The New Mexico Aging and Disability Resource Center
What is the Aging and Disability Resource Center?

- The Aging and Disability Resource Center, also known simply as the Resource Center, or by the acronym ADRC is becoming the Single Point of Entry for Seniors and Adults with Disabilities to Access to Long-term Support Services in New Mexico.

- The Aging & Disability Resource Center provides telephonic information, assistance, awareness, referrals and advocacy in those areas of daily living that will maximize personal choice and independence for seniors and adults with disabilities throughout New Mexico, as well as for their caregivers.
What is the Aging and Disability Resource Center?

- The ADRC provides benefits counseling on the Medicare prescription drug program, Social Security, Medicaid, Medicare and Veterans benefits information and related Senior Medicare Patrol billing questions and appeals.

- ADRC provide information on community services such as independent living centers, legal services, homemaker assistance, senior centers, transportation, home-delivered meals, home modifications, assisted living and long-term care facilities, respite care, support groups and other caregiver resources. Over 3600 providers/services in our data base.
What is the Aging and Disability Resource Center?

• On average, the ADRC receives over 250 phone calls per day

• The ADRC has 26 dedicated staff

• The ADRC is how to the following:
  • Resource Coordination
  • Coordination of Long-Term Services (CoLTS) “C” Waiver Program intake and central registry
  • Prescription Drug Assistance Program
  • Protection Services Intake System
How We Can Help

Resource Coordination:

Resource coordination is best described as assisting the client in describing their situation/problem. The inquirer recognizes the problem but does not know how to articulate it and is not aware of what resources are available to the elderly and disabled population in New Mexico.

The Resource Coordinator provides over the phone and walk-in counseling in care coordination. Resource Coordinators will address, identify and assist the various needs of the clients. The clients will have increased access to the Care System through multiple referrals to active programs.
How We Can Help

Resource Coordination Services

ADRC uses a screening and assessment tool to assist callers with answers to their questions and help in accessing:

- **Housing assistance, such as home renovations and/or repairs, residential facilities, or assistance in finding a home**
- **Transportation options in their area, such as transportation to/from doctor appointments, public transportation, or senior center transportation**
- **Services that assist with food and meals, such as food stamps, help with meal preparation, special diets, or nutrition programs**
How We Can Help

Resource Coordination Services (continued)

✓ Health services such as nutrition counseling, hearing aids, mobility aids, and assistance in paying for medications

✓ Insurance and benefits programs such as Medicare, Medicaid, Social Security, Veteran’s Benefits

✓ Other programs such as senior centers, companionship programs, volunteerism, bill payer program, and exercise and other wellness activities
How We Can Help

Coordination of Long-Term Services (CoLTS) “C” Waiver Program intake and central registry

- Medicaid CoLTS “C” Waiver
  - Provide the intake, registration, and allocation process for the Waiver program

- Mi Via Self-Directed Waiver
  - Once allocated under the Medicaid “C” Waiver, clients can choose the self-directed waiver
  - Mi Via is about choosing self-direction over your in-home and/or community-based services, support, and goods within your approved plan and budget
How We Can Help

The Prescription Drug Assistance Program

✓ Ensures that seniors and adults living with a disability can obtain the medications they need at a cost they can afford

✓ Provides information about many insurance plans, discount cards, and other options for accessing prescription medications

✓ Helps low-income and indigent citizens obtain free prescription medications through patient assistance programs
How We Can Help

Adult Protective Services (APS) Intake

✓ The Aging and Disability Resource Center is here to respond to all reports of ADULT abuse, neglect, or exploitation

✓ CYFD continues to respond to all reports of Child abuse, neglect, or exploitation

✓ To report the abuse, neglect, or exploitation of an adult in New Mexico, please call or fax:
  Toll free: 1-866-654-3219
  Santa Fe: 505-476-4912
  Fax: 505-476-4913
How We Can Help
Adult Protective Services (APS) Intake

Information needed to report abuse, neglect, or exploitation

- Information about alleged victim
  - Name, date of birth, phone number, physical address, physical condition/diagnosis, history of abuse, neglect, exploitation, substance abuse, mental illness, etc.

- Information about alleged perpetrator
  - Name, address, phone, etc.

- Description of the incident

- Conditions in the home
  - Are there weapons in the house?
  - Are there dangerous animals?
How We Can Help

The New Mexico Social Services Resource Directory

www.nmresourcedirectory.org

✓ The online directory will provide you, your family, or your caregivers an easier way to access up-to-date, comprehensive services offered by national, state, and local social service providers

✓ This directory currently contains data resources managed by the New Mexico Department of Health and by the New Mexico Aging and Long-Term Services Department
Welcome to the New Mexico Social Service Resource Directory!

Do you know that information to access such services as health care, transportation, assisted living, independent living centers, legal assistance, or home-delivered meals are just a click away?

This online directory will provide you, your family or your caregivers an easier way to access up-to-date, comprehensive services offered by national, state, and local social service providers.

Currently this directory contains data resources managed by the New Mexico Department of Health and by the New Mexico Aging and Long-Term Services Department.

Click here for Services
Access different Services in this section. Fill out financial and medical assistance applications, find organizations and businesses in your area and rate their products and services, and find government benefits.

Click here for Learn About
Learn About a variety of topics important to you.

Click here to Talk It Over
Trained staff in our Aging and Disability Resource Center are available to provide guidance in considering your choices.

El personal especializado en nuestro Centro de Recursos están disponibles para proveer orientación en la consideración de sus opciones.
What is the Resource Directory?

- Created by the Aging & Long Term Services Department and the Department of Health

- Access important health resources and social service resources in your community

- Online library of information about health and human services
What Can You Do With the Resource Directory?

• Get contact information and descriptions for organizations and resources across New Mexico, and/or right in your own community

• Search the state by county

• Find useful information about a variety of important subjects

• Connect to other online resources
Services can be displayed within a certain number of miles within a given zipcode. Kindly indicate your preference below:

Zip Code: 87505  Distance in miles: __________

Which of the following needs would you like to find help for?

**Emergencies**
- I or someone I know is being abused, neglected or exploited
- I or someone I know can't afford home heating bills
- I or someone I know can't afford to buy food
- I or someone I know can't afford vital medications
- I or someone I know needs emergency shelter

**Housing**
- I'm looking for a home
- I need help understanding housing rights
- I need help making a home accessible (ramps, grab bars, etc)
- I need information on affordable housing
- I need information on nursing homes, assisted living, group homes, etc
- I need assistance heating or cooling a home

**Food & Meals**
- Assistance paying for food
- Support grocery shopping & preparing food
- Special diets (diabetic, high blood pressure, etc)
- Home delivered meals
- Community meals at senior centers

**Transportation**
- Transportation for appointments, shopping, etc
- Busses and public transportation
- Adapting vehicles for people with disabilities
- Driving concerns for older adults
- Accessible (handicapped) parking
Step #2

Needs Assistance Search - Step 2 of 2

The needs you identified on the previous page have been searched and you can now view helpful information about those needs by clicking the links below. You can also choose to view a list of organizations that provide services and products to assist with those needs.

If you want to change your needs choices, just click the browser back button or the "Return to Step 1" button below.

View a list of organizations providing information or assistance for the following needs

Housing
Food & Meals
Transportation

View helpful information about the following needs

Housing
Food & Meals
Transportation

Return To Step 1
**Step #3**

**Options Home Care Services, Inc-Santa Fe** -- Add to Favorites
Description: *Environmental modifications* referrals by CM, respite services. Located in Pojoaque.
Service: *Home Improvement - Accessibility, Respite Care*
Address: 5 Petroglyph Circle
Suite C, Santa Fe, NM 87505
Phone: (505) 989-3306
0.00 miles from zipcode 87505

**The Job Shop** -- Add to Favorites
Description: *Not Available*
Services: *Home Improvement - Accessibility*
Address: 2976 Rodeo Park Dr. East, Santa Fe, NM 87505
Phone: (505) 428-2366
0.00 miles from zipcode 87505

**Habitat for Humanity ReStore - Santa Fe** -- Add to Favorites
Description: Accepts donations of new and used building materials, appliances, tools and furniture, then resells them at 50% to 70% off of retail. The proceeds go to Habitat for Humanity to build more houses for qualified families in need and it keeps the landfill free of useable items.
Service: *Charities/Foundations*
Address: 1143 Siler Park Lane, Santa Fe, NM 87507
Phone: 
4.01 miles from zipcode 87505

**Learn About**

**Helpful Information About Adapting Motor Vehicles**
Description: A resource for adapting vehicles for special needs

**Auto Mobility Programs**
Description: Car companies will often offer special service to people in the market for a motor vehicle adapted for certain disabilities. Information on how to access these services

**Sun Van: Transportation for People with Disabilities in Albuquerque**
Description: Information on Albuquerque’s "Sun Van" - transportation for people with disabilities
How to Get the Assistance You Need

For help with:

- Information, referrals or assistance
- Care Coordination Services
- Coordination of Long-Term Services (CoLTS) “C” Waiver Program intake and central registry
- Prescription Drug Assistance Programs

Please call:
Toll-free: 1-800-432-2080
Santa Fe: 505-476-4846
or Visit SSRD Web Site
How to Get the Assistance You Need

If you know of an adult who is suffering from abuse, neglect, or exploitation, contact APS to file a confidential report:

- Toll free: 1-866-654-3219
- Santa Fe: 505-476-4912
- Fax: 505-476-4913
Questions or Comments?

Thank you!