

Accountability in Government Selected Performance Highlights First Quarter, Fiscal Year 2021

Background

Pursuant to the Accountability in Government Act (AGA), quarterly reports are required of key state agencies, including performance measures and targets approved for each fiscal year by the Department of Finance and Administration (DFA) in consultation with LFC, as well as other measures important to agency operations.

The quarterly LFC report card process begins when the agency quarterly performance reports are received by the LFC. LFC analysts use these reports and other pertinent sources of information to compile a draft report card, and then LFC management, the report card team, and the analysts all meet for an in-depth review of each report card. Analysts then revise as appropriate and send draft report cards to the agencies for feedback. When agencies have responded and analysts have made final edits, the report cards are presented to the LFC and posted on the LFC website.

Agency performance measures are listed in tables in the body of the report cards, along with a green, yellow, or red rating that indicates how well agencies are progressing in meeting performance targets. Where relevant and timely data is available, LFC analysts may add national or regional benchmarks to provide context for the state's outcomes. Yellow and red ratings indicate the data is insufficient for LFC analysts to readily recognize progress or problems or an early warning that an agency is not on track to meet a target by fiscal year end. First-quarter data is often preliminary or partial, and may not accurately reflect what the agency's performance trend will be.

Many agencies indicate that the Covid-19 pandemic continues to impact performance in the first quarter, with closures and remote working conditions in effect since early March. Some of those agencies are projecting lower performance or no measurement of performance in the first quarter, while others continue to meet targets and reporting requirements.

At the time of this report, final report cards were not ready for the Human Services Department, the Behavioral Health Services Division, the Earl Childhood Education and Care Department or the Workforce Solutions Department. These report cards will be posted to the LFC website by Friday, December 11, 2020.

Performance of note for the first quarter of FY21 by major area includes:

Public Safety (*NMCD page 46, DPS page 50*)

The Corrections Department reported significant improvements in prison violence and vacancy rates among correctional officers and probation and parole officers this quarter, but issues in its performance reporting in previous quarters make it difficult to evaluate its performance on several key metrics, including overall recidivism. The state's prisons have been overrun by the Covid-19 pandemic, which has killed 11 inmates, and two prisons have had more than 85 percent of their populations infected. Simultaneously, the department's medical vendor has seen a drop in its ability to meet standard healthcare requirements, and three of the six performance metrics it failed to meet this quarter are directly linked to respiratory health.

New Mexico State Police increased DWI enforcement this quarter. Still, they reported low numbers of DWI arrests, suggesting drunk driving was down this quarter compared with previous years, and preliminary Department of Transportation reports suggest alcohol-involved traffic fatalities are also down this quarter. Both the state police and the Department of Public Safety's forensic laboratory struggle with vacancies among key staff. High vacancy rates among small units in the forensic laboratory significantly impact their productivity.

Health (*ALTSD page 30, DOH page 33*)

DOH reported declines in performance targets across the agency during the first quarter of FY21. However, very few of the department's performance measures relate to the state's response to Covid-19, which a significant portion of DOH's resources are now dedicated to. DOH reported a decline in the number of individuals receiving developmental disabilities and Mi Via Medicaid waivers. The program reported as of September 2020, there were 4,713 individuals on the waiting list for waivers. Of those individuals, 463 have placed their allocation on hold, meaning these individuals were offered waiver services and chose to remain on the waiting list, for now. During the first quarter, the number of individuals on the waitlist decreased despite increased funding for an additional 190 waiver slots. As of September 2020, 128 of those slots have been filled.

Public Education (*page 54*)

Preliminary, uncertified student data suggests statewide enrollment counts fell by 12,300 students, or 3.9 percent, with most districts across the state losing membership. Enrollment declines were larger in younger grade levels. Despite the declines, more students are projected to participate in K-5 Plus and extended learning time programs this year. Additionally, teacher vacancies decreased for a second consecutive year and the number of admits and graduates from educator preparation programs increased.

Higher Education (*page 56*)

Improvement in postsecondary graduation rates in New Mexico remains mixed year-over-year, particularly at the four-year research universities, which comprise the largest numbers of students. With the exception of branch campuses, colleges and universities are exceeding their own institutional performance targets, but the targets remain low.

The higher education funding formula may be overcompensating two-year institutions that are rewarding sub-baccalaureate certificates at an accelerating rate (42 percent increase over the past five years), and by rewarding the weight imbalance for the MP30 measure over the MP60 measure. The MP30 and MP60 measures act as rewards to the institutions for a student earning 30 or 60 student credit hours and are intended to support student progress toward earning a higher-level degree than a sub-baccalaureate certificate.

Natural Resources (*EMNRD page 24, OSE page 27, NMED page 39*)

After forest and watershed treatment was severely disrupted in FY20, the State Forestry Division of EMNRD treated nearly 4,500 acres in the first quarter of FY21, above average for the past four years.

Long-term drought continues to strain the state's rivers and result in an increased water delivery debit on the Rio Grande, challenging Interstate Stream Commission staff even as Rio Grande litigation with Texas enters its final stages.

The Environment Department continues to support businesses across the state in implementing workplace safety standards to protect employees and the public from Covid-19, conducting over 1,000 rapid responses in the first quarter.

Children, Youth and Families (*page 42*)

CYFD's Protective Services (PS) program and Juvenile Justice Services program both performed under target on more than half of performance measures, but both programs are making incremental progress in critical measures. In PS, while still above target and the national standard, both the six-month and 12-month maltreatment rates are moving in the right direction. In the first quarter of FY21, the Behavioral Health Services division exceeded all but one of its targets. While still under the target of 75 percent, the division increased the percentage of children and youth receiving services from clinicians from 51.8 percent in FY19 to 66.4 percent in the first quarter of FY21. Juvenile Justice (JJS) struggled to meet its targets related to recidivism, but while the overall percentage of recidivism remains

above targeted levels, the actual number of clients it represents remains almost flat. For FY20, in actual numbers, 15 clients out of 103 discharged from CYFD facilities entered an adult correctional facility. JJS exceeded its target related to the percentage of clients completing probation, ending the year with close to a 94 percent success rate. Since 2018, JJS has significantly improved its performance on this critical measure. CYFD's new Fostering Connections initiative will allow older youth who have left field supervision to receive supports, such as housing and medical insurance, that are factors in achieving long term success. The department's overall performance continues to be impacted by the Covid-19 public health emergency. Unemployment, unstable housing, and transient living have put many system-involved youth and youth transitioning from care at high risk of Covid-19. As the pandemic wears on, CYFD continues to adjust its business practices, but concerns about underreporting and negative behavioral health outcomes for children and youth continue to grow.

Human Services and Medicaid (*report card will be posted Friday, December 11*)

The Human Services Department's (HSD) Medicaid program only reported data on three performance measures out of a total of 10 performance measures. HSD should consider, starting in the second quarter or sooner, providing additional performance data to augment its approved slate of 10 performance measures for the Medicaid program. The Income Support and Child Support programs added and subtracted performance measures, but did provide data on some of these measures. The Temporary Assistance for Needy Families (TANF) program is struggling during the pandemic to find job placement opportunities for clients. However, the Child Support Enforcement program has increased child support collections by intercepting federal stimulus checks from noncustodial parents owing support.

Taxation and Revenue Department (*page 12*)

The Taxation and Revenue Department (TRD) is on track to meet its annual target for collections of outstanding balances, but as in previous quarters, fell short of its target for collectible audit assessments. The Audit and Compliance Division began using an advanced analytics tool in FY20 to identify collectible audits, but it is not yet clear that the tool has led to improved collections outcomes. The Motor Vehicle Division continued to make improvements in call center wait times, despite increased call volumes. However, the department has not tracked wait times in offices for the past two quarters, citing a need to focus on social distancing and hygiene practices, and does not track service quality in private partner offices. Online transactions have doubled as a share of total transactions – from approximately one-quarter to one half – since the beginning of the Covid-19 pandemic. TRD's vacancy rate increased slightly, to 24 percent, in November 2020.

Over the past two quarters, TRD inactivated 39 positions that had been vacant for over two years.

Economic Development and Tourism (*Tourism page 19, EDD page 21*)

The Economic Development Division awarded four companies \$9.8 million in LEDA funds in the first quarter of FY21 and created 617 jobs. EDD created 551 rural jobs in the first quarter. The JTIP board approved 28 businesses in the first quarter, 7 of which were new to the JTIP program. JTIP awards reached a total of \$6.6 million. During the first quarter, 1,269 new jobs were approved at an average wage of \$14.93 per hour.

Jobs in the leisure and hospitality sector continued to show year over year declines in the first quarter of FY21, with an overall average decline of -26 percent. As the Covid-19 pandemic has changed marketing priorities, the Tourism department has worked to increase digital engagement through virtual experiences and motivational posting to encourage visitation later. New Mexico Magazine exceeded its target for advertising revenue per issue, reaching an average of \$123.5 thousand in the first quarter.

General Government (*GSD page 15, SPO page 18, DOT page 52*)

The General Services Department reports the three largest risk funds are now 147 percent funded, an increase from the prior year. Health care expenditures for Presbyterian Health customers in the first quarter of FY21 are 14.8 percent below the first quarter of FY20, prior to the Covid-19 lockdowns. The reduced cost relative to a "normal" quarter suggests the Group Health Benefits Program continues to experience reduced expenditures as a result of lower health care utilization. The Employee Benefits Program added several performance measures that may be benchmarked to national averages. This added transparency may help the department better identify and control cost drivers in the program. The Facilities Management Division is working to move employees from leased space to state-owned facilities and reduce occupied square footage to account for telework.

The State Personnel Office (SPO) reports time to fill vacant positions increased to 59 days and one-third of new employees do not complete their first year of state service. The imposition of a hiring freeze does not seem to have significantly increased the vacancy rate and overall state employment has only fallen by approximately 180 employees, or 0.8 percent, between April 2020 and October 2020. For FY21, SPO significantly reduced the amount of information contained in the reports, including time to fill positions by agency, turnover by agency, and number of salary increases awarded, among others. The removal of this information makes it more difficult to assess the challenges confronting agencies statewide.

The Department of Transportation (DOT) reports that, despite challenges brought on by the Covid-19 pandemic, projects are being completed on time and maintenance activity has continued at a pace sufficient to meet performance targets. The department reports the vacancy rate fell from 20 percent in the fourth quarter of FY20 to 17 percent in the first quarter of this year. Additionally, reduced traffic volumes have resulted in traffic fatalities falling across all categories, with alcohol-related fatalities seeing a 72 percent decrease.

Courts and Justice *(page 8)*

Justice partners statewide experienced a sharp workload decrease due to the Covid-19 public health emergency, and though cases referred to district attorney offices and to public defenders increased from the fourth quarter of FY20, year over year workload for the first quarter of FY21 is still lower when compared with the first quarter of FY20. For specialty courts, the Administrative Office of the Courts has not implemented software in statewide drug courts to allow for quarterly reporting but hopes to do so in the second half of FY21.

Investments *(page 73)*

In the four quarters ending September 30, 2020, the value of New Mexico's combined investment holdings for the pension and permanent funds grew by \$393 million, or 0.7 percent, to end at \$53.7 billion, recovering \$2 billion, or 3.9 percent, from the previous quarter. Over the last five years, the state's combined investment holdings grew \$10.6 billion, or 24.5 percent.

Characterized by market losses associated with the global pandemic, the investment funds' one-year returns ranged from 1.94 percent (PERA) to 4.26 percent (LGPF). Over the last 10 years, average investment returns ranged from 7.01 percent (PERA) to 7.65 percent (LGPF).

ERB and SIC's funds outperformed their long-term targets for the five- and ten-year periods. All funds underperformed their respective long-term targets for the quarter, one- and three-year periods.

For peer funds greater than \$1 billion, the only fund to perform above the median was the LGPF for the 10-year period, on a net of fees basis. All funds performed in or near the lowest quartile for the one-year period. The PERA fund and the STPF also performed in the lowest quartile for the three- and five-year periods.

Information Technology Projects *(page 62)*

The Department of Information Technology (DoIT) continues to make progress on statewide IT projects this quarter. The statewide infrastructure replacement and enhancement (SWIRE) project is 99 percent complete, with North Central digital upgrades currently in progress. DoIT's P25 public safety radio project will not be fully implemented until 2026, but the current project phase is on track for completion in 2022 and the project remains on budget. DoIT's cybersecurity upgrade and rural broadband projects are increasingly significant given expanded remote work and education services. DoIT broadband awards include \$2.9 million for Cochiti Pueblo, \$2.1 million for Sierra county and \$1.1 million for Plateau Communications in Lea and Eddy counties for rural broadband connectivity projects. DoIT also continues to monitor progress on IT projects from other agencies, identifying potential risks and reporting on quarterly project status through the Enterprise Project Management Office dashboard.

Workforce Solutions

At the time of this report, LFC had not received the Workforce Solutions performance report for the first quarter of FY21. The majority of the data used to measure the agency's performance is reported through the U.S. Department of Labor, and is not released until 30 to 60 days after the end of the quarter. When the agency performance report is received, the WSD first-quarter report card will be posted at [https://www.nmlegis.gov/Entity/LFC/Performance Dashboard](https://www.nmlegis.gov/Entity/LFC/Performance-Dashboard).

Behavioral Health

The Behavioral Health Services Division's (BHSD) performance report for the first quarter of FY21 did not include a performance measure approved by the Department of Finance, and did not include four performance measures included in the General Appropriation Act. BHSD should consider, starting in the second quarter or sooner, providing additional performance data to augment its current set of performance measures.

HSD and BHSD have taken measures to improve behavioral health access during the Covid-19 pandemic. Medicaid managed care organizations have been directed to allow behavioral health providers to bill for telephonic visits similar to in-person visits. HSD also implemented strategies to increase the network of behavioral health providers. Additionally, as part of an effort by the Emergency Operations Center, BHSD is partnering with the Department of Health and Tourism Department to provide temporary housing and peer supports for displaced individuals who are at risk for Covid-19, are awaiting Covid-19 testing, or have tested positive for Covid-19.

PERFORMANCE REPORT CARD

Department Name
First Quarter, Fiscal Year 2021

ACTION PLAN

Submitted by agency? Yes
Courts and PDD

Timeline assigned? Yes

Responsibility assigned? Yes

Additional performance measures suggested for the judiciary:

- Appearance rate: percentage of supervised defendants who make all scheduled court appearances.
- Reoffenders: number (or percentage) of supervised defendants who are not charged with a new offense during the pretrial stage.
- Release success rate: percentage of released defendants who don't violate conditions of their release, appear for all scheduled court appearances, and are not charged with a new offense during pretrial supervision.
- Pretrial detainee length of stay: average length of stay in jail for pretrial detainees who are eligible by statute for pretrial release.

Courts and Justice

Courts

Administrative Support. The Administrative Office of the Courts has effectively reduced costs in the Administrative Support program through centralized interpreter services and purchasing a new jury management tool that allows for uniform data collection. Though the average cost per juror remained below the target for the first quarter of FY21, the agency expects cost per juror to rise in the next fiscal year as the courts purchase individual masks, pens, and hand sanitizer required to safely hold jury trials. Jury trials for the first quarter of FY21 were comparable to the first quarter of FY20, but will decrease in the second quarter as the Supreme Court mandates all jury trials cease after a rise in Covid-19 cases. The average interpreter cost per session decreased about 30% from FY19 to FY20, but that figure may be artificially low due to the drop in court hearings during the fourth quarter of FY20.

		FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 1 Q2	FY21 Q3	Rating
Budget: \$13,169	FTE: 49.8							
Average cost per juror		\$41.41	\$49.17	\$50.00	\$40.69			G
Number of jury trials*		963	725	N/A	136			
Average interpreter cost per session		\$157	\$117	\$100	\$55.92			G
Program Rating		G	G					G
*Measure is classified as explanatory and does not have a target.								

Special Court Services. The number of cases assigned to Court Appointed Special Advocates (CASA) increased in the first quarter of FY21, indicating the courts addressed the low referral rates of FY20. Drug and specialty court program outcomes were only reported semi-annually in FY20 due to inconsistencies in data collection, case management, and filing practices across state courts. The Administrative Office of the Courts received a \$400 thousand special appropriation during the 2020 legislative session to purchase drug court reporting software, which is now installed in 49 out of the 53 special court programs, which will allow for quarterly reporting in the second half of FY21.

		FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 1 Q2	FY21 Q3	Rating
Budget: 13,416	FTE: 15.5							
Cases to which CASA volunteers are assigned*		2,413	1,050	N/A	724			G
Monthly supervised child visitations and exchanges conducted		11,698	11,359	1,000	2,659			G
Average time to completed disposition in abuse and neglect cases, in days.*		85	61.5	N/A	62			G
Recidivism rate for drug-court participant		14%	18%	12%	No Report			
Recidivism rate for DWI-court participants		6%	7%	12%	No Report			
Graduation rate for drug-court participants*		51%	59%	N/A	No Report			
Graduation rate for DWI-court participants*					No Report			
Cost per client per day for all drug-court participants*		76%	81%	N/A				
Program Rating		Y	Y					G
*Measure is classified as explanatory and does not have a target.								

PERFORMANCE REPORT CARD

Department Name
First Quarter, Fiscal Year 2021

Statewide Judiciary Automation. AOC began reporting on new measures for FY20 to better gauge the success of the Statewide Judiciary Automation Program. Last year, complications with the Odyssey case management system caused times per service call to increase sharply. Previous targets, which measured call times in hours regardless of difficulty, were unattainable. The new measure tracks responses and resolutions to customer service requests in days, and AOC surpassed the target for the first quarter of FY21.

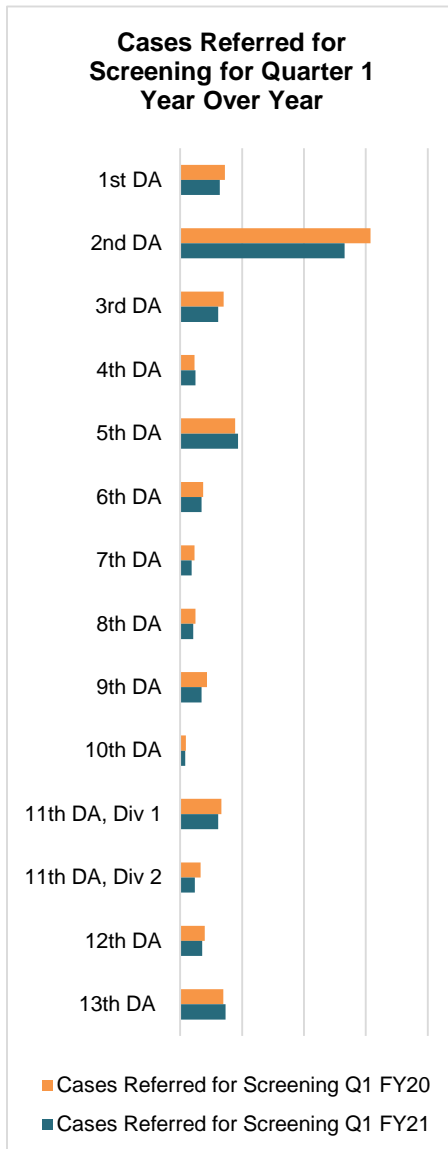
Budget:	FTE:	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Average time to resolve calls for assistance, in days		NEW	.33	1	.25			G
Program Rating			G					G

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

District Attorneys

After receiving guidance from the Legislature, the district attorneys submitted a unified priorities budget request for FY22, requesting the restoration of the original funding levels approved in the 2020 General Appropriation Act, prior to the solvency measures of the 2020 Special Session. District attorneys statewide experienced a sharp drop in workload in the latter half of 2020, as case referrals dropped during the Covid-19 public health emergency. While cases referred have started to increase again, workload for attorneys for the first quarter of FY21 is still lower than in the first quarter of FY20 in all districts except the 5th (Lea, Eddy, and Chaves counties) and 11th Division I (San Juan county).

Budget: 80,486	FTE: 954	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Number of Cases Referred for Screening*		73,256	73,386	N/A	16,376			
1st District		5,888	4,985	N/A	1,281			
2nd District		24,859	21,806	N/A	5,314			
3rd District		1,878	5,244	N/A	1,231			
4th District		1,888	1,734	N/A	488			
5th District		7,510	7,163	N/A	1,867			
6th District		2,737	2,621	N/A	685			
7th District		2,107	1,747	N/A	366			
8th District		2,005	1,758	N/A	423			
9th District		3,150	2,840	N/A	691			
10th District		902	670	N/A	161			
11th Division I.		5,298	5,128	N/A	1,226			
11th District Div. II		2,603	2,279	N/A	469			
12th District		2,936	2,850	N/A	710			
13th District		5,803	5,647	N/A	1,464			
Average Attorney Caseload		287	231	70	67			G
1 st District		210	174	70	46			G
2nd District		239	207	70	47			G
3rd District		346	233	70	79			Y
4th District		376	247	70	65			G
5th District		319	318	70	91			R

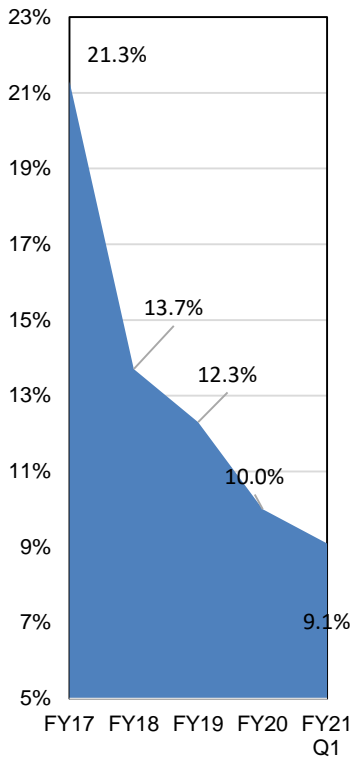


PERFORMANCE REPORT CARD

Department Name
First Quarter, Fiscal Year 2021

6th District	288	275	70	124	R
7th District	221	183	70	38	G
8th District	286	251	70	56	G
9th District	331	270	70	66	G
10th District	360	268	70	64	G
11th Division I.	294	301	70	72	G
11th District Div. II	274	414	70	85	Y
12th District	244	219	70	56	G
13th District	232	195	70	50	G

Public Defender
Department Vacancy
Rates



Public Defender

The Public Defender Department (PDD) transitioned to a new case management system at the start of FY20 that facilitates the production of robust quarterly reports, especially for in-house attorneys. Like other criminal justice partners, PDD has difficulties recruiting and retaining legal professionals in rural areas. PDD implemented geographical pay differentials and expanded recruitment tactics, significantly decreasing the agency vacancy rate from 21 percent in FY17 to the lowest vacancy rate in the last 10 years of nine percent for the first quarter of FY21, significantly reducing attorney caseloads.

PDD did not meet the target for total reduced charges in felony, misdemeanor, and juvenile cases for the first quarter of FY21. According to the agency, this is largely due to the dramatic change in how the criminal justice system operated during the COVID-19 pandemic, where limited in-person contact decreased the ability of attorneys to effectively communicate with clients and increased the likelihood that defendants accept unfavorable plea deals for fear of contracting the virus in detention. Contract attorneys reduced originally filed charges in only 38% of assigned cases according to data provided by PDD, which may be in part due to poor reporting practices and overwhelming caseloads.

	Budget: 55,488	FTE: 439	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY2 1 Q2	FY21 Q3	Rating
Felony, misdemeanor, and juvenile cases resulting in a reduction of original formally filed charges			72%	63%	70%	50.3%			G
In-house attorneys			84%	77%	70%	40%			R
Contract attorneys			31%	20.6%	70%	38%			R
Felony, misdemeanor, and juvenile cases resulting in alternative sentencing treatment			13,900	8,003	5,000	1,491			
In-house attorneys			12,281	6,956	4,000	1,159			
Contract attorneys			1,169	1,047	1,000	332			
Cases assigned to contract attorneys*			34%	35%	N/A	35.7%			
Average time to disposition for felonies, in days*			326	268	N/A	271			
In-house attorneys*			291	243	N/A	281			
Contract attorneys*			326	293	N/A	271			



PERFORMANCE REPORT CARD

Department Name
First Quarter, Fiscal Year 2021

Cases opened by Public Defender Department *	63,292	54,607	N/A	12,776
In-house attorneys*	40,628	40,074	N/A	7,919
Contract attorneys*	22,664	21,220	N/A	4,857
Program Rating	G	G		Y

ACTION PLAN

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

Taxation and Revenue Department

For the first quarter of FY21, the Taxation and Revenue Department (TRD) is on track to meet its annual target for collections of outstanding balances, but, as in previous quarters, fell short of its target for collectible audit assessments. Wait times in Motor Vehicle Division (MVD) continued to decrease, despite increased call volumes. MVD did not track wait times in offices for the past two quarters, citing a need to focus on social distancing and hygiene practices.

TRD continues to implement significant changes to processes and information technology (IT) infrastructure as a result of 2019 legislation authorizing numerous tax code changes. For FY21, the agency received \$8.4 million for enhancements to its combined reporting in GenTax, its tax administration software system, including tax changes.

The agency's vacancy rate increased slightly, to 24 percent, in November 2020. Over the past two quarters, TRD inactivated 39 positions that had been vacant for over two years.

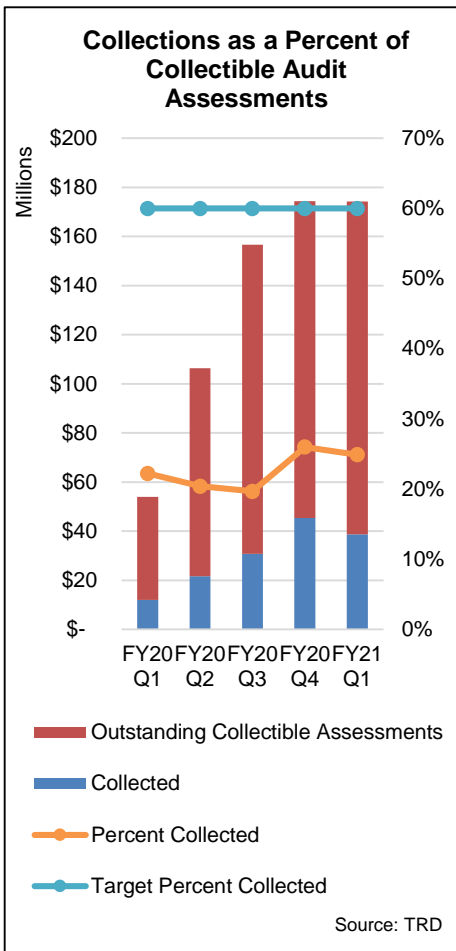
In response to the COVID-19 public health emergency, both MVD offices and TRD district offices are open by appointment only. The department has not held delinquent property tax sales for the past two quarters.

Tax Administration

The Tax Administration Program is on track to meet its annual target for collections of outstanding balances. The program collected \$89.2 million, or 9.4 percent, of its total collectible balance of \$953.5 million, or 41 percent of the target amount for the year.

However, the program fell short of its goal for collectible audit assessment. At the end of the first quarter, the program had collected \$44.3 million, or 25 percent, of the \$174.2 million in collectible audit assessments, short of its goal of maintaining collections at 60 percent. The department modified the measure for FY21 to account for the 90-day protest period, during which time assessments cannot be collected, and expects performance on the measure to improve in the future.

In FY20, the Audit and Compliance Division (ACD) began using a new data analytics tool to identify the most collectible audits. ACD could benefit from a detailed improvement action plan to address ongoing challenges with meeting collectible audit targets.

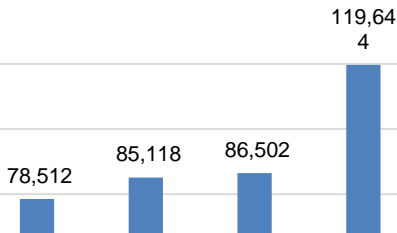


Budget: \$33,916 **FTE:** 495.8

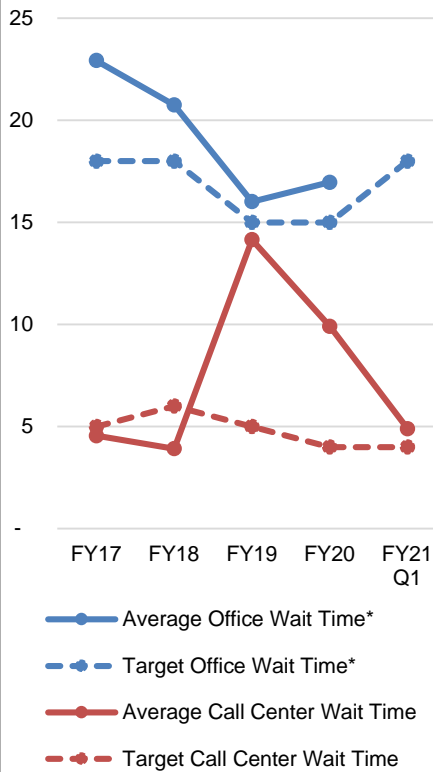
Measure	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Collections as a percent of collectible outstanding balances from the end of the prior fiscal year*	19%	19%	23%	9.4%			G
Collections as a percent of collectible audit assessments generated in the current fiscal year	49%	26%	60%	25%			R
Program Rating	Y	Y					Y

*Target is cumulative

MVD Call Volume



Average Wait Time in MVD Offices and MVD Call Centers (in minutes)



Source: TRD Quarterly Reports
*Only MVD q-matic equipped offices

Motor Vehicle

The Motor Vehicle Program decreased call center wait times significantly, from nearly ten minutes on average in FY20, to just under five minutes. Call volumes increased by nearly 40 percent from the previous quarter, due to limited in-person services. MVD recently implemented an interactive voice response system, which allows more customers to wait on hold, but has also led to a higher rate of abandoned calls.

MVD did not report on office wait times, citing a need to focus on maintaining social distancing and proper hygiene practices while offices are operating on an appointment-only basis. However, MVD should still track wait times to ensure efficiency, even with limited service. MVD is working to make available as many transaction types as possible online, including online license renewal for New Mexicans over the age of 79 and virtual title transfers. Prior to the pandemic, online transactions accounted for approximately one-quarter of total transactions, and have accounted for nearly half of total transactions, on average, throughout the pandemic. MVD field office transactions dropped from 35 percent to 14 percent of total transactions, while private partner office volume stayed steady at approximately 30 percent of transactions. TRD does not collect detailed information on service quality or wait times in contracted private partner offices, which would be beneficial to track, especially given limited capacity in MVD offices.

The share of registered vehicles with liability insurance continued to increase slightly, nearly reaching the target of 92 percent.

Budget: \$40,396 **FTE:** 326

Measure	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Registered vehicles with liability insurance	90.4%	90.6%	92%	91.2%			Y
Average wait time in "q-matic" equipped offices, in minutes	16:01	16:29	<18:00	NR			R
Average call center wait time to reach an agent, in minutes	14:09	9:55	<4:00	4:54			Y
Program Rating	Y	Y					Y

Compliance Enforcement

The agency is on track to meet its target for referral of tax investigations to prosecutors. In the first quarter of FY21, four new cases were opened and one existing case was referred to prosecutors. The number of tax investigations opened annually is small, causing this measure to fluctuate significantly between each quarter. However, due to the Covid-19 pandemic, the courts are experiencing a delay in scheduling hearings, and no cases were prosecuted during the first quarter of FY21.

Measure	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Tax investigations referred to prosecutors as a percent of total investigations assigned during the year	61%	114%	85%	25%			G

PERFORMANCE REPORT CARD

Taxation and Revenue Department

First Quarter, Fiscal Year 2021

Successful tax fraud prosecutions as a percent of total cases prosecuted*

100%

100%

N/A

0%

Program Rating

R

G

G

*Measure is explanatory and does not have a target

Property Tax

The Property Tax Program collected and distributed to counties \$1.7 million in delinquent property taxes in the first quarter of FY21, or 13 percent of the annual target, and recovered 2.8 percent of total delinquent property taxes. Public sales of delinquent property have not taken place for the previous two quarters, due to restrictions related to the Covid-19 public health emergency. TRD should implement procedures to hold tax sales remotely as soon as is feasible.

Budget: \$4,226 FTE: 41

Measure	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Delinquent property tax collected and distributed to counties, in millions	\$12.9	\$10.4	\$13	\$1.7			Y
Percent of total delinquent property taxes recovered	21.2%	18.7%	18%	2.8%			Y
Program Rating	G	Y					Y

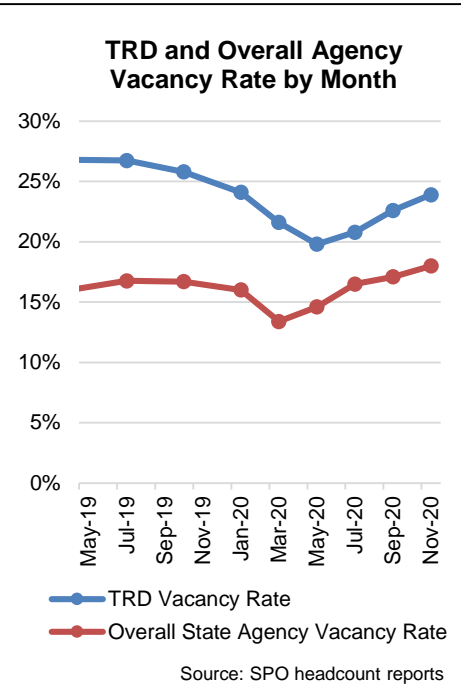
Program Support

The department is on track to meet its performance target for the number of tax protest cases resolved, resolving 432 cases in the first quarter of FY21, or 28 percent of its total target number of cases for FY21.

The department submitted a figure of 43 percent for internal audit recommendations implemented, which is on track to meet a goal of 92 percent for FY21. However, the Internal Audit Division is engaged in documenting procedures for all of TRD, and is counting completed internal controls as part of the performance measure on implementation of internal audit recommendations. This may not be a meaningful gauge of the division's efficacy, and does not directly address the performance measure. In the first quarter, the division implemented four internal controls, but did not implement any audit recommendations.

Budget: \$21,077 FTE: 182

Measure	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Tax protest cases resolved	1,003	1,744	1,550	432			G
Internal audit recommendations implemented	61%	94%	92%	43%			Y
Program Rating	R	Y					Y



ACTION PLAN

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

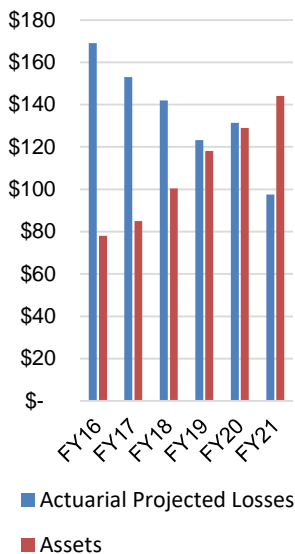
General Services Department

The General Services Department (GSD) reports healthy fund balances in the risk programs and continued savings in the health benefits program in FY21. In addition, a number of new measures have been added to the health benefits that will be reported beginning in FY21 including nationally benchmarked measures comparable across public and private health plans. Improved performance reporting in the health benefits program is vital as it will provide insight into cost drivers, care quality, and employee satisfaction with the benefit offered.

Risk Management

GSD reports the three largest risk funds have a combined balance of \$145 million and liabilities of \$97.5 million for a total funded ratio of 147 percent. The dramatic improvement in funded ratio was mostly driven by a reduction in anticipated liabilities; total projected liabilities fell from \$131.4 million to \$97.5 million between the fourth quarter of FY20 and the first quarter of FY21. Assets grew from \$129 million to \$144.1 million over this time. The change in liabilities was not explained in the quarterly report.

Assets vs. Actuarial Projected Losses for Major Risk Funds
(in millions)



Source: GSD and LFC Files

	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Budget: \$9,086.7 FTE: 56							
Projected financial position of the public property fund*	581%	736%	N/A	517%			G
Projected financial position of the workers' compensation fund*	52%	60%	N/A	59%			G
Projected financial position of the public liability fund*	89%	103%	N/A	113%			G
Program Rating	G	G					G

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

Group Health Benefits

Following a decline in per member per month (PMPM) costs in FY20, the department reports an increase of 16 percent from the fourth quarter of FY20 and the first quarter of FY21. The fourth quarter of FY20 was significantly impacted by the Covid-19 related shutdown. With the easing of lockdowns in the first quarter, more consumers began seeking health care which drove PMPM costs up. However, PMPM expenditures for Presbyterian Health customers in the first quarter of FY21 are 14.8 percent below the first quarter of FY20, prior to the Covid-19 lockdowns. The reduced cost relative to a "normal" quarter suggests the Group Health Benefits Program continues to experience reduced expenditures as a result of lower health care utilization. While data for Blue Cross Blue Shield were not available, the trend is likely similar.

	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Budget: \$385,187.7 FTE: 0.0							
State group prescriptions filled with generic drugs	88%	87.2%	80%	87%			G
Change in average per member per month total healthcare cost	0.4%	-2.5%	<5%	16%			R
Percent of available appointments filled at the stay well health center*	NEW	NEW	N/A	54%			
Percent of eligible state employees purchasing state medical insurance*	NEW	NEW	N/A		Annual		
Percent of hospital readmissions for patients within 30 days of discharge*	NEW	NEW	N/A		Annual		
Program Rating	R	G					Y

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

PERFORMANCE REPORT CARD

General Services Department
First Quarter, Fiscal Year 2021

Appropriations to GSD for Building Repair and Maintenance

FY20	\$5,000,000
FY19	\$1,500,000
FY18	\$0
FY17	\$4,000,000
FY16	\$3,500,000
FY15	\$0
FY14	\$4,500,000
FY13	\$500,000

Source: LFC Files

Facilities Management

The Facilities Management Division (FMD) is responsible for maintaining 2.4 million square feet of state-owned space and 2.1 million square feet of leased space. FMD is responsible for master planning functions to ensure agencies have the space required to fulfil their missions while maximizing the efficient use of state facilities. FMD is attempting to reduce the state's facility footprint, reflecting a smaller workforce. Additionally, GSD is working to move employees from leased space to state-owned facilities and reduce occupied square footage to account for telework. While the efforts to consolidate state agencies and reduce leased space is commendable, FMD should work within long-standing planning principals to do so.

The department reports 11 of 12 capital projects were completed on schedule in the first quarter. There were four new leases entered into in the first quarter, all of which met the 215 square foot per FTE space standard.

	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Budget: \$15,036.3 FTE: 141							
Capital projects completed on schedule	98%	96%	97%	92%			Y
Preventive maintenance completed on time	57%	75%	95%	78%			R
New office leases meeting space standards	86%	93%	80%	100%			G
Program Rating	G	G					Y

FY21 Leased and State-Owned Office Space by Square Foot and FTE Top 10 Agencies by Space Utilization

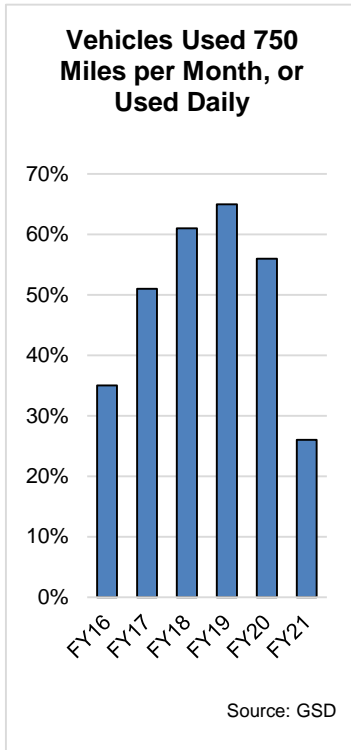
Department	Leased Space	Rent	State-Owned Space	State-owned Space Per FTE (Target 215)	Total Space
Human Services Department	716,989	\$17,045,290	61,456	415	778,445
Children, Youth & Families Department	419,432	\$8,593,213	301,488	493	720,920
Department of Health	274,835	\$4,315,346	245,776	362	520,611
Corrections Department*	73,273	\$1,386,037	299,424		372,697
Taxation and Revenue Department	184,566	\$4,239,764	149,838	288	334,404
Department of Environment	120,490	\$2,273,294	71,669	462	192,159
Workforce Solutions Department	25,163	\$475,187	162,160	374	187,323
Department of Public Safety	63,007	\$516,839	64,858		127,865
State Engineer	63,251	\$924,009	37,885	209	101,136
Regulation and Licensing Department	24,188	\$392,655	65,687	373	89,875
Total	1,965,193	\$40,161,634	1,460,241	386	3,425,434

State Purchasing

Purchasing Program duties expanded in FY20 to include contract review, previously housed at the Department of Finance and Administration. The program reports meeting the contract review target of 5 days. Of the 75 executive agencies, 70 had a chief procurement officer (CPO) in the first quarter and CPO waivers were granted to other agencies due to the temporary suspension of CPO recertification classes as a result of the Covid-19 pandemic.

PERFORMANCE REPORT CARD

General Services Department
First Quarter, Fiscal Year 2021



	Budget: \$2,461.1	FTE: 28	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Procurement code violators receiving procurement code training, as compared to previous fiscal year			99%	113%	90%	33%			R
Agencies with certified procurement officers			91%	92%	95%	93%			G
Average number of days for completion of contract review*			NEW	NEW	<5	5			G
Program Rating			G	Y					G

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

Transportation Services

Of the 1,941 vehicles in the GSD fleet, 403 were used over 750 miles per month and 98 were used daily. The first quarter result for vehicle use is yellow because, while the result was well below the target, it was significantly impacted by factors out of agency control.

	Budget: \$9,590.6	FTE: 33	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Vehicle operational cost per mile			\$0.49	\$0.48	<\$0.59		Annual		
Vehicles used 750 miles per month			65%	56%	70%	26%			Y
Program Rating			G	Y					Y

State Printing

The department reported an operating loss for the first quarter of the fiscal year as a result of the natural business cycle; much of the program revenue is derived from printing for the legislative session. The program generally orders materials in the first two quarters of the fiscal year and then invoices for printing in quarters three and four. Additionally, orders for high-margin products such as business cards are down as a direct result of reduced hiring and telecommuting.

	Budget: \$2,030.3	FTE: 9	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Revenue exceeding expenditures			NEW	5%	5%	-15%			R
Sales growth in revenue			31%	8.6%	20%	76%			G
Program Rating			G	Y					Y

ACTION PLAN

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

State Personnel Office

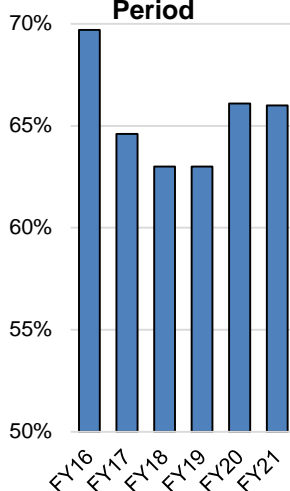
For years, the State Personnel Office (SPO) provided high-quality quarterly reports on the state workforce. However, for FY21, the agency significantly reduced the amount of information contained in the reports including time to fill positions by agency, turnover by agency, and number of salary increases awarded, among others. The removal of this information makes it more difficult to assess the challenges confronting agencies statewide. While still fulfilling the requirements of the Accountability in Government Act, the scaled down quarterly reporting seems to fit into a larger trend of reducing the scope of agency responsibility; in 2019, SPO began reversing human resource (HR) consolidation and stated it would no longer enter into agreements to provide HR services to small agencies and recommended these agencies partner with large agencies for these services instead.

While a number of the measures are explanatory, ratings were given based on performance relative to the prior year.

The statewide vacancy rate fell from 21.2 percent at the end of FY20 to 19.4 percent in the first quarter of FY21. The reduction was attributable to the Department of Finance and Administration directing agencies to remove positions that had been vacant for longer than two years from the roster of state employees. The imposition of a hiring freeze does not seem to have significantly increased the vacancy rate and overall state employment has fallen by approximately 180 employees, or 0.8 percent, between April 2020 and October, 2020.

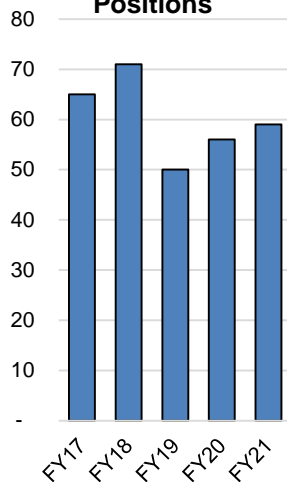
The time to fill vacant positions increased to 59 days and one-third of new employees do not complete their first year of state service. Increasing time to fill positions is concerning as many of the positions that are requested by agencies are critical in nature. Because reporting has been curtailed, the reason for the increase is not known. Additionally, the high rate of turnover for new employees hurts agency efficiency and effectiveness. While the rate of turnover is reported, there are no data on the reasons for the turnover.

New Employees Completing One Year Probation Period



Source: SPO

Average Number of Days to Fill Vacant Positions



Source: SPO

Budget: \$4,175.5	FTE: 46	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Classified service vacancy rate*		19%	21%	N/A	19%			Y
Average days to fill a position from the date of posting*		50	56	N/A	59			R
Average state classified employee compa-ratio		103%	103%	100%	104%			R
Average state classified employee new-hire compa-ratio*		99%	100%	N/A	98%			Y
New employees who complete their first year of state service*		63%	66%	N/A	66%			Y
Classified employees voluntarily leaving state service*		14%	12%	N/A	3.0%			
Classified employees involuntarily leaving state service*		1.2%	2%	N/A	0.4%			
Number of hires external to state government*		NEW	NEW	N/A	369			
Program Rating								R

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

ACTION PLAN

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

Tourism Department

The Workforce Solutions Department job growth numbers show the leisure and hospitality industry had a decrease of -24.5 percent in September 2020, compared to September 2019. The Tourism Department met or exceeded the target for all performance measures but one in the Marketing and Promotion Program. *New Mexico Magazine* exceeded the performance measure for advertising revenue in the first quarter in FY21.

Covid-19 has had a substantial negative impact on the tourism industry in New Mexico. Jobs in the leisure and hospitality sector continued to show year over year declines in the first quarter of FY21, with an overall average decline of -26 percent. This is an improvement over the previous quarters of FY20, but still represents substantial losses.

Marketing and Promotion

According to the Tourism Department, the change in employment in the leisure and hospitality industry missed the target, with a -26 percent decrease. The percentages vary with the Workforce Solutions Department (WSD) because WSD calculates a year over year change by month, while the Tourism Department averages the three months of the quarter and then compares that to the same quarter last year.

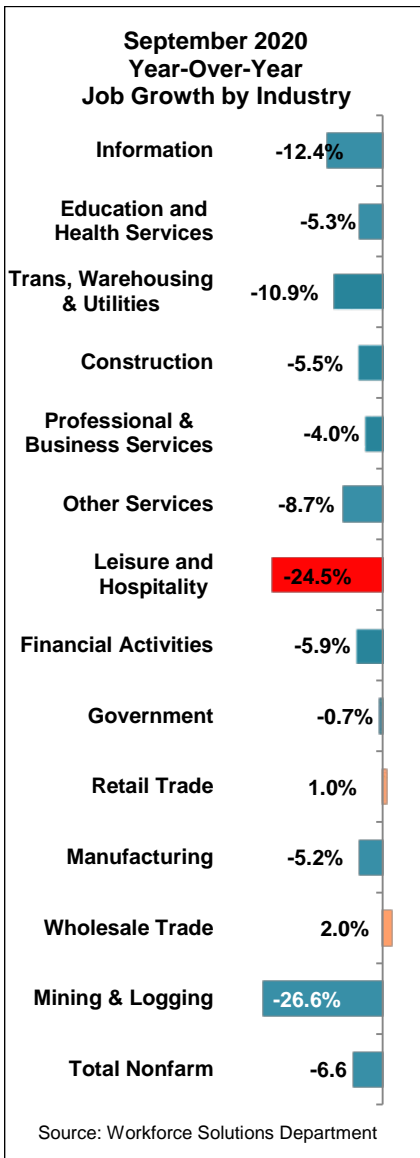
Digital engagement grew year over year during the first quarter of FY21, increasing by 25 percent. This growth is primarily due to Twitter interaction. As the Covid-19 pandemic has changed marketing priorities, the Tourism department has worked to increase digital engagement through virtual experiences and motivational posting to encourage visitation later. The department has focused on earned media in the first quarter of FY21, with the addition of a dedicated public relations firm to assist with developing and implementing an earned media strategy. This has paid off very well, resulting in over \$650 thousand in earned media value generated.

Budget: \$14,795.1 **FTE:** 16

Measure	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Change in New Mexico leisure and hospitality employment	5%	-27.5%	3%	-26%			R
Change in total digital engagement	New	New	3%	24.7%			G
Amount of earned media value generated in millions	New	New	1	\$.657			Y
Program Rating							Y

New Mexico Magazine

New Mexico Magazine exceeded its target for advertising revenue per issue, reaching an average of \$123.5 thousand in the first quarter. Due to the Covid-19 pandemic, the department re-evaluated its sales strategy. This, combined with a fully staffed sales team, accounted for the increase in advertising revenue. *New Mexico Magazine* has a



PERFORMANCE REPORT CARD

Tourism Department
First Quarter, Fiscal Year 2021

circulation of approximately 68 thousand customers. The magazine's digital engagement reaches more than 200 thousand visitors per month across various platforms.

Budget: \$3,231.9 FTE: 10							
Measure	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Advertising revenue per issue, in thousands	\$67.8	\$75	\$80	\$123.5			G
Program Rating							G

Tourism Development Program

The Tourism Development Program provides tourism support for communities, regions, and other entities around the state by providing training, litter prevention, cultural heritage outreach, and financial support in the form of competitive grants. The tourism development division has made collaboration with Native American partners a priority in recent years, hiring a full-time cultural heritage coordinator in late FY20. Through this position, the agency maintained contact and attended weekly meetings with tribal leaders throughout the state. New Mexico True Certified has continued to grow, as partners have realized the potential of branding for growing small businesses, especially during the pandemic.

Budget: \$2,305.8 FTE: 18							
Measure	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Number of meetings or events conducted with Native American entities	NEW	NEW	16	31			G
Number of participants in New Mexico True Certified Program	NEW	NEW	250	400			G
Program Rating							G

ACTION PLAN

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

Economic Development Department

In the beginning of the first quarter, EDD had multiple programs in place to assist businesses through the pandemic. This shifted the short-term focus of the Economic Development Department (EDD) toward implementing programs to aid businesses, guiding companies to state and federal financing. Agency programs include a COVID-19 business loan guarantee program, and a LEDA zero percent interest loan program.

Economic Development

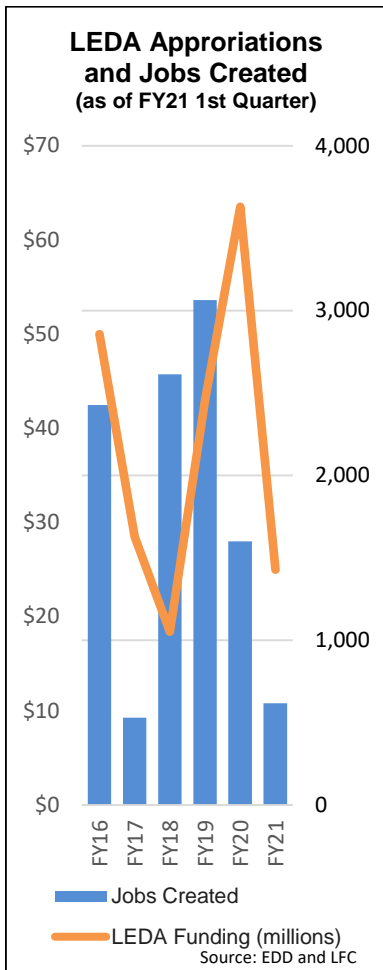
The Economic Development Division awarded four companies \$9.8 million in LEDA funds in the first quarter of FY21 and created 617 jobs. Ascent Aviation Services, will expand to the Roswell Air Center, and was awarded \$4 million for 130 jobs. Sceye, will locate its manufacturing operations in New Mexico (location still being determined) and was awarded \$5 million for 140 jobs. LaSen, an aerial inspection company, will expand its headquarters in Las Cruces and was awarded \$750 thousand for 79 jobs. Rose's Southwest Paper in Albuquerque is expanding and was awarded \$100 thousand for 38 jobs.

The funds matched for these LEDA projects totaled \$95 million, contributing to a 10-to-one ratio of private sector dollars invested per dollar of LEDA funds awarded. EDD created 551 rural jobs in the first quarter. As of November 2021, EDD reported \$21 million in general fund, other state funds, and severance tax bonds as unencumbered.

Overall, \$30 million in private sector reinvestment in MainStreet was reported for the first quarter. There was a \$21 million investment in a mixed housing development in Nob Hill in Albuquerque that accounts for the majority of the private investment being reported in this quarter. An emerging trend has been observed in that many businesses had to retro fit existing spaces to meet mandated changes due to COVID-19, while many other business improvements and investments were spurred on by the inactivity in the districts during the shutdown.

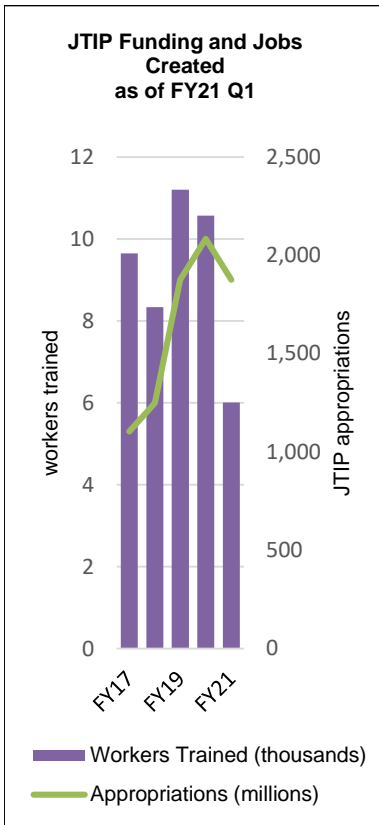
Budget: \$10,277 **FTE:** 25

	FY19	FY20	FY21	FY21	FY20	FY20	
Measure	Actual	Actual	Target	Q1	Q2	Q3	Rating
Jobs created due to economic development department efforts	3,840	2,670	4,000	1,219			G
Rural jobs created	1,376	460	1,320	551			G
Jobs created through business relocations facilitated by the New Mexico partnership	617	812	2,250	0			R
Potential recruitment opportunities submitted by the New Mexico Partnership	53	33	60	10			R
Private sector investment in mainstreet districts, in millions	\$30.7	\$24.57	\$30	\$30.95			G
Number of company visits to New Mexico for projects	New	New	2	0			Y



PERFORMANCE REPORT CARD

Economic Development Department
First Quarter, Fiscal Year 2021



managed by the New Mexico Partnership

Private sector dollars

leveraged by each dollar through Local Economic Development Act

Jobs created through the use of Local Economic Development Act funds

Workers trained by Job Training Incentive Program

32:1 27:1 20:1 10:1

3,586 1,600 3,000 617

2,333 2,202 1,900 1,252

G

Y

G

Y

Program Rating

The Legislature increased recurring appropriations for the Job Training Incentive Program (JTIP) in the FY20 session by \$1 million for a total recurring operating budget of \$5 million. As of November 2021, EDD reported \$9.8 million in JTIP funds were available.

The JTIP board approved 28 businesses in the first quarter, 7 of which were new to the JTIP program. JTIP awards reached a total of \$6.6 million. During the first quarter, 1,269 new jobs were approved at an average wage of \$14.93 per hour. One internship was approved at an average wage of \$20 per hour. Four hundred twenty of the approved jobs were in rural in communities such as Las Vegas, Truth or Consequences, Sunland Park and Clovis. The average wage for jobs approved in rural areas was \$13.71 and 38 of the 420 jobs were high-wage - at least a \$40 thousand annual salary.

New Mexico Film Office

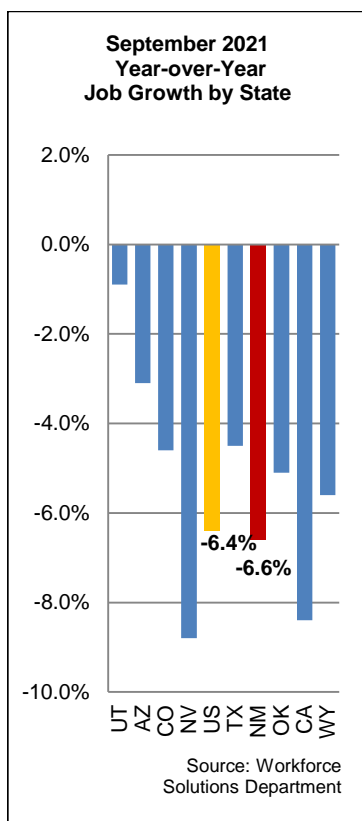
The Covid-19 pandemic brought global film and television production to a standstill in FY20 through almost the end of FY21 Q1. Physical production in New Mexico began to slowly open up in late September 2020, accounting for the low amount of worker days. Direct spending by the film industry reached \$151 million in the first quarter. The number of film and media worker days was almost 127 thousand.

Budget: \$747.1 FTE: 8

Measure	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Direct spending by film industry productions, in millions	\$525.5	\$257.3	\$530	\$151.6			G
Film and media worker days	319,814	266,604	300,000	126,922			G
Direct spending by film industry productions eligible for the additional 5 percent credit in rural areas in millions	New	New	\$20	\$0.2			R
Program Rating							G

Outdoor Recreation

The Outdoor Recreation Division's (ORD) goal is to ensure that all New Mexicans gain from the public health, environmental, and economic benefits of sustainable outdoor recreation. The two-person ORD team focuses on a few key impact areas:



economic development; promotion of outdoor-recreation assets; conservation; and education and public health programs.

During FY21 Q1, the outdoor recreation incubator created by Creative Startups and funded in part by ORD went on a brief hiatus due to Covid-19-induced marketing difficulties. ORD has worked with the nonprofit on new marketing materials and will open this program to entrepreneurs again in late October. This new cohort should generate more jobs and outdoor recreation companies in FY21 Q2. ORD successfully launched the pilot Special Projects and Outdoor Infrastructure grant in summer 2020. The grant saw 50 eligible applications with a total of \$750 thousand in awards distributed.

Budget: \$451.4 **FTE:** 2

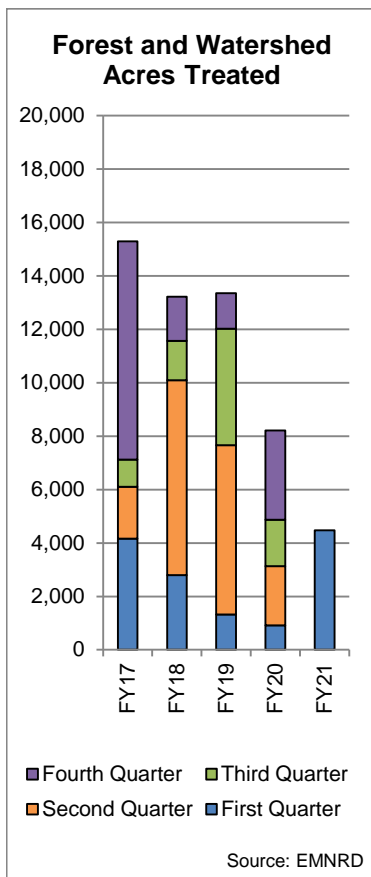
Measure	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Number of new outdoor recreation jobs created by the outdoor recreation division	New	40	Explanatory	0			N/A
Number of outdoor recreation projects funded or lead by the outdoor recreation division	New	11	Explanatory	0			N/A

ACTION PLAN

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

Energy, Minerals and Natural Resources Department

The Energy, Minerals and Natural Resources Department (EMNRD) pursued initiatives in FY20 that will continue in FY21 to improve performance in key areas, such as a modernization and marketing plan to increase State Parks visitation and a reorganization of the Oil and Gas Conservation Division to address the agency's need to pay competitive salaries. EMNRD's operations and revenues have been significantly affected, however, by the COVID-19 pandemic. State parks were closed during part of the busiest season of the year and visitation is still limited to New Mexico residents. Treatment of the state's forests and watersheds was far below average, and the revenue that funds orphan well-plugging is expected to decline by about 9 percent in FY21.



Healthy Forests

The Covid-19 pandemic continues to have a significant impact on the operations and performance of the Healthy Forests Program, also known as the State Forestry Division (SFD). SFD is working with contractors to increase opportunities for online trainings and in-person trainings that comply with public health orders. The National Wildfire Coordinating Group extended certifications from 2019 through December 2020.

The number of forest and watershed acres treated was also affected by Covid-19 in FY20, as all prescribed burns that had been scheduled for spring were canceled to avoid stressing the respiratory systems of individuals infected with Covid-19 or at elevated risk due to preexisting respiratory illnesses. Some forest thinning operations were also halted until contractors received clarification that natural resource extraction is deemed an essential business and work could resume within the safety guidelines. First quarter data for FY21, however, indicates a return to the SFD's usual pace.

Budget: \$16,032.8	FTE: 77	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Nonfederal wildland firefighters provided training		1,454	1,229	1,500	20			R
Acres treated in New Mexico's forest and watersheds		13,358	8,213	15,500	4,473			G
Program Rating		Y	Y					Y

State Parks

State park visitation declined for the fifth year in a row in FY20. The Covid-19 pandemic suppressed visitation in the third and fourth quarters, when state parks were first closed to the public and then reopened at limited capacity for day-use only. Self-generated revenue in FY20 was approximately \$1.2 million less than it was in FY19, largely due to the loss of camping revenue. Camping for New Mexico residents only was authorized as of October 1, 2020, and the agency expects the current mild weather to drive higher visitation in the second quarter compared with previous years.

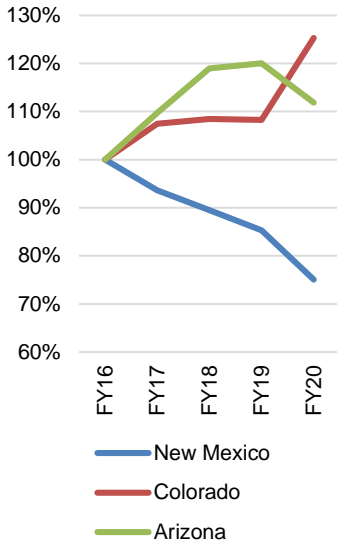
In FY20, the State Parks program began implementing a modernization plan and promotional campaign called "Next Generation of Adventure" to reduce cash management, improve visitor experience through facilities upgrades and new amenities, and increase park visitation. The agency used park closures in FY20 as an opportunity to complete some construction and maintenance work. Along with installing self-pay kiosks and WiFi that would allow for credit card payments, EMNRD is also considering

PERFORMANCE REPORT CARD

Energy, Minerals and Natural Resources Department

First Quarter, Fiscal Year 2021

Regional State Parks Visitation: Percent Change from FY2016



Source: EMNRD, Colorado Parks & Wildlife, Arizona State Parks & Trails, Arizona Office of Tourism

changes to the State Parks fee structure based on the results of a fee study to improve revenue collection.

Budget: \$28,160.6	FTE: 242.4	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Number of visitors to state parks, in millions*		4.5	3.9	N/A	2			Y
Self-generated revenue per visitor, in dollars*		1.02	1.04	N/A	\$0.38			
Program Rating		Y	Y					Y

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

Mine Reclamation

The Mining Act and the Surface Mining Act require that mines obtain a permit including an approved reclamation plan and financial assurance that would allow the state to complete the reclamation if the company owning the mine fails to do so. In the first quarter of FY21, 95 of the 96 mines managed by the program were in compliance with this requirement. The operator of the out-of-compliance mine has had its license revoked and the agency is pursuing forfeiture of the financial assurance.

Budget: \$8,229.1	FTE: 32	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Permitted mines with approved reclamation plans and adequate financial assurance posted to cover the cost of reclamation		100%	100%	97.5%	99%			G
Program Rating		G	G					G

Oil and Gas Conservation

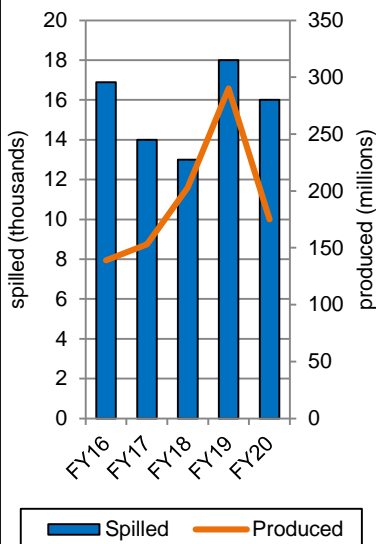
OCD is engaged in a reorganization effort that will fix inconsistencies across district offices and streamline processes to improve compliance and enforcement. Performance data for this program will help determine the effectiveness of this reorganization.

The division met its goal of approving 95 percent of drilling permits within 10 business days, allowing operators to conduct business without unnecessary delays. Due mainly to timing conflicts with OCD's well-plugging contractor, the target for wells plugged was not met in FY20. OCD has a new procurement agreement for FY21 which should allow for additional approved contractors and thus more wells plugged.

OCD proposed new regulations related to the state's methane reduction strategy to the Oil Conservation Commission. The goal of the proposed rule is to prevent the waste of methane and other natural gas in the oil industry. The Commission will hold a hearing on the proposed rule in January 2021.

The Environmental Bureau of OCD has the additional responsibility of overseeing the Carlsbad brine well remediation project, which is not captured in the division's performance measures. The southern void has been stabilized, but additional roof collapse was discovered in the northern portion of the cavern and additional filling material and work is needed to prevent potential groundwater contamination.

Barrels of Oil Spilled and Produced



Source: OCD Data

PERFORMANCE REPORT CARD

Energy, Minerals and Natural Resources Department

First Quarter, Fiscal Year 2021

Budget: \$13,148.7	FTE: 75	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Inspections of oil and gas wells and associated facilities showing compliance with permits and regulations		31,043	36,852	31,000	12,556			G
Application to drill permits approved within 10 business days		92.9%	94.6%	95%	95%			G
Abandoned oil and gas wells properly plugged		31	36	50	6			R
Violations issued*		1,620	2,176	N/A	618			
Program Rating		Y	Y					G

ECMD operates the Energy Savings Performance Contracting program, which implements energy efficient facility improvements without the need for upfront capital funding from state agencies. ECMD reviews and certifies investment grade audits that guarantee the energy savings will provide for the financing of construction costs.

ECMD also monitors project construction to ensure certified measures are implemented and evaluates monitoring and verification reports to assess the performance of the annual energy savings. LFC recommends EMNRD add performance measures to capture the energy and financial savings created by this program and demonstrate compliance with best practices.

Renewable Energy and Energy Efficiency

The purpose of the Renewable Energy and Energy Efficiency program, also called the Energy Conservation and Management Division (ECMD), is to develop and implement effective clean energy programs, renewable energy, energy efficiency and conservation, alternative transportation and fuels, and safe transportation of radioactive waste. ECMD also provides technical assistance and information to the renewable energy industry for ongoing, potential, and proposed projects.

ECMD administers six clean energy tax credit programs for renewable energy production, solar market development, sustainable buildings, agriculture biomass, biodiesel facilities, and ground-source heat pumps. More than 450 tax credit applications were received and reviewed in the first quarter of FY21.

Budget: \$3,460.4	FTE: 21	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Applications for clean energy tax credits reviewed within 30 days		90%	90%	90%	90%			G
Program Rating		G	G					G

ACTION PLAN

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

The Dam Safety Bureau of the Office of the State Engineer (OSE) keeps a list of publicly owned dams in need of rehabilitation, ranked in priority order based on several factors. The list consists of 66 dams that are publicly owned, are of sufficient size to be regulated by OSE, are considered high-hazard potential dams, have auxiliary spillway capacity that is less than 70 percent of the regulatory requirement, and are deficient based on safety criteria with a condition rating of unsatisfactory, poor, or fair.

Publicly Owned Dams in Need of Rehabilitation: 10 Highest Priority Dams

Dam Name	Purpose	Estimated Rehab Cost
Cimarroncito Dam	Water Supply	\$10M or more
San Mateo Dam	Irrigation	\$3M or more
Fenton Lake Dam	Recreation, Wildlife	\$8M or more
Eagle Nest Dam	Irrigation and Recreation	\$1M or more
Nichols Dam	Water Supply	\$3M
McClure Dam	Water Supply	\$3M
Lake Maloya Dam	Water Supply	>\$20M
Bluewater Dam	Irrigation	\$10M or more
Alto Lake Dam	Water Supply	\$10M or more
Lower Vallecito Dam	Irrigation	\$7M-\$8M

Source: OSE

Office of the State Engineer

In 2020, snowmelt runoff was one of the lowest on record and summer monsoons were almost nonexistent, putting a strain on the state's rivers and leading to shortage sharing operations. These low flows combined with use demands will result in an increased water delivery debit on the Rio Grande to Elephant Butte Reservoir for 2021. Every reservoir in the state is far below historical averages. Experts warn the conditions exacerbating the region's long-term drought are likely the new normal. The Office of the State Engineer (OSE) is tasked with measuring and distributing available water efficiently, maximizing use of New Mexico's interstate stream apportionments to promote sustainability, and planning for the future water needs of residents and the environment.

Significant issues for OSE and the Interstate Stream Commission (ISC) in FY20 and FY21 include addressing the drought shortages using active water resource management, litigation with Texas over two interstate water compacts, developing drought contingency plans for Colorado River water, changing direction on Arizona Water Settlement Act projects, and developing and implementing a water conservation and management pilot project for the Lower Rio Grande basin.

Water Resource Allocation

The purpose of the Water Resource Allocation Program (WRAP) is to provide for administration, distribution, protection, conservation, and development of the state's surface water and groundwater resources, including the implementation of active water resource management. WRAP has an internal goal to keep the number of backlogged water rights permit applications under 500, which it currently is meeting. The program did not meet the target for applications processed per month in the first quarter or in FY20, reportedly due to 35 vacant positions in the Water Rights Division and the need to investigate illegal water use complaints that are higher due to drought conditions.

Given ongoing concern about statewide dam safety, OSE should consider revising the performance measure related to dam deficiencies. The current measure reports the number of notices for deficient dams issued each quarter, but this does not provide information on the actual number of dams with deficiencies or what proportion of all dams in the state that number represents. In the first quarter, the Dam Safety Bureau completed nine dam inspections and provided notification of deficiencies to the owners of those dams. The owners of the 10 dams shown on the left are either planning rehabilitation work and assembling funding or they are currently undergoing rehabilitation. State capital outlay funds are being used for four of these dams.

	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Budget: \$14,913.6 FTE: 172							
Unprotested and unaggravated water rights applications backlogged*	547	502	N/A	484			G
Unprotested water rights applications processed, per month	30	39	50	28			R
Transactions abstracted annually into the water administration resource system database	24,946	20,432	20,000	4,679			Y
Notices issued to owners of publicly-owned dams notifying them of deficiencies or issues	84	58	45	9			Y
Program Rating	Y	Y					Y

Interstate Stream Compact Compliance

The purpose of the Interstate Stream Compact Compliance and Water Development Program is to ensure New Mexico's continued compliance with its interstate stream compacts, resolve federal and interstate water issues, develop water resources and stream systems in an environmentally sound manner, and plan for the future use of water to ensure maximum sustained beneficial use of available water resources.

The Pecos River Compact report for water year 2019, issued on June 24, 2020, included an annual debit to New Mexico of 9,800 acre-feet, resulting in a cumulative Pecos River compact credit of 166,300 acre-feet. The credit includes a 16,600-acre-foot credit to New Mexico that was disputed by Texas in a case heard by the U.S. Supreme Court in October 2020. A decision is expected by the end of the year.

On the Rio Grande, the New Mexico Engineer Adviser's accounting of New Mexico's Compact status for calendar year 2020 reports an accrued debit of 38,800 acre-feet. The above-average snowmelt runoff for 2019, river sediment plugs that blocked the river channel after the runoff, and the associated very high delivery obligations under the Compact made it more challenging for New Mexico to make compact deliveries. The state is required to retain Rio Grande water in storage at all times to the extent of its accrued debit, which that was done in El Vado, Nichols, and McClure reservoirs during the 2020 snowmelt runoff.

Article VII storage restrictions went into effect in June 2020 and Interstate Stream Commission (ISC) staff anticipate they will remain in effect through the 2021 snowmelt runoff. With extreme drought conditions persisting, ISC staff project New Mexico will have significant under-deliveries to Elephant Butte Reservoir through 2020. The Rio Grande Compact Commission came to an agreement that approximately 38,800 acre-feet of accrued debit water being retained in El Vado Reservoir could be released on an emergency basis, by Order of the State Engineer, to provide flows in the middle valley to support endangered species and agricultural supply. While that operation helped avoid potentially significant economic and environmental issues in the middle valley, it also reduced deliveries that would have occurred to Elephant Butte Reservoir in 2020. ISC and OSE are working with the Middle Rio Grande Conservancy District and other upper and middle Rio Grande water user entities to increase deliveries to Elephant Butte Reservoir and reduce the accrued debit.

	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Budget: \$11,896.3 FTE: 43							
Cumulative state-line delivery credit per the Pecos River Compact, in thousand acre-feet	170.8	166.3	>0	166.3			G
Cumulative delivery credit per the Rio Grande Compact, in thousand acre feet	5.4	-38.8	>0	-38.8			R
Cumulative New Mexico unit fund expenditures, in millions*	\$14.83	\$20.1	N/A				
Program Rating	G	G					G

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

Litigation and Adjudication

These two measures track progress toward the completion of the adjudication of water rights in New Mexico. The percentage of water rights that have judicial determinations represents the percentage of water rights that have been determined by court orders

entered in all water rights adjudication suits to date. It is not expressed as a percentage of all water rights that have been and will be adjudicated in the future, as that number cannot be accurately ascertained before adjudication suits are filed in the future for areas yet to be adjudicated. This measure is therefore affected not only by the ongoing entry of new judicial determinations, but also by the opening of new adjudication suits or sections of adjudications. Since FY19, the program has included data for water rights with judicial determinations in all closed and active adjudications to provide more meaningful data on the cumulative effect of adjudications.

		FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Budget: \$7,732	FTE: 59							
Offers to defendants in adjudications		456	444	325	125			G
Water rights that have judicial determinations		75%	76%	74%	76%			G
Program Rating		G	G					G

ACTION PLAN

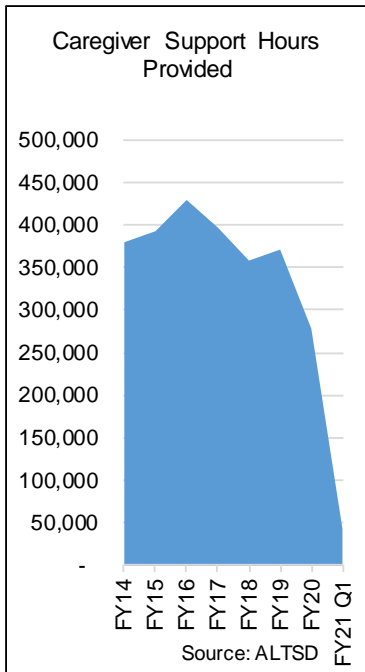
Submitted by agency?	Yes
Timeline assigned?	Yes
Responsibility assigned?	Yes

Aging and Long Term Services Department

The Aging and Long-Term Services Department (ALTSD) missed most of its targets for the first quarter of FY21. Its mission is to serve older adults and adults with disabilities so that they can remain active, age with dignity, be protected from abuse, neglect, and exploitation, and have equal access to healthcare.

Consumer and Elder Rights

The Aging and Disability Resource Center (ADRC) did not answer live calls during the first quarter due to personnel working remotely. However, as of mid-October the department began answering live calls again. On average, ADRC received 157 calls per day, totaling 10,022 calls in the first quarter. The agency reported the top topics of concern for callers continued to be related to Medicaid or Medicare benefits, senior center services, prescription assistance, and Covid-19.



	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Budget: \$4,940.7 FTE: 48							
Calls to the aging and disability resource center that are answered by a live operator	79%	55%	90%	0%			Y
Residents who remained in the community six-months following a nursing home care transition	84%	82%	90%	86%			Y
Individuals provided short-term assistance that accessed service within 30 days of a referral from options counseling	New	New	89%	100%			G
Facilities Visited Monthly	New	New	40%	0%			Y
Ombudsman complaints resolved within sixty days	97%	100%	97%	92%			Y
Program Rating	Y	Y					Y

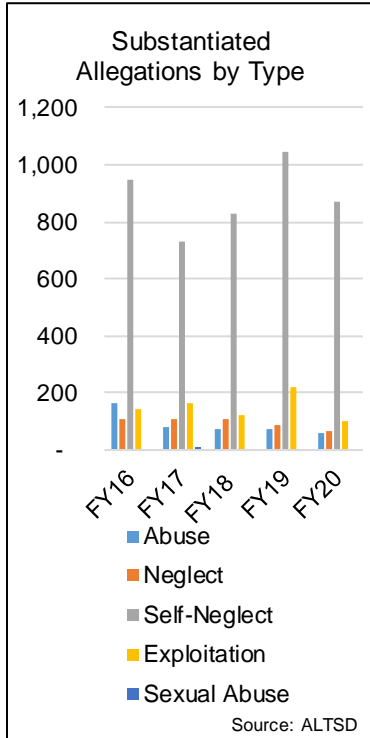
Adult Protective Services

The program began reporting 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. In the first quarter, the program fell slightly below the performance target for priority investigations, making face-to-face contact quickly. Of the investigations of abuse or neglect the department referred and enrolled 153 people in home care or day care service. During the first quarter, APS completed 1,204 investigations, up from 985 investigations in the previous quarters. Prior to the pandemic the program was closer to 1,500 per quarter on average. The department previously reported the decline was a result of the restrictions on in-person interactions resulting from the pandemic. Previously, APS would receive many of its referrals for potentially abused, neglected, or exploited adults from doctors or banks.

PERFORMANCE REPORT CARD

Aging and Long Term Services Department

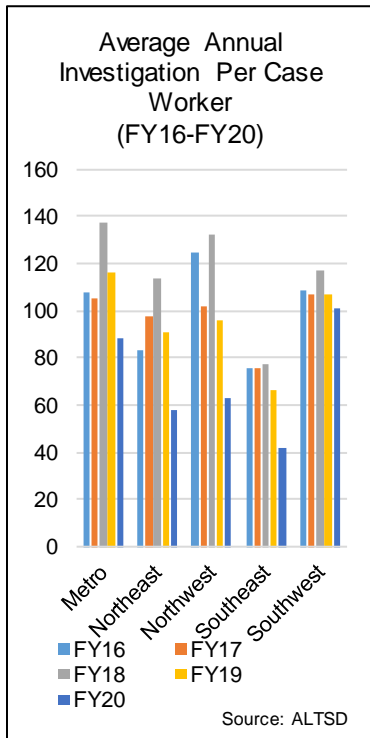
First Quarter, Fiscal Year 2021



Budget: \$13,553.6	FTE: 127	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Adult Protective Services investigations of abuse, neglect, or exploitation		6,671	5,494	6,150	1,204			Y
Emergency or priority one investigations a caseworker makes initial face-to-face contact with the alleged victim within prescribed timeframes		99%	99%	99%	97%			Y
Repeat abuse, neglect, or exploitation cases within six months of a substantiation of an investigation		New	New	5%	5.6%			Y
Outreach Presentations conducted in the community within Adult Protective Services' jurisdiction		New	205	141	6			Y
Referrals made to and enrollments in home care and adult day care services as a result of an investigation of abuse, neglect, or exploitation		New	New	600	153			G
Priority two investigations in which a case worker makes initial face to face contact with the alleged victim within prescribed time frame		New	95%	95%	99%			G
Program Rating		Y	Y					Y

Aging Network

The Aging Network did not meet targeted performance for the hours of caregiver support for the first quarter of FY21 and continues fall below previous fiscal years. Services included in this measure are home care, adult daycare, respite care, and counseling and support groups. These services are provided by area agencies on aging (AAA) contract providers and the New Mexico chapter of the Alzheimer's Association. The agency reported the Covid-19 pandemic and executive emergency declarations closed adult daycare centers, and the remaining services were affected by the stay-at-home and social-distancing orders. This continues to result in the decline of services during the first quarter of FY21. Due to the pandemic, nutritional support by the Aging Network shifted from senior centers to home-delivered, grab-and-go, and pick-up meals and children's meals. During the first quarter of FY21 1,307,763 meals were served. In addition, the agency is also supporting home-delivered food and groceries boxes provided by meal sites, senior centers, and ALTSD.



Budget: \$42,264.2	FTE: 14	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY 21 Q3	Rating
Older New Mexicans receiving congregate and home delivered meals through aging network programs that are assessed with "high" nutritional risk		New	New	15%	19%			G
Outreach events and activities to identify, contact and provide information about aging network services to potential aging network consumers who may be eligible to		New	New	50	69			G

PERFORMANCE REPORT CARD

Aging and Long Term Services Department

First Quarter, Fiscal Year 2021

access senior services but are not currently accessing those services

Meals served in congregate and home delivered meal settings

New New 4,410,000 1,307,763

G

Transportation Units Provided

New New 637,000 16,975

Y

Hours of caregiver support

370,538 278,513 444,000 43,743

Y

Program Rating

Y

Y

Y

ACTION PLAN

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

For the first quarter of FY21 DOH recognized the department's duty to Covid-19 response has hindered progress in other targeted performance areas stating, "Beginning in early March 2020, managing Covid-19 became NMDOH's first priority, and remains so as of this report cycle. Currently, most agency resources are dedicated to the pandemic response. The Public Health Division (PHD) and the Department's Operations Center (DOC) both activated their incident command systems when the pandemic began and have been operating at level one (the highest level) for the majority of that time. Level one ensures that staff and resources are available to respond to health emergencies 24 hours per day, seven days per week.

NMDOH's regular programs and services continue to function with many employees teleworking to ensure Covid-safe workplace practices. Teleworking employees regularly take on Covid-19 response work, and they as well as all front-line response staff often work outside of usual business hours to manage the pandemic. Because of this, the department may not be able to achieve its performance measures in the ways it originally anticipated."

Department of Health

The Department of Health's (DOH) mission is to promote health and wellness, improve health outcomes, and assure safety net services for all people in New Mexico. DOH reported declines in performance targets across the agency during the first quarter of FY21. However, very few of the department's performance measures relate to the state's response to Covid-19, which a significant portion of DOH's resources are now dedicated to.

Covid-19

A significant portion of the state's response to Covid-19 is either managed, delivered, or coordinated by the Department of Health. Given the tremendous department resources being dedicated to the pandemic, DOH began reporting temporary performance measures regarding this work.

Covid-19	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3
Covid-19 swab tests performed	N/A	104,540		
Hours between the time a case is identified and when the case is contacted by Epidemiology and Response Division to isolate	24	24		
Hours between the time a case contact is identified and when the case contact is contacted by Epidemiology and Response Division to quarantine	36	30		
Facility admissions (and hospital readmissions) having two verified Covid-19 negative tests	100%	63%		
Staff tested for Covid-19	20%	100%		
Patients/residents tested for Covid-19	25%	100%		
Number and percent of individuals receiving Home and Community Based Services (HCBS) who have received a Covid-19 test	N/A	2,752/ 5,134 53.6%		
Number and percent of individuals receiving Home and Community Based Services (HCBS) who have received a Covid-19 test	N/A	28/5,134 0.55%		
Number and percent of individuals receiving Home and Community Based Services (HCBS) who are confirmed positive for Covid-19	N/A	518/596 86.9%		
Covid-19 tests resulted within 48 hours of receipt in the laboratory	95%	82%		

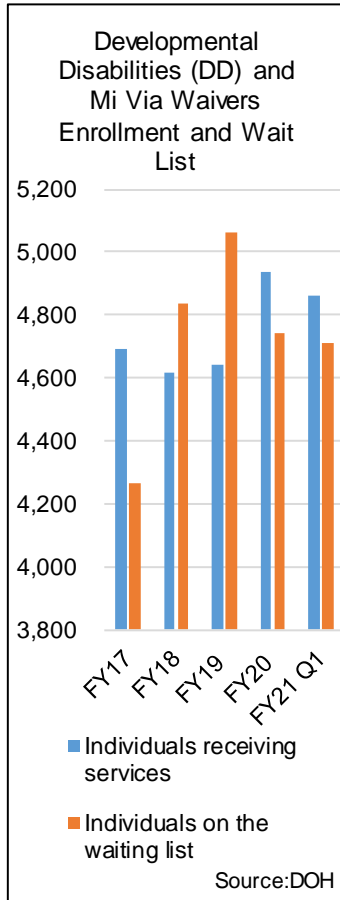
Public Health Program

The Public Health Program continues to be a cornerstone of the state's response to Covid-19. Since March, the Public Health Program has provided drive through testing sites and testing at long-term care facilities, tribal organizations, assisted living facilities, food processing facilities, grocery stores, childcare workers, first responders, and mining companies for testing. The program reported over half of the statewide Covid-19 tests were performed by the program. On average Public Health is performing 800-1,000 tests

PERFORMANCE REPORT CARD

Department of Health
First Quarter, Fiscal Year 2021

per day. During the first quarter, the program reported meeting performance targets for females receiving the most or moderately effective contraception and increased healthy eating opportunities for children.



Budget: \$170,302.6	FTE: 775	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Adolescents who smoke		8.9%	Not Reported	N/A	Reported Annually			
Adult who smoke		16%	Not Reported	N/A	Reported Annually			
Adult cigarette smokers who access cessation services		2.7%	2.6%	2.9%	0.4%			Y
Successful overdose reversals per client enrolled in the NMDOH Harm Reduction Program		3,446	3,444	3,000	Not Reported			R
Births to teens per 1,000 females aged 15-19		21.7	Not Reported	N/A	Reported Annually			
Female clients ages 15-19 seen in NMDOH public health offices who are provided most or moderately effective contraceptives		68.5%	85.8%	62.5%	90.3%			G
Teens that successfully complete teen pregnancy prevention programming		512	502	232	Reported Annually			
School-based health centers that demonstrate improvement in their primary care or behavioral health care focus area		86%	50%	95%	0%			Y
Third grade children who are considered obese		20.8%	22.9%	N/A	Reported Annually			
Children in Healthy Kids, Healthy Communities with increased opportunities for healthy eating in public elementary schools		99%	97%	89%	97%			G
Participants in the National Diabetes Prevention Program that were referred by a health care provider through the agency-sponsored referral system		29%	27%	25%	0%			Y
Preschoolers (19-35 months) who are indicated as being fully immunized		69.9%	62.9%	65%	64.6%			G
Older adults who have ever been vaccinated against pneumococcal disease		71.6%	Not Reported	75%	Not Reported			R
Program Rating			Y	Y				Y

Epidemiology and Response

The Epidemiology and Response Program (ERD) also plays a key role in the state's response to the pandemic, including case investigations of individuals who test positive for Covid-19 and contact tracing of individuals with direct exposure to Covid-19. The program did not meet a majority of performance targets.

PERFORMANCE REPORT CARD

Department of Health

First Quarter, Fiscal Year 2021

As of July 1, 2020, a newly created home and community-based waiver was federally approved. The Supports Waiver is an option for individuals who are on the Developmental Disabilities (DD) waiver wait list. Supports Waiver services are intended to complement unpaid supports that are provided to individuals by family and others.

In FY21 Q1, the Developmental Disabilities Supports Division (DDSD) began providing offer letters to individuals on the DD waiver waitlist. An unduplicated count of persons receiving supports waiver services is not available until eligible recipients complete their initial planning and entry into services. Data may be expected in FY21 Q2.

		FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Budget: \$108,305.7	FTE: 204							
Youth who were sexually assaulted in the last 12 months		11.4%	11.4%	N/A	Reported Annually			
Youth who have completed an evidence-based or evidence-supported sexual assault primary prevention program		5,905	13,051	7,000	Not Reported			<div>R</div>
Suicide per 100,000 population		Not Reported	Not Reported	N/A	Reported Annually			
Community members trained in evidence-based suicide prevention program		522	1,030	225	0	<div>Y</div>		
Hospitals with emergency department based self-harm secondary prevention program		New	2.5%	7%	2.5%	<div>Y</div>		
Alcohol-related deaths per 100,000 population		Not Reported	Reported Fall 2021	N/A	Reported Annually			
Persons receiving alcohol screening and brief intervention (a-SBI) services		20.8	62.4	5%	Reported Annually			
Retail pharmacies that dispense naloxone		83%	95%	85%	83%	<div>Y</div>		
Opioid patients also prescribed benzodiazepines		12%	11%	5%	12%	<div>Y</div>		
Heat related illness hospitalizations per 100,000 population		Not Reported	Reported Fall 2021	N/A	Reported Annually			
Cardiovascular disease (heart disease & stroke) deaths per 100,000 population		Not Reported	Not Reported	N/A	Reported Annually			
NM hospitals certified for stroke care		16%	14%	24%	14%	<div>Y</div>		
Rate of fall-related deaths per 100,000 adults, aged 65 years or older		Not Reported	Reported Fall 2021	N/A	Reported Annually			
Emergency department based secondary prevention of older adult fractures due to falls programs		Data not collected	5%	7%	5%	<div>Y</div>		
Rate of pneumonia and influenza death per 100,000 population		Not Reported	Not Reported	N/A	Reported Annually			
Cities and counties with Access and Functional Needs (AFN) plans that help prepare vulnerable populations for a public health emergency		New	5%	65%	15%	<div>Y</div>		
Persons hospitalized for influenza who were treated with antivirals within 2 days of onset of illness		Data not collected	Not reported	N/A	0	<div>Y</div>		
Rate of avoidable hospitalizations per 100,000 population		751	Reported Fall 2021	N/A	Reported Annually			
Program Rating		<div>Y</div>	<div>Y</div>					<div>Y</div>

Scientific Laboratory

The Scientific Laboratory Program provides a wide variety of laboratory services to programs operated by numerous partner agencies across the State of New Mexico. The

program provides a significant level of Covid-19 testing in the state. The program met all performance targets for the first quarter.

As of 2016, New Mexico has the twelfth highest drug overdose death rate in the nation. The consequences of substance use are not limited to death, but include many medical and social consequences, including poverty and lack of adequate insurance. Turquoise Lodge Hospital (TLH) is a specialty hospital that provides safety net services for New Mexican adults with substance use disorders.

	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Budget: \$16,963.1 FTE: 136							
Blood alcohol tests from driving-while-intoxicated cases that are completed and reported to law enforcement within 30-calendar days	44%	91%	95%	96%			G
Environmental samples for chemical contamination that are completed and reported to the submitting agency within 60-business days	91%	91%	90%	99%			G
Public health threat samples for communicable diseases and other threatening illnesses that are completed and reported to the submitting agency within published turnaround times	97%	97%	90%	99%			G
Program Rating	Y	Y					G

Facilities Management

According to the U.S. Centers of Disease Control and Prevention, for the year 2013, the average specialty hospital occupancy rate in the United States was 63 percent and in New Mexico the average rate was 56 percent.

The Facilities Management Division (FMD) provides services for mental health, substance abuse, long-term care, and physical rehabilitation in both facility and community-based settings. Priority admittance for clients in Turquoise Lodge Hospital (TLH) continued to decline below FY19 and FY20 performance actuals but was still above annual targeted performance. TLH provides safety net services for consumers in New Mexico who are seeking detoxification from drugs or alcohol. Prioritized admission includes pregnant injecting drug users, pregnant substance users, and other injecting drug users, women with dependent children, parenting women, and men and women seeking to regain custody of children. The program stated the decline was due to operational changes related to the pandemic; however, the program is still meeting targeted performance for this measure. Eligible third-party revenue collections increased significantly above previous fiscal years. The collection of this revenue is important for the facilities to remain financially secure.

	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Budget: \$151,277.2 FTE: 2,003							
Eligible third-party revenue collected at all agency facilities	83%	81%	93%	95%			G
Beds occupied	New	New	75%	61%			Y
Overtime hours worked	New	New	387,000	182,686			Y
Direct care contracted hours	New	New	N/A	36,015			
Significant medication errors per 100 patients	2.4	.2	2.0	0.7			G
Long-term care residents experiencing one or more falls with major injury	3.9%	5.3%	4%	4.5%			Y

PERFORMANCE REPORT CARD

Department of Health

First Quarter, Fiscal Year 2021

Long-term Veterans Home residents experiencing facility acquired pressure injuries	.8%	4.4%	2%	4.9%	Y
Adolescent residents (SATC & NMBHI Care Unit) who successfully complete program	78%	77%	90%	86%	Y
Priority Request for Treatment clients who are provided an admission appointment to Turquoise Lodge's program within 2 days	68%	66%	50%	55%	G
Medical detox occupancy at Turquoise Lodge Hospital	83%	68%	75%	69%	Y
Naltrexone initiations on alcohol use disorders	New	New	360	38	Y
Naltrexone initiations on opioid use disorders	New	New	12	1	Y
Buprenorphine inductions conducted or conducted after referrals on opioid use disorders	New	New	240	34	Y
Narcan kits distributed or prescribed	New	New	180	49	G
Program Rating	Y	Y			Y

Developmental Disabilities

DOH reported a decline in the number of individuals receiving Developmental Disabilities (DD) and Mi Via Medicaid waivers. The program reported as of September 2020, there were 4,713 individuals on the waiting list for waivers. Of those individuals, 463 have placed their allocation on hold, meaning these individuals were offered waiver services and chose to remain on the waiting list, for now. During the first quarter, the number of individuals on the waitlist decreased in FY21 despite increased funding for an additional 190 waiver slots. As of September 2020, 128 of those slots have been filled.

Budget: \$167,880.4	FTE: 182	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Individuals on the developmental disabilities' waiver waiting list		5,064	4,743	N/A	4,713			
Individuals receiving developmental disability waiver services		4,641	4,934	N/A	4,859			
Individuals receiving developmental disability supports waiver services		New	New	N/A	0			
People on the waiting list that are formally assessed once allocated to the DD Waivers		New	New	100%	100%			G
Developmental disabilities waiver applicants who have a service and budget in place within 90-days of income and clinical eligibility		87%	96%	95%	93%			Y
Adults of working age (22 to 64 years), served on the DD Waiver (traditional or		29%	29%	34%	28%			Y



PERFORMANCE REPORT CARD

Department of Health
First Quarter, Fiscal Year 2021

Mi Via) who receive employment
supports

DD Waiver providers in compliance with
General Events timely reporting
requirements (2-day rule)

66%

84%

86%

89%

G

Program Rating

Y

Y

G

ACTION PLAN

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

Two bills were introduced during the 2020 legislative session to address some of NMED's revenue challenges.

The governor signed into law Chapter 32 (House Bill 312), which creates the environmental health fund to consolidate fees collected from four NMED programs.

Senate Bill 209, which did not pass, proposed to increase the maximum fees for food service licenses. NMED estimated that fee change would result in an additional \$2.3 million in annual revenue for the agency. In FY22, NMED food program spending is expected to exceed revenues.

Environment Department

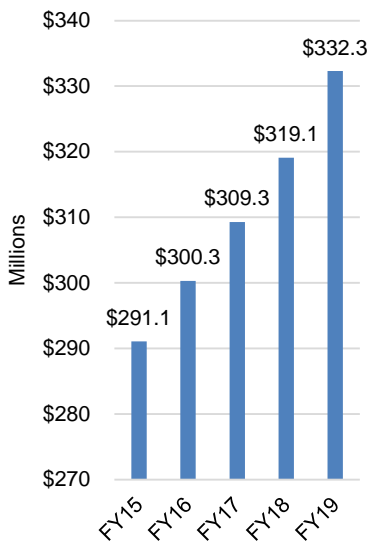
The New Mexico Environment Department (NMED) adapted quickly to the circumstances of the Covid-19 pandemic, finding efficiencies through the technology required for telework and reassigning staff to keep up with the demands of protecting public health in food establishments and workplaces. The agency has been working closely with the Department of Health to ensure all businesses are complying with the public health order and occupational workplace standards to protect employees and the public. NMED provided Covid-19 resources for all employers, drinking water treatment plant operators, food manufacturers, infectious waste management, oil and gas operators, restaurants, and wastewater treatment operators. NMED also ensured the adequate supply of disinfection chemicals for drinking water and wastewater treatment, developed safe practices for food manufacturers, food distribution centers, grocery stores, and restaurants, and provided oversight of companies hauling Covid-19 infectious waste and medical waste incinerators.

Water Protection

Approximately 1.94 million New Mexicans receive their drinking water from community public water systems, and about 1.84 million, or 95 percent, received water that met all health-based standards in the first quarter of FY21. Of the community water systems that were issued health-based violations during the first quarter, 10 were issued violations based on a failure to correct deficiencies noted during sanitary survey inspections. In many cases, these deficiencies are easily correctable and only require the water systems to provide compliance documentation showing that the issue has been corrected. Seventeen other community water systems were issued more serious violations that often require major infrastructure improvements to treat contaminants. The Drinking Water Bureau works to help water systems understand and comply with drinking water standards that protect public health rather than merely issuing violations.

In the first quarter, NMED conducted 40 inspections of facilities operating under a groundwater discharge permit, which is about 6 percent of the annual goal of 450 inspections. The agency reports a high vacancy rate in the Ground Water Quality Bureau affects the ability to perform inspections. NMED plans to increase permit fees in FY21 to generate additional revenue that can be used to fund vacant positions. Current fee revenue covers approximately 10 percent of the program's costs.

**Wastewater Facility
Construction Loan Fund
Ending Net Position
FY15-19**



Source: State Auditor's Office

	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Budget:							
Facilities operating under a groundwater discharge permit inspected annually	68%	47%	66%	6%			Y
Population served by community water systems that meet health-based drinking water standards*	97%	99%	N/A	95%			
Number of miles of active watershed restoration, including wetlands projects, state-funded projects and federal Clean Water Act Section 319 projects*	564	560	N/A	548			
EPA clean water state revolving loan fund capitalization grant and matching state funds committed for wastewater infrastructure	100%	100%	100%	17%			G
Number of outreach efforts to promote available clean water state revolving loan funds to eligible recipients throughout the state	NEW	NEW	30	6			G

PERFORMANCE REPORT CARD

Environment Department

First Quarter, Fiscal Year 2021

Dollar amount of new loans made from the clean water state revolving fund*

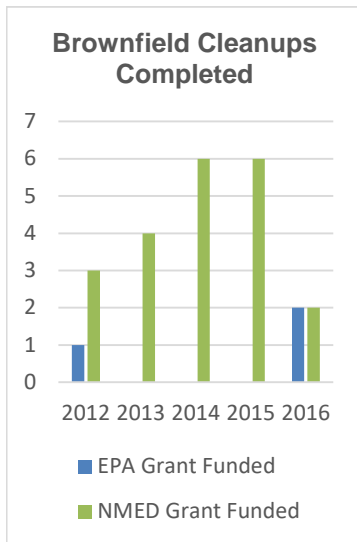
NEW NEW N/A \$0

Program Rating

G Y

G

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



A brownfield is a property whose expansion, redevelopment, or reuse may be complicated by the presence or potential presence of a hazardous substance, pollutant, or contaminant.

Source: Environmental Council of the States

The Petroleum Storage Tank Bureau is increasing outreach and assistance to the regulated community to help improve compliance with regulatory requirements for underground storage tanks. Staff report that tank owners may still be learning about new regulations that were passed in 2018.

There are an estimated 930 leaking petroleum storage tanks throughout New Mexico that require and are in various stages of corrective action and are potentially eligible for reimbursement from the corrective action fund.

Resource Protection

There are 3,085 underground storage tank systems at 1,154 regulated facilities across the state, of which 103 have outstanding violations that can threaten groundwater. New Mexico's compliance rate is above the national average of 70 percent. Due to the Covid-19 pandemic, only 61 inspections were conducted in the first quarter of FY21, compared with 159 inspections in the first quarter of FY20. Twenty-four solid waste or medical facilities were inspected in the first quarter of FY21 and two municipal landfills were cited for two or more substantial violations, resulting in an 8 percent noncompliance rate.

The department has identified 75 large quantity hazardous waste generators (LQGs) in the state, seven of which were inspected during the first quarter of FY21; none were in compliance with permit requirements. When the Hazardous Waste Bureau finds an LQG in violation of regulations, it issues enforcement actions requiring compliance and will seek monetary penalties based on the nature of the violations.

	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Budget:							
FTE:							
Large quantity hazardous waste generators inspected and in compliance, cumulatively*	39%	25%	N/A	0%			G
Underground storage tank facilities compliant with release prevention and release detection requirements	86%	83%	90%	91%			G
Solid waste facilities and infectious waste generators not in compliance with solid waste rules	5%	5%	5%	8%			Y
Percent of obligated corrective action funds expended	14%	10%	N/A	18%			
Program Rating	Y	Y					G

Environmental Protection

The Environmental Protection Division, through its Food Program and Occupational Health and Safety Bureau (OHSB), has been heavily involved in managing the Covid-19 public health emergency. The Food Program is responsible for protecting employees, consumers, and the public from adverse health and safety conditions in food establishments, and thus enforces statewide restrictions on indoor dining per public health orders and provides guidance to food establishments on safely operating during the pandemic. OHSB is responsible for protecting employees of private industry and state, county, and city governments from workplace hazards. As a result, OHSB leads the majority of the state's rapid responses, which ensure employers are following proper safety precautions to prevent the transmission of Covid-19 within their workplaces. NMED conducted 1,070 rapid responses in the first quarter of FY21.

So far in FY21, 95 percent of restaurant and food manufacturer priority violations were corrected within the timeframes specified by the Environmental Health Bureau. Priority violations indicate the highest level of risk for foodborne illness. The Bureau has been

PERFORMANCE REPORT CARD

Environment Department
First Quarter, Fiscal Year 2021

conducting virtual inspections due to the additional demands created by the pandemic as well as limited resources for field staff. In the first quarter of FY21, 85 percent of days had good or moderate air quality ratings as measured by NMED's statewide network of ambient air quality monitors.

Budget:	FTE:	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Percent of serious worker health and safety violations corrected within the designated timeframes		95%	94%	96%	92%			G
Priority food-related violations from inspections corrected within the designated timeframes		100%	95%	100%	95%			Y
Days with good or moderate air quality index rating*		87%	96%	N/A	85%			Y
Facilities taking corrective action to mitigate air quality violations within six months of violation		NEW	100%	100%	100%			G
Radiation-producing equipment in violation when inspected		NEW	NEW	20%	1%			G
Program Rating		G	G					G

ACTION PLAN

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

Children, Youth and Families

For FY21, the Legislature increased appropriations across the Children, Youth and Families Department's (CYFD) programs by 6 percent. The majority of the increase was for the Behavioral Health Services Program (BHS) and the Protective Services Program (PS).

The PS division received an 8 percent increase in FY21, including funding to implement a new differential response system, expand prevention, family support and reunification services, and increase staffing to reduce caseloads and lower turnover rates. While PS turned in a mixed performance in the first quarter of FY21, the division is making incremental progress in critical measures. Since FY18, the 12-month maltreatment rate dropped from 17 percent to 13.8 percent. While still above the target and the national standard, both the six-month and 12-month maltreatment rates are moving in the right direction. As the division continues to implement new initiatives, performance should continue to improve.

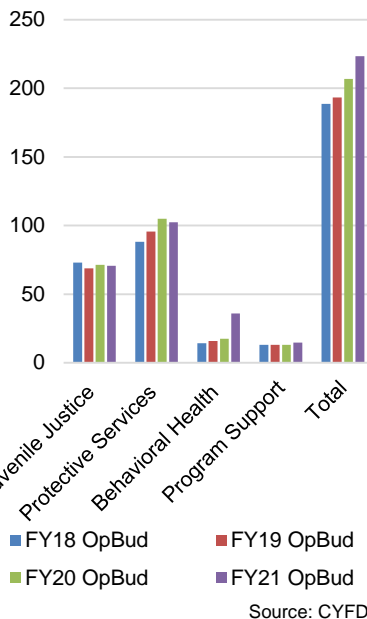
The BHS budget more than doubled, primarily to expand access to behavioral health services. In the first quarter of FY21, the BHS division exceeded all but one of its targets. While still under the target of 75 percent, the division increased the percentage of children and youth receiving services from clinicians from 51.8 percent in FY19 to 66.4 percent in the first quarter of FY21. Key initiatives, focused on expanding services and maintaining children and youth in least restrictive placements, will continue to be rolled out throughout FY21. New performance measures will be put in place to reflect the divisions expanded responsibilities starting in FY22.

The department's overall performance continues to be impacted by the Covid-19 public health emergency. Unemployment, unstable housing and transient living have put many system-involved youth and youth transitioning from care at high risk of Covid-19 infection, and in turn, put CYFD staff working with them at high risk. Additionally, lack of technology and broadband capacity has made it difficult for some CYFD partners and stakeholders to communicate and participate in virtual court proceedings and access services. As the pandemic wears on, CYFD continues to adjust its business practices, but concerns about underreporting and negative behavioral health outcomes continue to grow.

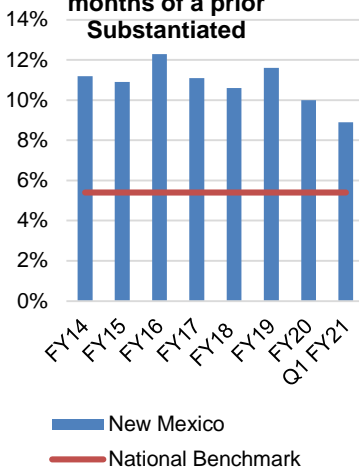
Protective Services Division

The Protective Service division met only half of its targets but showed progress across many of its critical measures, including the six-month maltreatment measure, which came in under 10 percent for the first time in several years. Complex factors such as poverty, substance abuse, domestic violence, and mental health problems all contribute to the challenges faced by families that have repeat maltreatment substantiations in relatively short periods of time. Gaps in needed safety-related services throughout the state, vacancy rates, and worker turnover impact this outcome. Serious injuries that result from physical abuse or neglect are often indicative of escalating maltreatment and, in some cases, are sentinel events that predict subsequent injury or even death. In FY20, 37 percent of substantiated serious injury allegations involved a family with PS involvement within the prior year, highlighting PS's central role in preventing these

CYFD General Fund History by Program
(in millions of dollars)



Children Subject to Repeat Maltreatment within 6 months of a prior Substantiated

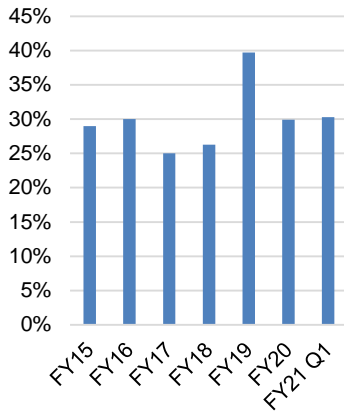


PERFORMANCE REPORT CARD

Children, Youth and Families Department

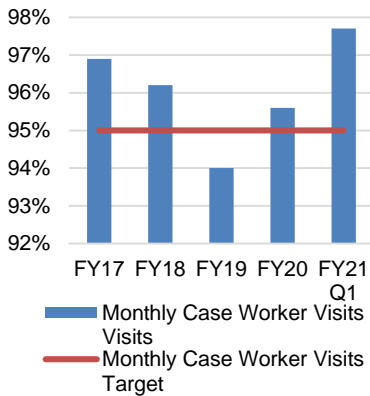
First Quarter, Fiscal Year 2021

Turnover Rate for Protective Service Workers



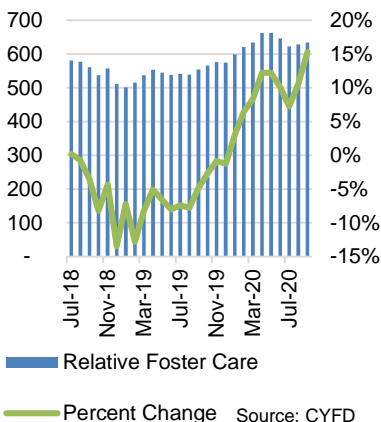
Source: CYFD

Monthly Case Worker Visits



Source: CYFD

Change in Relative Foster Care



Source: CYFD

incidents and the importance of training for PS investigative staff. PS is working to improve training efforts and has restructured contracts to address gaps in the service array. A new quality improvement process will evaluate outcomes for contract providers who work with families referred by PS and assess fidelity to safety assessment and safety organized practice. Since the Covid-19 quarantine guidelines were implemented, many visits with children in foster care have been virtual; however, the frequency of these visits has gone up, with data indicating that most children in foster care are receiving weekly or almost-weekly visits with their caseworker. In the last year, PS has seen an increase in the percentage of children placed with relatives, including the number of relative placements that are made immediately following removal. New procedures mandating the county office manager's approval prior to placing a child with a non-relative should lead to continued improvement in this measure. To improve timely reunification and permanency plans, PS is piloting a program in several counties to help PS engage parents in a more meaningful and timely manner and reduce barriers to accessing services.

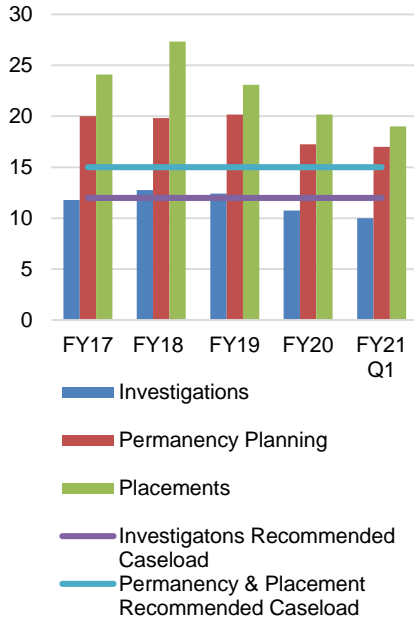
	Budget: \$171,038.6	FTE: 1,019	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Children who are not the subject of substantiated maltreatment within six months of a prior determination of substantiated maltreatment.			89.6%	90%	93%	91.1%	-	-	Y
Children who have another substantiated maltreatment report within 12 months of their initial report.			17%	14.1%	9.1%	13.8%	-	-	R
Maltreatment victimizations per 100,000 days in foster care.			13.4	12.6	8.5	13.5	-	-	R
Children in foster care for more than 8 days, who achieve permanency within 12 months of entry into foster care.			32.3%	29.3%	40.5%	29.8%	-	-	R
Children in foster care for 12-23 months at the start of a 12-month period, who achieved permanency within that 12 months.			36.5%	40.2%	44%	43.1%	-	-	Y
Turnover rate for protective services workers.			39.7%	29.9%	20%	30.3%	-	-	R
For children in foster care for more than 8 days, placement moves per 1,000 days of foster care.			7.8	5.9	4	5.3	-	-	Y
Families with a completed investigation who engaged in prevention services (In-Home Services, Family Support Services) for 30 days or more.			4.5%	6.4%	20%	4.7%	-	-	R
Rate of serious injury per 1,000 investigations			2.88	3.1	1	2.1	-	-	R
Average statewide central intake call center wait time			n/a	0.15	3.0	0.23	-	-	G
Average of the longest statewide central intake call center wait time per month for a 12-month period. (in minutes)			n/a	8.18	15	8.33	-	-	G
Foster care placements currently in kinship care settings.			23.1%	28.8%	35%	37.3%	-	-	G

PERFORMANCE REPORT CARD

Children, Youth and Families Department

First Quarter, Fiscal Year 2021

Protective Service Monthly Caseloads



Kinship care placements that transition to permanent placement.

37.5% 40.5% 15% 43.9% - - **G**

Indian Child Welfare Act foster care children who are in an ICWA-preferred placement.

n/a n/a 38% 65.4% - - **G**

Children in foster care who have at least one monthly visit with their caseworker

94% 95.6% n/a 98.2% - - **G**

Program Rating

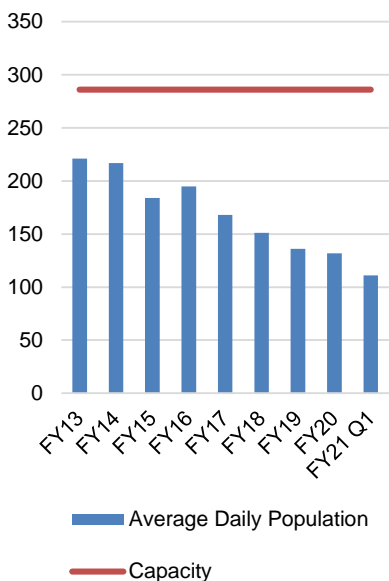
Y

Juvenile Justice Services

The Juvenile Justice Services division met or nearly met more than half of its targets. Significantly, the division improved performance in key recidivism measures. Nearly 94 percent of JJS clients successfully completed formal probation. In the first quarter of FY21, recidivism rates for youth discharged from active field supervision improved by several percentage points but remain higher than the target. In efforts to reduce recidivism, the division continues to focus on providing a comprehensive array of rehabilitation programs and services and has prioritized the use of evidence-based programs. The Child and Adolescent Needs and Strengths (CANS) assessment was completed for all clients in JJS secure facilities. By using the CANS assessment and incorporating wraparound services through BHS providers, youth with the most complex needs are supported through an integrated plan that focuses on needs and builds on existing strengths. In the first quarter of FY21 there were 116 physical assault incidents in the JJS facilities; 42.2 percent were client-on-client physical assaults and 51.7 percent were client-on-staff physical assaults. The Covid-19 pandemic has created a number of challenges to maintaining appropriate staffing levels, but JJS has been successful in lowering the turnover rate for youth care specialist.

For FY21, JJS has two new performance measures, one addressing kinship placements and one focused on appropriate placements for Indian Child Welfare Act youth. The division did not report on these new measures this quarter because system changes are required to accurately capture the relevant data. CYFD will report on these measures in the next quarter with an effective date beginning July 1, 2020.

JJS Secure Facility Population



Budget: \$71,742.4 FTE: 821

Physical assaults in Juvenile Justice Facilities.

235 287 <285 116 - - **Y**

JJS clients age 18 or older who enter adult corrections within two years of discharge from a JJS facility.

21.5% 14.6% 10% 33.3% - - **R**

JJS clients who successfully complete formal probation.

85.8% 93.7% 86% 93.9% - - **G**

Recidivism rate for youth discharged from active field supervision.

20% 20% 12% 17.9% - - **R**

Recidivism rate for youth discharged from commitment.

44.5% 41.1% 40% 35.5% - - **G**

JJS clients who improved in math (NWEA MAP) (reported in Q2 and Q4).

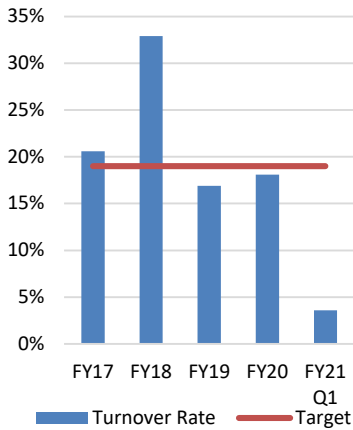
70.5% 67.7% 60% - - - n/r

PERFORMANCE REPORT CARD

Children, Youth and Families Department

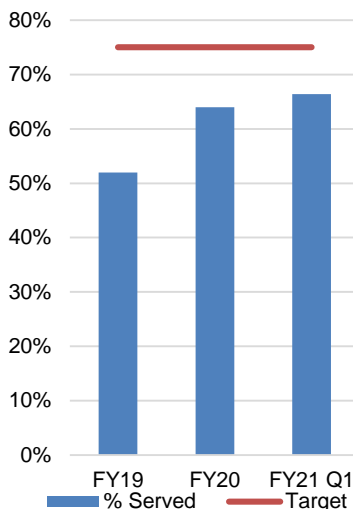
First Quarter, Fiscal Year 2021

Turnover Rate for JJS Youth Care Specialists



Source: CYFD

CYFD Children and Youth Receiving Services from Community Behavioral Health Clinicians



Source: CYFD

JJS clients who improved in reading (NWEA MAP) (reported in Q2 and Q4).	50%	40.6%	60%	-	-	-	n/r
Substantiated complaints by clients of abuse and neglect in JJS facilities.	10%	25.9%	13%	20%	-	-	R
Turnover rate for youth care specialist.	16.9%	18.1%	19%	3.6%	-	-	G
Youth being formally supervised by field services currently in kinship care settings.*	-	New	30%	No report	-	-	n/r
Indian Child Welfare Act youth formally supervised in the community who are in appropriate placements.*	-	New	95%	No report	-	-	n/r
Program Rating							Y

Behavioral Health Services

The Behavioral Health Services (BHS) division met all but one of its performance targets. BHS's Infant and Early Childhood Mental Health (IECMH) program oversees services offered by CYFD contracted agencies to parents or caregivers and their infants or young children, ages 0 to 5 years old, across New Mexico. During first quarter of FY21, seven infants were tracked, and none of them had a substantiated re-referral to CYFD PS. BHS will continue to support community providers through clinical consultation to increase competency in the delivery of child-parent psychotherapy. In the first quarter of FY21, 66.4 percent of CYFD involved children and youth received services from community behavioral health clinicians. The number of youth receiving services has grown year-over-year since 2019 and the division will continue to expand services during FY21 with the addition of 10 new positions.

Budget: \$42,948.0	FTE: 115.5	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
CYFD involved children and youth who are receiving services from community behavioral health clinicians.		51.8%	64%	75%	66.4%	-	-	Y
Youth receiving services who are maintained in the least restrictive setting.		-	-	70%	90%	-	-	G
Domestic violence survivors who create a personalized safety plan with the support of agency staff prior to discharge from services.		-	-	85%	94.1%	-	-	G
Program Rating								G

ACTION PLAN

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

Corrections Department

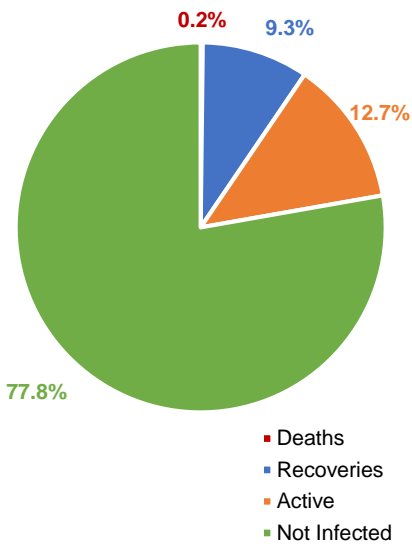
In the first quarter of FY21, the Corrections Department (NMCD) reported significant improvements in prison violence and vacancy rates among correctional officers and probation and parole officers. Unfortunately, historical issues in performance reporting for several significant measures, including overall recidivism, make it difficult to compare this quarter's performance with that of previous years or quarters.

About 22 percent of New Mexico's prison population has been infected with Covid-19, with 13 percent of the population actively infected in November. Every one of the state's 11 prisons has had at least one case, six have had more than 10 percent of their population infected, and 11 inmates have died. Otero County Prison Facility, which saw the system's first outbreak, currently has no active cases but almost 90 percent of the population was infected and four men died as a result. At Roswell Correctional Center, 94 percent of the population is currently infected and one man has died.

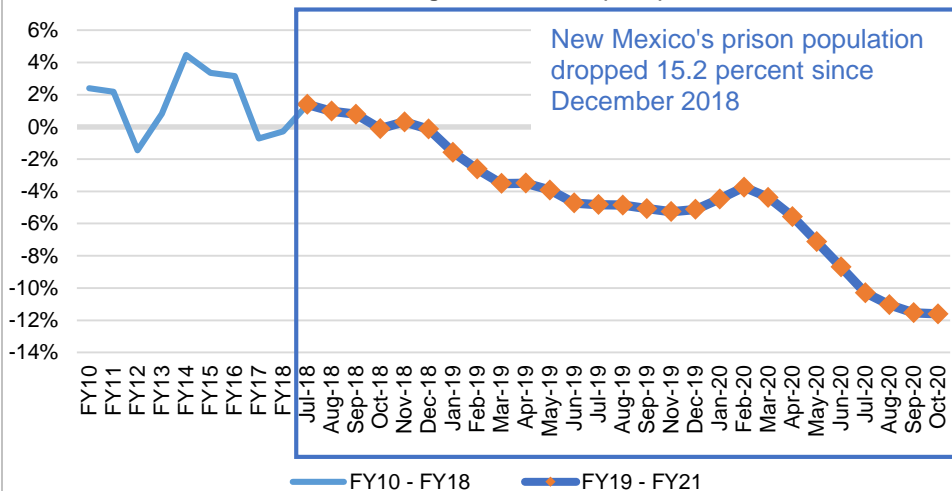
NMCD conducts surveillance Covid-19 testing of a minimum of 5 percent of inmates and 50 percent of staff members each week inmates, tests all inmates at intake and prior to release, conducts daily screenings of inmates for Covid-19 symptoms (such as fever), and tests all symptomatic inmates. The agency conducts contact tracing, testing, and separation for positive cases, including rapid response testing for close contacts. When contact with a positive case is close, rapid response testing is initiated. Troublingly, the performance of the department's medical vendor has dropped significantly during this crisis, and the vendor failed to meet six of its performance measures in the first quarter of FY21, including three directly linked to respiratory health.

New Mexico's prisons held an average of 6,175 inmates in October, including 5,594 men and 581 women, a decrease of 0.6 percent over September but 11.6 percent compared with October 2019. Since December 2018, the total prison population has fallen 15.2 percent.

**NM Prison Population
Covid-19 Infection Status**



**NMCD Inmate Population, Year-over-Year Percent Change
FY10 through October 2020 (FY21)**

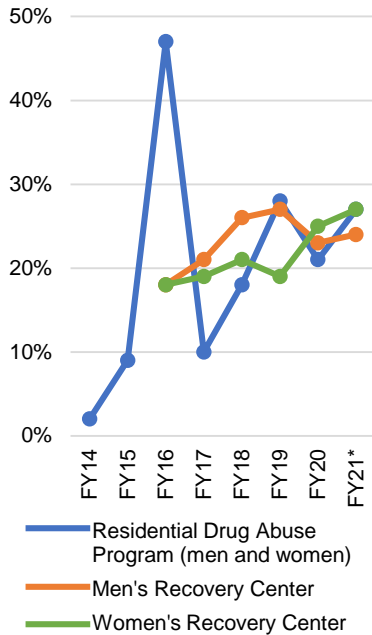


Inmate Management and Control

In its first report for FY21, NMCD clarified that several of its most significant measures had been calculated incorrectly for years and revised these calculations. Unfortunately, failure to provide historic data for the department's overall three-year recidivism rate and measures related to release-eligible inmates and inmate education render these long-term measures effectively useless, as there is nothing to compare them to.

This quarter, NMCD reported its overall three-year recidivism rate had been reported incorrectly since 2016, due to a database error that erroneously counted all intakes to the parole system as prison

Recidivism Rates of NMCD Drug Treatment Programs



*as of FY21 Q1

Source: LFC files, NMCD

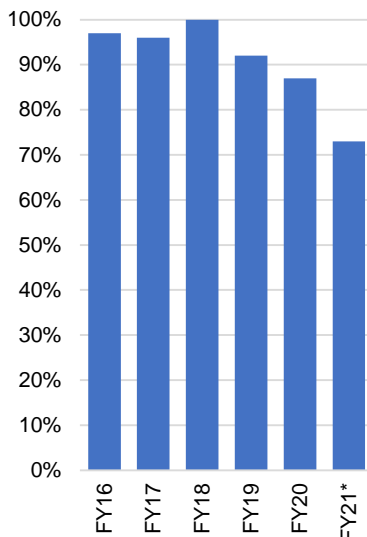
admissions for purposes of calculating reincarceration rates. The agency has corrected this issue, and reported a recidivism rate of 42 percent for the first quarter of FY21. Unfortunately, because the department has not yet been able to provide corrected historical data on this measure, it is not clear if this quarter's result represents an increase or decrease from previous recidivism levels. However, measures of recidivism due to new or pending charges and due to technical violations (which were not impacted by this error) did increase this quarter compared with FY20, suggesting overall recidivism is likely increasing as well.

The recidivism rate of RDAP graduates is extremely volatile (ranging between 2 percent and 47 percent since FY14), prompting data quality concerns and making it difficult to judge the program's efficacy. Although the program is evidence based, it is not known how well it has been implemented. This quarter, the department reported RDAP's recidivism rate rose 3 percentage points over the last quarter of FY20.

Inmate-on-inmate and inmate-on-staff assaults requiring outside medical treatment (previously referred to as assaults resulting in serious injury) showed significant improvements this quarter, with just one inmate-on-inmate assault and no inmate-on-staff assaults. NMCD could not provide an explanation for these significant changes.

NMCD saw huge improvements in vacancy rates among public correctional officers (which dropped 8 percentage points since last quarter) and private correctional officers (which dropped 13 percentage points). NMCD did not provide an explanation for these significant quarter-over-quarter changes, but has been focused on improving vacancies in the long term through changes to recruitment, screening, and training techniques.

Percent of Standard Healthcare Requirements Met by Medical Contract Vendor



*as of FY21 Q1

Source: LFC files, NMCD

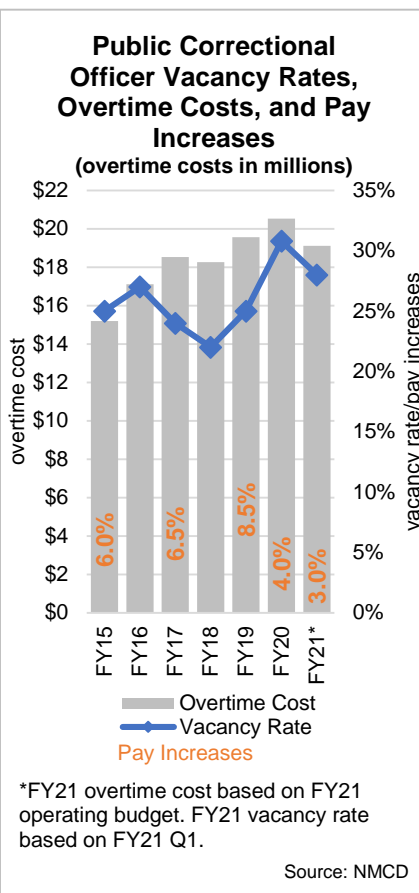
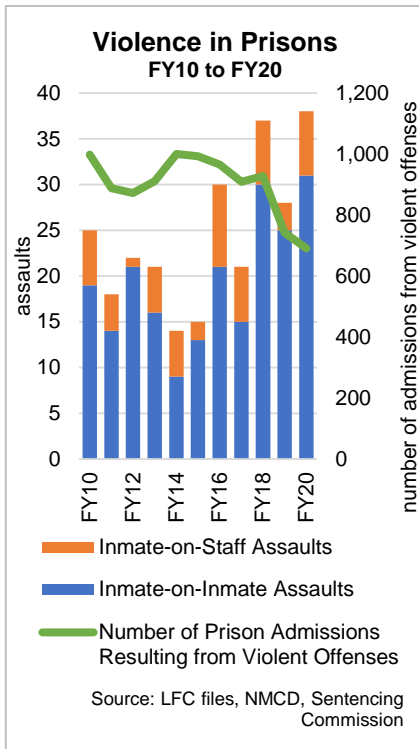
In mid-FY20, NMCD entered into a contract for inmate healthcare that increased its costs by about 20 percent (or approximately \$10 million annually) but appears to have resulted in significantly worse performance. In FY18 and FY19, the department's previous contractor met 100 percent and 92 percent of standard healthcare requirements. In the first quarter of FY21 (the first period for which data covering solely the new vendor is available), only 73 percent of standard healthcare requirements were met. The requirements the medical contractor failed to meet included measures related to flu vaccination, pneumococcal vaccination (pneumococcus is one of the most common causes of severe pneumonia), and asthma medication and adherence, failures that are especially troubling while prison facilities are overrun by a pandemic that targets the respiratory system.

As of September 30, NMCD reports 2,670 inmates were infected with hepatitis c, about 43 percent of the total prison population. During the fourth quarter of FY20 and the first quarter of FY21, 65 inmates were treated for hepatitis c, and the department reports a cumulative treatment success rate of 69 percent. To date, NMCD has expended \$401 thousand of its \$22 million special appropriation for hepatitis c treatment on diagnostic equipment and on a memorandum of understanding with the Department of Health (DOH) to provide NMCD assistance setting up and implementing a 340b drug pricing program. The department has also spent \$2.1 million from other funding sources for hepatitis c drugs and the cost of hepatitis-c-related laboratory testing. Since the initiation of this project, NMCD has successfully quantified the number of infected inmates using laboratory test results, developed and approved clinical guidelines for the elimination of hepatitis c in prisons, and worked with DOH to qualify 10 of its 11 prison facilities as covered entities under the 340b drug pricing program.

PERFORMANCE REPORT CARD

Corrections Department

First Quarter, Fiscal Year 2021



	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Budget: \$299,283.7 FTE: 2,044							
Percent of prisoners reincarcerated within 36 months	54%	54%	45%	42% ¹			Y
Percent of prisoners reincarcerated within 36 months due to new charges or pending charges	15%	12%	17%	14%			G
Percent of sex offenders reincarcerated on a new sex offense conviction within 36 months of release on the previous sex offense conviction ²	1%	2%	15%	0%			G
Percent of residential drug abuse program graduates reincarcerated within 36 months of release*	28%	21%	N/A	27%			
Number of inmate-on-inmate assaults resulting in injury requiring off-site medical treatment	25	31	15	1			G
Number of inmate-on-staff assaults resulting in injury requiring off-site medical treatment	3	7	0	0			G
Percent of release-eligible female inmates still incarcerated past their scheduled release date	9.4%	7.7%	6%	0.1% ³			R
Percent of release-eligible male inmates still incarcerated past their scheduled release date	9.3%	6.4%	6%	1.5% ³			R
Vacancy rate of correctional officers in public facilities	25%	31%	20%	28%			R
Vacancy rate of correctional officers in private facilities	NEW	46%	20%	18%			G
Percent of eligible inmates enrolled in educational, cognitive, vocational and college programs	76%	62%	68%	35%			
Percent of participating inmates who have completed adult basic education* ⁴	78%	77%	N/A	6.3% ⁴			R
Percent of eligible inmates who earn a high school equivalency credential ⁴	78%	77%	80%	6.3% ^{4,5}			R
Number of inmates who earn a high school equivalency credential	139	134	150	43			R
Percent of standard healthcare requirements met by medical contract vendor	92%	87%	100%	73%			R
Percent of random monthly drug tests administered to at least ten percent of the inmate population that test positive for drug use*	2.9%	2.5%	N/A	1.7%			
Program Rating	Y	R					R

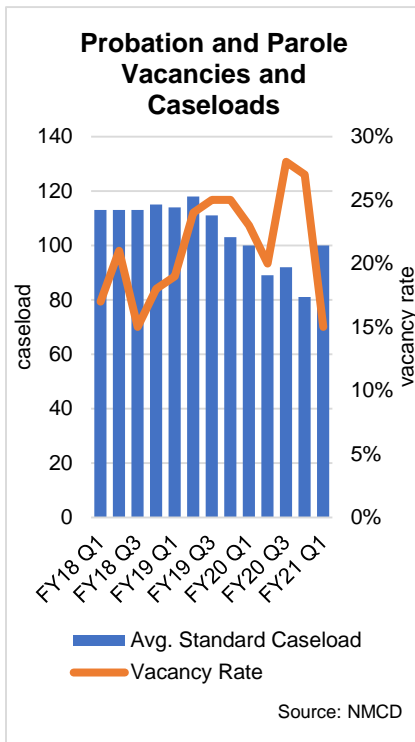
*Measures are classified as explanatory and do not have targets.

1. This quarter, NMCD reported its overall three-year recidivism rate had been reported incorrectly since 2016, due to a database error that erroneously counted all intakes to the parole system as prison, admissions for purposes of calculating reincarceration rates. The agency has corrected this issue but has not provided corrected historical data and this quarter's result cannot be compared to previous years. However, because recidivism is increasing in other measures that were not impacted by this error, it is likely this measure is increasing, and it is therefore rated red.

2. NMCD reported this measure had previously been miscalculated, changed the calculation for FY21, and provided corrections to FY19 and FY20 reports.

3. NMCD reported this measure had previously been miscalculated, changed the calculation for FY21, but did not provide corrected historic reports. LFC and DFA analysts believe NMCD's altered calculation is incorrect (the original calculation is correct), so these measures are currently rated red pending clarification or recalculation.

4. NMCD reported this measure had previously been miscalculated, changed the calculation for FY21, but did not provide corrected historic reports. Previously, these measures were both calculated as the pass rate of the high school equivalency test; now, they are both reported as the percent of inmates enrolled in adult basic education who pass the high school equivalency test and therefore earn the credential.

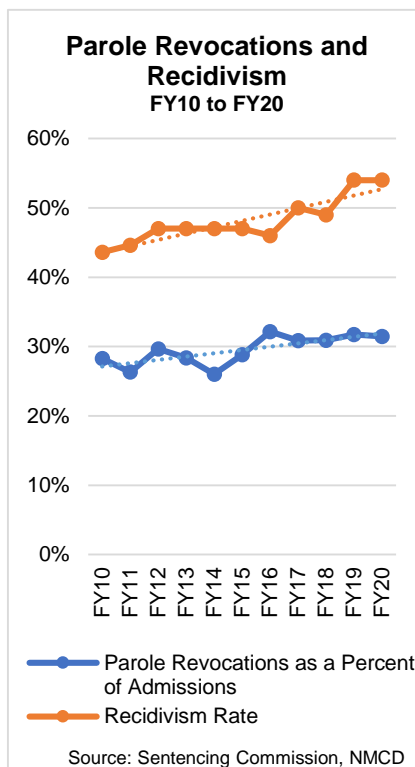


Community Offender Management

The vast majority of parole revocations can be attributed to substance abuse or technical parole violations. Between FY19 and FY20, the share of parole revocations resulting from technical violations declined, suggesting the department may be making some improvements in this area. In FY20, technical violations accounted for 72 percent of parole revocations, compared with 94 percent in FY19, and comprised 23 percent of overall prison admissions, compared with 30 percent in FY19. However, in the first quarter of FY21, the percent of prisoners reincarcerated within 36 months of release due to technical parole violations more than doubled compared with FY20, from 13 percent to 28 percent.

In the third quarter of FY20, the vacancy rate among probation and parole officers reached its highest rate since the department began reporting this measure, and remained similarly high in the fourth quarter. This quarter, however, the rate dropped 12 percentage points to the lowest level since the third quarter of FY18. The reasons for these volatile shifts in vacancies are unclear.

It is difficult to determine the effectiveness of NMCD's substance-abuse treatment services in the community because the department only reports recidivism rates for two programs: the men's and women's recovery centers, which serve only a small fraction of the offenders in need of such treatment. These programs use an inpatient therapeutic community model which the department's FY19 community corrections program inventory defined as research-based, but has experienced mixed results. Recidivism rates for these men and women graduating from these programs increased 5 percentage points and 7 percentage points, respectively, between FY16 and FY20. In the first quarter of FY21, male graduates' recidivism rate rose 2 percentage points over the last quarter of FY20 and was slightly above its FY21 target, while the recidivism rate of female graduates was steady with the fourth quarter of FY20 but well above the department's FY21 target for this measure.



	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Budget: \$40,010.2 FTE: 380							
Percent of prisoners reincarcerated within 36 months due to technical parole violations	15%	13%	14%	28%			R
Percent of graduates from the women's recovery center who are reincarcerated within 36 months	19%	25%	19%	27%			R
Percent of graduates from the men's recovery center who are reincarcerated within 36 months	27%	23%	23%	24%			Y
Average standard caseload per probation and parole officer	110	91	103	100			G
Percent of contacts per month made with high-risk offenders in the community	98%	96%	97%	95%			Y
Vacancy rate of probation and parole officers	24%	25%	20%	15%			G
Program Rating	Y	Y					Y

ACTION PLAN

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

Department of Public Safety

In 2019, New Mexico had the highest overall crime rate of any state in the country and ranked second for its violent and property crime rates behind Alaska and Louisiana, respectively. After three years of increases, the state's overall crime rate began dropping over the past two years, and violent crime decreased slightly in the past year; however, homicide rates rose 18 percent, with 28 more reported in 2019 than 2018. Homicide rates have increased in New Mexico every year since 2014, diverging from national trends. Albuquerque drives these high rates, with the number of homicides reported to the Albuquerque Police Department (APD) almost tripling between 2014 and 2019.

In FY20, New Mexico State Police (NMSP) officers responded to 274.6 thousand calls for service, a 20 percent decrease from the 345.3 thousand responded to in FY19, likely as a result of the Covid-19 pandemic, and made 3,049 felony arrests, a decrease of 11 percent compared with FY19, and 5,555 misdemeanor arrests, a decrease of 36 percent compared with FY19. In the first quarter of FY21, state police made 618 felony and 943 misdemeanor arrests, down 19 percent and 32 percent, respectively, from FY20's quarterly averages.

Law Enforcement

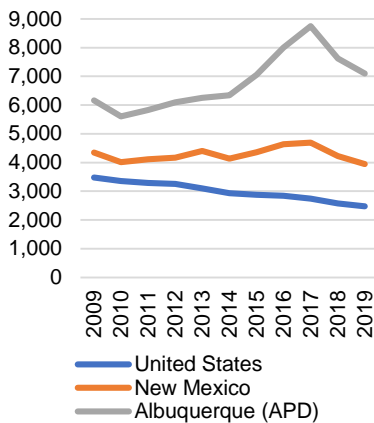
DWI arrests increased 39 percent this quarter compared with the last quarter of FY20 but were down 30 percent compared with the first quarter of FY20, and state police enforcement operations increased significantly compared with last year. DWI saturation patrols were up 80 percent compared with last quarter but were 20 percent higher than the first quarter of FY20, while the number of DWI checkpoints held was up from 2 in last quarter to 110 this quarter and was double the number of checkpoints held in the first quarter of FY20.

Increased enforcement operations accompanied by decreased DWI arrests this quarter suggest drunk driving has decreased this quarter. Department of Transportation reports, while still preliminary for this quarter, suggest alcohol-involved traffic fatalities are also down this quarter.

Of NMSP's 732 officers, 668 positions were filled at the end of the first quarter of FY21, a 9 percent overall vacancy rate and a 7 percent vacancy rate among positions supported by the general fund. Due to the Covid-19 pandemic and resulting solvency measures, The Department of Public Safety (DPS) only plans to hold one state police school in FY21, which graduated 22 new officers in November. For FY22, the agency only requested enough funding for one recruit school. DPS's most recent state police force strength projection anticipates an average of 671 commissioned officers will be employed in FY21; however, if only one recruit school is held in both FY21 and FY22, that average will drop to 630 in FY22, a 6 percent reduction in force strength. Holding an additional recruit school in FY22 will increase that average to 640, which still represents a 5 percent manpower reduction.

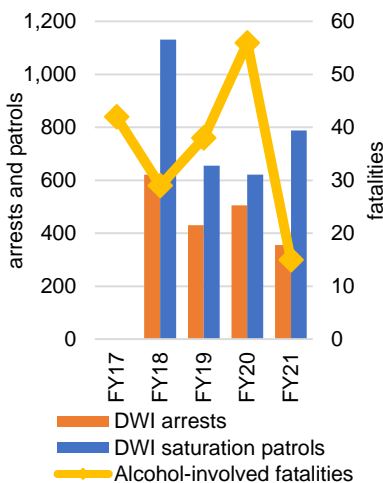
Significantly, even if the state police were able to hold two recruit schools in FY21 and FY22, the force would still be projected to fall by 1 percent in FY22 (661 officers) due to eliminating the practice of "lateral" hires from other law enforcement agencies in the fall of 2019. Between FY16 and FY20, the department made 48 lateral hires.

U.S., New Mexico, and Albuquerque (APD) Crime Rates
(per 100 thousand residents)



Source: Federal Bureau of Investigation, U.S. Census Bureau

DWI Enforcement Actions and Alcohol-Involved Traffic Fatalities through Q1

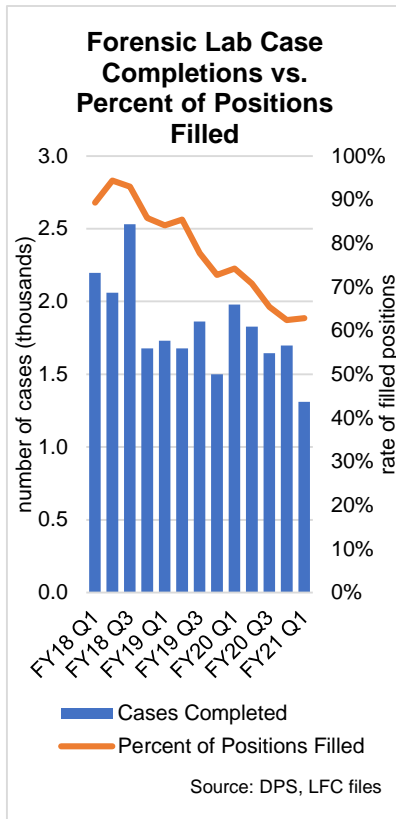


Note: DWI arrest and saturation patrol measures were new in FY18. Traffic fatality data are preliminary and will likely be revised for FY20 and FY21.

Source: DPS, NMDOT

PERFORMANCE REPORT CARD

Department of Public Safety
First Quarter, Fiscal Year 2021



Budget: \$128,755.9	FTE: 1093.3	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Data-drive traffic-related enforcement projects held		3,308	2,851	3,500	1,448			G
Driving-while-intoxicated saturation patrols conducted		3,416	1,933	3,350	788			G
Driving-while-intoxicated arrests		2,171	1,647	2,000	356			Y
Commercial motor vehicle safety inspections conducted		95,041	68,378	95,000	23,170			G
Commissioned state police officer vacancy rate*		N/A	8.9%	N/A	8.7%			
Commissioned state police officer turnover rate*		N/A	5.4%	N/A	0.9%			
Graduation rate of the New Mexico State Police recruit school*		68%	73.3%	N/A	N/A**			
Program Rating		G	G					G

*Measures are classified as explanatory and do not have targets.

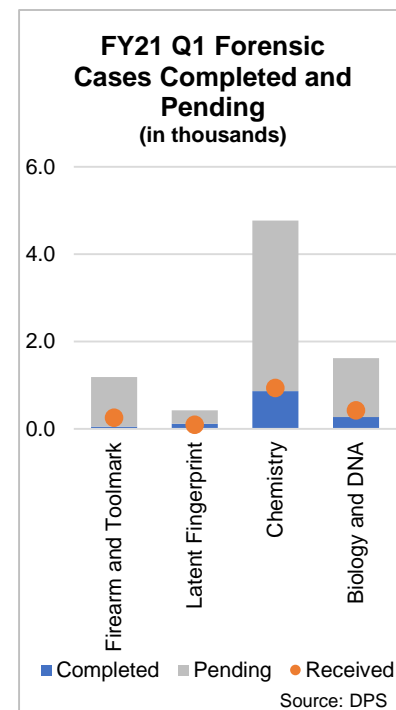
**No recruit school graduation this quarter; generally, there are two recruit schools held each year.

Statewide Law Enforcement Support

After increasing its backlog by 31 percent over the course of FY20, the forensic laboratory added an additional 245 cases to that backlog this quarter, and only one of the units with measured case types was able to make progress on its backlog. The laboratory has lost about 25 percent of its forensic scientists and technicians over the past two years and averaged a 37 percent vacancy rate among those positions this quarter. In FY21, DPS implemented 3 percent pay increases for forensic scientists and technicians (the first targeted pay increase for these positions in five years), which may help reduce these high vacancies. Between September and November of this year, the agency was able to add five staff members in these positions.

The latent fingerprint unit rebounded from a productivity slump in the second half of FY20 and was the only unit to make progress on its backlog this quarter, despite maintaining the same staffing levels throughout most of the quarter. The unit received significantly fewer cases than it usually does but more than quadrupled the number of cases it completed compared with the fourth quarter of FY20, when it had just a 17 percent case completion rate.

This quarter, the firearm and toolmark unit saw a 52 percentage point drop in its case completion rate and a 58 percent decline in the number of cases completed. DPS attributes this drop to the impact of Covid-19 on staff's ability to be in the office and the unit working on a homicide case and an officer-involved shooting case, both of which are complex and require significantly more processing and testing than other cases.



Budget: \$21,488.1	FTE: 161	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Forensic firearm and toolmark cases completed		67%	80%	90%	21%			R
Forensic latent fingerprint cases completed		118%	65%	100%	125%			G
Forensic chemistry cases completed		65%	93%	90%	92%			G
Forensic biology and DNA cases completed		87%	73%	95%	64%			R
Program Rating		G	Y					G

ACTION PLAN

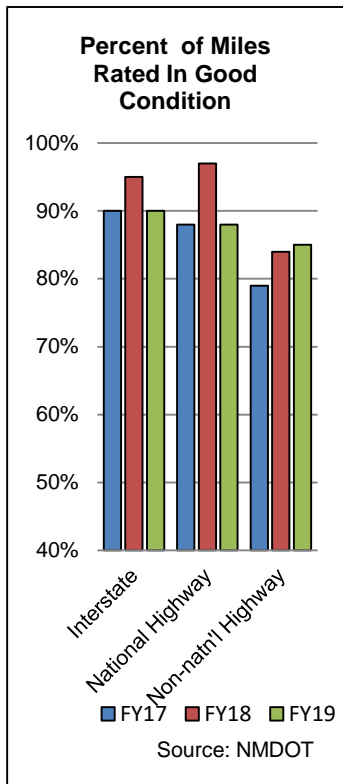
Submitted by agency?	Yes
Timeline assigned?	No
Responsibility assigned?	No

Department of Transportation

The Department of Transportation (DOT) reports that, despite challenges brought on by the Covid-19 pandemic, projects are being completed on time and maintenance activity has continued at a pace sufficient to meet performance targets. Additionally, reduced traffic volumes have resulted in traffic fatalities falling across all categories with alcohol-related fatalities seeing a 72 percent decline.

Project Design and Construction

For the past several years, the department has done well in completing construction on time and within budget, though project preparation has been a concern. In the first quarter of FY21, the department failed to meet the target for putting projects out to bid on-time with only 9 of 16 projects being bid according to schedule. Of additional concern is the final cost-over-bid amount on highway projects increased to 7 percent, the largest cost overrun reported for several years.



Budget: \$619,589.9	FTE: 368	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Projects completed according to schedule		86%	92%	>88%	91%			G
Projects put out for bid as scheduled		35%	75%	>67%	56%			R
Bridges in fair condition or better, based on deck area		96%	96%	>90%	96%			G
Final cost-over-bid amount on highway construction projects		0.2%	1%	<3%	7.1%			R
Program Rating		Y	G					Y

Highway Operations

Maintenance crews are on-pace to meet the FY21 target for roadway preservation. While the department has completed 44 percent of the annual maintenance goal in first quarter, maintenance activity falls significantly in quarters two and three as crews transition to cold-weather operations.

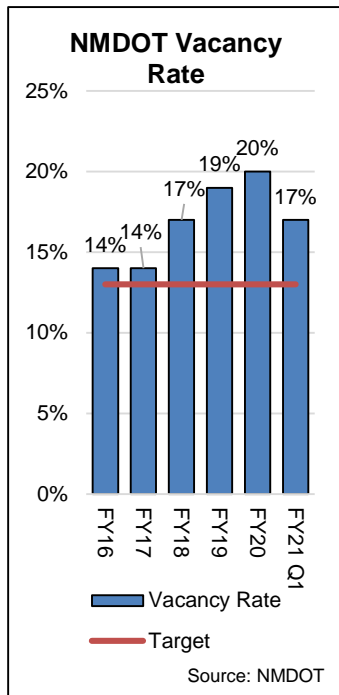
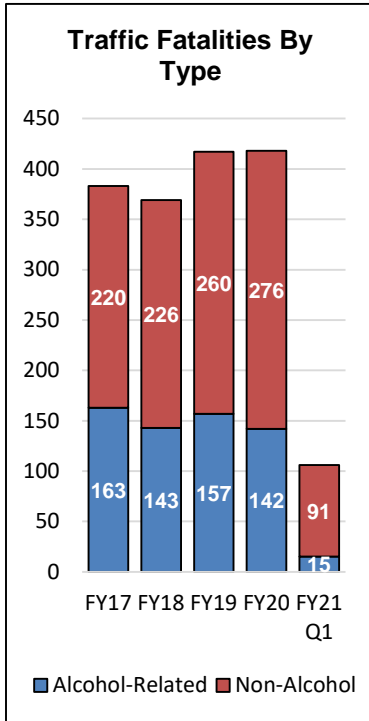
Road condition data suggests New Mexico roadways have deteriorated significantly from the prior year. However, it is likely that FY18 survey data, which showed dramatic year-over-year improvements in road condition, was influenced by the technology as well as the temporary impact of minor road repairs. Recognizing this, DOT partnered with other state DOTs in FY19 to pilot use of new condition assessment technology to better determine pavement distress.

Budget:	FTE:	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Statewide pavement miles preserved		3,143	3,970	>3,000	1,337			G
Program Rating		G	G					G

FY19 Road Condition Survey	FY16 Actual	FY17 Actual	FY18 Actual	FY19 Target	FY19 Actual	Rating
Interstate miles rated fair or better	95%	93%	95%	>90%	90%	G
National highway system miles rated good	91%	89%	97%	>86%	88%	G
Non-national highway system miles rated good	81%	79%	84%	>75%	85%	G

PERFORMANCE REPORT CARD

Department of Transportation
First Quarter, Fiscal Year 2021



Lane miles in deficient condition	4,515	4,606	3,783	<5,500	4,420	G
Program Rating	G	G	G			G

Modal

Total fatalities were down 12.4 percent from the first quarter of FY20 to the first quarter of FY21. The reduction is likely attributable to decreased traffic related to Covid-19 restrictions. Alcohol-related fatalities saw the greatest percentage reduction at 72.2 percent over this period. Pedestrian and unbelted fatalities fell by 27.8 percent and 6.7 percent respectively. Ridership on the park and ride and the rail runner is down significantly due to the curtailment of service triggered by the Covid-19 pandemic.

Budget: 74,251.2	FTE: 126	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Traffic fatalities		417	418	<357	106			G
Alcohol-related traffic fatalities		157	142	<125	15			G
Non-alcohol-related traffic fatalities		260	276	<232	91			G
Occupants not wearing seatbelts in traffic fatalities		134	153	<133	42			G
Pedestrian fatalities		78	84	<72	13			G
Riders on park and ride, in thousands		230	175	235	15			
Riders on rail runner, in thousands*		761	516	N/A	0			
Program Rating		Y	R					G

Program Support

The department has sought and received exemptions from the statewide hiring freeze and was able to lower the vacancy rate from 20 percent at the close of FY21 to 17 percent.

Budget:	FTE:	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Vacancy rate in all programs		19%	20%	<13%	17%			R
Employee injuries		72	54	<90	8			G
Percent of invoices paid within 30 days		94%	93%	>90%	92%			G
Employee injuries occurring in work zones		27	13	<35	3			G
Program Rating		G	G					G

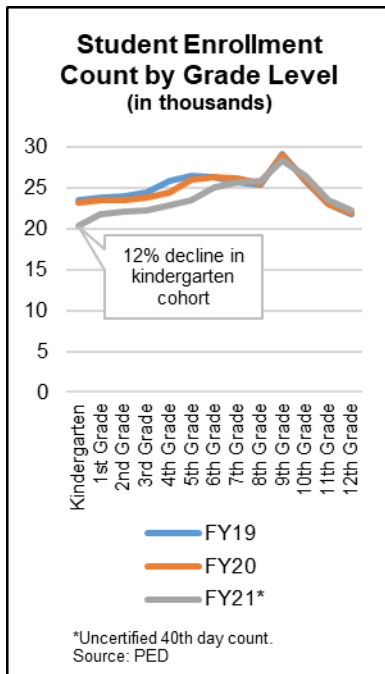
ACTION PLAN

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

Public Schools

The Public Education Department (PED) issued school reopening guidance in the first quarter; however, increasing Covid-19 transmission in July prompted the governor to delay school reopening until September 8. PED required school districts and charter schools to submit reentry plans in July and added new requirements for reopening on September 3, including community viral spread metrics, air filtration standards, personal protective equipment standards, and school roster limitations. Although 72 of the 89 school districts met the community viral spread gating criteria for in-person learning under a hybrid model for September 8, only 48 school districts eventually elected to reopen, with many schools delaying reopening due to the new requirements.

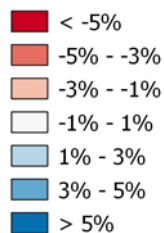
A 2020 LFC spotlight noted remote instruction improved in the first quarter compared with the fourth quarter of FY20. Additionally, PED restored basic accountability measures, such as attendance, grading, and minimum instructional hour requirements. However, remote instruction remains an inadequate substitute for in-person education, and the validity of remote assessment data is questionable due to low at-risk student participation and no independent test monitoring. The spotlight also found higher course failure rates in secondary schools and reported a fifth of students were not engaging in remote classes. With schools beginning to close again due to increasing Covid-19 transmission statewide, remote learning will likely continue to have a negative impact on student academic and social wellbeing – particularly for at-risk student populations.



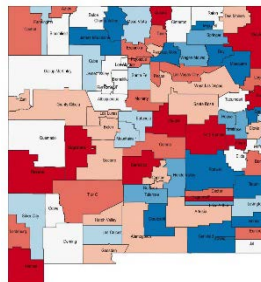
Enrollment Changes

School districts report FY21 public school student enrollment has declined dramatically due to the public health emergency, which will affect state funding distributions for FY22. Prior to the pandemic, overall student membership was naturally declining by about 1 percent each year. Preliminary, uncertified enrollment data suggests statewide student counts fell by 12.3 thousand students, or 3.9 percent, this quarter with most districts across the state losing membership. However, a few (mostly rural) districts reported substantial enrollment growth as well. Notably, enrollment declines were more significant for younger grade levels and districts bordering the state.

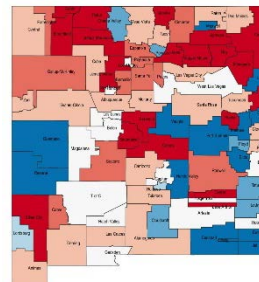
Enrollment Changes



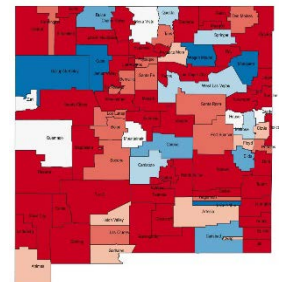
October 2018



October 2019

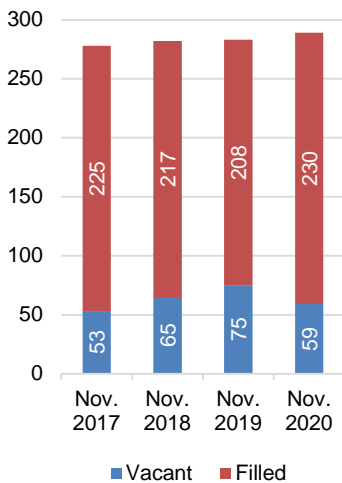


October 2020



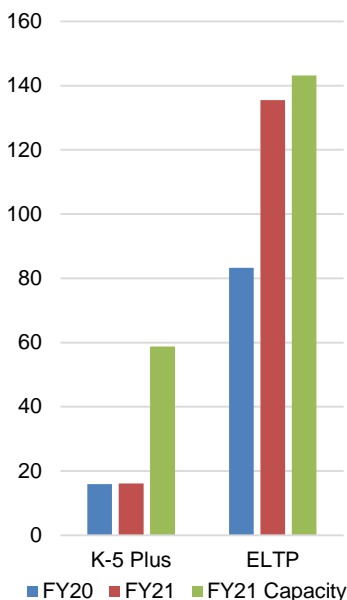
PED's reengagement program, Engage NM, will support the agency's efforts in locating 558 of the 12.3 thousand missing students. The agency notes 118 districts and charters are participating in the program, making over 16 thousand referrals for interventions to reengage students – an average of 2,500 referrals per week. In the fourth quarter of FY20, Engage NM initiated 11 thousand interventions. Approximately 78 percent of the interventions included two-way contacts, indicating a strong level of engagement and demand for support from families. PED notes referrals spiked during the first quarter, and those numbers are expected to continue rising with remote learning in place.

**Public Education
Department FTE
Positions**



Source: SPO

**Estimated Student
Participation
(in thousands)**



Source: PED, LFC Files

Public Education Department

In spite of the hiring freeze announced by the governor in April 2020, PED has continued to fill positions, decreasing the number of agency vacancies by 27 percent from the prior year. The department has prioritized hiring positions in the school support and accountability, licensure, reporting and data quality, student budget and financial analysis, Native American education, charter schools, and special education bureaus. Despite the addition of new personnel and increased funding for data reporting and collection, PED has not submitted data on some first quarter performance measures.

Budget: \$14,322.2	FTE: 282.2	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Students served in K-5 Plus Programs		18,227	15,967	N/A*	16,067			Y
Students served in Extended Learning Time Programs		New	82,816	N/A*	134,042			G
Average days to process reimbursements		26.8	31	24	No report			R
Data validation audits of funding formula		28	12	35	7			Y
Program Rating								R

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

Extended Learning Time

PED reports over 16 thousand students will generate K-5 Plus program funding in FY21, or 11 percent of eligible students. While overall participation is flat with FY20 levels, funding at each school district and charter schools has changed significantly. In FY20, Deming went from districtwide participation to no participation. Like Deming, 27 other districts cancelled their K-5 Plus programs; however, Los Alamos started its districtwide K-5 Plus program in FY21 and three other districts Central, Cobre, and Jemez Mountain, expanded their programs districtwide, resulting in a net increase in program growth.

In contrast, participation in Extended Learning Time Programs (ELTP) grew to 134 thousand students in FY21, an increase of 51 thousand students, or 62 percent, from the prior year. Although participation was likely spurred in part by provisions during the special session requiring schools to make up lost instructional time, nearly half of all students will participate in an extended school year in FY21. Combined, both initiatives will expend \$64.3 million in FY21 and revert an estimated \$87 million to the public education reform fund. PED estimates year end balances in the fund could be up to \$171 million, depending on final K-5 Plus and ELTP transportation distributions.

Teacher Workforce

New Mexico State University's 2020 *Educator Vacancy Report* notes the number of teacher vacancies statewide decreased from 644 vacancies in FY20 to 571 vacancies in FY21, with elementary and special education teachers comprising half of all vacancies. Additionally, institutions admitted 1,287 students into an educator preparation program (EPP) in FY20, an increase of 193 students, and 927 students completed EPPs, an increase of 181 students – reversing a decade-long trend of declining enrollment and completions. Declining student enrollment may also be contributing to the lower vacancy rate as schools experience reduced workloads, highlighting the need for more comprehensive metrics for evaluating the state of the current teacher workforce.

ACTION PLAN

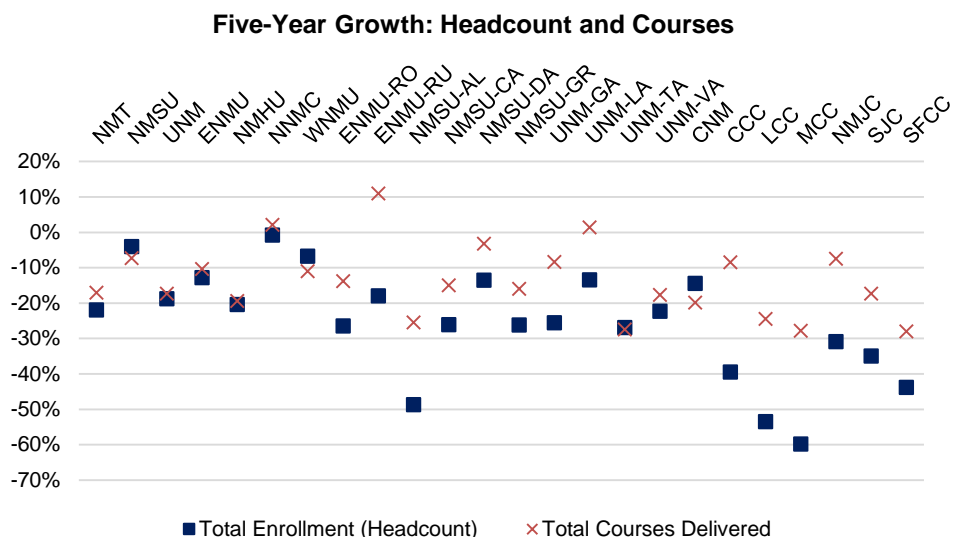
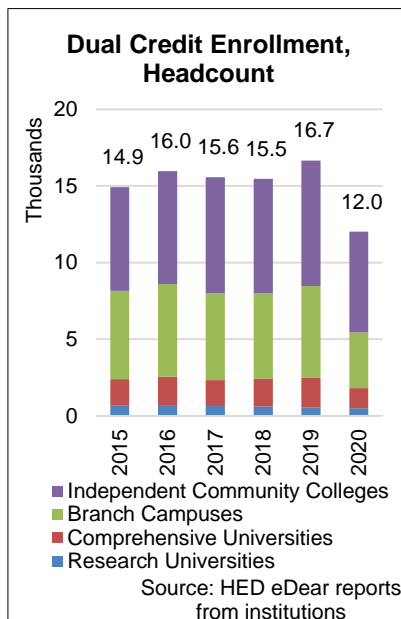
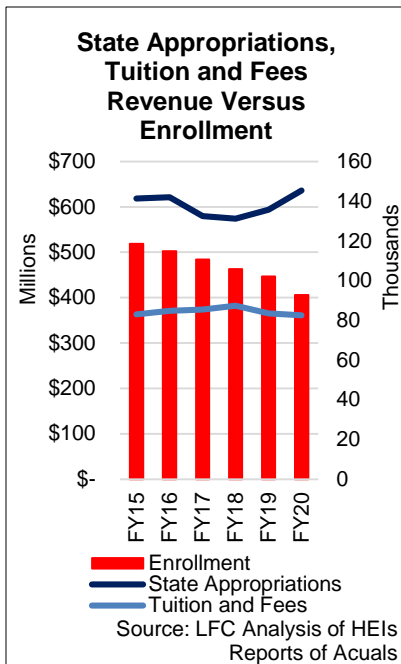
Submitted by agency?	No
Timeline assigned?	No
Responsibility assigned?	No

New Mexico Higher Education Institutions

Enrollment, retention, and graduation rates are proxies for institutional performance and effectiveness. New Mexico colleges and universities lag surrounding states in these measures. The conditions surrounding lagging performance are not well understood and the differences among type of institution—four-year research universities compared with four-year comprehensive universities, for instance—can be stark. Students and institutions share responsibility to improve performance.

Academic research has consistently identified a student's college preparedness and finances as indicators for success, pointing to the need for institutions to provide stronger student financial aid and academic advising to students. New Mexico offers the third-lowest cost of tuition and fees in the country because of the substantial state investment in higher education. The National Center for Higher Education Management notes the state of New Mexico is the sixth most generous financial support of higher education in the country.

Over the past five years, several trends reveal a glimpse of performance on college campuses: 13 percent fewer students have enrolled and institutions report a 15 percent reduction in workload, meaning students are completing fewer courses; 43 out of 100 students complete a degree at a four-year university when only 25 out of 100 complete a degree at a two-year college; awards declined this year by 3.4 percent overall, but over the past five years, bachelor degrees have dropped by 6 percent compared with 42 percent growth in sub-baccalaureate certificates; and employment on campuses fell by almost 3 thousand positions, mainly among part-time or non-instructional staff. During the same time, state funding has outpaced other self-generated revenue sources at institutions mainly because of declining enrollment. Tuition and fee revenue remains flat even after annual tuition and fee increases.



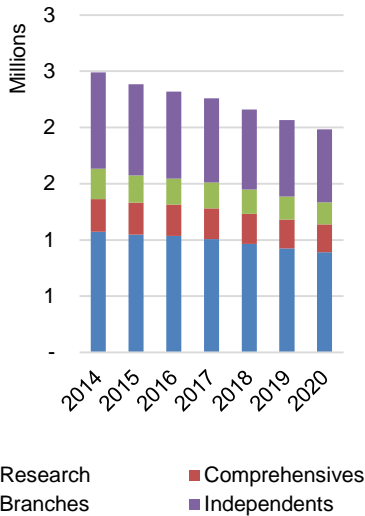
Low Targets Constrain Graduation Rates. Improvement in postsecondary graduation rates in New Mexico remains mixed year-over-year, particularly at the four-year research universities, which comprise the largest volumes of students. Colleges and

PERFORMANCE REPORT CARD

New Mexico Higher Education Institutions

First Quarter, Fiscal Year 2021

Higher Education Student Credit Hours



universities—with the exception of branch campuses, which underperformed targets – are exceeding their own institutional performance targets for students graduating within three years (for associate’s degrees and certificates) or six years (for bachelor’s degrees). New Mexico still falls far behind the average graduation rates of peer institutions in surrounding states. The targets remain very low and will not help the state meet its workforces needs.

Four-Year Research Universities Six-Year Completion Rates

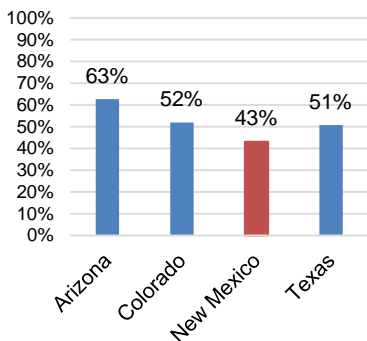
Completion rates for first-time, full-time degree-seeking students	Fall 2012 to Summer 2018 Actual	Fall 2013 to Summer 2019 Actual	Fall 2014 to Summer 2020 Target	Fall 2014 to Summer 2020 Actual	Rating
NM Tech	55.5%	50.5%	48%	54.4%	G
NM State University	50.4%	48.2%	48%	51.1%	Y
University of NM	49.9%	53.6%	50%	56.1%	G
*preliminary, unaudited					Research Universities Program Rating: G

Important successes are happening throughout the system; UNM increased its graduation rate from 54 percent to 56 percent, significant given the enrollment challenges at the state’s flagship university. New Mexico Tech reports significant improvement in its graduation rate, which, according to the science and engineering research university, is contributing to an overall decline in total enrollment. The momentum is needed, particularly because the research universities trail their peers in other states. For comparison, Texas research universities average an 82 percent six-year graduation rate, according to the *2020 Texas Public Higher Education Almanac*.

Four-Year Comprehensive Universities Six-Year Completion Rates

Completion rates for first-time, full-time degree-seeking students	Fall 2012 to Summer 2018 Actual	Fall 2013 to Summer 2019 Actual	Fall 2014 to Summer 2020 Target	Fall 2014 to Summer 2020 Actual	Rating
Eastern NM University	31.4%	32.9%	35%	29.3%	Y
Highlands University	23.8%	22.1%	22%	28.7%	Y
Northern NM College	25%	21.6%	25%	22%	Y
Western NM University	25.7%	32.6%	28%	27.1%	Y
*preliminary, unaudited					Comprehensive Universities Program Rating: Y

Four-Year Universities: Graduation Rates

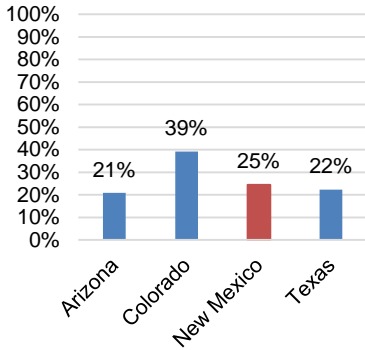


Source: IPEDS, FY18 Graduation Data, Public Institutions

Regional and local employers typically benefit from students – teachers, social workers, and nurses—completing at the four-year comprehensive universities. However, the outcomes are weak, with fewer than 30 students out of 100 finishing. The four-year comprehensive universities substantially trail the research universities. New Mexico Highlands University improved its graduation rate, but also set a very low target. The comprehensive universities in New Mexico average a 27 percent graduation rate when similar institutions in Texas achieve a 45 percent graduation rate.

Community College Three-Year Completion Rates

**Two-Year Colleges:
Graduation Rates**

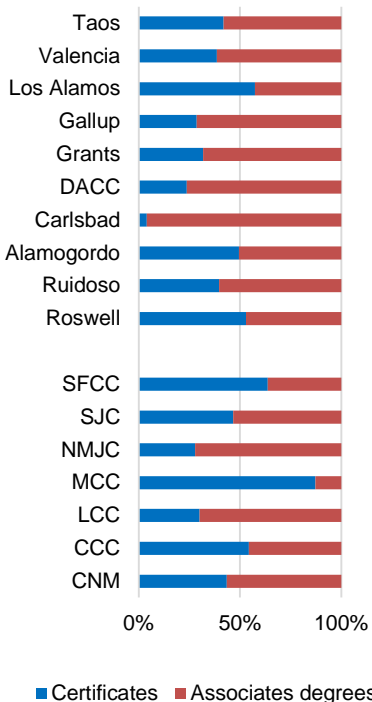


Source: IPEDS, FY18 Graduation Data, Public Institutions

Two-year branch campuses are struggling at making significant improvements in graduation rates, though UNM Gallup, Los Alamos, and Taos showed strong growth this year. Several independent community colleges perform similarly to the four-year comprehensive sector but confer more certificates that require less than two years to complete. New Mexico Junior College is an outlier, consistently graduating students at higher rates than its peers and awarding more two-year associate degrees. At Mesalands Community College, 87 percent of the awards conferred are certificates requiring less than a year to complete.

The two-year sector could be facing obstacles to completion; a substantial increase in workload for dual-credit programming may be diverting resources away from the core mission to prepare students in career and technical education (CTE) or to transfer students to four-year universities. The higher education funding formula may be overcompensating two-year institutions rewarding sub-baccalaureate certificates and by rewarding the weight imbalance for the MP30 measure over the MP60 measure. The MP30 and MP60 measures incentivize students earning 30 or 60 student credit hours and is intended to support student progress toward earning a higher-level degree than a sub-baccalaureate certificate.

**Two-Year College
Awards: Share of
Associate Degrees to
Certificates**



Source: HED Funding Formula, 2020

Rather, institutions are benefitted from conferring an award that requires less than two years to complete and receiving credit for momentum. The Council of University Presidents reports transfers from two-year colleges in New Mexico have decreased by 15.6 percent from 2015 to 2019.

Completion rates for first-time, full-time degree-seeking students	Fall 2015 to Summer 2018 Actual	Fall 2016 to Summer 2019 Actual	Fall 2017 to Summer 2020 Target	Fall 2017 to Summer 2020 Actual*	Rating
Roswell	24.3%	24.3%	25%	34.5%	G
ENMU Ruidoso	16.7%	12.2%	18%	5.8%	R
NMSU Alamogordo	12%	8.1%	14%	17%	Y
NMSU Carlsbad	15%	15%	18%	14%	Y
NMSU Dona Ana	15%	12.1%	15%	15%	Y
NMSU Grants	23%	13.7%	20%	38%	Y
UNM Gallup	10%	15.1%	15%	24.8%	G
UNM Los Alamos	16.6%	11%	11%	24.3%	G
UNM Valencia	10%	13.8%	18%	19.9%	Y
UNM Taos	12.9%	12.9%	15%	31.9%	G
*preliminary, unaudited					Program Rating Y

PERFORMANCE REPORT CARD

New Mexico Higher Education Institutions First Quarter, Fiscal Year 2021

Completion rates for first-time, full-time degree-seeking students	Fall 2015 to Summer 2018 Actual	Fall 2016 to Summer 2019 Actual	Fall 2017 to Summer 2020 Target	Fall 2017 to Summer 2020 Actual	Rating
CNM	27.3%	27.4%	24%	30.6%	G
Clovis CC	54.5%	35.5%	30%	43%	Y
Luna CC	15.6%	20.7%	35%	19.2%	R
Mesalands CC	43%	50.9%	40%	35.3%	R
NM Junior College	37.9%	47.9%	34%	38%	Y
San Juan College	23.1%	27.9%	26%	24%	Y
Santa Fe CC	22%	25.4%	11%	24.8%	Y
*preliminary, unaudited					Program Rating Y

Student Retention Rates

Retention rates track students who do not return to college after the first year, who represent a tremendous cost to the state and to themselves. The importance of understanding why students leave institutions cannot be overstated, and gathering the data directly from those students could be critical to improving retention rates. Similar to enrollment, keeping students on campus earning degrees improves the financial position of colleges. In New Mexico, third-semester student retention data appear to show students return after the first year at levels consistent with surrounding states, but drastically drop out after that point.

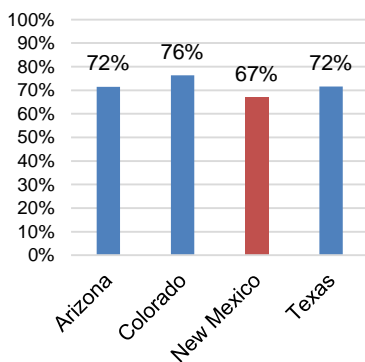
A persistent challenge for higher education is a lack of data on students, those who graduate from high school but do not enroll in college or those who enroll in college but drop out prior to completion. A lack of data obscures reasons students leave higher education. After the third semester – based on the gap between student retention data and graduation data – student enrollment abates greatly. Only when graduation rates are published are policymakers informed on the magnitude of the loss. For example, 65 percent of students return after the first year to NMSU Dona Ana Community College, yet only 15 percent graduate. At ENMU, 63 percent of students return after the first year and 29 percent graduate.

Four-Year Research Universities

Four-year research institutions retained students similar to their historical levels. The research universities range from 70 percent to 80 percent retention; the comprehensive universities range from 50 percent to 65 percent.

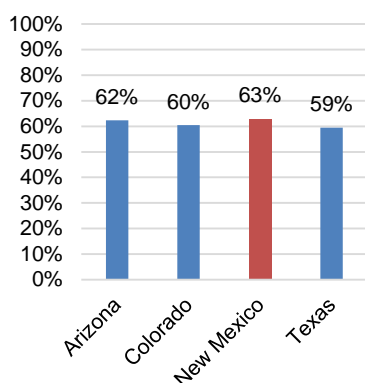
Retention rates for first-time, full-time degree-seeking students to the third semester	Fall 2017 to Fall 2018 Actual	Fall 2018 to Fall 2019 Actual	Fall 2019 to Fall 2020 Target	Fall 2019 to Fall 2020 Actual	Rating
New Mexico Tech	80.8%	76.7%	77%	80.8%	G
New Mexico State University	73.9%	74.8%	75%	75.5%	Y
University of New Mexico	73.7%	77.3%	80%	76.9%	Y
Program Rating					Y

Four-year Universities: Retention Rates



Source: IPEDS, FY18 Retention Data, Public Institutions

Two-year Colleges: Retention Rates



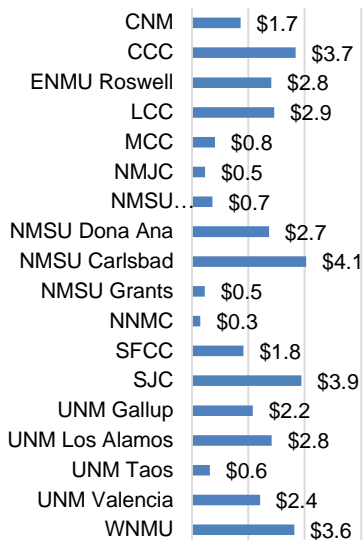
Source: IPEDS, FY18 Graduation Data, Public Institutions

New Mexico Small Business Development Centers

Santa Fe Community College hosts the Small Business Development Center (SBDC), which receives \$4.1 million in general fund support each year to provide confidential consultation for current and future business owners in the areas of business expansion, financing, marketing, and procurement, among other services. In addition to a procurement technical assistance program and an international business accelerator, SBDC oversees 18 service locations housed in higher education institutions throughout the state.

SBDC leverages about \$890 thousand in grants from the U.S. Small Business Administration and the U.S. Defense Logistics Agency. As a condition of these federal grants, SBDC must track certified data indicating the number of jobs created or saved in addition to associated costs.

SBDC Cost per Job Created or Saved



Source: New Mexico Small Business Development Center Reports, 2020

Four-Year Comprehensive Universities

Retention rates for first-time, full-time degree-seeking students to the third semester	Fall 2017 to Fall 2018 Actual	Fall 2018 to Fall 2019 Actual	Fall 2019 to Fall 2020 Target	Fall 2019 to Fall 2020 Actual	Rating
Eastern NM University	62.4%	63.1%	64%	61.1%	Y
Western NM University	58.9%	59.6%	60%	61.8%	Y
NM Highlands University	51.6%	55.4%	53%	63.6%	G
Northern NM College	58%	53.5%	66.5%	48.1%	R
Program Rating					Y

Community College Branch Campuses

At two-year colleges, 42 percent of first-time students leave after the first year. Of the 58 percent of students who persist through their first year, 23 percent of those students graduate within three years. Community colleges continue to experience significant variance in retention rates. Community college targets are low, and the results vary by institution and by year-over-year outcomes.

Retention rates for first-time, full-time degree-seeking students to the second semester	Fall 2017 to Fall 2018 Actual	Fall 2018 to Fall 2019 Actual	Fall 2019 to Fall 2020 Target	Fall 2019 to Fall 2020 Actual	Rating
ENMU - Roswell	52.1%	49%	54%	41%	R
ENMU - Ruidoso	37.2%	43.8%	43%	31.5%	R
NMSU - Alamogordo	52%	54.6%	55%	52%	Y
NMSU - Carlsbad	49.7%	50%	53.1%	64%	G
NMSU - Dona Ana CC	59.1%	62.7%	62%	65%	G
NMSU - Grants	52.5%	53.7%	53%	60%	G
UNM - Gallup	57.9%	63.1%	65.5%	49.6%	R
UNM - Los Alamos	58.8%	56%	57.5%	60.6%	G
UNM - Taos	60%	%	50%	42.7%	R
UNM - Valencia	61.2%	61.2%	65%	50.6%	Y

Independent Community Colleges

Independent community colleges showed the strongest performance among the two-year college sector. The sector tends to develop target levels more aspirational than the other higher education sectors in New Mexico. The difference between the independent community colleges and branch campuses may be the level of local communities' financial support and participation.

Retention rates for first-time full-time degree seeking students to the second semester	Fall 2017 to Fall 2018 Actual	Fall 2018 to Fall 2019 Actual	Fall 2019 to Fall 2020 Target	Fall 2019 to Fall 2020 Actual	Rating
Central NM Community College	63.1%	65.1%	67%	62.8%	Y
Clovis Community College	67.4%	65.9%	70%	64.2%	Y

PERFORMANCE REPORT CARD

New Mexico Higher Education Institutions
First Quarter, Fiscal Year 2021

Luna Community College	41.3%	54.6%	60%	40.7%	R
Mesalands Community College	72.1%	64.1%	60%	47.6%	R
New Mexico Junior College	59.6%	64.6%	65%	66.8%	G
San Juan College	57.7%	57.1%	60%	54%	Y
Santa Fe Community College	64.6%	67.7%	58.7%	53.4%	R

Project Status Legend

	Project is on track; scope, budget, schedule, and deliverables are being managed appropriately.
	Project has potential risk to scope, cost, schedule, or deliverables; independent verification and validation (IV&V), or LFC staff has identified one or more areas of concern needing improvement.
	Significant issues limit success of the project; high risks to scope, cost, schedule, or deliverables identified; management attention and corrective action needed; project did not meet business objectives.

Agency	361	Department of Information Technology (DoIT)						
Project Name	DoIT Statewide Infrastructure Replacement and Enhancement (SWIRE)							
Project Description	Plan, design, purchase, and implement infrastructure for public safety communications statewide for improved communication equipment affecting emergency responders.							
Project Phase	Implementation	Estimated Implementation Date:			6/30/2018; revised 6/30/2021			
		Estimated Total Cost (in thousands):			\$14,299.4			
	State	Federal	Total Available Funding	Spent to Date	Balance	% of Budget Expended		
In thousands	\$14,300.0	\$0.0	\$14,300.0	\$14,283.2	\$16.8	99.9%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					DoIT has spent over 99 percent of the total certified budget. \$1.65 million in appropriations from 2014 and 2015 will be reverted for phase three implementation, in addition to the \$5 million appropriated for phase three from Laws 2016. An additional \$100 thousand was appropriated in FY20.			
Schedule					The project is 99 percent complete but the agency continues to report schedule delays due to weather and resource constraints. However, the agency does not describe these constraints in detail. The estimated completion of the project is on track for June 2021.			
Risk					Constraints reported by the agency include weather and available external and internal resources. However, specifics about these constraints have not been reported.			
Functionality					The SWIRE project provided infrastructure and equipment upgrades to 89 towers and replacement of over 900 of the 8,000 mobile and portable subscriber units. Not all subscribers have access to the two-way radio system which will be addressed in the P25 project.			
Overall					The North Central Digital Microwave upgrade is being implemented and is scheduled to complete by the end of November 2020. The project remains on track for completion and risk status remains manageable.			

Agency	361	Department of Information Technology (DoIT)						
Project Name	P25 Digital Statewide Public Safety Radio System Upgrade							
Project Description	Upgrade and replace public safety radio equipment and systems with digital mobile communications for public safety organizations.							
Project Phase	Implementation	Estimated Implementation Date:			6/30/2022; revised 6/30/2026			
		Estimated Total Cost (in thousands):			\$150,000.0; revised \$176,711.66			
	State	Federal	Total Available Funding ¹	Spent to Date	Balance	% of Budget Expended		
In thousands	\$29,300.0	\$0.0	\$29,300.0	\$21,708.6	\$7,591.4	74.1%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					Spending to date includes \$18.6 million awarded to Motorola Solutions, but the agency has not reported additional spending for the first quarter of fiscal year 2021. Certification of funds has been requested for the Sandoval County expansion.			
Schedule					Permitting is in progress for phase-two sites in Albuquerque and Bernalillo county. Schedule status remains yellow due to final implementation date of FY26, but the current phase is on track for completion in FY22.			
Risk					DoIT reports agency resource constraints but no schedule delays as a result Covid-19 restrictions. The agency reports that the "project is in implementation phase and is on track" but risk remains with a long-term project timeline.			
Overall					Risk remains high due to lack of project governance and strategic planning. A completion date of 2026 poses additional risk for the project which relies on continued capital appropriations.			
*Total available funding includes an additional \$7 million appropriated through capital outlay in Laws 2020, with \$5 million from the equipment replacement fund.								

Agency	361	Department of Information Technology (DoIT)						
Project Name	Enterprise Cybersecurity Upgrade (ECU)							
Project Description	To establish framework and foundation for the state's cybersecurity structure, including identifying tools for compliance monitoring and cybersecurity management, and implement an enterprise cybersecurity operations center system.							
Project Phase	Initiation	Estimated Implementation Date:			6/30/2024			
		Estimated Total Cost (in thousands):			\$7,000.0			
	State	Federal	Total Available Funding ¹	Spent to Date	Balance	% of Budget Expended		
In thousands	\$7,000.0	\$0.0	\$7,000.0	\$1,000.0	\$6,000.0	14.3%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					DoIT plans to submit a request to the Project Certification Committee in November to include a \$6 million appropriation in the budget and request additional certified funds for a project manager. Funds spent to date have been certified but not yet validated.			
Schedule					DoIT reports delays resulting from recruiting the new state chief information security officer (CISO) and new support contractor. DoIT reports filling these positions will address scheduling delays, but no change in schedule status has been reported for this quarter.			
Risk					DoIT hired a CISO in April and is seeking additional certified funds to establish a project manager. Given Covid-19 impact on working remotely, cyber risks are likely to increase and project management services will be increasingly necessary.			
Overall					Risk remains high due to lack of project governance and schedule delays. The functionality of the project is yet to be determined given delayed completion date.			
¹Total available funding includes an additional \$6 million general fund appropriated through capital outlay in Laws 2019.								

Agency	361	Department of Information Technology (DoIT)						
Project Name	New Mexico Rural Broadband							
Project Description	Maximize availability of broadband connectivity across the state's rural areas.							
Project Phase	Initiation		Estimated Implementation Date:			6/30/2023		
			Estimated Total Cost (in thousands):			\$10,000.0		
	State ¹	Federal	Total Available Funding	Spent to Date	Balance	% of Budget Expended		
In thousands	\$10,000.0	\$0.0	\$10,000.0	\$562.7	\$9,437.3	5.6%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					Budget risks remain, pending federal reimbursement for Covid-19 related broadband awards made through the project. DoIT is seeking certification of \$3.3 million in additional funds in December 2020. Encumbered funds include \$2.9 million for Cochiti Pueblo, \$2.1 million for Sierra county and \$1.1 million for Plateau Communications in Lea and Eddy counties.			
Schedule					Schedule status remains yellow due to delays in contracting a procurement manager to support the Statewide strategic plan. Despite several request from LFC staff, DoIT has yet to provide a prioritized list of potential broadband expansion projects.			
Risk					Contracting a Procurement Manager to support the strategic plan will improve management risks. However, given state budget shortfalls, financial support for the rural broadband program could be at risk.			
Overall					Given Covid-19 impacts on remote work, telehealth services, and online education, the project will focus on addressing urgent connectivity needs and will rely on continued appropriations to support the project, posing additional risk.			
¹Laws 2018 appropriated \$10 million general fund through the capital outlay process.								

Legislative Finance Committee
Information Technology Status Report

Agency	539	State Land Office (SLO)						
Project Name	ONGARD Replacement - Royalty Administration and Revenue Processing System (RAPS)							
Project Description	Replacement of the Oil and Natural Gas Administration and Revenue Database (ONGARD) system. Replacement will be delivered in two separate systems: TRD severance tax and SLO RAPS.							
Project Phase	Implementation	Estimated Implementation Date:			6/30/2020; revised 11/30/2020			
		Estimated Total Cost (in thousands):			\$10,000; revised \$11,850.0			
	State ¹	Federal	Total Available Funding	Spent to Date	Balance	% of Budget Expended		
In thousands	\$10,000.0	\$0.0	\$10,000.0	\$6,468.1	\$3,531.9	64.7%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					SLO received an appropriation of \$1.85 million in FY21 and is requesting IT project funds for FY22 for additional system functionality. The total budget for implementation has been certified. Project funds include an extension of FY19 funding through the General Appropriations Act.			
Schedule					User acceptance testing is ongoing and making continued progress. SLO and the vendor team have continued progress with virtual conferencing and report limited schedule delays related to Covid-19 restrictions. The Commissioner of Public Lands announced a final project implementation date of January 11, 2021, demonstrating improvements to the schedule status this quarter.			
Risk					The project faces potential risks, including the completion of final testing scenarios, further defining the scope of the second project phase, and long-term planning for system enhancements. However, the schedule for User Acceptance Testing has progressed and project management remains sufficient to manage risks.			
Overall					SLO staff, given their management of system testing throughout and continued training sessions with the vendor, will have experience and familiarity with the system which will improve system maintenance capabilities for the agency. Some risks remain, but these risks are manageable and the project is on track for implementation in January 2021.			
¹Laws 2018 appropriated an additional \$5 million available for expenditure through FY20; the appropriation is from state lands maintenance fund.								

¹Laws 2018 appropriated an additional \$5 million available for expenditure through FY20; the appropriation is from state lands maintenance fund.

Agency	630	Human Services Department (HSD)						
Project Name	Child Support Enforcement System Replacement (CSESR)							
Project Description	Replace the more than 20-year-old system with a flexible, user-friendly solution to enhance the department's ability to meet federal performance measures.							
Project Phase	Implementation	Estimated Implementation Date:				TBD		
		Estimated Total Cost:				\$65,581.9		
	State	Federal	Total Available Funding ¹	Spent to Date	Balance	% of Budget Expended		
In thousands	\$5,710.9	\$4,485.9	\$10,196.8	\$4,133.0	\$6,063.8	40.5%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					Laws 2020 authorized an extension through FY21 for \$3.4 million previously extended through FY20 in Laws 2019. HSD awarded a \$7 million contract to Deloitte, having paid a total of \$4.9 million to date. HSD reports that previous appropriations will fully fund the project through FY22.			
Schedule					Project schedule is at risk because HSD is still re-evaluating the project timeline and has split the project into two sub-projects - document management and refactoring.The IV&V report continues to indicate impacts on schedule due to delays in provisioning new client/server environments.			
Risk					Competing operation duties, especially given the split into two sub-projects and the move to remote work, may impact project progress. Risk analysis for the project shows over-estimations of cost savings which will be mitigated through improved staff training to maintain the system within HSD.			
Overall					Project complexity and schedule delays continue to pose risk. The system replacement should allow for cross-agency data collection and analysis of child support enforcement reporting, but overall functionality is yet to be determined.			
¹Total available funding includes an additional \$5.2 million appropriated in Laws 2019: \$1.8 million general fund and \$3.4 million federal.								

Legislative Finance Committee
Information Technology Status Report

Agency	630	Human Services Department (HSD)						
Project Name	Medicaid Management Information System Replacement (MMISR)							
Project Description	Replace current Medicaid management information system and supporting application, including Medicaid information technology architecture, to align with federal Centers for Medicare and Medicaid Services (CMS) requirements.							
Project Phase	Planning and Implementation	Estimated Implementation Date:			12/2021; revised 5/2023			
		Estimated Total Cost ¹ (in thousands):			\$211,805.6; revised \$221,167.8			
\$								
	State	Federal	Total Available Funding ²	Spent to Date	Balance	% of Budget Expended		
In thousands	\$16,677.5	\$149,735.6	\$166,413.1	\$105,106.8	\$61,306.3	63.2%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					The project is currently within budget, with \$206 million appropriated for use through FY21 with just over 63 percent of total appopriations expended to date. Federal approval of the Advaced Planning Document and response to the federal partner's request for additional information in April is still pending, posing risk to project budget. The project is supported by a 90 percent federal funding participation match.			
Schedule								
				HSD has initiated contract negotiations with a new system integrator vendor with the help of the enterprise project management office which should mitigate downtime and delays associated with previous system integrator issues. Progress continues with other module contractors.				
Risk								
				The enterprise project management office (EPMO) is continuing to mitigate risk by implementing more robust reporting requirements, but it is unclear whether this reporting has helped with risk management in the first quarter since the agency did not describe active risks in detail.				
Overall								
				Progress has been made on updating schedule timeline and securing a system integrator, but resource constraints persist and budget status has escalated due to higher estimated cost and pending federal approvals for planning documents.				
¹ CMS approved budget including HHS2020 partner agencies.								
² Total available funding includes an additional \$12.6 million appropriated in Laws 2019: \$1.3 million from the general fund and \$11.3 million federal.								

Legislative Finance Committee
Information Technology Status Report

Agency	690	Children, Youth and Families Department (CYFD)						
Project Name	Comprehensive Child Welfare Information System (CCWIS)							
Project Description:	Replace the legacy Family Automated Client Tracking System (FACTS) with a modular, integrated system to meet the federal Administration on Children and Families (ACF) requirements.							
Project Phase:	Initiation/Planning	Estimated Implementation Date:			Phase I 10/26/21; Overall 8/30/22			
		Estimated Total Cost (in thousands):			\$36,000.0; revised \$44,905.9			
	State	Federal	Total Available Funding ¹	Spent to Date	Balance	% of Budget Expended		
In thousands	\$6,000.0	\$2,095.6	\$8,095.6	\$3,964.9	\$4,130.7	49.0%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					Federal funding status is still under review, posing risk to the project budget. Estimates for project cost were increased to \$44.9 million. Due to delays on receiving federal approval, the licensing expansion part of the project will move forward with previously certified funds.			
Schedule					CYFD plans to submit a request to the Project Certification Committee in November to move part of the project to the implementation phase. However, another round of requests for information from federal investment partners is ongoing, posing risk to continued progress without federal approval.			
Risk					Risk remains due to delayed federal partner approval. CYFD seeks to establish a small IV&V vendor contract to support implementation, but IV&V and organizational change management need federal funding and approval, and are therefore also being impacted by the approval delay.			
Overall					Due to the complexity and high risk, the overall status remains red. Federal approval for the implementation phase is critical and has delayed progress.			
^Total available funding includes an additional \$7 million appropriated in Laws 2019: \$5.5 million from the general fund and \$1.5 million in federal funds.								

Agency	770	Corrections Department (NMCD)						
Project Name	Offender Management System Replacement (OMS)							
Project Description:	Replace 15-year-old client server offender management system with a commercial-off-the-shelf (COTS), web-based solution. The COTS solution has 17 modules associated with NMCD requirements.							
Project Phase:	Implementation	Estimated Implementation Date:			6/30/2019; revised 3/31/2022			
		Estimated Total Cost (in thousands):			\$14,230.2			
	State ¹	Federal	Total Available Funding	Spent to Date	Balance	% of Budget Expended		
In thousands	\$14,230.2		\$14,230.2	\$8,755.5	\$5,474.7	61.5%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					Laws 2020 authorized an extension in FY21 for \$2.3 million appropriated in Laws 2018. All funds are certified and the agency has spent just over 60% of certified funds to date.			
Schedule					The project continues to be behind schedule and the agency estimates an additional 6 to 9 month delay due to competing priorities resulting from Covid-19 closures and restrictions.			
Risk					NMCD reported a continued IT division vacancy rate of 17 percent and the agency will not be filling these positions due to budget constraints. Schedule delays continue to pose the most risk to project completion.			
Overall					The overall project is 69 percent complete, a 3 percent increase from the end of FY20, while the construction phase is 68 percent complete. Schedule delays continue to pose risk with implementation now estimated for 2022.			
¹Amount includes Laws 2019 appropriation of \$4.1 million.								

Legislative Finance Committee
Information Technology Status Report

Agency	780	Department of Public Safety (DPS)						
Project Name	Records Management System (RMS)							
Project Description:	Replace various nonpayer record storage with an integrated records management system to provide law enforcement and other public safety agencies with a single repository of data available to support day-to-day operations, reporting, and records and data analysis. A new RMS will ensure access, preservation, and control of DPS records in all formats.							
Project Phase:	Planning	Estimated Implementation Date:			6/30/2021; revised 12/2022			
		Estimated Total Cost (in thousands):			\$7,381.3			
	State	Federal	Total Available Funding	Spent to Date	Balance	% of Budget Expended		
In thousands	\$7,381.3		\$7,381.3	\$756.7	\$6,624.6	10.3%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					DPS secured an extension of \$1.5 million in FY18 appropriations for use through FY21 in the General Appropriations Act. All funds have been certified by the Project Certification Committee. Though the agency is still awaiting approval for FY21 contract purchase orders, the project is within budget.			
Schedule					The project schedule includes accomodations for the agency's computer-aided dispatch (CAD) project, with implementation in December 2022 and closeout planned for June 2023. IV&V reports the project schedule as yellow, and the TARC has approved the project architecture.			
Risk					Organizational change management remains a risk because the new system will be a significant change for DPS. The agency has received full funding for the project and work continues with the Executive Steering Committee to manage active project risks, including risks associated with accomodating the CAD project simultaneously.			
Overall					A COTS integrated records management solution will minimize or eliminate the need for standalone or specialized programs.Budget risks have been reduced but schedule status remains a risk given the need to accommodate CAD project progress alongside the records management system.			

Other IT Projects of Concern

Agency	420	Regulation and Licensing Department (RLD)			
Project Name	Permitting and Inspection Software Modernization Project				
Project Description:	Modernize RLD's permitting and inspection software (replacing Accela).				
State Funding (in thousands):	\$2,330.1	Spent to Date:	\$1,316.9	Project Phase:	Implementation
<p>► RLD's Construction Industries Division (CID) permitting collects an estimated \$4 million in revenue.</p> <p>► The agency has mitigated risk for the project in the first quarter by establishing contracts for a project manager, IV&V vendor and system integrator, expected to be awarded in November 2020. Final invoices are pending to complete payment for the system integrator and project manager.</p> <p>► RLD is establishing contracts to support the two sub-projects - the CID and Boards and Commissions projects - which will be rejoined in November 2020.</p> <p>► The Manufactured Housing Division (MHD) part of the project went into production with the new EPIC (Employee Permitting and Inspection Connection) in August 2020 and has been transferred to operational support.</p> <p>► Stakeholder engagement for CID is critical to ensure workflow and business processes are adequately documented.</p>					

State of New Mexico
**LEGISLATIVE
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 Representative Candie G. Sweetser



December 3, 2020

LFC INVESTMENT REPORT FOR THE QUARTER ENDING SEPTEMBER 30, 2020

This report details the comparative investment performance of the three investment agencies: the Educational Retirement Board (ERB), the Public Employees Retirement Association (PERA), and the State Investment Council (SIC) which manages the land grant permanent fund (LGPF) and the severance tax permanent fund (STPF).¹

INVESTMENT PERFORMANCE HIGHLIGHTS

- In the four quarters ending September 30, 2020, the value of New Mexico's combined investment holdings for the pension and permanent funds grew by \$393 million, or 0.7 percent, to end at \$53.7 billion, recovering \$2 billion, or 3.9 percent, from the previous quarter. Over the last five years, the state's combined investment holdings grew \$10.6 billion, or 24.5 percent.
- Characterized by market losses associated with the global pandemic, the investment funds' one-year returns ranged from 1.94 percent (PERA) to 4.26 percent (LGPF). Over the last 10 years, average investment returns ranged from 7.01 percent (PERA) to 7.65 percent (LGPF).
- ERB and SIC's funds outperformed their long-term targets for the five- and ten-year periods. All funds underperformed their respective long-term targets for the quarter, one- and three-year periods.²
- For peer funds greater than \$1 billion, the only fund to perform above the median was the LGPF for the ten-year period, on a net of fees basis. All funds performed in or near the lowest quartile for the one-year period. The PERA fund and the STPF also performed in the lowest quartile for the three- and five-year periods.

Returns as of September 30, 2020 (Net of Fees)³

Returns (%)	<u>PERA</u>		<u>ERB</u>		<u>LGPF</u>		<u>STPF</u>	
	Fund	Policy Index	Fund	Policy Index	Fund	Policy Index	Fund	Policy Index
Quarter	4.86	4.12	4.64	5.15	5.03	5.20	4.11	5.24
1-Year	1.94	1.30	2.44	5.97	4.26	5.41	2.89	5.51
3-Year	4.47	4.01	5.31	6.50	5.30	5.62	4.64	5.72
5-Year	6.59	6.47	7.43	8.18	7.34	7.39	6.96	7.49
10-Year	7.01	6.80	7.38	7.40	7.65	7.79	7.31	7.83

Note: bold indicates returns that exceed the fund's long-term target

¹ Agency performance and market environment information are derived from the investment performance reports submitted by PERA, ERB, and SIC for the quarter ending September 30, 2020.

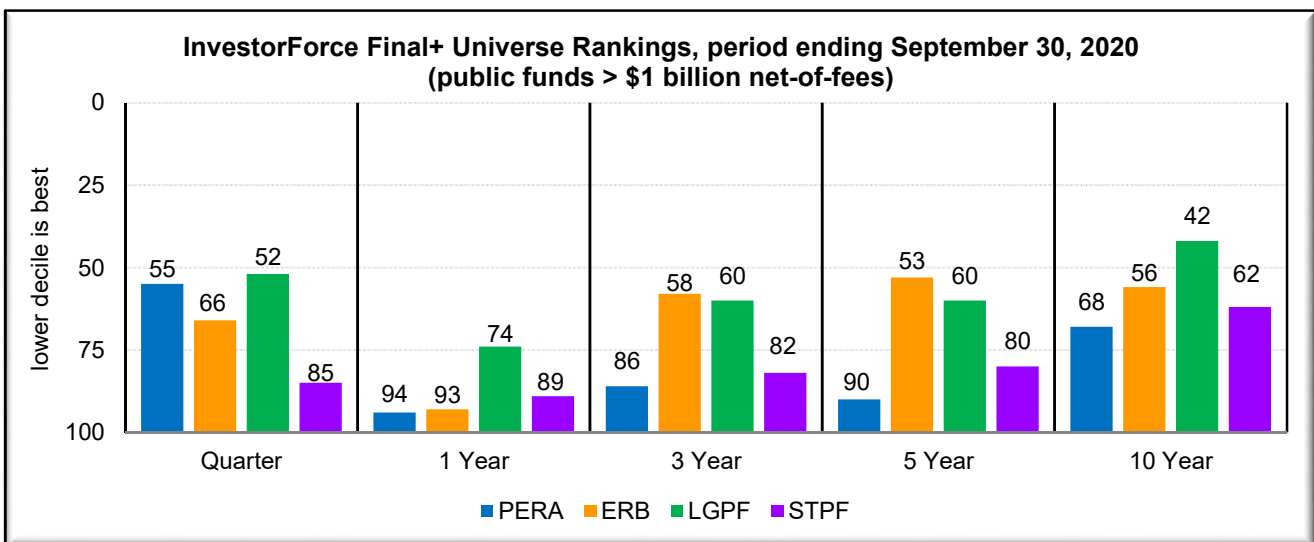
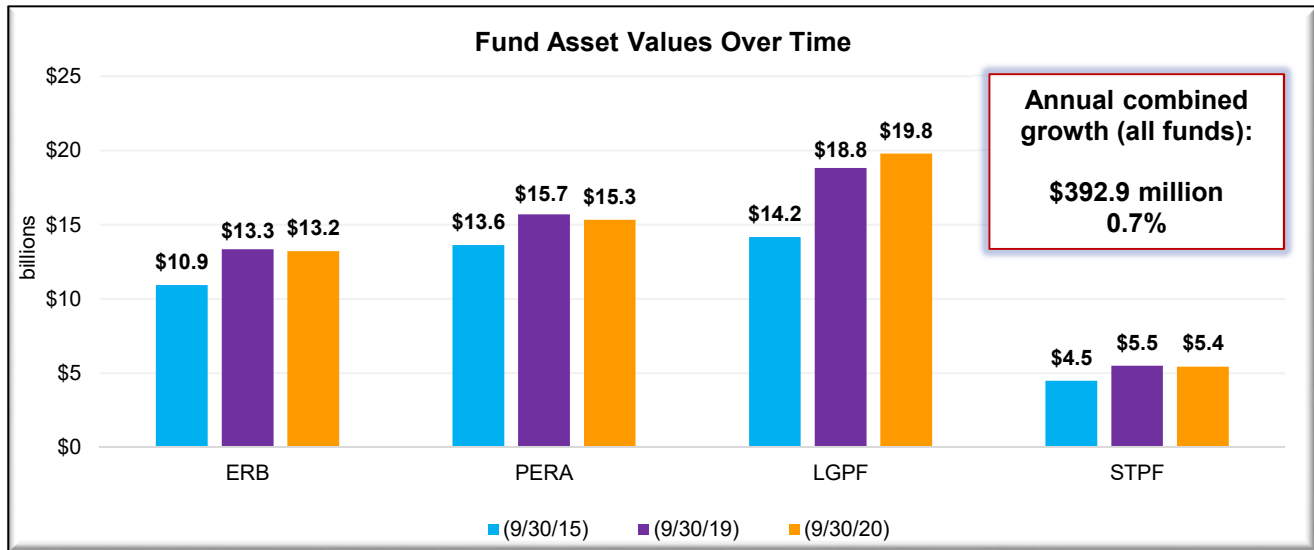
² The funds' long-term return targets are 7.25 percent (PERA), 7.25 percent (ERB), 7 percent (LGPF), and 6.75 percent (STPF).

³ A fund's policy index is a custom benchmark that shows the returns that would have been generated if a passive investor consistently followed the agency's asset allocation targets according to their investment policy.

Investment Agency Performance Dashboard

Quarter Ending September 30, 2020

This report detail the comparative investment performance of the three investment agencies: the Educational Retirement Board (ERB), the Public Employees Retirement Association (PERA), and the State Investment Council (SIC) which manages the land grant permanent fund (LGPF) and the severance tax permanent fund (STPF).



Risk Profiles, Five Years Ending 9/30/20, Net of Fees				
Fund	ERB	PERA	LGPF	STPF
Standard Deviation*	5.9	6.7	7.3	7.3
Sharpe Ratio**	1.1	0.8	0.8	0.8
Beta***	0.3	0.4	0.4	0.4

*measures variability from the mean return; higher is more volatile

**higher numbers indicate higher return-to-risk level; a good ratio is 1 or better

***represents the volatility of the portfolio versus the S&P 500. Beta = 1: portfolio moves with the market. Beta < 1: portfolio is less volatile than market. Beta > 1: portfolio is more volatile than the market.

**Aggregate Value
of New Mexico
Investment
Holdings**

\$53.7 billion

Source: Agency
Investment Reports