregate and home-delivered meals that are assessed with "high" nutritional risk. However, the department is off track to meet its target for number of hours of senior volunteers. The program has seen a decline in enrollment since the Covid-19 pandemic despite the department's marketing efforts. ALTSD's strategic plan highlights volunteer recruiting as a key priority.

Budget: $58,350.4 **FTE:** 29	**FY24 Actual**	**FY25 Actual**	**FY26 Target**	**FY26 Q1**	**FY26 Q2**	**FY26 Q3**	**Rating**
Percent of older New Mexicans receiving congregate and home-delivered meals through Aging Network programs that are assessed with “high” nutritional risk	20%	25%	17%	28%			G
Number of hours of services provided by senior volunteers, statewide	454,772	602,853	745,000	111,572			R
Number of outreach events and activities to identify, contact and provide information about aging network services to potential aging network consumers who may be eligible to access senior services but are not currently accessing those services	986	745	800	178			Y
Number of meals served in congregate and home-delivered meal settings	4,020,390	4,430,000	4,430,000	1,021,120			Y
Number of transportation units provided	265,565	286,470	300,000	75,518			G
Number of hours of caregiver support provided	222,922	264,906	167,000	66,139			G
Program Rating	Y	Y					Y

*Measure is classified as explanatory and does not have a target.

Long-Term Care Division

The Long-Term Care Division was reestablished at ALTSD starting in FY26. The division supports kinship care, veteran-directed care, the care transitions unit, New Mexicare, and the Office of Alzheimer’s and Dementia Care. The division has only one performance measure, previously reported under the Consumer and Elder Rights Program. The department reports declines in the first quarter of FY26 are attributable to the new methodology to collect the data for percentage of residents who remained in the community six months following a nursing home transition. The department creates an individualized transition plan per resident for greater resident advocacy, which has resulted in decrease in readmissions into nursing facilities and hospital settings.

Budget: $7,894.3 **FTE:** 28	**FY24 Actual**	**FY25 Actual**	**FY26 Target**	**FY26 Q1**	**FY26 Q2**	**FY26 Q3**	**Rating**
Percent of residents who remained in the community six months following a nursing home care transition	99%	94%	90%	84%			Y
Program Rating	New for Program	New for Program					Y

*Measure is classified as explanatory and does not have a target.

PERFORMANCE REPORT CARD
Aging and Long-Term Services Department
Second Quarter, Fiscal Year 2026

ACTION PLAN

Submitted by agency?	Yes
Timeline assigned?	Yes
Responsibility assigned?	Yes

Aging and Long-Term Services Department

The Aging and Long-Term Services Department (ALTSD) reported similar performance for the second quarter of FY26 compared to the beginning of the fiscal year, particularly in the Adult Protective Services Program and Aging Network. ALTSD is on track to meet the targets for most of its measures. The department's mission is to serve older adults and adults with disabilities so they can remain active, age with dignity, be protected from abuse, neglect, and exploitation, and have equal access to healthcare.

Consumer and Elder Rights

During the second quarter of FY26, the Aging and Disability Resource Center received 7,648 calls, of which 91 percent were answered by a live operator, representing a slight decrease in the total number of calls from the beginning of the fiscal year. The Consumer and Elder Rights Program maintained visiting all 283 long-term care facilities throughout the first half of the fiscal year, compared to the 62 percent visited the same time last year. ALTSD reports a decrease in the percent of ombudsman complaints resolved within sixty days due to increased case complexity.

Budget: $6,301.1 **FTE:** 55	FY24 Actual	FY25 Actual	FY26 Target	FY26 Q1	FY26 Q2	FY26 Q3	Rating
Percent of calls to the Aging and Disability Resource Center that are answered by a live operator	70%	64%	90%	94%	91%		G
Percent of calls to the Aging and Disability Resource Center that are resolved in a single contact	99%	93%	90%	78%	82%		Y
Percent of customers satisfied with the outcome of their call to the Aging and Disability Resource Center	97%	93%	90%	82%	85%		Y
Percent of individuals provided short-term assistance that accessed services within 30 days of a referral from options counseling	93%	99%	92%	100%	100%		G
Percent of facilities visited monthly	56%	68%	40%	100%	100%		G
Percent of ombudsman complaints resolved within sixty days	100%	99%	99%	98%	87%		Y
Program Rating	Y	Y					Y

*Measure is classified as explanatory and does not have a target.

Adult Protective Services

The Adult Protective Services Program (APS) reported 3,535 investigations of abuse, neglect, or exploitation for the first half of FY26, trending similarly to the 3,598 investigations reported this time last year. ALTSD reports the program is projected to surpass its FY26 target of annual investigations. The department states that while the program is effective in providing timely intervention and harm reduction, additional APS investigators will be needed as reports and case complexity grow.

Budget: $16,098.1 **FTE:** 130	FY24 Actual	FY25 Actual	FY26 Target	FY26 Q1	FY26 Q2	FY26 Q3	Rating
Number of Adult Protective Services investigations of abuse, neglect or exploitation	7,632	6,915	6,150	1,860	1,675		G
Percent of emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed timeframes	99%	99%	100%	98%	98%		G
Percent of repeat abuse, neglect or exploitation cases within six months of a substantiation of an investigation	0.5%	0.3%	2%	0.8%	1.3%		G
Number of outreach presentations conducted in the community within adult protective services' jurisdiction	438	384	180	88	94		G
Percent of contractor referrals in which services were implemented within two weeks of the initial referral	71%	69%	80%	66%	69%		Y
Number of referrals made to enrollments in home care and adult daycare services resulting from an investigation of abuse, neglect or exploitation	248	68	400	70	75		G
Percent of priority two investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed time frames	99%	98%	98%	99%	99%		G
Percent of consumers for whom referrals were made who accessed services and remained in a community setting for six or more months	95%	95%	90%	100%	97%		G
Program Rating	Y	Y					G

*Measure is classified as explanatory and does not have a target.

Aging Network

The Aging Network is on track to meet its targets for number of transportation units provided, number of hours of caregiver support provided, and the percent of older New Mexicans receiving congregate and home-delivered meals that are assessed with "high" nutritional risk. However, the department is off track to meet its target for number of hours of senior volunteers. The program has seen a decline in enrollment since the Covid-19 pandemic despite the department's marketing efforts. ALTSD's strategic plan highlights volunteer recruiting as a key priority.

Budget: $58,350.4 **FTE:** 29	FY24 Actual	FY25 Actual	FY26 Target	FY26 Q1	FY26 Q2	FY26 Q3	Rating
Percent of older New Mexicans receiving congregate and home-delivered meals through Aging Network programs that are assessed with “high” nutritional risk	20%	25%	17%	28%	29%		G
Number of hours of services provided by senior volunteers, statewide	454,772	602,853	745,000	111,572	145,460		R
Number of outreach events and activities to identify, contact and provide information about aging network services to potential aging network consumers who may be eligible to access senior services but are not currently accessing those services	986	745	800	178	167		Y
Number of meals served in congregate and home-delivered meal settings	4,020,390	4,430,000	4,430,000	1,021,120	1,171,371		Y
Number of transportation units provided	265,565	286,470	300,000	75,518	80,181		G
Number of hours of caregiver support provided	222,922	264,906	167,000	66,139	64,631		G
Program Rating	Y	Y					Y

*Measure is classified as explanatory and does not have a target.

Long-Term Care Division

The Long-Term Care Division was reestablished at ALTSD starting in FY26. The division supports kinship care, veteran-directed care, the care transitions unit, New Mexicare, and the Office of Alzheimer’s and Dementia Care. The division has only one performance measure, previously reported under the Consumer and Elder Rights Program. The department reports declines in the second quarter of FY26 are attributable to the new methodology to collect the data for percentage of residents who remained in the community six months following a nursing home transition. The department creates an individualized transition plan per resident for greater resident advocacy, which has resulted in decrease in readmissions into nursing facilities and hospital settings.

Budget: $7,894.3 **FTE:** 28	FY24 Actual	FY25 Actual	FY26 Target	FY26 Q1	FY26 Q2	FY26 Q3	Rating
Percent of residents who remained in the community six months following a nursing home care transition	99%	94%	90%	84%	77%		Y
Program Rating	New for Program	New for Program					Y

*Measure is classified as explanatory and does not have a target.

NEW MEXICO LEGISLATIVE FINANCE COMMITTEE

PERFORMANCE REPORT CARD
Aging and Long-Term Services Department
Third Quarter, Fiscal Year 2026

ACTION PLAN

Submitted by agency?	Yes
Timeline assigned?	Yes
Responsibility assigned?	Yes

Aging and Long-Term Services Department

The Aging and Long-Term Services Department (ALTSD) reported similar performance for the third quarter of FY26 compared to the beginning of the last quarter. ALTSD is on track to meet the targets for most of its measures. The department's mission is to serve older adults and adults with disabilities so they can remain active, age with dignity, be protected from abuse, neglect, and exploitation, and have equal access to healthcare.

Consumer and Elder Rights

During the third quarter of FY26, the Aging and Disability Resource Center (ADRC) received 8,233 calls, of which 93 percent were answered by a live operator. For the percentage of customers satisfied with their call to the ADRC, the departments reports that it will follow up with constituents who identify as being neutral or less than satisfied to incorporate their feedback in ADRC workflow. The Consumer and Elder Rights Program maintained visiting all 283 long-term care facilities throughout the fiscal year. ALTSD reports an increase in the percent of ombudsman complaints resolved within sixty days from the prior quarter, with the third quarter reporting aligned with prior-year actual spending.

Budget: $6,301.1 **FTE:** 55	FY24 Actual	FY25 Actual	FY26 Target	FY26 Q1	FY26 Q2	FY26 Q3	Rating
Percent of calls to the Aging and Disability Resource Center that are answered by a live operator	70%	64%	90%	94%	91%	93%	G
Percent of calls to the Aging and Disability Resource Center that are resolved in a single contact	99%	93%	90%	78%	82%	78%	Y
Percent of customers satisfied with the outcome of their call to the Aging and Disability Resource Center	97%	93%	90%	82%	85%	81%	Y
Percent of individuals provided short-term assistance that accessed services within 30 days of a referral from options counseling	93%	99%	92%	100%	100%	100%	G
Percent of facilities visited monthly	56%	68%	40%	100%	100%	100%	G
Percent of ombudsman complaints resolved within sixty days	100%	99%	99%	98%	87%	99%	G
Program Rating	Y	Y					G

*Measure is classified as explanatory and does not have a target.

Adult Protective Services

The Adult Protective Services Program reported 5,334 investigations of abuse, neglect, or exploitation for the first half of FY26, trending similarly to the 5,258 investigations reported this time last year. ALTSD reports the program is projected to meet or surpass its FY26 target of annual investigations. The department states, while the program is effective in providing timely intervention and harm reduction, additional APS investigators will be needed as reports and case complexity grow. While the percent of repeat abuse, neglect, or exploitation cases within six months of a substantiation of an investigation have decreased from the second quarter, the program has seen an increase of repeat cases in FY26 compared to FY25. The program will work on strengthening harm reduction strategies to support long-term client safety and reduce repeat involvement, in addition to targeted training and effective protective plans.

Budget: $16,098.1 **FTE:** 130	FY24 Actual	FY25 Actual	FY26 Target	FY26 Q1	FY26 Q2	FY26 Q3	Rating
Number of Adult Protective Services investigations of abuse, neglect or exploitation	7,632	6,915	6,150	1,860	1,675	1,799	G
Percent of emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed timeframes	99%	99%	100%	98%	98%	100%	G
Percent of repeat abuse, neglect or exploitation cases within six months of a substantiation of an investigation	0.5%	0.3%	2%	0.8%	1.3%	0.51%	G
Number of outreach presentations conducted in the community within adult protective services' jurisdiction	438	384	180	88	94	94	G
Percent of contractor referrals in which services were implemented within two weeks of the initial referral	71%	69%	80%	66%	69%	73%	Y
Number of referrals made to enrollments in home care and adult daycare services resulting from an investigation of abuse, neglect or exploitation	248	68	400	70	75	72	G
Percent of priority two investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed time frames	99%	98%	98%	99%	99%	98%	G
Percent of consumers for whom referrals were made who accessed services and remained in a community setting for six or more months	95%	95%	90%	100%	97%	95%	G
Program Rating	Y	Y					G

*Measure is classified as explanatory and does not have a target.

Aging Network

The Aging Network has already exceed its target for number of hours of caregiver support provided and the percent of older New Mexicans receiving congregate and home-delivered meals who are assessed with "high" nutritional risk and is on track to meet the target for number of transportation units provided. However, the department is off track to meet its target for number of hours of senior volunteers. ALTSD states it will provide Older Americans Act eligibility training and expand targeted outreach to increase client registration, as well as collaborate with the Area Agencies on Aging for a coordinated workplan to increase senior volunteer participation.

Budget: $58,350.4 **FTE:** 29	**FY24 Actual**	**FY25 Actual**	**FY26 Target**	**FY26 Q1**	**FY26 Q2**	**FY26 Q3**	**Rating**
Percent of older New Mexicans receiving congregate and home-delivered meals through Aging Network programs that are assessed with “high” nutritional risk	20%	25%	17%	28%	29%	30%	G
Number of hours of services provided by senior volunteers, statewide	454,772	602,853	745,000	111,572	145,460	148,940	R
Number of outreach events and activities to identify, contact and provide information about aging network services to potential aging network consumers who may be eligible to access senior services but are not currently accessing those services	986	745	800	178	167	225	Y
Number of meals served in congregate and home-delivered meal settings	4,020,390	4,430,000	4,430,000	1,021,120	1,171,371	1,040,067	G
Number of transportation units provided	265,565	286,470	300,000	75,518	80,181	77,647	G
Number of hours of caregiver support provided	222,922	264,906	167,000	66,139	64,631	71,807	G
Program Rating	Y	Y					Y

*Measure is classified as explanatory and does not have a target.

Long-Term Care Division

The Long-Term Care Division, re-established in FY26, has only one performance measure, previously reported under the Consumer and Elder Rights Program. The department reports slight increases in the third quarter of FY26, noting a 70 percent rise in client calls, expanded program and services training, and increased staffing capacity. The program expanded community transition units to a total of nine during this quarter, with expanded education, outreach, and technical assistance to nursing facilities to come, particularly in rural areas of the state.

Budget: $7,894.3 **FTE:** 28	**FY24 Actual**	**FY25 Actual**	**FY26 Target**	**FY26 Q1**	**FY26 Q2**	**FY26 Q3**	**Rating**
Percent of residents who remained in the community six months following a nursing home care transition	99%	94%	90%	84%	77%	79%	Y
Program Rating	New for Program	New for Program					Y

*Measure is classified as explanatory and does not have a target.