

Resources for Guardians

- **Adult Protective Services (To Report Abuse, Neglect or Exploitation)**

Anyone who suspects that an adult is being abused, neglected or financially exploited has a legal obligation to make a report to Adult Protective Services (APS). Any concerned party can make a complaint by calling their 24-hour toll-free number at (866) 654-3219. The more evidence that you can provide of such abuse, the easier it will be for APS to thoroughly investigate and substantiate the complaint. For more information on the guidelines for investigations conducted by APS, call (505) 841-4500, or visit their website at http://www.nmaging.state.nm.us/Adult_Protective_Services_Division.html. If you are living in a facility, such as a nursing home or assisted living facility, APS will only investigate complaints alleging abuse or exploitation by persons in the community and will not consider complaints against the facility itself, or its staff. If you have complaints regarding the way you or a loved one are being treated by the facility, you should contact your Ombudsman at (866)451-2901.

- **Aging and Disability Resource Center**

For free information on all types of services for elders and persons with disabilities, call the Aging and Disability Resource Center at the New Mexico Aging and Long Term Services Department (ALTSD) at (800) 432-2080. Their counselors can help you locate services in every part of the state and also benefits that can pay for such services. They can also assist with how to locate low-cost prescriptions and select a Medicare drug plan. There is a great deal of other useful information on the ALTSD website at www.nmaging.state.nm.us. You can also consult their Social Service Resource Directory at www.nmresourcedirectory.org.

- **Alzheimer's Association.** Website: www.alz.org. Offers information about Alzheimer's research, support and care, including a 24-hour Help Line: (800) 272-3900.

- **Alzheimer's Foundation of America.** Website: www.alzfdn.org. Provides information about improving the quality of life for persons with Alzheimer's and offers 24-hour Hotline: (866) 232-8484.

- **Brain Injury Association (BIA) of New Mexico.** Website: www.braininjurynm.org. Offers information on brain injury resources, services, research, education, treatment, legislation, and more. Phone: (888) 292-7415 or (505) 292-7414.

- **Centers for Guardianship Certification (CGC).** Website: www.guardianshipcert.org. Telephone: (717) 238-4689. For names and contact information for certified and master guardians, as well as information on how to register for an exam for national certified guardians and national master guardians. CGC's website also contains information on continuing education for guardians.

- **Disability Information Online.** www.Disability.gov. A US government website with disability-related information and resources.

- **Department of Health**

If you believe that you or a loved one are receiving substandard care from a facility where they reside or from an agency that is providing in-home care, you can make a complaint with the New Mexico Department of Health by calling (800)752-8649. For more information on care providers in New Mexico and other services offered by the Department of Health, call (505)476-8925 or visit their website at www.health.state.nm.us.

- **Food Stamps Program (SNAP), Income Support Division.** Call (800) 432-6217 or visit the website at www.hsd.state.nm.us/isd.fs.html.

- **Guardian Angels Foundation**, 2 Chamisa Drive N, #K, Santa Fe, NM 87508; Telephone: (505) 920-2871, www.GuardianAngelsFoundation.org Or contact at the following email: info@GuardianAngelsFoundation.org For information on training and support for guardians in New Mexico, as well as the incapacitated adults they serve.

- **Housing.** Information is available from the Aging and Disability Resource Center and the Social Service Resource Directory (listed above).

- **Legal Assistance.** Information is available from the Aging and Disability Resource Center and the Social Service Resource Directory (listed above).

- **Medicaid**

In order to be eligible for Medicaid, you must meet certain financial eligibility requirements. Outpatient Medicaid coverage is automatically provided to anyone who is unable to work and qualifies for SSI (Supplemental Security Income) through the Social Security Administration. This will pay for most medical care, hospitalization, and prescriptions. Institutional Medicaid is available through the Human Resources Department Medical Assistance Division. This type of Medicaid will pay for long-term care in a nursing home, but not in an assisted living facility. A person who is receiving Institutional Medicaid must pay all of their income to the facility where they reside, including Social Security benefits, VA benefits, or pensions, except for a small monthly allowance for incidentals. This allowance may be \$30 per month or \$60 per month (as of 2009), depending on how much the person has worked and paid taxes during their lifetime. For information on eligibility requirements or to apply for Institutional Medicaid, call New Mexico Human Services Department, (505)827-3100, or visit their website at <http://www.hsd.state.nm.us/mad/faqs/institutionalcare.html>.

- **Medicaid Waiver Programs**

In-home services are available to financially eligible persons who meet the criteria to receive care in an institution but prefer to remain at home. These “waiver programs” include: Coordination of Long Term Services Program (CoLTS), Disabled and Elderly Waiver, Developmental Disabilities Waiver, Medically Fragile Waiver (for children), AIDS Waiver, Mi Via Waiver and Personal Care Option (PCO). A few assisted living facilities accept CoLTS as payment for their services. For more information, contact the Aging and Long Term Services Resource Center at (800) 432-2080.

- **Medicare**

Medical Care. Medicare is available to persons who are receiving Social Security retirement benefits. You do not need to meet financial eligibility requirements in order to qualify. Medicare will pay for medical services and supplies ordered by a doctor. For more information, visit www.Medicare.gov or call 1-800-MEDICARE (1-800-633-4227).

Nursing Home Care and Therapy. When ordered by a doctor, Medicare will pay for up to 100 days in a nursing home if you are receiving services designed to rehabilitate you and improve your level of functioning, such as physical therapy, speech therapy, occupational therapy or skilled nursing. Your eligibility for Medicare must be reviewed every 30 days in order to “recertify” you for continued services. If you are not making satisfactory progress toward regaining functioning, Medicare may terminate your services. In addition, Medicare can pay for hospice care if your doctor has determined that your illness is likely to be terminal.

In-Home Care. Medicare can also pay for services received while living in your home for a limited time (once again, if ordered by a doctor). These services can include physical therapy, occupational therapy, speech therapy, skilled nursing and hospice care. If you are receiving these services, Medicare can also pay for a home health aide to visit you twice a week for an hour to shower or bathe you. Medicare does not pay for other services provided by a caregiver in your home. As with care in a nursing home, you must be periodically recertified in order to continue receiving services at home.

Prescription Drugs. Medicare also offers a prescription drug plan (Medicare D). For help determining whether to sign up for a Medicare drug plan, call the New Mexico Aging and Disability Resource Center (above). You can only sign up for or change Medicare drug plans once a year (from November 15th-December 31st of each year).

- **National Guardianship Association (NGA), Website:** www.guardianship.org, Phone: (877) 326-5992. For information on guardianship, including the Standards of Practice and Codes of Ethics for guardians. NGA also offers a ListServ and ethics hotline, as well as current events, publications and conferences.
- **New Mexico Commission for the Blind.** Website: www.cfb.state.nm.us. Offers information on resources for New Mexicans with visual impairment. Phone: (888) 513-7968.
- **New Mexico Commission for the Deaf and Hard of Hearing Persons.** Website: www.cdhh.state.nm.us. Provides education, advocacy and programs for New Mexicans with hearing impairment. Phone: (800) 489-8536.
- **New Mexico Traumatic Brain Injury Trust Fund.** Offers short-term case management, life skills coaching and funding for home care for individuals who have been diagnosed with a traumatic brain injury. For information, call (505) 476-4782 or visit the website at www.nmaging.state.nm.us/Brain_Injury_Services_Program.html.
- **Office of Guardianship, New Mexico Developmental Disabilities Planning Council,** (505) 476-7324. Assistance for financially eligible persons who need legal help setting up a guardianship. If no one else is available to serve as guardian, the Office of Guardianship can also provide a professional guardian who is paid by the state.

- **Ombudsman Program (For Help Advocating for a Resident's Rights)**

The Ombudsman advocates for the rights of persons residing in long-term care facilities, such as nursing homes and assisted living facilities. Volunteers regularly visit residents and help them address concerns and complaints about their rights, including the right to choice, privacy and dignity. Posters describing residents' rights and listing the phone number for the Ombudsman in your area are required to be prominently displayed in an obvious location in each facility. If you believe your rights, or those of a loved one, are being violated, call the number on this poster, or call (866)451-2901 to locate the Ombudsman in your area. You can find more information on the Ombudsman Program on the website for the New Mexico Aging and Long Term Services Department at http://www.nmaging.state.nm.us/Ombudsman_bureau.html.

- **Prescription Drug Assistance.** Information is available from the Aging and Disability Resource Center and the Social Service Resource Directory (listed above).

- **Senior Services Departments**

Albuquerque. Albuquerque Department of Senior Affairs can be reached at (505) 764-6400 or through their website at www.cabq.gov/seniors. Services include information on transportation assistance, sports and fitness activities, classes, income tax preparation, care coordination, home retrofits and repairs, assistance with household chores, Senior Citizen's Law Office, in-home care, clinics (including medication management), senior day services, and referrals to senior centers and other sites in the area that offer nutritious meals and a variety of activities.

Las Cruces. City of Las Cruces Senior Programs can be reached at (575) 528-3000 or (800) 420-3482 (from outside the Las Cruces area), or through their website at www.las-cruces.org/public-services/senior-programs/default.shtm. Services include information on recreation, education, home care, local resources and referrals to senior centers and other sites in the area that offer nutritious meals and a variety of activities.

Santa Fe. Santa Fe Senior Services Division can be reached at (505) 955-4721 or through their website online at www.santafenm.gov/index.aspx?nid=311. There are volunteer and other services available through the City of Santa Fe. They also offer transportation services, Meals on Wheels, respite and non-medical care, homemaker services, computer classes, benefits counseling, defensive driving courses, health education, caregiver support programs, income tax preparation, and referrals to a senior center in the area that offers nutritious meals and a variety of activities.

Other Areas. For those who live in other areas, check with your city government to see if they offer similar services.

- **Social Security Administration.** Call (800) 772-1213, or visit the website at www.ssa.gov. Benefits are available for seniors age 62 or over, as well as persons of all ages with disabilities. Eligibility requirements vary, depending on the type of benefits sought.

- **Veterans Benefits**

A veteran can receive medical and dental care and prescriptions at very low cost through clinics approved by the Veterans Administration (VA) and can also be eligible for nursing home care. For more information on veterans' benefits that may be available, visit the VA website at

<https://www.va.gov/healtheligibility/application/>. In-home assistance is also available for a veteran or surviving spouse through the VA Aide and Attendance Program. In order to qualify for in-home services, the veteran must have served during wartime, but is not required to have served in combat or have been injured. The veteran or surviving spouse must meet financial eligibility and level of care requirements and must be receiving a pension from the VA. For more information, call the VA at (800)827-1000 or visit these websites for useful information and answers to common questions about eligibility requirements for veterans' pensions and other benefits: <http://www.vba.va.gov/bln/21/pension/vetpen.htm#7> or <http://www.veteranaid.org/program.php>.

- **Vocational Rehabilitation, Division of (DVR)**

This state agency provides assistance with education, job coaching and locating employment. DVR also offers assistance with business start-up expenses. Call (800) 224-7004 or visit the website at www.dvrgetsjobs.com.