

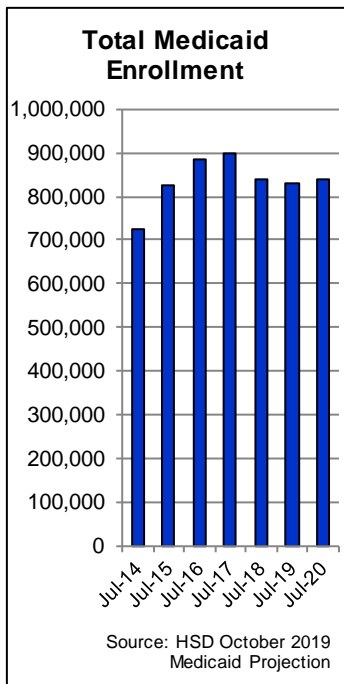
ACTION PLAN

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

Human Services Department

The Human Services Department (HSD) goals are to: improve the value and range of services to ensure every qualified New Mexican receives timely and accurate benefits; create effective, transparent communication to enhance public trust; implement technology to give customers and staff access to services and information; and promote an environment of respect, trust and open communication for staff.

For FY20, HSD is only reporting on a total of 10 performance measures. This includes three measures for the Medicaid program which has an operating budget of almost \$6 billion, three performance measures for the Income Support Program with a budget of \$959.7 million, and four measures for the Child Support Enforcement Program with a budget of \$31.9 million. The significantly reduced performance reporting for FY20 for these important programs and services was approved during the previous administration. The current administration requested to change its FY20 performance measures but was denied approval to do so by the Department of Finance and Administration. HSD should consider, starting in the second quarter if not sooner, providing additional performance data to augment its approved slate of 10 performance measures.



Medical Assistance Division

For FY20, HSD is not reporting quarterly data on several performance measures in the Healthcare Effectiveness Data and Information Set (HEDIS), a tool used nationally by most health plans to measure care and service. HSD reports FY19 HEDIS performance measures will not be available until June 2020 because the HEDIS reporting methodology is based on calendar year, not fiscal year. HSD requires MCOs to report annually on HEDIS measures in June; however, HSD and their consultant firm, Mercer, use encounter data to determine preliminary quarterly performance measure data pending final HEDIS results. HSD should share preliminary quarterly data for certain HEDIS measures with LFC, as well as provide quarterly data previously reported on non-HEDIS performance measures. Important performance measures missing quarterly reporting include prenatal care visits, infants and children receiving well-child primary care visits, and non-emergent emergency room use.

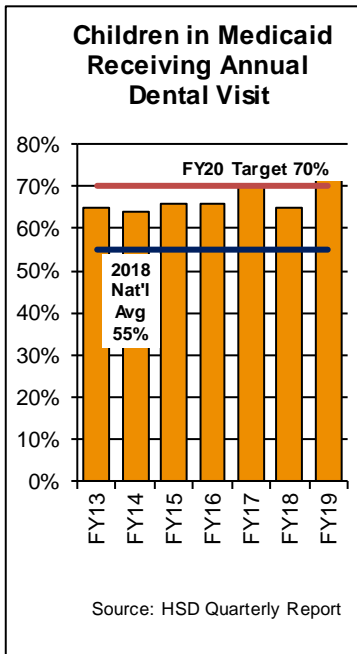
HSD reports Medicaid managed-care organization (MCO) strategies to reduce hospital readmissions include establishing contact with members who may need case management and implementing value-based purchasing arrangements that incentivize network providers. These strategies identify opportunities for reducing readmissions by monitoring members with complex health conditions. Based on 2019 MCO capitations, this measure may result in a \$12 million penalty if MCOs fail to meet the reduction in readmissions target.

Regarding the measure for children's Medicaid primary care visits, the MCO contracts require a two-point improvement annually. Failure to meet the target overall by all MCOs could result in a \$15 million penalty.

PERFORMANCE REPORT CARD

Human Services Department

First Quarter, Fiscal Year 2020



The Medicaid caseload in September 2019 was 827,172 individuals, a 0.1 percent increase from one year ago. The count of Medicaid recipients increased by 1,837, or 0.2%, since August. In September 2018, Medicaid served 355,765 children in September 2018 and 356,676 children in September 2019, an increase of 0.3 percent and an increase from the previous month of 0.2 percent. The Supplemental Nutrition Assistance Program (SNAP) caseload in September 2019 was 223,982, a 0.6 percent increase from one year ago and an increase of 314 cases since August, or 0.1 percent. The Temporary Assistance for Needy Families (TANF) caseload was 10,619 in September 2019, a decrease of 4.8 percent from September 2018, but an increase of 75 cases and 0.7 percent over August 2019.

Budget: \$5,676,802.9 FTE:183.5

Measure	FY18 Actual	FY19 Actual ¹	FY20 Target	FY20 Q1	Rating
Infants in Medicaid managed care who had six or more well-child visits with a primary care physician during their first 15 months*	62%	No Report	N/A	No Report	R
Children and youth in Medicaid managed care who had one or more well-child visits with a primary care physician during the measurement year*	86%	Report Pending	88%	75%	Y
Children ages 2 to 21 enrolled in Medicaid managed care who had at least one dental visit during the measurement year	65%	72%	70%	66%	Y
Individuals in managed care with persistent asthma appropriately prescribed medication	60%	No Report	N/A	No Report	R
Hospital readmissions for children ages 2 to 17 within 30 days of discharge	5%	4%	N/A	No Report	R
Hospital readmissions for adults 18 and over within 30 days of discharge	7%	7%	<10%	7%	G
Emergency room use categorized as non-emergent per one thousand Medicaid member months ²	513	0.52	N/A	No Report	R
Individuals with diabetes in Medicaid managed care ages 18 through 75 whose hospital admissions had short-term complications	648	353	N/A	No Report	R
Newborns with Medicaid whose mothers received a prenatal care visit in the first trimester or within 42 days of enrollment in the managed care organization*	77%	No Report	N/A	No Report	R
Medicaid managed-care members with a nursing facility level of care being served in the community	87%	86%	N/A	No Report	R
Program Rating					R

¹HSD uses a rolling average; the most recent unaudited data available includes the last two quarters of FY19 and the first quarter of FY20. The data for HEDIS measures is preliminary.

²The target was a per capita target whereas the data is per 1,000 members. HSD previously reported it would use a consistent methodology in the future.

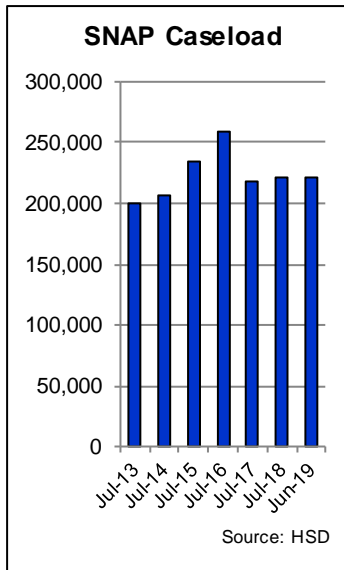
*Measures are Healthcare Effectiveness Data and Information Set (HEDIS) measures which represent a tool used by more than 90 percent of America's health plans to measure performance on important dimensions of care and service. HSD did not report quarterly encounter-based data on these measures or specify data pulled from bundled services.

Income Support Division

For the past several quarters, the Income Support Division (ISD) has reported on the performance of the Supplemental Nutrition Assistance Program (SNAP), as well as on federally-required work performance for the Temporary Assistance for Needy Families (TANF) program. For FY20, ISD is only reporting on three performance measures, and for the first quarter did not provide data on two of the three performance measures. HSD reports for the second quarter of FY20, it will provide work participation and related data with a one-quarter lag.

PERFORMANCE REPORT CARD

Human Services Department
First Quarter, Fiscal Year 2020



Beginning in FY19, ISD added performance goals to the New Mexico Works service provider's contract to improve employment outcomes; however, the performance outcomes do not seem to be affected by these efforts. The Income Support Division noted for FY20 it plans to change its data reporting methodology from reporting the average data for each quarter to the cumulative average for the year, but no data was provided for the first quarter.

Budget: \$959,738.5 **FTE:** 1,149

Measure

Regular supplemental nutrition assistance program cases meeting the federally required measure of timeliness of 30 days

FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
99.1%	99.1%	N/A	No Report	R

Expedited supplemental nutrition assistance program cases meeting federally required measure of timeliness of 7 days

98.1%	99%	N/A	No Report	R
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Temporary assistance for needy families clients who obtain a job during the fiscal year

54.6%	48.5%	N/A	No Report	R
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Children eligible for supplemental nutritional assistance program participating in the program with family incomes at or below 130 percent of poverty level

No Report	88.5%	94%	88.3%	Y
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Two-parent recipients of temporary assistance for needy families meeting federally required work requirements

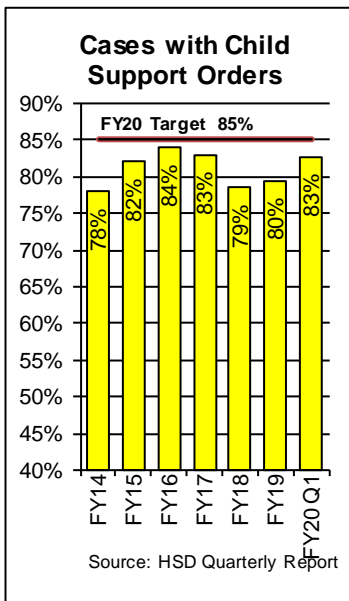
59.5%	39.5%	62%	No Report	R
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All families recipients receiving temporary assistance for needy families meeting federally required work requirements

48.9%	31.1%	53%	No Report	R
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Program Rating

R



Child Support Enforcement Division

The Child Support Enforcement Division (CSED) reports declining performance due to staff attrition and resulting increased workloads. The Legislature has fully funded the program's personnel budget request for the last two fiscal years, and despite decreases in staff attrition, program performance declined. However, the CSED Rio Rancho office is successfully piloting initiatives to improve performance and increase staff retention. The pilot has resulted in a 9.6 percent increase in the percentage of cases with support orders, a 1.1 percent increase in the percent of current support owed that is collected, and an 8 percent increase in the overall percentage of cases paying. Additionally, CSED reports it filled all of its 319 budgeted positions by the end of FY19, and caseworker attrition has decreased from more than 30 percent in the previous two fiscal years to less than 20 percent in FY19.

CSED reported on its full slate of performance measures, and indicated there was a reduction of \$1.3 million in tax intercepts in FY19, mostly due to a change in federal tax policy, that negatively impacted the performance for collecting arrears and other collection measures. The STEPup program is a collaboration with the Department of

PERFORMANCE REPORT CARD

Human Services Department
First Quarter, Fiscal Year 2020

Workforce Solutions to assist CSED noncustodial parents with finding jobs and helping them to pay their child support.

Budget: \$31,871.1 **FTE:** 378

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Support arrears due that are collected	62.1%	60.7%	67%	No Report	Y
Total child support enforcement collections, in millions	\$139.8	\$137.5	\$140.5	\$32.9	Y
Child support owed that is collected	57.8%	57.7%	62%	57.9%	Y
Cases with support orders	78.5%	79.5%	85%	82.7%	Y

Program Rating

Y

Note: Children with paternity acknowledged or adjudicated are reported in the federal fiscal year.