

Accountability in Government Selected Performance Highlights First Quarter, Fiscal Year 2020

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 agencies consider important to 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.

Since early 2019, LFC staff has been working together with DFA and agencies to help advance agency reporting. DFA Secretary Olivia Padilla-Jackson and her staff were invited to join LFC management and staff for the initial review of draft first quarter FY20 report cards. DFA's early input was useful to building a more collaborative approach to performance reporting, although the LFC retains responsibility for the content and format of the final report cards.

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 the agency is progressing in meeting its 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. First quarter data is often preliminary or partial, and may not accurately reflect what the agency's performance trend will be. The data may not be sufficient for LFC analysts to readily recognize progress or problems, and a yellow rating may be an early warning that an agency is not on track to meet a target.

This is the first quarter that some agency report cards show the sweeping reductions in reporting that were put in place by the last administration. Many of the deleted measures have been reinstated for FY21, and the LFC encourages agencies to voluntarily report on their full suite of measures throughout FY20. Important measures that were deleted despite the objections of the LFC will be retained on agency report cards and rated red if no data is provided.

Performance of note for the first quarter of FY20 by major area:

Taxation and Revenue Department *(page 7)*

Taxation and Revenue Department (TRD) is on track to meet collection targets by fiscal-year-end, and has improved in resolving tax protest cases. Again, Motor Vehicle Division (MVD) call center and field office wait times did not meet targets, despite targets for these measures being lower than in previous years.

Human Services and Medicaid *(page 10)*

The Human Services Department (HSD) is only reporting information on 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. HSD should consider, starting in the second quarter or sooner, providing additional performance data to augment its approved slate of 10 performance measures.

Behavioral Health

At the time of this report, LFC had not received the Behavioral Health Services Division (BHSD) performance report for the first quarter of FY20. This is a recurring issue with BHSD and detracts from LFC efforts to report agency outcomes and effectiveness in a timely manner. When the agency performance report is received, the BHSD first quarter report card will be posted at [https://www.nmlegis.gov/Entity/LFC/Performance Dashboard](https://www.nmlegis.gov/Entity/LFC/Performance%20Dashboard).

Department of Health *(page 14)*

The Department of Health's (DOH) Facilities Management Division reported mixed performance results in the first quarter of FY20. Third party revenue collection remains lower than performance targets. The collection of revenue is important to maintain services, and low collections strains the department's general fund appropriations for operations.

While DOH was able to increase the number of individuals receiving Developmental Disabilities (DD) and Mi Via Medicaid waivers, the number of individuals registering for the program waitlist continues to outpace allotments. The department's plan to implement a community supports waiver to provide an array of services to individuals on the waitlist could reduce the number of individuals seeking the more comprehensive waivers if their service needs are met with the new waiver.

Children, Youth and Families (*page 18*)

Two of CYFD's programs, Early Childhood and Behavior Health Services, met or exceeded a majority of their performance measure targets. However, Juvenile Justice fell short on its targets related to recidivism, and the Protective Services program was unsuccessful across all of its performance measures. Despite significant state investments in personnel, the department's staff turnover, caseloads, and repeat maltreatment rates continue to be a concern.

Workforce Solutions

At the time of this report, LFC had not received the Workforce Solutions performance report for the first quarter of FY20. 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%20Dashboard).

Public Safety (*NMCD, page 24; DPS, page 28*)

The Corrections Department did not meet most of its performance targets in the first quarter of FY20, particularly in the Inmate Management and Control Program. Recidivism rates remain troublingly high, as do incidents of prison violence. Staffing among correctional officers and probation and parole officers has been challenging, and targeted pay increases have not improved vacancy rates. Decreasing prison population may provide an opportunity for the department to invest in programming proven to reduce recidivism.

Based on first quarter results, the Department of Public Safety (DPS) is on track to meet all performance targets for the Law Enforcement Program. DWI arrests are up compared with the first quarter of FY19, and drunk driving rates continue to decrease, as alcohol-involved traffic fatalities in the first quarter of FY20 are 46.2 percent lower than the first quarter of FY19. Vacancies among forensic scientists and technicians averaged 27.7 percent this quarter, increasing case backlogs and limiting the department's ability to meet targets for the crime lab.

Courts and Justice (*page 30*)

For the first quarter of FY20, the Administrative Office of the Courts (AOC) did not submit a report for drug courts. The Legislature has consistently invested in drug courts, and the failure to report outcomes leads to inconsistencies in how the success of these programs is measured. The AOC surpassed targets for the Statewide

Judiciary Automation Program, which measure call response time and quality of customer service for defendants, lawyers, and judges.

Though prosecution offices report difficulty with recruiting and retaining attorneys, caseloads per-attorney in the busiest districts (1st, 2nd, 3rd, 12th, and 13th districts) were below target levels.

Public Education (*page 34*)

Significant investments in learning opportunities for FY20 resulted in notable expansion of prekindergarten and new extended learning time programs (ELTP) in the first quarter. While K-5 Plus extended school year program growth was flat for summer 2019 and modest for the first quarter of FY20, the Public Education Department (PED) estimates K-5 Plus and ELTP participation will more than double in FY21.

Higher Education (*page 36*)

Several challenges confront higher education. New Mexico public high schools are graduating more students but fewer are enrolling in New Mexico colleges or universities. Two-year community colleges are enrolling fewer college students, which are being replaced with dual-credit high school students. Two-year community colleges are transferring fewer students to four-year universities; transfers have decreased by 9 percent over the past five years. Two-year colleges are awarding more sub-baccalaureate certificates (up 41 percent), while bachelor's degrees conferred by universities have plateaued over the past three years.

Several industries report difficulty filling positions because not enough graduates with bachelor's degree are in the market. Healthcare entities report the need for more nurses, nurse practitioners, physical and occupational therapists, teachers, behavioral health specialists, and social workers.

Natural Resources (*EMNRD, page 40; NMED, page 43; OSE, page 46*)

In the Environment Department, inspections and compliance of large quantity hazardous waste generators is likely affected by the large ratio of hazardous waste facilities to inspectors. Currently, the agency has only three filled inspector positions for more than 2,500 facilities.

The Office of the State Engineer continues to struggle with the volume of water rights applications, due primarily to 30 vacancies in the Water Resource Allocation Program.

Visitation and revenue generation at State Parks has been declining since FY18. The Energy, Minerals and Natural Resources Department hopes to reverse this trend with its new advertising campaign, infrastructure improvements, and a revision to the park fee structure.

Economic Development and Tourism (*EDD, page 49; Tourism, page 51*)

The Economic Development Division (EDD) awarded two companies \$4.7 million in LEDA funds in the first quarter of FY20 and created 295 jobs. The funds matched for these LEDA projects totaled \$96 million, contributing to a 20 to one ratio of private sector dollars invested per dollar of LEDA funds awarded. EDD created 22 rural jobs in the first quarter. The Job Training Incentive Program (JTIP) board approved 15 businesses in the first quarter, four of which were new to the JTIP program. JTIP awards reached a total of \$3.5 million in awards, with 473 new jobs approved.

The Workforce Solutions Department numbers show the leisure and hospitality industry had an increase of 7.3 percent in September 2019, compared to September 2018. The tourism industry in New Mexico is still strong when compared with other industries, and the agency is continuing to focus efforts on local advertising initiatives.

General Government (*GSD, page 53; SPO, page 56; DOT, page 57*)

State vacancy rates remain high, increasing to 22 percent in the first quarter of FY20. The increase is occurring despite SPO reporting significant progress in reducing the time to fill vacant positions from 71 days in FY18 to 50 days in the first quarter of this year. Additionally, the percent of new hires completing their first year of state service increased slightly from 63 percent in FY19 to 65 percent in the first quarter.

GSD reports six of seven new office leases achieved the target 215 square feet per FTE standard. However, it is likely that other facilities remain under-utilized; the state foot print has not changed while the workforce has shrunk. GSD will be challenged to determine how to use existing facilities to efficiently and cost-effectively house the state workforce.

Total traffic fatalities are up 4 percent compared with the first quarter of FY19. Alcohol-related fatalities are tracking below the prior year, continuing a trend of declining DWI-related deaths. NMDOT reports a vacancy rate of 18 percent in the first quarter, down from 19 percent in FY19.

Information Technology Projects (*page 59*)

The estimated cost for the 12 key projects included in the IT status report is nearly \$300 million, including the state's largest current IT project, HSD's Medicaid Management Information System Replacement (MMISR) project, which has an estimated total cost of \$201.4 million (90/10 federal match). The MMISR project continues to have issues with deliverables and extended deadlines, project schedules, and staffing, all of which pose risks to successful completion of the project. There is \$268 million in available funding for the 12 projects, including \$54 million in new appropriations.

PERFORMANCE REPORT CARD

Taxation and Revenue Department
First Quarter, Fiscal Year 2020

ACTION PLAN

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

Taxation and Revenue Department

The Taxation and Revenue Department (TRD) is on track to meet collection targets by the end of the fiscal year, and improved in resolving tax protest cases. Again, the Motor Vehicle Division (MVD) call center and field office wait times did not reach targets, although the targets for these measures are lower than in previous years.

TRD continues to face a high vacancy rate – 27 percent at the start of the first quarter. The staffing shortage affects operations, delivery of services and morale. For some roles, such as customer-focused positions at the MVD call center and field offices, salaries are not always aligned with job responsibilities. A review of staff compensation to address vacancies and reduce reliance on temporary staffing agencies may be warranted.

The department faced significant changes to its processes and IT infrastructure in FY19, due to provisions in House Bill 6 and other 2019 legislation authorizing changes to New Mexico's tax code, including taxation of internet sales, personal income tax, and film tax credits. TRD estimated implementation costs of \$27 million for changes to its GenTax and Tapestry systems. The department has begun implementing these changes with contractor and agency staff. However, additional appropriations are needed.

Tax Administration

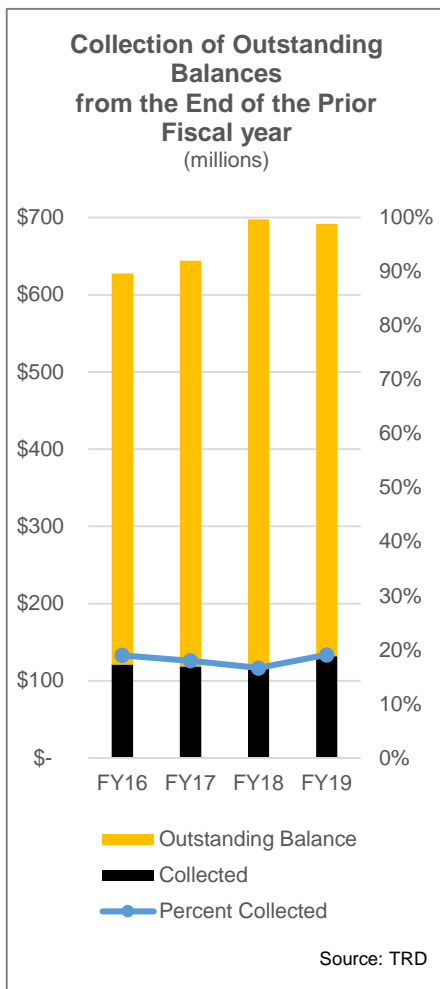
For FY19, the Tax Administration Program did not meet annual collections performance targets. At the end of the fiscal year, the program had collected 19 percent of outstanding balances of \$691 million and 44 percent of its total collectible audit assessments of \$89 million. For FY20, the program received appropriations for collection enhancement.

In the first quarter, the program reports a collectible balance of \$776.6 million, of which \$70.8 million, or 9.1 percent, was collected. Collectible balances exclude accounts past the statute of limitations, protested accounts, and accounts in bankruptcy. The program also reported first quarter and FY19 fourth quarter assessments totaled \$249.8 million. After reductions that include accounts not yet delinquent, in protest, or abated, the collectible balance was \$54 million, of which \$12 million, or 22 percent, was collected.

The LFC is concerned about personal income tax compliance for out-of-state oil and gas workers in southern New Mexico, estimating a potential loss of up to \$25 million in tax revenues. TRD has identified companies that do not have tax ID numbers and are not in TRD's databases. TRD plans to include audits of personal income tax, corporate income tax, gross receipts tax, and withholding in severance tax audits of oil and gas companies.

Budget: \$31,193 **FTE:** 490.8

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Collections as a percent of collectible outstanding balances from the end of the prior fiscal year (cumulative)	17%	19%	23%	9%	G
Collections as a percent of collectible audit assessments generated in the current fiscal year and last quarter of the prior fiscal year	50%	44%	65%	22%	R
Program Rating	R	Y			Y



PERFORMANCE REPORT CARD

Taxation and Revenue Department
First Quarter, Fiscal Year 2020

Motor Vehicle

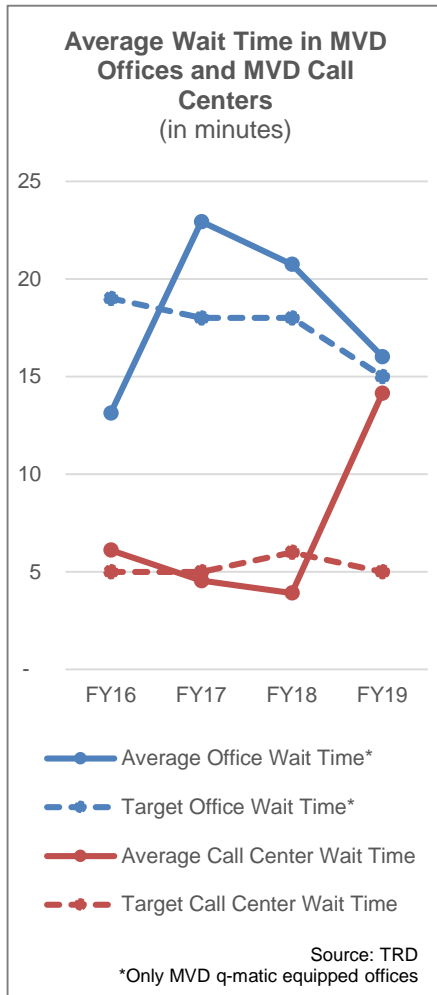
The strategic goals for this program include ensuring compliance with vehicle liability insurance requirements and minimizing customer call center and field office wait times. In the first quarter, insurance company late and erroneous reporting impacted 26 thousand registered vehicles, keeping the uninsured rate hovering around 10 percent.

For customers, MVD field offices reported an overall physical wait time of 16.29 minutes, above the actual wait time in FY19 and target for FY20, with 408 thousand customers served. Phone wait times were also over 15 minutes on average – over triple the target wait time – largely due to a high volume of calls relating to Real ID-license conversion questions. MVD continues to face a high vacancy rate overall with call center vacancy rates now at 50 percent and may undertake a review of staff compensation. During FY19, the agency paid \$657 thousand to a staffing agency for temporary staff.

In June of this year, TRD announced that 70 percent of New Mexico licenses and ID cards were Real ID compliant, a federal requirement for air travel as of October 2020.

Budget: \$32,307 **FTE:** 338

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Registered vehicles with liability insurance	90.0%	90.4%	93.0%	90.0%	Y
Average wait time in field offices, in minutes	20:45	16:01	<15:00	16:29	Y
Average wait time for incoming calls at the call center, in minutes	03:55	14:09	<04:00	15:03	R
Program Rating	R	Y			Y



Property Tax

In the first quarter, the program recovered 6.6 percent of total delinquent property taxes and distributed a total of \$3.8 million in delinquent property taxes to counties.

Budget: \$4,208 **FTE:** 41

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Delinquent property tax collected and distributed to counties, in millions	\$14.6	\$12.9	\$13	\$3.8	G
Dollar value of all delinquent property tax sales held	New	New	\$800,000	\$39,942	R
Percent of total delinquent property taxes recovered	New	21.2%	18%	6.62%	G
Program Rating	G	Y			Y

PERFORMANCE REPORT CARD

Taxation and Revenue Department
First Quarter, Fiscal Year 2020

Compliance Enforcement Program

The three measures below address tax fraud, and forensic and internal investigations. Tax fraud investigations determine if prosecution is warranted; forensic audits resolve if an allegation contains information that has merit; and internal investigations explore employee and MVD contractor misconduct. In the first quarter, the program had five pending tax fraud cases from 2019 still awaiting a court date. In terms of internal investigations, the program reports most are completed and closed within 30 days.

Vacancy Rate by Division, FY20 Q1

Division	Vacancy Rate
Tax Fraud Investigations	43%
Revenue Processing	42%
Information Technology	31%
Property Tax	31%
Administrative Services	26%
Motor Vehicle	24%
Audit and Compliance	24%
Total TRD	27%

Source: TRD

Budget: \$1,576 **FTE:** 21

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Tax investigations referred to prosecutors as a percent of total investigations assigned during the year	113%	55%	85%	33%	Y
Successful tax fraud prosecutions as a percent of total cases prosecuted (cumulative)	100%	100%	100%	0%	Y
Internal investigations completed within 60 days (cumulative)	100%	100%	100%	100%	G
Program Rating	Y	Y			Y

Program Support

The agency strives to resolve half of tax protests quarterly and implement internal audit recommendations due by fiscal-year-end. In the first quarter, the program resolved 395 tax protests and completed three of 12 audit recommendations due – of which eight were carried over from FY19. The findings below suggest the program may be on track to meet these objectives by fiscal-year-end despite a high vacancy rate across the agency. For FY21, TRD proposed a measure to include dollar amount of tax protests resolved.

Budget: \$18,603.0 **FTE:** 173

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Tax protest cases resolved	1,320	1,003	1,525	395	G
Internal audit recommendations implemented	94%	61%	94%	25%	G
Program Rating	Y	G			G

PERFORMANCE REPORT CARD

Human Services Department

First Quarter, Fiscal Year 2020

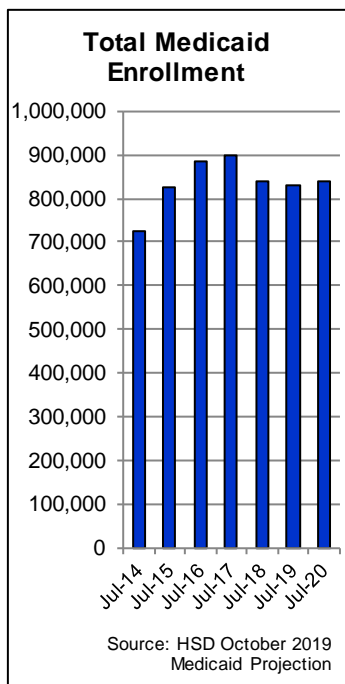
ACTION PLAN

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.

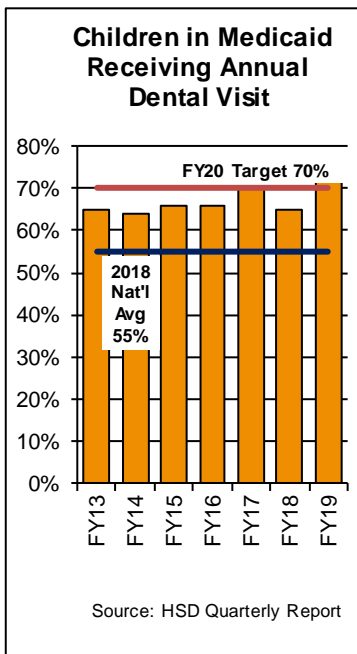
Regarding the measure for children's Medicaid primary care visits, the MCO contracts require a two-point improvement annually. Failure to meet the target overall by all MCOs could result in a \$15 million penalty.

PERFORMANCE REPORT CARD

Human Services Department

First Quarter, Fiscal Year 2020

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



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.

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.

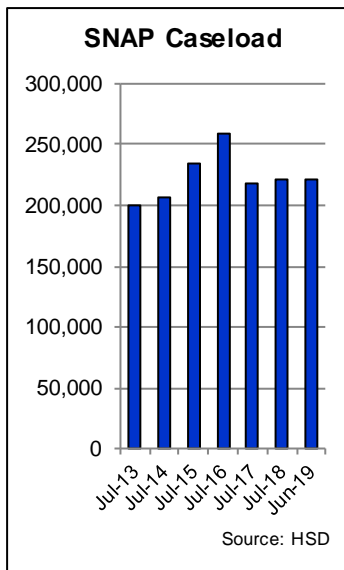
Income Support Division

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



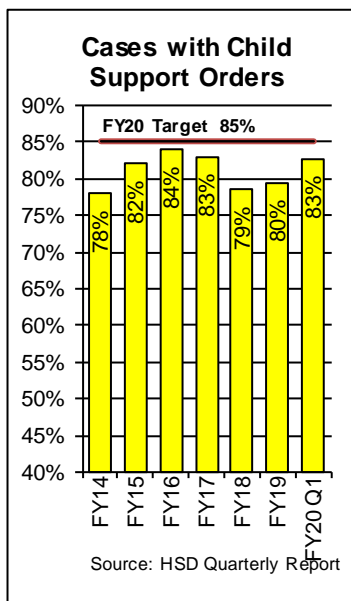
Beginning in FY19, ISD added performance goals to the New Mexico Works service provider's contract to improve employment outcomes; however, the performance outcomes do not seem to be affected by these efforts. The Income Support Division noted for FY20 it plans to change its data reporting methodology 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	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Regular supplemental nutrition assistance program cases meeting the federally required measure of timeliness of 30 days	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
Temporary assistance for needy families clients who obtain a job during the fiscal year	54.6%	48.5%	N/A	No Report	R
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
Two-parent recipients of temporary assistance for needy families meeting federally required work requirements	59.5%	39.5%	62%	No Report	R
All families recipients receiving temporary assistance for needy families meeting federally required work requirements	48.9%	31.1%	53%	No Report	R

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.

PERFORMANCE REPORT CARD

Department of Health
First Quarter, Fiscal Year 2020

ACTION PLAN

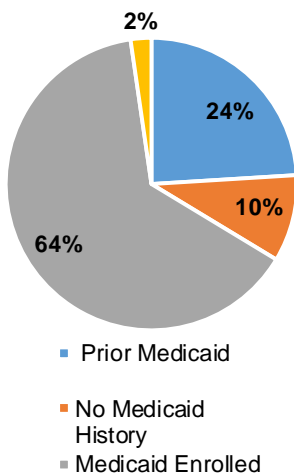
Submitted by agency?	Yes
Timeline assigned?	Yes
Responsibility assigned?	No

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. New Mexico is facing significant health issues relating to substance use disorder (SUD). A recent LFC report found New Mexico has long had some of the highest rates of alcohol and drug abuse in the country, and the problem is getting worse. Since 2001, the combined rates of alcohol and drug related deaths in New Mexico rose by more than 60 percent. In 2018, deaths due to substance use accounted for 11 percent of all deaths. Hospital emergency departments are a potentially key intervention point, but the report found nearly half of hospitals in New Mexico do not even stock the drugs used for medication-assisted treatment in their pharmacies, and the state has an overall shortage of providers who are able and willing to prescribe these drugs. To address the SUD crisis, DOH is working on developing more services statewide, including medication-assisted treatment (MAT). MAT is the use of FDA-approved medications, in combination with counseling and behavioral therapies, to provide a "whole-patient" approach to the treatment of substance use disorders.

HSD Analysis of DD Waitlist

N=5,030
October 2019



Source: HSD

DD Waitlist by Age (MCO Enrolled)

Age	Percent of Waitlist	Individuals
0-20	45%	1,377
21-59	52%	1,591
60+	3%	86

New Mexico Health Indicators		2016	2017	2018	US 2018
1	Drug overdose death rate per 100,000 population	25	25	26.6	22
2	Births to teens aged 15-19 per 1,000 females aged 15-19	29.1	27.6	25.2	19
3	Alcohol-related death rate per 100,000 population	66	67	70.3	32
4	Fall-related death rate per 100,000 adults aged 65 years or older	92	88	93.9	61
5	Heart disease and stroke death rate per 100,000 population	196	198	227.2	
6	Suicide rate per 100,000 population	22	23	24.8	14
7	Pneumonia and Influenza death rate per 100,000 population	14.0	13.5	14.2	13.5
8	Diabetes hospitalization rate per 1,000 people with diagnosed diabetes	162	162		
9	Third grade children who are considered obese	19%	20%		21%
10	Adults who are considered obese	29%	28%	32.3	32%
11	Adolescents who smoke	No Data	10.6%		9%
12	Adults who smoke	17%	17.5%		15.2%

Several U.S. measures for 2018 are not yet reported.

Source: DOH

Public Health

The mission of public health is to reduce the leading causes of preventable death and disability, especially for underserved populations and those with health disparities. The program administers 52 health clinics statewide and provides services such as family planning, tuberculosis treatment, sexually transmitted disease treatment, immunization and the Women, Infant and Children (WIC) supplemental food program. The program reported improved performance in diabetes prevention participation and teens provided contraception through public health offices. DOH reported a range of contraceptive methods (including IUDs, pills, injectables, and rings) are available at 39 of the 44 public health offices that offer family planning services. Since 2013, the teen birth rate among 15-to-19-year-olds in New Mexico has declined by 41 percent to 25.2 per 1,000 in 2018, ranking New Mexico sixth highest in the nation.

PERFORMANCE REPORT CARD

Department of Health

First Quarter, Fiscal Year 2020

Budget: \$178,297.4 **FTE:** 818.5

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Participants in the National Diabetes Prevention Program referred by a health care provider through the agency-sponsored referral system	0%	29%	25%	82%	G
Children in Healthy Kids, Healthy Communities with increased opportunities for healthy eating in public elementary schools	89%	99%	89%	Not Reported	Y
High school youth trained in the Evolverment youth engagement program to implement tobacco projects in their school or community	402	394	375	122	G
QUIT NOW enrollees who successfully quit using tobacco at 7-month follow-up	30%	32%	30%	32%	G
New Mexico adult cigarette smokers who access DOH cessation services	3.0%	2.7%	2.5%	0.7%	Y
Teens who successfully complete teen outreach programming	362	512	232	0	Y
Female clients ages 15-19 seen in DOH public health office who are provided most or moderately effective contraceptives	61%	82%	62.5%	72.5%	G
Preschoolers (19-35 months) fully immunized	61.8%	63.8%	65%	65%	G
Program Rating	G	R			Y

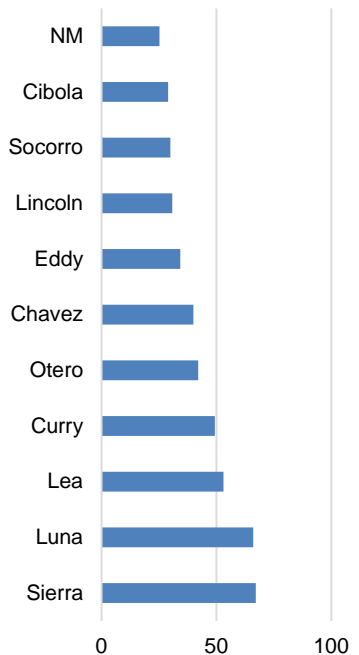
Epidemiology and Response

The Epidemiology and Response Program monitors and provides health information, prevents disease and injury, promotes health and healthy behaviors, responds to public health events, prepares for health emergencies, and provides emergency medical and trauma services and vital records to New Mexicans. In FY19 DOH's Epidemiology and Response Program worked to increase the availability of naloxone statewide, a medication that reverses drug overdoses. The percent of retail pharmacies dispensing naloxone has improved over the past few years. DOH is continuing to work to increase the availability of naloxone by identifying retail pharmacies that have not submitted Medicaid claims for naloxone, and contracted with the University of New Mexico (UNM) College of Pharmacy for pharmacy training. In addition, a law enacted in 2019 now requires the co-prescription of naloxone with any opioid prescription.

Budget: \$28,649.8 **FTE:** 204

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Retail pharmacies that dispense naloxone	73%	83%	80%	Not Reported	Y
Community members trained in evidence-based suicide prevention practices	222	522	600	504	G
Opioid patients also prescribed benzodiazepines	13%	12%	5%	Not Reported	Y
County and tribal health councils that include evidence-based strategies to reduce alcohol-related harms	11%	18%	20%	21%	G
New Mexico hospitals certified for stroke care	16%	16%	20%	Not Reported	Y

Births to Teens Ages 15-19 per 1,000 Girls, 2018



Source: NM IBIS

PERFORMANCE REPORT CARD

Department of Health
First Quarter, Fiscal Year 2020

New Mexico population served during mass distribution of antibiotics or vaccinations through public/private partnerships in the event of a public health emergency

15%	15%	19%	Not Reported	Y
Y	R			Y

Program Rating

Health Facilities

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. Consisting of six healthcare facilities and one community program, FMD reported mixed performance results in the first quarter of FY20. Third party revenue collection remains lower than performance targets. The collection of revenue is important to maintain services and low collections strains the department's general fund appropriations for operations.

Budget: \$148,524.9 FTE: 2,003

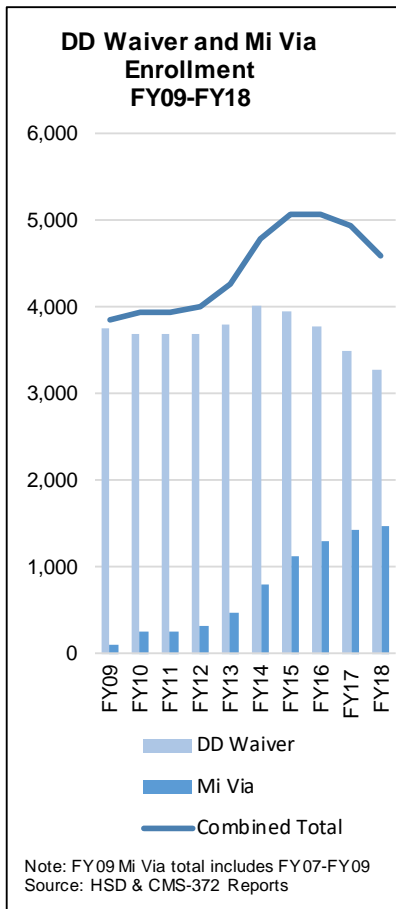
Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Priority request for treatment clients admitted to Turquoise Lodge Hospital	59%	68%	50%	55%	G
Turquoise Lodge Hospital detox occupancy rate	86%	83%	75%	75%	G
Long-term care patients experiencing one or more falls with major injury	3.9%	3.9%	5%	5.5%	Y
Eligible third-party revenue collected at all agency facilities	88%	83%	93%	84%	Y
Number of significant medication errors per 100 patients	New	2.4	2.0	.3	G
Residents successfully discharged	New	78%	80%	75%	Y
Blood alcohol tests from driving-while-intoxicated cases that are completed and reported to law enforcement within 30 calendar days	43%	44%	90%	96%	G
Program Rating	Y	Y			Y

Developmental Disabilities Support

While DOH was able to increase the number of individuals receiving Developmental Disabilities (DD) and Mi Via Medicaid waivers, the numbers of individuals registering for the program waitlist continues to outpace allotments. The department's plan to implement a community supports waiver to provide an array of services to those individuals on the waitlist could reduce individuals seeking the more comprehensive waivers if their service needs are met with the new waiver. The agency hopes to provide services to an additional five thousand people through the Community Supports Waiver for an additional \$5 million general fund in FY21, which will be matched by federal Medicaid revenue.

Budget: \$188,943.6 FTE: 188

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Individuals receiving developmental disabilities waiver services*	4,618	4,638	N/A	4,698	
Individuals on the developmental disabilities waiver waiting list*	4,834	5,066	N/A	4,950	

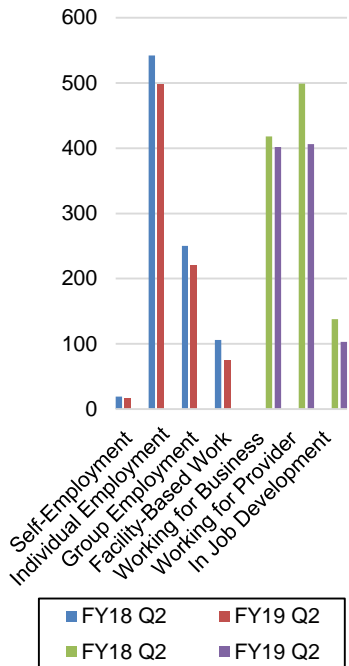


PERFORMANCE REPORT CARD

Department of Health

First Quarter, Fiscal Year 2020

DD Employment and Provider Type



Source: Department of Health

Developmental disabilities waiver applicants who have a service plan in place within 90 days of income and clinical eligibility

73% 87% 90% 98% **G**

Adults receiving community inclusion services through the DD Waiver who receive employment services

26% 24% 34% 23% **R**

Percent of general event reports entered and approved in a timely manner

76% 65% 86% 76% **Y**

Program Rating

Y **Y** **Y**

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

Health Certification, Licensing, and Oversight

The purpose of the health certification, licensing, and oversight program is to provide health facility licensing and certification surveys, community-based oversight and contract compliance surveys and a statewide incident management system so that people in New Mexico have access to quality health care and vulnerable populations are safe from abuse, neglect, and exploitation. While the program did not meet performance targets for abuse rates of clients receiving DD waiver and Mi Via waiver services, the re-abuse rate remained stable with the previous fiscal year.

Budget: \$14,917.7 FTE: 182

Measure

Abuse Rate for Developmental Disability Waiver and Mi Via Waiver clients

FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
7%	11%	7%	11%	Y

Re-Abuse rate (within 12 months- same person) for Developmental Disability Waiver and Mi Via Waiver clients

FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
7%	7%	6%	7%	G

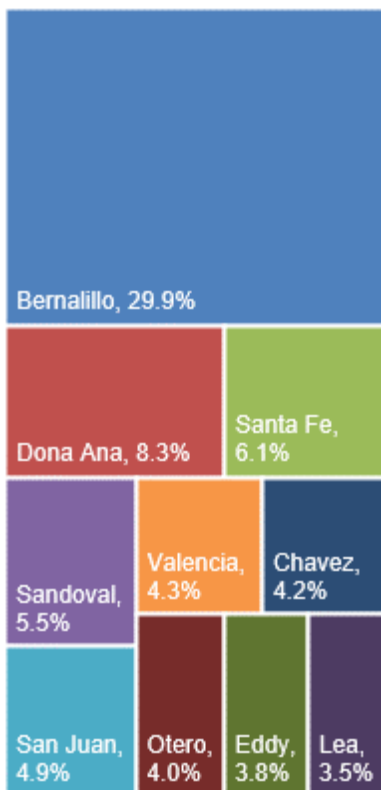
Abuse, neglect and exploitation investigations completed within required timeframes

FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
New	49%	90%	100%	G

Program Rating

Y **Y** **Y**

Top Ten Counties Smoking-Related Death Rates 2013-2017





PERFORMANCE REPORT CARD

Children, Youth and Families Department

First Quarter, Fiscal Year 2020

ACTION PLAN

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

Children, Youth and Families Department

The Early Childhood and Behavior Health Services programs met or exceeded a majority of their performance measures. Juvenile Justice fell short on its targets related to recidivism and the Protective Services program was unsuccessful across all of its performance measures. Despite significant state investments in personnel, staff turnover, caseloads, and repeat maltreatment rates continue to be a concern.

Early Childhood Services

The Early Childhood Services Program met a majority of performance targets in the first quarter of FY20. Childcare assistance costs have continued growing over FY19, to a new monthly average of \$572 per child, but met agency projections. Enrollment in childcare assistance is flat, following three years of rising enrollment, despite increase income eligibility implemented by the state in December of 2018. Childcare assistance enrollment during the first quarter of FY20 averaged close to 20.1 thousand, 1.1 thousand below the average projected enrollment. Due to the slowed enrollment, childcare assistance funding in FY20 is less strained than in recent years. LFC will release a report on the effectiveness of childcare on improving education, health and economic outcomes in December 2019.

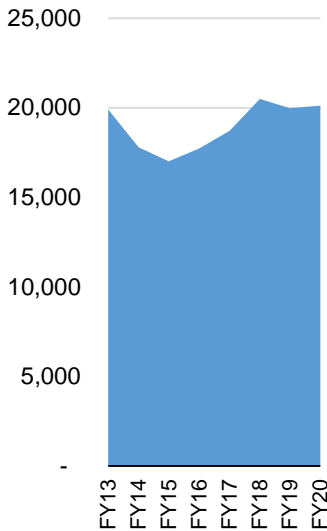
Budget: \$255,804.4 **FTE:** 186.5

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Children receiving subsidy in high- quality programs	59.9%	72.5%	60%	69.5%	G
Licensed childcare providers participating in high-quality programs	38.2%	43.3%	39%	44.4%	G
Parents who demonstrate progress in practicing positive parent-child interactions	47.9%	45.5%	45%	44.8%	G
Children receiving state childcare subsidy, excluding child protective services childcare, who have one or more protective services-substantiated abuse or neglect referrals	1.2%	1.3%	1.3%	0.4%	G
Families receiving home-visiting services that have one or more protective- services- substantiated abuse or neglect referrals	1.9%	1.1%	5%	0.2%	G
Children in state-funded pre-kindergarten showing measurable progress on the preschool readiness for kindergarten tool	94.9%	94.9%	94%	Reported Annually	

Program Rating

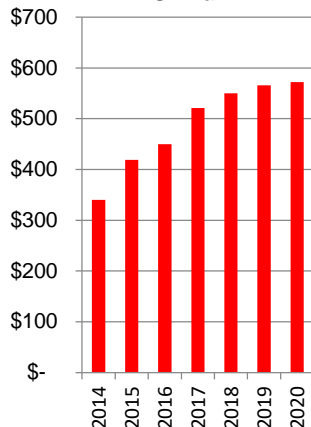
G

Childcare Assistance Enrollment by Fiscal Year (as of October 2019)



Source: CYFD

Childcare Assistance Average Monthly Cost per Child



Source: CYFD



PERFORMANCE REPORT CARD

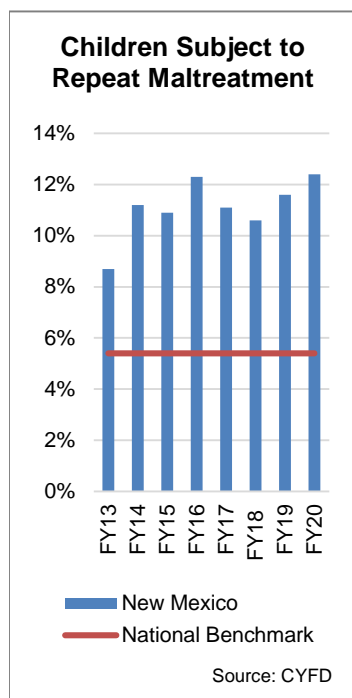
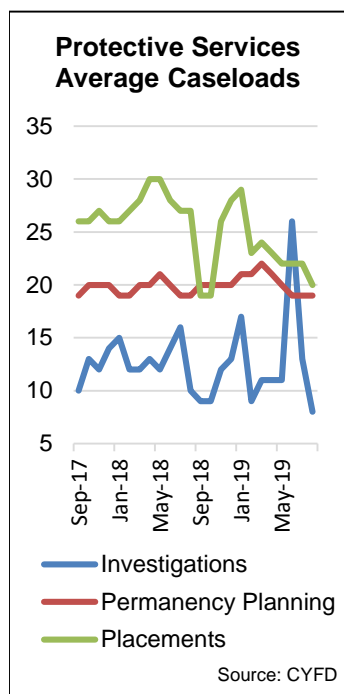
Children, Youth and Families Department

First Quarter, Fiscal Year 2020

Protective Services

Protective Services fell short across all of its performance measures. Repeat maltreatment rates remain higher than national benchmarks and are now the highest since 2016. This measure is in part an indicator of how successfully the program is engaging families in secondary prevention services with community providers. The program continues to address gaps in critical safety related services, including measures to ensure that field staff and supervisors are trained and competent in identifying service gaps and using safety assessments. The agency is working to improve this critical measure on a county-by-county basis. Caseloads for investigative workers have dropped, but caseloads for placement and permanency workers remain above national recommendations, and despite increased funding levels turnover rates remain high.

Budget: \$174,916.6 **FTE:** 978



Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Children who are not the subject of substantiated maltreatment within six months of a prior determination of substantiated maltreatment	89.8%	89.6%	93%	87.6	R
Children who have another substantiated or indicated maltreatment report within 12 months of their initial report*	15%	17%	9.1%	16.8%	R
Of children in foster care for more than eight days, percent of children who achieve permanency within 12 months of entry into foster care.	30.6%	28.5%	42%	27.6%	R
Percent of families with completed investigations who engage in prevention services for 30 days or more.	n/a	4.5%	20%	6.9%	R
Maltreatment victimizations per 100,000 days in foster care	21	13.4	8.5	12.6	R
Children in foster care who have at least one monthly visit with their caseworker	96.2%	94.2%	94.8%	89.9%	R
Clients receiving domestic violence services with a personalized safety plan	89.5%	81.2%	90%	88.5%	Y
Turnover rate for protective services workers	25%	26.3%	20%	28.1%	R
Program Rating					R

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

PERFORMANCE REPORT CARD

Children, Youth and Families Department

First Quarter, Fiscal Year 2020

Juvenile Justice Services

The Juvenile Justice Services program met only two of its performance targets. Fifty percent of the program's performance measures look at recidivism and the rates for youth relapsing after release from both commitment and probation. While JJ recidivism rates are currently below national averages, the upward trend is still concerning. To improve reintegration, the program is focusing on educational and vocational activities, mental health resources and transition services to support life skill development and address housing needs and employment. It should also be noted that fewer youth are formally entering the juvenile justice system. The majority of youth coming into contact with the system are being diverted through community based services and programs and the number of youth completing probation continues to improve, with over 89 percent successfully transitioning out of the system. During FY20 Q1, only one out of six total client complaints of abuse and neglect was substantiated. The number of physical assaults was less than 20 percent of the cumulative number for FY19, indicating a downward trend, below the FY20 target. Sixty-four percent were client-on-client assaults and 36 percent were client-on-staff.

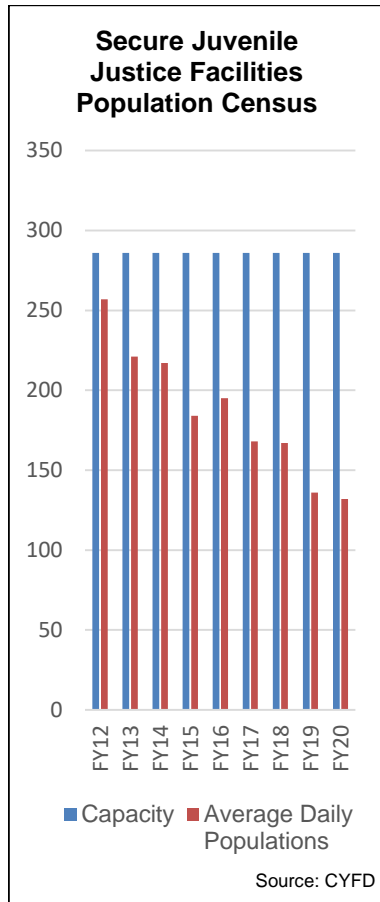
Budget: \$74,703.8 **FTE:** 882

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Clients who successfully complete formal probation	82.7%	85.6%	86%	89.3%	G
Substantiated complaints by clients of abuse or neglect in juvenile justice facilities	10.7%	10%	10%	16.7%	R
Recidivism rate for youth discharged from active field supervision	20.1%	20%	12%	19.4%	R
JJS facility clients age 18 and older who enter adult corrections within two years after discharge from a JJS facility*	6.9%	21.5%	9%	21.1%	R
Recidivism rate for youth discharged from commitment	36.2%	44.5%	35%	45.1%	R
Physical assaults in juvenile justice facilities	398	284	<285	45	G
Program Rating					R

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

Behavioral Health Services

The Behavioral Health Services (BHS) Program's infant mental health team continues to exceed performance targets. The service focuses on the relationship between the child and the primary caregiver, reducing behavioral, social, and emotional disorders that could result in toxic stress and major trauma. BHS fell short of its target to provide behavioral health services to more than 75% of the target population of CYFD involved children and youth. BHS has filled the majority of its vacant community behavioral health clinician positions, increasing availability to collaborate with Protective Services. CYFD, as a whole, is driving greater involvement of behavioral health clinicians across all of its programs.





PERFORMANCE REPORT CARD

Children, Youth and Families Department

First Quarter, Fiscal Year 2020

Budget: \$20,342.1 **FTE:** 80.5

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
CYFD involved children and youth receiving services from community-based behavioral health clinicians.	NEW	51.8%	75%	60.3%	Y
Infants served by infant mental health programs who have not had re-referrals to the Protective Services program	90%	91%	92%	100%	G
Program Rating					Y

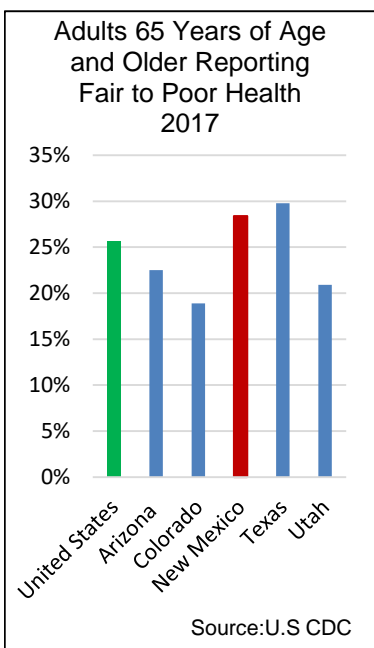
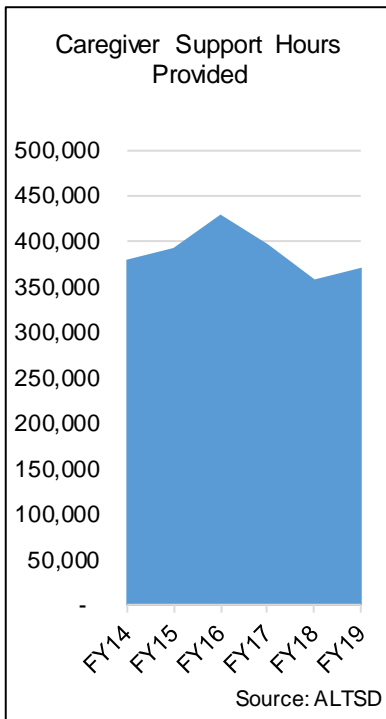
PERFORMANCE REPORT CARD

Aging and Long-Term Services Department

First Quarter, Fiscal Year 2020

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) mission is to serve older adults and adults with disabilities so that they can remain active participants in their communities, age with respect and dignity, be protected from abuse, neglect, and exploitation and have equal access to health care. ALTSD did not meet performance targets for the Aging Network. These services are primarily provided through contracts between ALTSD and area agencies on aging (AAA). Instability with one AAA in the previous fiscal year led to declining performance.

Aging Network

While the Aging Network is not currently on track to meet targets for the hours of caregiver support, it could still meet annual performance targets with increased supports in the remaining quarters. A majority of the service hours provided were for adult day care and respite care, representing 71 percent of the caregiver support provided.

Budget: \$40,195.2 **FTE:** 16

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Older New Mexicans whose food insecurity is alleviated by meals received through the aging network	116%	86%	98%	90%	Y
Hours of caregiver support provided	357,721	370,538	423,000	92,167	Y
Program Rating	Y	R			Y

Consumer and Elder Rights

The Long-Term Care Ombudsman Program (LTCOP) of the Consumer and Elder Rights Division reported timely ombudsman complaint resolutions increased as a result of the program becoming fully staffed and increasing active volunteers. The percent of calls to the Aging and Disability Resource Center that are answered by a live operator increased over FY19, but remained well below the FY20 performance target. During the first quarter, the Aging and Disability Resource Center (ADRC) received 6,508 calls (average of 103 per day); 1,138 callers left a voice message and had their calls returned within six hours.

Budget: \$5,150.3 **FTE:** 48.5

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Ombudsman complaints resolved within sixty days	92%	96.8%	99%	100%	G
Residents requesting short-term transition assistance from a nursing facility who remained in the community during the six month follow-up	82%	84%	90%	84%	Y
Calls to the aging and disability resource center that are answered by a live operator	71%	79%	90%	83%	Y
Program Rating	Y	Y			Y

PERFORMANCE REPORT CARD

Aging and Long-Term Services Department

First Quarter, Fiscal Year 2020

Adult Protective Services

The Adult Protective Services (APS) program does not report on repeat maltreatment, and current data and performance measures make it difficult to assess the effectiveness of the program in preventing maltreatment. However, APS has agreed to begin reporting repeat substantiations within six months of a previous substantiation of abuse or neglect in FY21. In the first quarter, APS met a majority of performance targets.

Budget: \$13,829.6 **FTE:** 132

Measure

Adult protective services investigations of abuse, neglect or exploitation

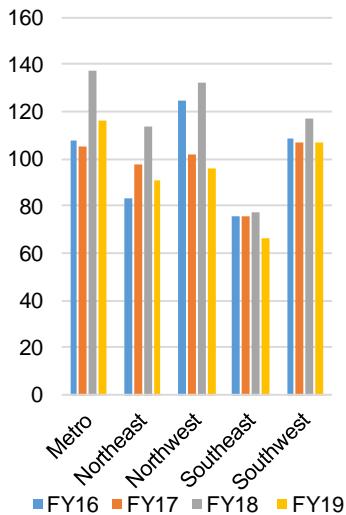
Emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed time frames

Adults receiving in-home services or adult day services as a result of an investigation of abuse, neglect or exploitation

Program Rating

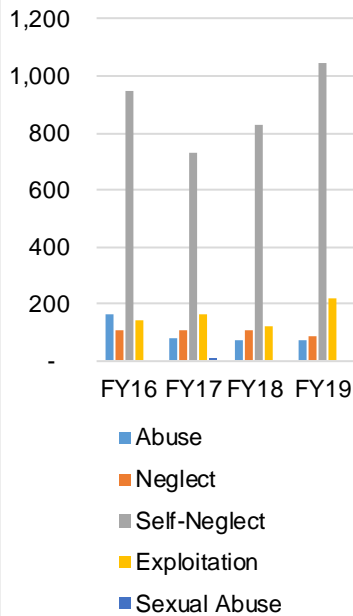
	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Adult protective services investigations of abuse, neglect or exploitation	6,671	6,636	6,150	6,151	G
Emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed time frames	99%	99%	99%	99%	G
Adults receiving in-home services or adult day services as a result of an investigation of abuse, neglect or exploitation	1,213	3,663	1,500	725	G
Program Rating	Y	G			G

Average Annual Investigation Per Case Worker (FY16-FY19)



Source: ALTSD

Substantiated Allegations by Type



Source: ALTSD

PERFORMANCE REPORT CARD

New Mexico Corrections Department

First Quarter, Fiscal Year 2020

ACTION PLAN

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

New Mexico Corrections Department

In the first quarter of FY20, the Corrections Department (NMCD) did not meet many of its performance targets, particularly within the Inmate Management and Control Program. Recidivism rates decreased to 57 percent in the first quarter of FY20 from a high of 60 percent in the fourth quarter of FY19, but remained far above the department's FY20 target of 45 percent. Inmate-on-inmate assaults also reached troublingly high levels this quarter, potentially indicating the recent decline in prison violence from FY18 was only a temporary improvement.

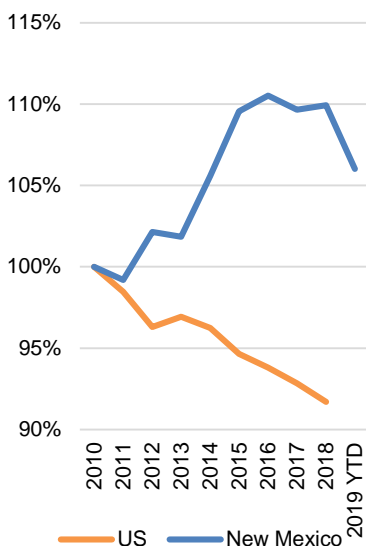
Despite targeted pay increases, persistent staff vacancies inside and outside prisons undermine the department's ability to fulfill its mission, and programming within prisons inadequately prepares inmates for success upon release. The reduction in prison population provides an opportunity for the agency to address these issues. Resolving pay compaction may improve staff retention and decrease vacancies. In addition, increasing and strengthening programming proven to reduce recidivism and ensuring those programs are available to all inmates is essential.

Inmate Management and Control

Admissions to New Mexico's prisons have decreased 24.8 percent over the past five years and dropped an unprecedented 15.1 percent between FY18 and FY19, the largest year-over-year decrease in two decades. The average inmate population decreased for nine straight months in FY19, and despite minor month-over-month increases in the first quarter of FY20, overall population declined 5.1 percent between September 2018 and September 2019. Prison stay length causes a lag in the impact of admissions on population; as a result, further population declines due to the sharp drop in admissions in FY19 will likely be observed over the course of FY20.

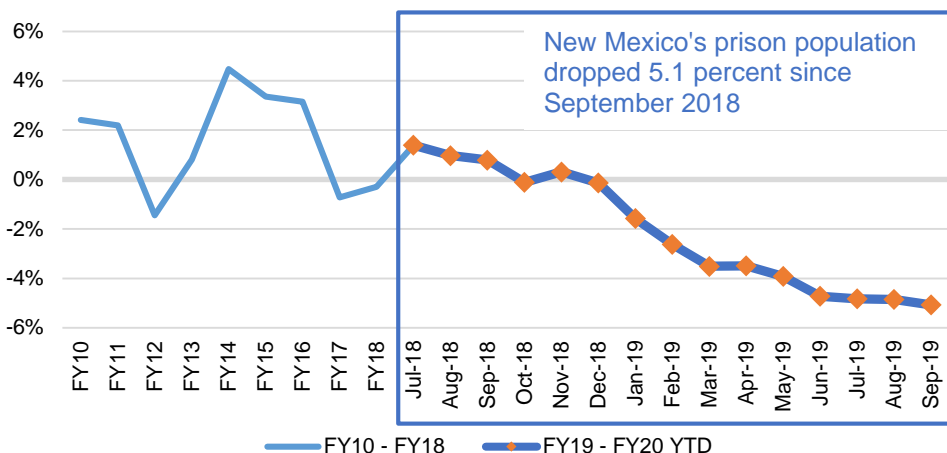
New Mexico's publicly- and privately operated prisons can accommodate up to 7,959 inmates (7,099 males and 860 females); however, ongoing litigation may decrease capacity by 314 beds. A preliminary agreement between the state and plaintiffs in the *Duran* lawsuit will require the department to decrease the number of inmates living in dormitories or double cells at four prisons. This agreement would decrease capacity in women's prisons to 661, 97 fewer beds than the average FY19 female population. The department intends to use an FY19 capital appropriation to plan for additional housing units at Western New Mexico Correctional Facility, one of the two prisons that currently house women, but it seems unlikely the department will be able to complete any new construction within the timeframe established by the settlement, and may need to make alternative arrangements for housing female inmates. Bed space for male

Nationwide State Prison Population vs. New Mexico State Prison Population (indexed to 2010)



Source: Bureau of Justice Statistics, Vera Institute for Justice, Sentencing Commission, LFC files

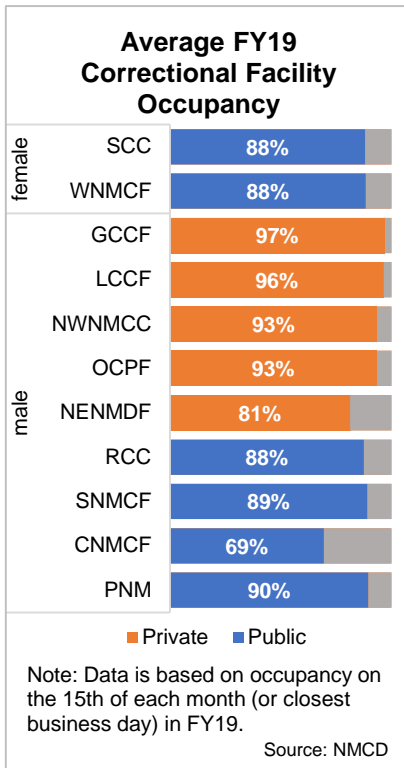
NMCD Inmate Population, Year-over-Year Percent Change



Source: Sentencing Commission

PERFORMANCE REPORT CARD

New Mexico Corrections Department First Quarter, Fiscal Year 2020



inmates would be decreased by 115 to 6,984 beds under the settlement; in FY19, the men's population averaged 6,446.

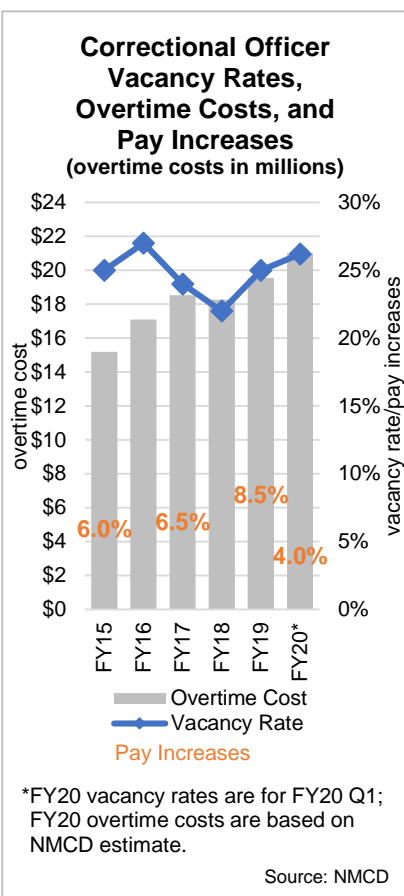
Targeted pay increases totaling 25 percent over the last six years have failed to address high vacancy rates among correctional officers in public facilities, which remained between 22 percent and 27 percent over the same period. In the first quarter of FY20, NMCD reported public correctional officer vacancy rates averaged 26.2 percent. The vacancy rate of private correctional officers, whose compensation is generally significantly lower than that of their public counterparts, was 59 percent this quarter. Chronically high vacancies among custody staff result in high overtime costs and likely result in increased rates of violence. With 14 inmate-on-inmate assaults this quarter—the highest number seen in a single quarter since at least FY16—the department is already exceeding the FY20 target of eight assaults.

NMCD reports 67 percent of participating inmates completed adult basic education this quarter, consistent with the completion rate in the last quarter of FY19; however, the completion rate of participating inmates may not be the best measure of the rehabilitative services provided to inmates, as it fails to capture the fraction of the population able to participate in these programs. Although NMCD reports 76 percent of inmates were enrolled in an educational, cognitive, vocational, or college program in FY19, educational and rehabilitative programming varies widely across correctional facilities, and not all inmates have access to the most effective programs for reducing recidivism. The availability of vocational education, in particular, is limited; for example, welding courses are only offered at two facilities, and Northwest New Mexico Correctional Center (NWNMCC) offers no vocational education programming.

Traditional educational programming is also not available to all inmates. While all facilities offer adult basic education, GED credential preparation, and some college courses, insufficient staffing in education departments, like NWNMCC, results in long waiting lists for core educational programming. Although the department reports 79 percent of eligible inmates earned a GED credential in FY19, some inmates may not have the opportunity to do so. If prison populations continue to decline, more resources can be directed to consistent, evidence-based programming.

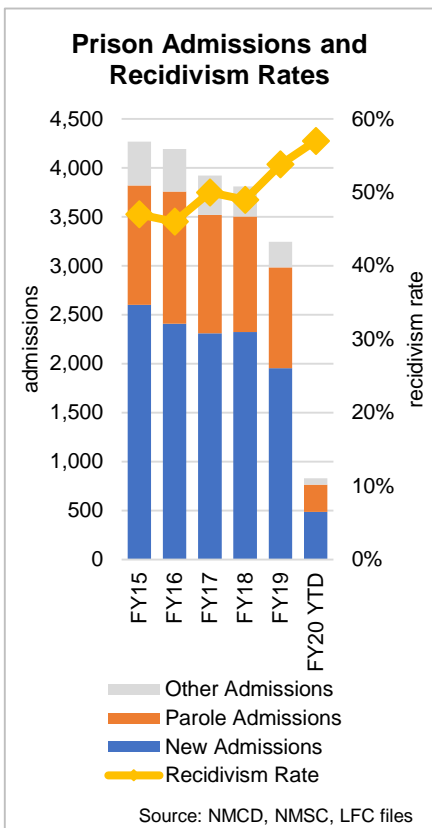
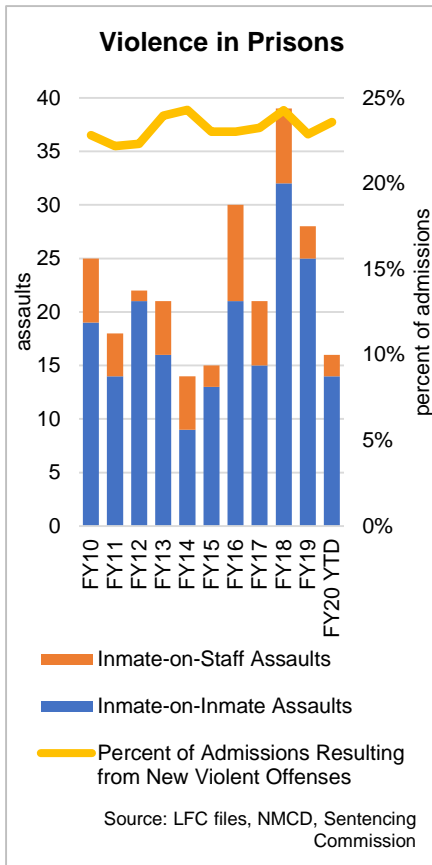
Budget: \$275,007.4 **FTE:** 1,869

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Inmate-on-inmate assaults with serious injury	32	25	8	14	R
Inmate-on-staff assaults with serious injury	7	3	2	2	Y
Prisoners reincarcerated within 36 months	49%	54%	45%	57%	R
Participating inmates who have completed adult basic education*	64%	77%**	N/A	67%	
Release-eligible female inmates still incarcerated past their scheduled release date	8.9%	9.3%	6%	8.9%	R
Release-eligible male inmates still incarcerated past their scheduled release date	9.0%	9.5%	6%	9.4%	R
Residential drug abuse program graduates reincarcerated within 36 months of release*	18%	28%	N/A	22%	



PERFORMANCE REPORT CARD

New Mexico Corrections Department First Quarter, Fiscal Year 2020



Random monthly drug tests administered to at least 10 percent of the inmate population testing positive for drug use*	3.7%	3.7%	N/A	4.1%	
Vacancy rate of state-employed correctional officers	22%	25%	20%	26%	R
Vacancy rate of privately-employed correctional officers	NEW	NEW	20%	59%	R
Program Rating	Y	R			R

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

**Although the FY19 values reported quarterly for this measure averaged 62 percent, with a maximum of 67 percent, NMCD reported an FY19 year-end value of 77 percent. LFC and DFA staff are working together to resolve this discrepancy.

Community Offender Management

Three-year recidivism rates decreased to 57 percent in the first quarter of FY20 from a high of 60 percent in the fourth quarter of FY19, but remained far above the department's FY20 target of 45 percent. The men's and women's recovery centers, residential drug abuse program, and other specialized programs had much lower recidivism rates in FY19; this quarter, the recidivism rate for the men's recovery academy was 3 percentage points lower than the FY19 average rate, while for women the first quarter result was 8 percentage points higher. However, both measures fluctuated significantly quarter-to-quarter in FY19, with a range of 14 percentage points for men and 12 percentage points for women, suggesting this quarter's data may not be indicative of yearly performance. Significantly, the department's recent community corrections program inventory indicates the only two evidence-based programs offered by the recovery academies, including cognitive behavioral therapy, are targeted at female offenders. Increased evidence-based programming for men may help lower recidivism rates further.

Vacancy rates among probation and parole officers increased from 18 percent in FY18 to 23 percent in FY19 and the first quarter of FY20. Caseloads among probation and parole officers averaged 112 during FY19 but decreased to 103 in the last quarter of FY19 and to 100 in the first quarter of FY20. Higher caseloads reduce the time officers can spend on individual offenders, potentially compromising the supervision and services these offenders receive; the reductions seen over the past two quarters indicate significant progress.

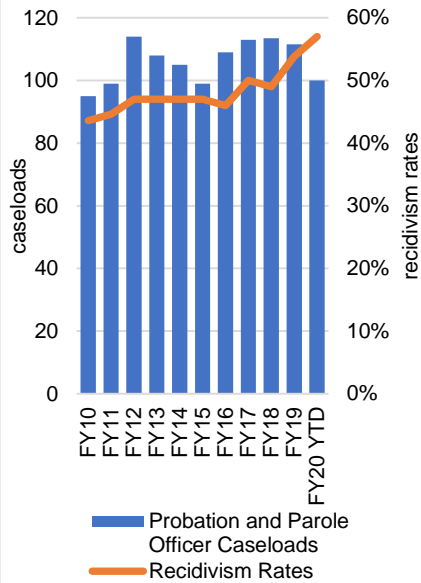
Technical parole violations play a significant role in driving overall prison population. A 2018 LFC program evaluation found that, in a sample of parole files closed in 2016, 67 percent of parolees violated conditions at least once; among violations, 75 percent were for substance use or absconding. In total, 43 percent of parolees had their parole revoked and were sent back to prison after an average of 2.7 violations in the course of about a year. Vetoed legislation from the 2019 session aimed to reduce the role of technical violations in offender incarceration or reincarceration, and similar legislation for 2020 was a focus of many discussions in the Courts, Corrections, and Justice Committee and its Criminal Justice Reform Subcommittee.

The recidivism rate due to technical violations would be a useful metric to collect on a quarterly basis to inform these discussions and provide context for the overall recidivism rate. Despite the measure's inclusion in the 2019 General Appropriation Act and

PERFORMANCE REPORT CARD

New Mexico Corrections Department
First Quarter, Fiscal Year 2020

**Probation and Parole
Officer Caseloads and
Recidivism Rates**



Source: LFC files, NMCD

multiple requests from LFC staff, the department declined to report this measure quarterly.

Budget: \$36,008.2 **FTE:** 377

Measure

	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Contacts per month made with high risk offenders in the community	99%	99%	95%	96%	G
Average standard caseload per probation and parole officer	114	112	105	100	G
Male offenders who graduated from the men's recovery center and are reincarcerated within 36 months	21%	28%	23%	25%	Y
Female offenders who graduated from the women's recovery center and are reincarcerated within 36 months	21%	19%	20%	27%	R
Absconders apprehended	29%	33%	30%	35%	G
Vacancy rate of probation and parole officers	18%	23%	15%	23%	R
Prisoners reincarcerated within 36 months due to technical parole violations	22%	15%	23%	No Report	R

Program Rating

Y	Y			Y
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PERFORMANCE REPORT CARD

Department of Public Safety
First Quarter, Fiscal Year 2020

ACTION PLAN

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

Department of Public Safety

After three years of increases, New Mexico's crime rates dropped 8.8 percent between 2017 and 2018. This decline was driven by reduced property crime rates, which dropped 12.6 percent, while violent crime rates rose 10 percent, according to the most recent data from the Federal Bureau of Investigation (FBI). The rise in violent crime was caused by increased rates of homicide, rape, and aggravated assault, which rose between 8.7 percent and 21.5 percent, while robbery rates dropped 24.2 percent. These trends set New Mexico apart from the rest of the country, where violent crime rates declined 4 percent between 2017 and 2018.

Crime in Albuquerque drives overall state crime rates, with crimes reported to the Albuquerque Police Department comprising 47.6 percent of crimes statewide in 2018 despite the city making up just 26.7 percent of the population. However, data indicate crime in other parts of the state may play a larger part in overall crime trends this year. According to data from the FBI's unified crime reporting program, Albuquerque's share of statewide crimes decreased 2.3 percent between 2017 and 2018, while its overall crime rate dropped 13 percent, greater than the change in the statewide rate. Similarly, Albuquerque's property crime rate decreased more than state's overall rate decrease, by 16.1 percent, and its violent crime rate increased less (3.6 percent).

To help combat crime, the Department of Public Safety (DPS) has joint operations with police departments and other agencies across the state to more effectively utilize manpower and resources. In October 2019, the governor issued an executive order creating a special law enforcement unit, comprised of state police officers and staff from the Corrections Department, to arrest fugitives charged with violent crimes who have failed to appear for judicial proceedings or have outstanding bench warrants. According to the Administrative Office of the District Attorneys, over 1,600 individuals charged with violent crimes have outstanding bench warrants. DPS reports it has assigned 10 officers to the new Fugitive Apprehension Unit.

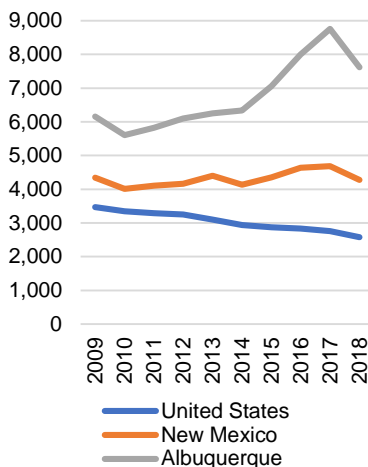
Law Enforcement

The department is on track to achieve its targets for strategic law enforcement, DWI saturation patrols, and commercial vehicle inspections. In particular, DPS has already completed 31.8 percent of its FY20 target for data-driven traffic-related enforcement projects and 63.8 percent of its target for DWI saturation patrols. While commendable, these results indicate performance targets for those measures do not accurately reflect the department's capacity and goals; for FY21, DPS requested targets of 3,500 data-driven traffic-related enforcement projects and 2,500 DWI saturation patrols, which better align to the department's actual results.

DWI arrests are up 14.8 percent compared with the first quarter of FY19, despite a slight decrease of 5.2 percent in the number of DWI saturation patrols conducted in the first quarter. However, drunk driving rates appear to be continuing to decrease, as alcohol-involved traffic fatalities in the first quarter of FY20 are 46.2 percent lower than the first quarter of FY19, indicating education efforts and resources dedicated to preventing drunk driving are succeeding.

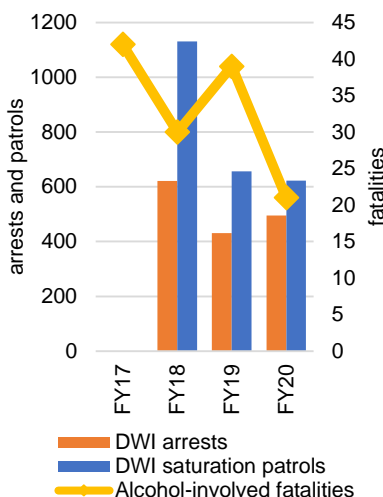
To help address persistent vacancies, the executive and the Legislature collaborated to increase manpower through a targeted 8.5 percent pay increase in FY19. In FY19,

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



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

FY20 Q1 DWI Enforcement Actions and Alcohol-Involved Traffic Fatalities



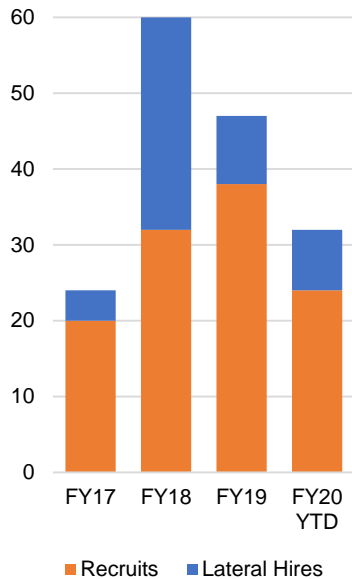
Note: DWI arrest and saturation patrol measures were new in FY18.

Source: DPS

PERFORMANCE REPORT CARD

Department of Public Safety
First Quarter, Fiscal Year 2020

Impact of Lateral Hires on State Police Force Growth



vacancy rates for state police officers averaged 10.8 percent, a decrease from an average of 11.3 percent in FY18, perhaps as a result of these efforts. In FY19, state police added 47 new recruits and lateral hires to the force.

The department has not produced a forecast of officer strength within the last year; however, LFC estimates the department is unlikely to grow the total strength of the state police force over the next two fiscal years. This fall, the executive instructed the department to end the practice of “lateral” hires from other law enforcement agencies, which will likely lead force strength to decline in FY21.

Budget: \$125,691.2 **FTE:** 1,084.2

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Data-driven traffic-related enforcement projects held	1,926	3,308	1,900	605	G
Driving-while-intoxicated saturation patrols conducted	3,184	3,416	975	622	G
Commercial motor vehicle safety inspections conducted	88,078	95,041	88,000	22,738	G
Driving-while-intoxicated arrests	2,574	2,171	2,250	495	G
Program Rating	G	G			G

Statewide Law Enforcement Support

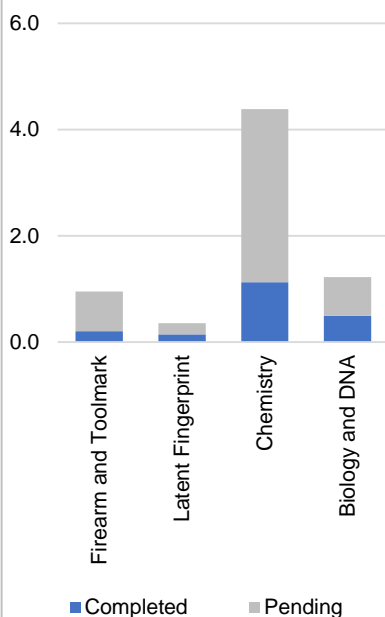
DPS surpassed targets for firearm/toolmark and forensic chemistry cases completed but missed targets for latent fingerprint and biology/DNA cases as the forensic laboratory bureau struggled with an average vacancy rate of 27.7 percent among forensic scientists and technicians this quarter, a 3.7 percentage point increase compared with FY19’s average and an 11.5 percentage point increase compared with FY18. Notably, forensic scientists have not received a targeted pay increase since FY16. High turnover rates increase the number of nonproductive hours while the training of forensic scientists can take anywhere from six months to over two years before they become fully productive.

The number of cases and items received by the laboratory for analysis increased each year between FY17 and FY19. DPS had greater than 100 percent case completion rates in latent print and chemistry cases because scientists completed backlogged cases in addition to cases received this quarter.

Budget: \$20,475.4 **FTE:** 162

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Forensic firearm/toolmark cases completed	96%	67%	100%	110%	G
Forensic latent fingerprint cases completed	105%	118%	100%	77%	Y
Forensic chemistry cases completed	91%	65%	100%	101%	G
Forensic biology and DNA cases completed	116%	87%	100%	83%	Y
Program Rating	G	Y			Y

FY20 Q1 Forensic Cases Completed and Pending (in thousands)



PERFORMANCE REPORT CARD

Courts and Justice

First Quarter, Fiscal Year 2020

ACTION PLAN

Submitted by agency? PDD and AOC only

Timeline assigned? PDD and AOC only

Responsibility assigned? PDD and AOC only

Major criminal justice reforms passed in 2019 Legislative Session

- HB342 (criminal justice Reform omnibus): expands criminal behavioral health resources, pre prosecution diversion programs, and crime victim reparation eligibility.
- SB96 ("ban the box"): prohibits employers from inquiring about arrest or conviction history on initial job application.
- SB8: Requires federal instant background check in the sale of a firearm.
- SB323: Reduces penalty for possession of one-half ounce of marijuana from a petty misdemeanor to non-criminal penalty.
- HB267: Creates a statewide criminal data-sharing system
- SB395 (guardianship reform): requiring reporting and establishing regulations on guardians of vulnerable adults
- SB192: Requires judges to consider if a female is lactating or pregnant before sentencing
- HB364: Limits the use of solitary confinement

Courts and Justice

Criminal justice reforms passed in the 2019 legislative session emphasized the need for accurate and consistent data collection to identify areas for improvement, streamline judicial processes, and improve collaboration among justice partners. Beginning in FY18, all justice partners began reporting quarterly. Since the district attorneys and the Public Defender Department joined the Administrative Office of the Courts in comprehensive report card format, the unequal reporting of data across the criminal justice system has become apparent. The courts have transitioned many measures to semi-annual reporting, reducing their reliability and value. District attorneys have improved reliability of reporting, but lack critical performance measurements. The Public Defender Department has improved dramatically in the quality and consistency of reporting for in-house attorneys, but continues to struggle with contract attorney reporting and outcomes.

COURTS

Administrative Support

The new jury management tool implemented by the Administrative Office of the Courts substantially decreased average cost-per-juror, outperforming the target for the third consecutive year. Savings allowed for juror pay to be restored to the statutory requirement. Despite the progress made for jurors, average interpreter cost-per-session remained above the target for the first quarter of FY20. One agency explanation for the rising interpreter costs is an increased demand for interpreter services, especially in the border region. The agency has requested the target for average cost per interpreter be raised to \$185.

Budget: \$13,169.1 **FTE:** 49.8

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Average cost per juror	\$44.65	\$41.41	\$50.00	\$37.32	G
Number of jury trials for district, magistrate, and metro court*	902	955	N/A	237	
Average interpreter cost per session	\$154.74	\$157.47	\$100.00	\$123.60	R

Program Rating

Y

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

Special Court Services

Though graduation rates for drug-court and DWI-court participants improved from FY18 to FY19, no report was submitted for the first quarter of FY20 due to inconsistencies in data collection, case management, and filing practices across state courts. The Administrative Office of the Courts requested funding in FY21 for a uniform case management system for all specialty courts to standardize data collection and enable quarterly reporting.

PERFORMANCE REPORT CARD

Courts and Justice

First Quarter, Fiscal Year 2020

Budget: \$12,183.1 **FTE:** 6.5

Measure	FY18 Actual	FY18 Actual	FY20 Target	FY20 Q1	Rating
Cases to which CASA volunteers are assigned*	2,668	2,413	N/A	751	
Monthly supervised child visitations and exchanges conducted	14,094	11,698	1,000	3,524	G
Recidivism rate for drug-court participants	21%	14%	12%	No Report	R
Recidivism rate for DWI-court participants	6%	6%	12%	No Report	R
Graduation rate for drug-court participants*	57%	51%	N/A	No Report	R
Graduation rate for DWI-court participants*	70%	76%	N/A	No Report	R
Cost per client per day for all drug-court participants*	\$23.25	\$25.39	N/A	No Report	R
Program Rating					R

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

Statewide Judiciary Automation

AOC began reporting on new measures for the first quarter of 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, and the previous targets, which measured call times in hours regardless of difficulty, were unattainable. The new measures track responses and resolutions to customer service requests in days, and AOC surpassed the targets for the first quarter.

Budget: \$10,097.2 **FTE:** 53.5

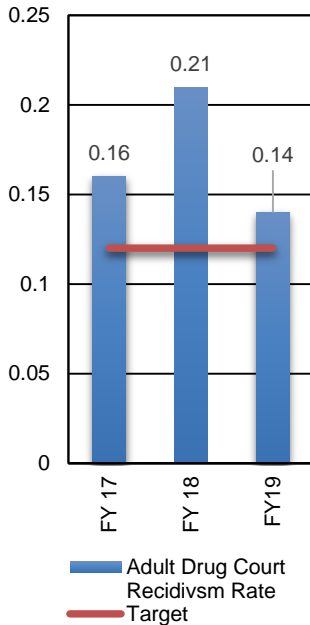
Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Average time to resolve calls for assistance, in days	NEW	NEW	1	0.5	G
Average time to resolve customer service requests, in days	NEW	NEW	10	2.5	G
Program Rating					G

DISTRICT ATTORNEYS

Responding to legislative interest, the district attorneys submitted a unified priorities budget request for the first time in FY20, but failed to do so again for FY21, resulting in widely differing base and expansion requests. New Mexico prosecution offices continue to struggle to recruit and retain attorneys, especially in rural New Mexico, frequently losing attorneys to the private sector or other state agencies. In response, several rural prosecution offices are seeking funding for geographic pay differentials, and partnering with rural district defenders to create a recruitment program that would incentivize young lawyers to begin and maintain careers in the rural areas of the state.

The district attorneys adopted new performance measures for FY21 that examine elements of the agency's work outside of prosecution, such as pretrial detention motions

Recidivism Rate for Drug Courts Over Three Year Period



Source: AOC

In FY19, the Legislature appropriated \$450 thousand for an Online Dispute Resolution program that allows defendants to resolve traffic tickets and debt and money due cases remotely.

PERFORMANCE REPORT CARD

Courts and Justice

First Quarter, Fiscal Year 2020

and referrals to alternative sentencing treatments. The new measures will allow the Legislature to track how criminal justice reform and innovation are being implemented.

Budget: \$73,059.8 FTE: 954

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Number of Cases Referred for Screening*	73,256	69,564	N/A	18,146	
1 st District	6,353	5,888	N/A	1,441	
2 nd District	23,193	24,859	N/A	6,156	
3 rd District	5,688	1,878	N/A	1,398	
4 th District	1,888	1,888	N/A	461	
5 th District	7,748	7,510	N/A	1,779	
6 th District	2,839	2,737	N/A	738	
7 th District	2,161	2,107	N/A	462	
8 th District	2,080	2,005	N/A	489	
9 th District	3,217	3,150	N/A	868	
10 th District	838	902	N/A	179	
11 th District Div. I	5,164	5,298	N/A	1,333	
11 th District Div. II	2,542	2,603	N/A	656	
12 th District	3,831	2,936	N/A	796	
13 th District	5,714	5,803	N/A	1,390	
Average Attorney Caseload	309	287	70	73	Y
1 st District	315	210	70	51	G
2 nd District	255	239	70	57	G
3 rd District	264	346	70	68	R
4 th District	349	376	70	92	R
5 th District	312	319	70	91	R
6 th District	346	288	70	113	R
7 th District	318	221	70	48	Y
8 th District	206	286	70	69	G
9 th District	358	331	70	91	R
10 th District	363	360	70	71	Y
11 th District Div. I	366	294	70	78	R
11 th District Div. II	328	274	70	100	R
12 th District	315	244	70	56	G
13 th District	233	232	70	45	G

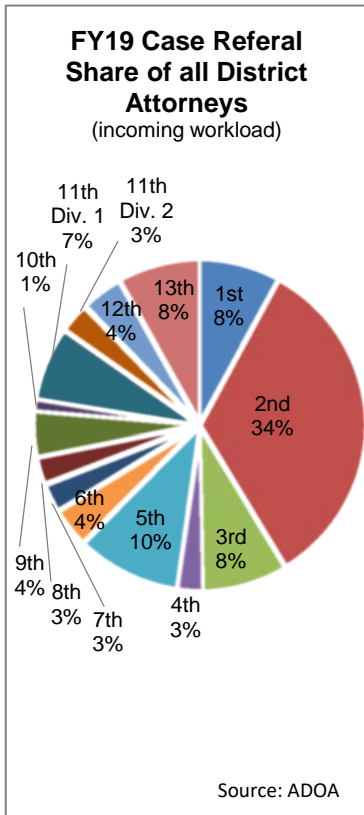
*Measure is classified as explanatory and does not have a target.

Additional measures adopted by the District Attorneys for FY21:

- Number of pretrial detention motions made: explanatory
- Percent of pretrial detention motions granted: explanatory
- Percent of cases diverted to alternative sentencing treatment: explanatory

PUBLIC DEFENDER

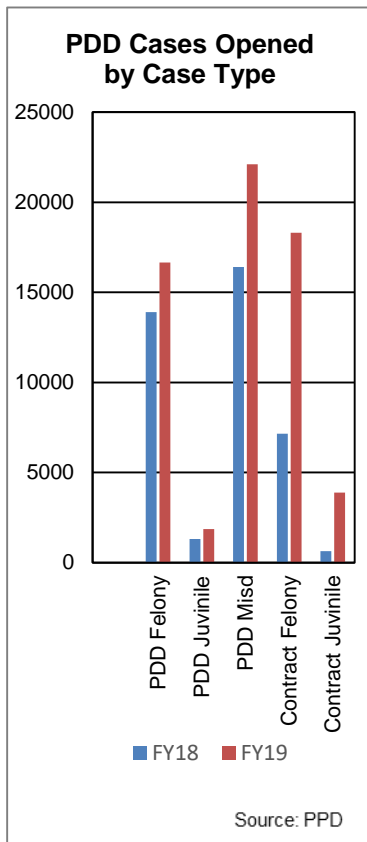
The Public Defender Department (PDD) transitioned to a new case management system at the end of FY19, which allows the agency to continue providing robust quarterly reports, especially for in-house attorneys. Like other criminal justice partners, PDD has difficulties recruiting and retaining legal professionals in rural areas. PDD implemented geographical pay differentials and expanded recruitment tactics, significantly decreasing the agency vacancy rate from 21 percent in FY17 to just under 10 percent for the first quarter of FY20, reducing attorney caseloads.



PERFORMANCE REPORT CARD

Courts and Justice

First Quarter, Fiscal Year 2020



PDD surpassed all performance targets for quarter one, except for contract attorneys reducing formally filed charges, which remains well under the target. PDD currently does not require contract attorneys to regularly close cases in the case management system, likely resulting in underreporting contributing to the low outcome. The Public Defender Department continues to explore solutions to ensure timely and accurate reporting by both in-house and contract attorneys. Contract attorneys, typically paid a flat rate per case, are used when there is a conflict of interest, to mitigate overflow where caseloads are unmanageable, and as the primary indigent defense in the 18 counties without a public defender office.

Budget: \$48,849.7 **FTE:** 439

Measure	FY18 Actual	FY19 Actual	FY20 Target	Q1	Rating
Felony, misdemeanor, and juvenile cases resulting in a reduction of original formally filed charges	75%	72%	70%	70%	G
In-house attorneys	83%	84%	70%	85%	G
Contract attorneys	43%	31%	70%	23%	R
Felony, misdemeanor, and juvenile cases resulting in alternative sentencing treatment	11,548	13,990	5,000	2,397	G
In-house attorneys	10,130	12,281	4,000	2,100	G
Contract attorneys	1,454	1,169	1,000	297	G
Cases assigned to contract attorneys*	31%	34%	N/A	33%	
Average time to disposition for felonies, in days*	261	326	N/A	167	
In-house attorneys*	256	291	N/A	150	
Contract attorneys*	247	326	N/A	184	
Cases opened by the Public Defender Department *	45,237	63,292	N/A	17,440	
In-house attorneys*	31,660	40,628	N/A	11,675	
Contract attorneys*	13,577	22,664	N/A	5,765	

Program Rating

G

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

The Public Defender Department began a pilot program in 2019 to compensate contract attorneys hourly. PDD allocated the funds toward complex and time-intensive cases that, when resolved, will provide data linking the compensation rate for contract attorneys and case outcomes.

PERFORMANCE REPORT CARD

Public Education Department
First Quarter, Fiscal Year 2020

ACTION PLAN

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

Public Education Department

Significant investments in learning opportunities for FY20 resulted in notable expansion of prekindergarten and new extended learning time programs (ELTP) in the first quarter. While K-5 Plus extended school year program growth was flat for summer 2019 and modest for the first quarter of FY20, the Public Education Department (PED) estimates K-5 Plus and ELTP participation will more than double in FY21.

The substantial boost in FY20 public school appropriations has increased the need for stronger PED oversight of schools, as noted in the court findings from the *Martinez-Yazzie* education sufficiency lawsuit. With changes to the statewide assessment and evaluation system beginning in FY20, continued urgency to resolve court findings, and rapid scaling of extended learning opportunities, the state must ensure schools efficiently and effectively improve the outcomes of students and provide performance metrics that accurately and consistently measure progress over time.

Prekindergarten

PED reports statewide 4-year-old prekindergarten enrollment reached 10.8 thousand students in FY20, with 7,048 students attending school-based sites and 3,789 students served by private providers. Since FY12, public prekindergarten slots have nearly tripled, private providers have increased slots by 73 percent, and Head Start has lost a third of funded slots. With an overall declining student population, fewer Head Start slots, and weaker academic gains from prekindergarten, the state needs to prioritize quality programming over rapid expansion.

Although the overall effect of prekindergarten programs appears to be weakening, the LFC's 2019 *Early Childhood Accountability* report still found academic benefits for low-income students participating in high-quality prekindergarten. Additionally, prekindergarten students that also participated in high-fidelity K-3 Plus programs had double the academic gains of peers that did not participate in either program.

Budget: \$13,618.8 FTE: 283.2

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Eligible children served in state-funded prekindergarten*	8,427	9,757	N/A	10,837	
Eligible children served in kindergarten-three-plus**	18,227	18,528	N/A	21,139	
Average days to process reimbursements	22.8	26.8	24	Not Reported	R
Data validation audits of funding formula components	28	28	20	0	Y
Program Rating	G	Y			Y

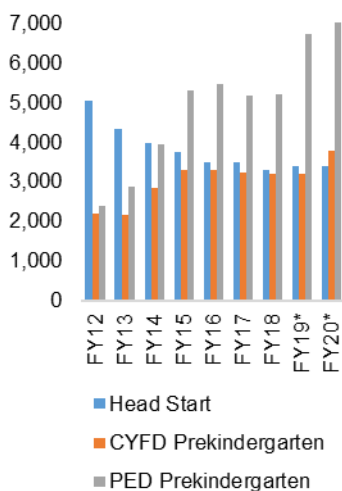
*Includes 4-year-old prekindergarten administered by the Children, Youth and Families Department

**The FY18 and FY19 Actuals represent summer 2018 and summer 2019 K-3 Plus with 4th and 5th grade pilots, respectively. The first quarter of FY20 represents K-5 Plus programs funded from the state equalization guarantee.

Extended Learning

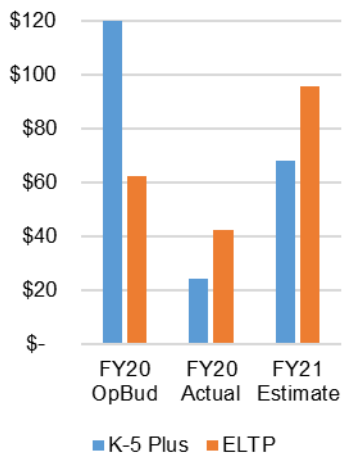
In response to concerns from schools about difficulties meeting requirements for high-fidelity K-5 Plus programs, PED hosted a statewide convention in October 2019 to share best practices from schools that successfully implemented districtwide or school-wide

New Mexico 4-year-old Services



*Estimated figures for Head Start.
Source: PED, DFA, LFC Files

Appropriations and Estimated Participation (in millions)



Source: PED

PERFORMANCE REPORT CARD

Public Education Department
First Quarter, Fiscal Year 2020

Martinez-Yazzie Update

The New Mexico Center on Law and Poverty (CLP) submitted a motion to the 1st Judicial District Court, claiming the state failed to allocate adequate funding for teacher salaries, extended learning programs, at-risk services, bilingual multicultural education, special education, prekindergarten, and other operational needs. CLP asked the court to mandate the development of a 60-day state plan to address these deficiencies.

The Mexican American Legal Defense Fund (MALDEF), representing the *Martinez* plaintiffs, also filed a motion with the court, noting the state's failure to submit a status report on legislative and executive actions raised questions about compliance with the court's final judgment. MALDEF requested the court to schedule discovery and compliance proceedings to ascertain whether the state complied with the final judgement.

programs. School districts and charter schools operating the programs at scale reported stronger community engagement, more partnerships with higher education institutions and local industries, increased professional development and collaboration amongst school staff, and greater focus on applied, projects-based learning.

PED estimates K-5 Plus and ELTP participation will more than double in FY21. For K-5 Plus, over 21 thousand students participated in FY20 and schools applied for 49.4 thousand participants in FY21. At the current unit value of \$4,565.41, the projected FY21 level of K-5 Plus program participation would cost \$68 million, or 56.5 percent of the \$120 million appropriated for K-5 Plus programs in FY20. For ELTPs, about 84 thousand students participated in FY20 and PED anticipates over 190 thousand students will participate in FY21. At the current unit value, the projected FY21 level of program participation would cost \$95.6 million, about \$33 million over the \$62.5 million appropriated for ELTP in FY20. Combined, the state is on track to spend \$164 million, or 90 percent, of the \$182 million appropriated for K-5 Plus and ELTPs by FY21.

Assessment

In response to an executive order to replace the PARCC test, PED signed a multi-year contract with Cognia to provide a third through eighth grade statewide assessment for math and English language arts. The new statewide assessment, New Mexico Measure of Student Success and Achievement (NM-MSSA), will cost \$38.92 per student (about \$6 million statewide), take between 5.5 hours to 6 hours to complete (3 hours less than the PARCC exam), and remain aligned to Common Core state standards. PED plans to expand the NM-MSSA test item bank over time to include custom questions created by New Mexico teachers. For 10th and 11th grades, students will take the PSAT and SAT exams, respectively.

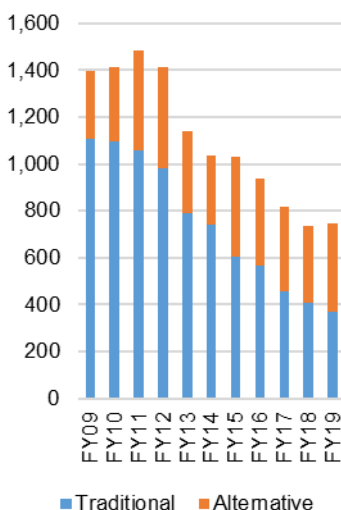
Teacher Quality and Workforce

For FY20, PED removed student test scores from the teacher evaluation system and increased the number of informal observations by administrators. The removal of test scores represents a shift to more subjective measures of teacher performance for FY20; however, PED is developing a framework with stakeholders focused more on professional development and aligned with licensure or endorsement area. PED will continue working with stakeholder groups to revise the system through January 2020.

According to New Mexico State University's Southwest Outreach Academic Research (SOAR) lab's 2019 *Educator Vacancy Report*, New Mexico reported 644 teacher vacancies as of September 23, 2019. Last year, SOAR found 740 teacher vacancies, indicating a decrease of 94 vacancies (or a 13 percent improvement). For FY20, the largest reported vacancies include teachers licensed to teach elementary school (173 positions) followed by special education (151 positions). SOAR's report also found fewer teacher candidates completed a traditional educator preparation program (EPP) in FY19, although total completers increased slightly due to growth in alternative licensure program completions.

The slight reversal in teacher vacancy and EPP completion trends could be attributable to salary increases and changes to the evaluation system; however, development of a sustainable teacher pipeline will require long-term investment in school leaders, mentorship and professional learning structures, and teacher pay.

Educator Preparation Program Completers



Source: USDE, SOAR, LFC Files

PERFORMANCE REPORT CARD

New Mexico Higher Education Institutions

First Quarter, Fiscal Year 2020

ACTION PLAN

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

New Mexico Higher Education Institutions

The following trends show the challenges confronting higher education: two-year community colleges are enrolling fewer college students, which are being replaced with dual-credit high school students; New Mexico public high schools are graduating more students, but fewer are enrolling in New Mexico colleges or universities; two-year community colleges are transferring fewer students to four-year universities, which has decreased by 9 percent over the past 5 years; two-year colleges are awarding more sub-baccalaureate certificates (up 41 percent), while bachelor's degrees conferred by universities have plateaued over the past 3 years. Key industries in the state cannot find enough graduates with bachelor's degree to meet their employment needs.

Student Retention Rates

At four-year universities, an average 35 percent of first-time university students leave after the first year. Universities do not maintain data to describe the reasons students leave; some students transfer to a different institution, some students leave for financial reasons, and some leave for academic reasons. Of the 65 percent of students who persist through their first year, 42 percent, on average, graduate within 6 years.

New Mexico universities lag regional peers at retaining students, which impacts college enrollments and tuition revenue. The cost to the student is tremendous; the student population with the highest default rates on student loans has balances under \$5,000. The cost to the state is equally detrimental, impacting the state's ability to reach a more educated population and to meet workforce demands. The state invests on average \$7,874 per student annually.

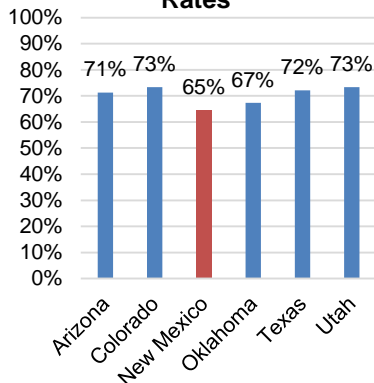
Four-Year Research Universities

Four-year research institutions retained students similar to their historical levels. The research universities range from 70 to 80 percent retention; the comprehensive universities range from 50 to 65 percent. NMSU has been steadily improving retention. NMSU's Aggie Pathway, a model to designed to help students better prepare for the rigors of a research university by starting at a NMSU branch campus, may be an effective tactic to support students. UNM's program, called the Gateway Program, provides similar ease-of-transfer for students who attend UNM branch campuses or partner two-year colleges such as CNM, San Juan College, New Mexico Junior College, or Santa Fe Community College. The targets remain low, below regional peers. Institutions could develop retention efforts with a sharp focus on improving beyond regional peers with stretch targets.

Retention rates for first-time, full-time degree-seeking students to the third semester

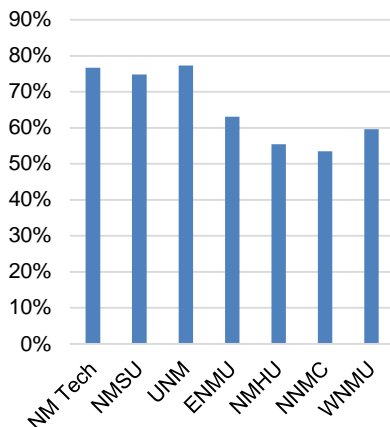
	Fall 2016 to Fall 2017 Actual	Fall 2017 to Fall 2018 Actual	Fall 2018 to Fall 2019 Target	Fall 2018 to Fall 2019 Actual	Rating
New Mexico Tech	74.1%	80.8%	77%	76.7%	Y
New Mexico State University	73.9%	73.9%	75%	74.8%	Y
University of New Mexico	78.3%	73.7%	77%	77.3%	G
Program Rating					Y

Regional Four-Year Universities: Retention Rates



Source: IPEDS, FY17 Graduation Data, Public Institutions

NM Four-Year Universities: Fall 2018 Retention Rates



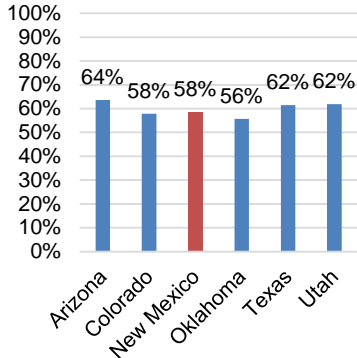
Source: Institutions

PERFORMANCE REPORT CARD

New Mexico Higher Education Institutions

First Quarter, Fiscal Year 2020

Regional Two-year Colleges: Retention Rates



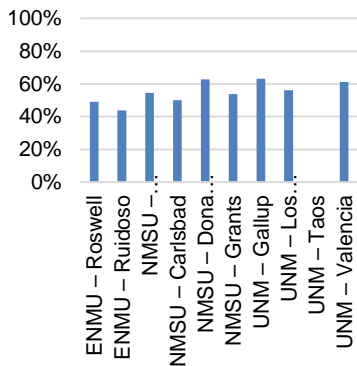
Source: IPEDS, FY17 Graduation Data, Public Institutions

Four-Year Comprehensive Universities

Four-year comprehensive institutions are improving retention. Each of the institutions in the category implemented programs to focus on retention. Despite a drop in the current year and a low standing relative to its peers, Northern New Mexico College has been improving its enrollment and graduation rate. In particular, Northern seeks out students who have left college and recruits them back to campus, providing a more comprehensive approach to student services. Guided by a five-year strategic plan for enrollment management, NMHU updates its tactics annually to improve student retention, which has been improving the retention rate consistently over the past three years, although it remains below its state peers.

Retention rates for first-time, full-time degree-seeking students to the third semester	Fall 2016 to Fall 2017 Actual	Fall 2017 to Fall 2018 Actual	Fall 2018 to Fall 2019 Target	Fall 2018 to Fall 2019 Actual	Rating
Eastern NM University	63.1%	62.4%	65%	63.1%	Y
Western NM University	61%	58.9%	57%	59.6%	Y
NM Highlands University	45.2%	51.6%	53%	55.4%	G
Northern NM College	55%	58%	66.5%	53.5%	R
Program Rating					Y

NM Two-Year Branches: Fall 2018 Retention Rates

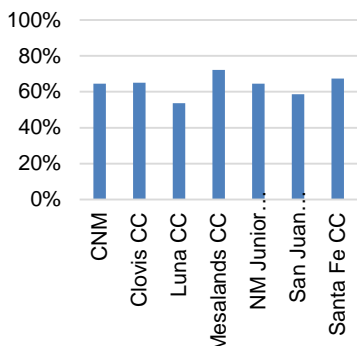


Source: Institutions

Community Colleges and Branch Campuses

At two-year colleges, 42 percent of first-time students leave after the first year. Of the 58 percent of students who do persist through their first year, 23 percent of those students graduate within 3 years. Community colleges continue to experience significant variance in retention rates. Community colleges targets are low, and the results vary by institution and by year-over-year outcomes. Large fluctuations are in part a result of schools with small number of students.

NM Two-Year Independents: Fall 2018 Retention Rates



Source: Institutions

Retention rates for first-time, full-time degree-seeking students to the second semester	Fall 2016 to Fall 2017 Actual	Fall 2017 to Fall 2018 Actual	Fall 2018 to Fall 2019 Target	Fall 2018 to Fall 2019 Actual	Rating
ENMU - Roswell	50.1%	52.1%	54%	49%	R
ENMU - Ruidoso	41%	32.7%	43%	43.8%	Y
NMSU - Alamogordo	48%	52%	55%	54.6%	G
NMSU - Carlsbad	48.6%	49.7%	57%	50%	Y
NMSU - Dona Ana CC	59.2%	59.1%	60%	62.7%	G
NMSU - Grants	43.5%	52.5%	53%	53.7%	Y
UNM - Gallup	52.8%	57.9%	57.5%	63.1%	G
UNM - Los Alamos	60%	58.8%	56.5%	56%	Y
UNM - Taos	45.2%	60%	49.5%	40.7%	R
UNM - Valencia	60.9%	61.2%	55%	61.2%	Y
Program Rating					Y

PERFORMANCE REPORT CARD

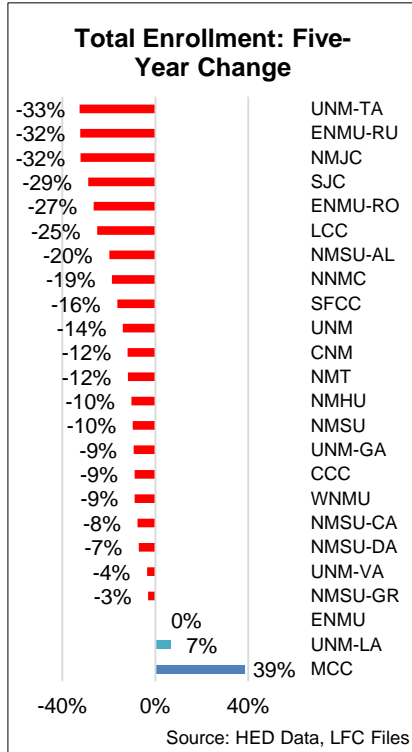
New Mexico Higher Education Institutions

First Quarter, Fiscal Year 2020

Independent Community Colleges

Independent community colleges showed the strongest performance as a group. Clovis Community College exceeded its target, but underperformed on retention rate compared with prior years. All of the other colleges improved their year-over-year performance.

The sector tends to develop target levels that are more aspirational than the other 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. As a group, this sector receives fewer state dollars per student FTE, \$5,266.



Retention rates for first-time full-time degree-seeking students to the second semester	Fall 2016 to Fall 2017 Actual	Fall 2017 to Fall 2018 Actual	Fall 2018 to Fall 2019 Target	Fall 2018 to Fall 2019 Actual	Rating
Central NM Community College	62%	63.1%	63.0%	64.5%	G
Clovis Community College	66.1%	67.4%	63.0%	65.0%	Y
Luna Community College	39.7%	41.3%	60.0%	53.7%	Y
Mesalands Community College	56.1%	72.1%	65.0%	72.2%	Y
New Mexico Junior College	54%	59.6%	60.0%	64.6%	G
San Juan College	60.3%	57.7%	62.0%	58.7%	Y
Santa Fe Community College	63.6%	64.6%	50.0%	67.3%	G
Program Rating					G

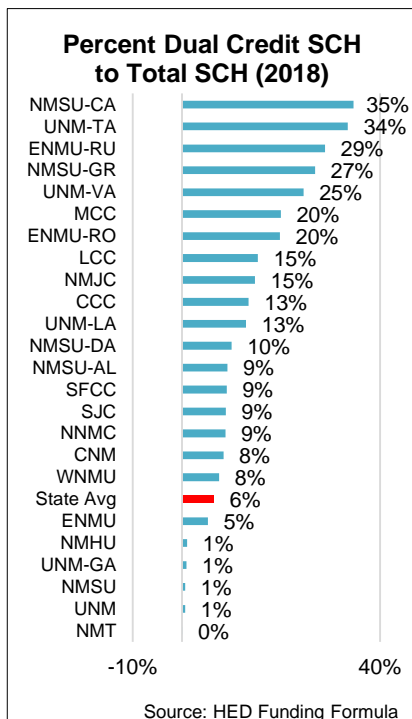
Growth in Dual-Credit Students at Two-Year Colleges

Institutions are growing dual credit activity to fill excess capacity left by substantial declines in college enrollments. At two-year colleges, a 15.9 percent decline in freshman enrollment has been most acute at the independent community colleges, where a 1,942 drop in freshman headcount was offset by dual-credit enrollment, which has increased by the same amount, 1,937 students. Importantly, the colleges with the most robust dual-credit programs are suffering the highest level of decline in freshman enrollment.

Recently, freshman enrollment has begun to reverse its decline at some colleges. For instance, at New Mexico Junior College, freshman enrollment is up 35.4 percent year-over-year, San Juan College is up 5.7 percent, and Dona Ana Community College is up 8.6 percent. The increases, regionally significant given the local economies, could point to student choices to return to college to add to their skill set or a sense of a worsening economy.

Dual-Credit Workload

At the same time, faculty workload – measured by end-of-course (EOC) student credit hours (SCH) – has declined by 13.1 percent (more than 346 thousand EOC-SCH) at campuses statewide over the past 5 years, when dual-credit EOC-SCH increased by 49 percent. Even more, dual-credit courses are outpacing the number of dual-credit students, suggesting that each student is completing a greater number of courses.

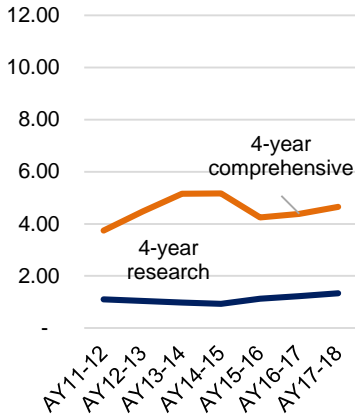


PERFORMANCE REPORT CARD

New Mexico Higher Education Institutions

First Quarter, Fiscal Year 2020

Average SCH per Dual-Credit Student



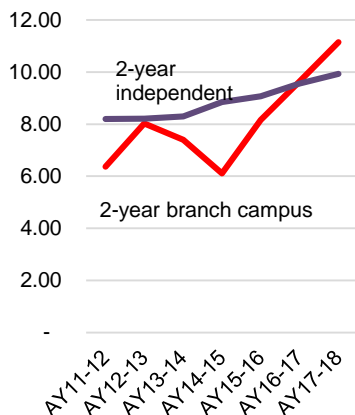
Source: HED Funding Formula

End-of-course student credit hours at four-year universities declined by 10 percent overall, with the greatest impact in lower-level courses (freshman and sophomore level courses). Lower-level courses declined by 22 percent at comprehensive universities and by 14 percent at research universities. If dual-credit students are earning college credit, the class credit earned would likely be lower-level courses.

The branch campuses of UNM, NMSU, and ENMU show the largest increase in dual-credit courses, having dramatically increased by 50 percent over the past five years. Independent community colleges increased by 20 percent over the same time period. The two-year sector has seen the most activity from dual-credit students.

The data framework to characterize the value of dual credit is limited, particularly in terms of improving student outcomes for under-represented students. Colleges and universities lack the systems to track student outcomes for their high-school dual-credit students. Research is mixed on the value of dual-credit programming in closing the achievement gap or improving enrollment or student success at universities. Dual-credit programming is not standardized or transparent across the state, and is largely dependent on high school or college administrators' concentrations rather than a broad educational pathway aligned with college admissions or degree programs. Similar limitations confound sub-baccalaureate certificates.

Average SCH per Dual-Credit Student



Source: HED Funding Formula

Student Retention Programs

Best practices for retaining students center around creating an environment, which engenders a sense of community and pride in the school. Successful strategies include personalizing the recruitment-to-freshmen enrollment by actively engaging students through consistent communication. As an example, CNM has implemented a communication strategy, the right message at the right time with the right medium. Another approach is to implement a recruitment strategy for continuing students, i.e., "recruitment doesn't stop after freshman enrollment" but should be an aggressive strategy to learn more about student needs. As an example, Georgia State University has implemented an early warning system to address potential challenges for students during their academic journey. A third strategy is to develop a culture of customer service by training all staff to be attentive to student needs, particularly with financial aid service. As an example, under Georgia State University's model, the school has learned financial challenges represent the most significant challenge for students in progressing to completion of a degree. A fourth approach is to develop local community engagement strategies to help students acclimate into the local or surrounding community. A sense of community on- and off-campus supports students to persist toward completion of their degrees. Removing financial barriers could have the most significant impact.

PERFORMANCE REPORT CARD

Energy, Minerals and Natural Resources Department
First Quarter, Fiscal Year 2020

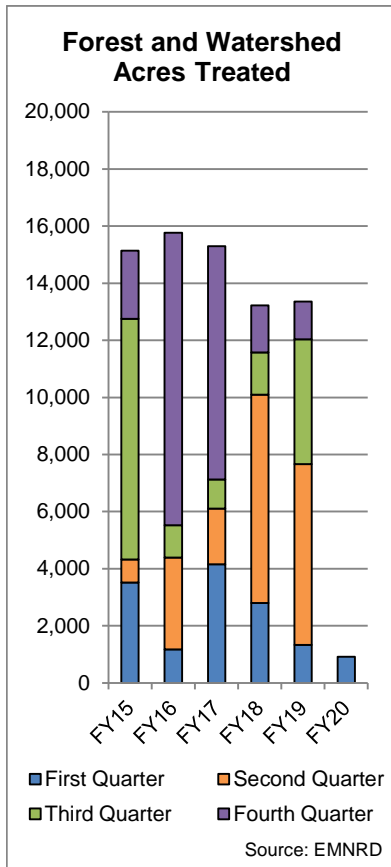
ACTION PLAN

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

Energy, Minerals and Natural Resources Department

The Energy, Minerals and Natural Resources Department (EMNRD) is pursuing initiatives in FY20 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 (OCD) that aims to address the agency's need to pay competitive salaries. In 2019, the governor signed a bill to allow OCD to assess industry fees, as other states are doing, to help cover the cost of its operations.

EMNRD proposed adding performance measures in FY21 that will capture data on waste created by oil and gas activity as well as the complexity of the drilling permit application process. The agency should also consider adding key measures in the Renewable Energy and Energy Efficiency Program to reflect the goals of the \$20 million capital appropriation made in FY20.



Healthy Forests

The State Forestry Division (Healthy Forests) reports a slow fire season in New Mexico and around the country meant fewer opportunities for firefighters to be deployed in or out of state, which in turn meant interest in training was low. The agency expects an increase in the number of non-federal firefighters trained in the second quarter when at least three trainings will be held, including for employees of the Department of Transportation (DOT) under a new DOT-EMNRD memorandum of understanding to share resources in rural areas. In FY19, State Forestry reported that New Mexico is experiencing a decline in rural fire department recruitment and volunteer retention.

The division treated over 13 thousand acres of overgrown forests and watersheds to increase resilience to fire, drought, insects, and disease in FY19, more than 2,000 acres below the target. For FY20, the Legislature appropriated \$2 million annually to a new forest land protection revolving fund to administer forest and watershed management projects. State Forestry has a list of planned projects to be completed with this funding, but weather conditions such as early snowfall may prevent some from being started until the fourth quarter.

Budget: \$13,828.8 FTE: 78

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Nonfederal wildland firefighters provided training	1,205	1,454	1,500	40	Y
Acres treated in New Mexico's forest and watersheds	13,226	13,358	15,500	913	Y
Program Rating					Y

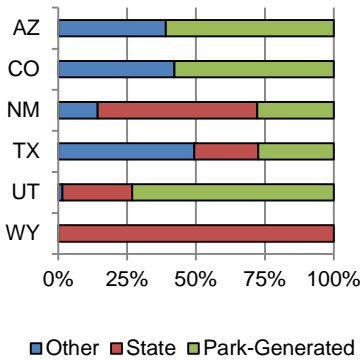
State Parks

Visitation to state parks was lower in FY19 than in FY18 due to drought conditions, fire closures, and dam construction. Additionally, two parks experienced failures of traffic counter equipment, likely lowering visitation numbers artificially. In FY20, the State Parks program will pursue a modernization plan to improve visitor experience and promote park visitation. The program also has a new marketing campaign called Next

PERFORMANCE REPORT CARD

Energy, Minerals and Natural Resources Department
First Quarter, Fiscal Year 2020

Percent of State Park Revenues, by Source



Source: EMNRD and LFC Files

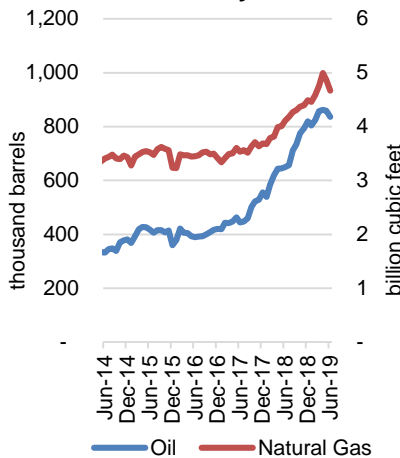
Generation of Adventure and is partnering with the Tourism Department to attract visitors.

Self-generated revenue per visitor represents the total revenue collected from day use and overnight camping fees divided by the number of parks visitors. State Park program fees for entry, camping, and facilities are some of the lowest in the country. EMNRD is considering changes to the State Parks fee structure for camping and use of other amenities, as well as installation of payment kiosks that accept non-cash payment methods to improve revenue collection and modernize visitor experience.

Budget: \$26,609.9 **FTE:** 241.4

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Visitors to state parks, in millions	4.7	4.5	4	2	Y
Self-generated revenue per visitor, in dollars	1.06	1.02	0.94	0.84	Y
Program Rating					Y

New Mexico Production Per Day



Source: OCD

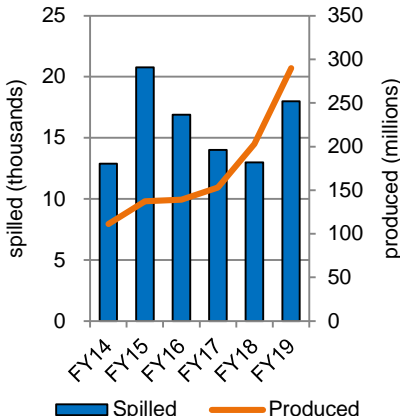
Mine Reclamation

The ASARCO Deming Mill was the only permitted mine that did not have financial assurance in place to cover reclamation costs as of the third quarter. The operator of the mill has now provided EMNRD with the required financial assurance through a collateral form.

Budget: \$8,120 **FTE:** 32

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Permitted mines with approved reclamation plans and adequate financial assurance posted to cover the cost of reclamation	99%	100%	98%	100%	G
Program Rating					G

Barrels of Oil Spilled and Produced



Source: EMNRD and LFC Files

Oil and Gas Conservation

The Oil and Gas Conservation Division (OCD) attributes fewer inspections and a lack of compliance with permits and regulations to compliance officer vacancies; currently half of OCD's compliance officer positions are vacant. These positions are located in the department's various field offices, which increases the difficulty of hiring. OCD is engaged in a reorganization effort that will move most compliance officers to Albuquerque with the goal of increasing the applicant pool. However, the effectiveness of this centralization has yet to be determined.

The division continues to process most approved drilling permits within 10 business days, exceeding its target but falling short of FY18 actuals. The division issued 1,620 violations in FY19, 78 percent of the number issued in FY18 despite significantly increased oil and gas production activity this year. OCD reports that this reduction is related to the decrease in number of inspections and is also attributable to vacancies in compliance officer and environmental tech positions.

PERFORMANCE REPORT CARD

Energy, Minerals and Natural Resources Department
First Quarter, Fiscal Year 2020

In 2018, 3.5 billion standard cubic feet (scf) of natural gas was vented and 32.7 billion scf was flared in New Mexico, according to data provided to EMNRD from oil and gas operators. For comparison, in 2017 operators reported that the combined total of vented and flared gas was 17 billion scf. OCD proposed a new performance measure for FY21 to track vented and flared gas. The Governmental Accountability Office reports 40 percent of gas lost through venting and flaring on public lands could be captured economically.

OCD is working alongside the Environment Department to develop a methane emissions reduction strategy in accordance with the governor's executive order on addressing climate change and energy waste prevention. OCD's goal will be to prevent the waste of methane and other natural gas in the oil industry. In FY21, OCD will start reporting on the volume of natural gas vented and flared.

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 Environmental Bureau Chief is serving as the project manager, working closely with the contractor hired for the project. Construction was delayed due to difficulty securing access agreements for the site, but is now underway. EMNRD is projecting an \$8.8 million budget shortfall because of costs not anticipated when the appropriation for the project was made.

Budget: \$11,238.1 **FTE:** 70

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Inspections of oil and gas wells and associated facilities demonstrating permit and regulatory compliance	42,800	31,043	42,000	10,040	Y
Application to drill permits approved within 10 business days	99.8%	92.9%	95%	98.9%	G
Abandoned oil and gas wells properly plugged	41	31	50	0	R
Violations issued*	2,081	1,620	N/A	580	Y
Program Rating					Y

*Measure is classified as explanatory and does not have a target. Rating is based on comparison with past year performance.

Renewable Energy and Energy Efficiency

The agency reported that it reviewed 90 percent of applications for clean energy tax credits within 30 days. The agency reported 85 waste-isolation-pilot-plant emergency responder and shipment inspection trainings and practice exercises, improving upon the 79 trainings in FY18. Fiscal year 2020 is the first year the program is reporting on technical assistance provided to clean energy projects. Expanding the measures in this program will be key to monitoring progress towards the new administration's renewable energy goals and the Legislature's investments in this area.

Budget: \$3,009.4 **FTE:** 17

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Applications for clean energy tax credits reviewed within 30 days	90%	90%	90%	90%	G
Clean energy projects to which the division provided information and technical assistance*	NEW	NEW	N/A	26	G
Program Rating					G

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

The Renewable Energy and Energy Efficiency program, or Energy Conservation and Management Division (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 monitors, verifies, and guarantees the annual energy savings of these projects, which are used to finance the construction costs. In the first quarter of FY20, ECMD approved four projects at a total cost of \$47.9 million with guaranteed annual savings of \$787.6 thousand. LFC recommends EMNRD add performance measures to capture the energy and financial savings created by this program and adopt best practices to ensure the state receives the best value.

PERFORMANCE REPORT CARD

Department of Environment
First Quarter, Fiscal Year 2020

ACTION PLAN

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

Department of Environment

The New Mexico Environment Department (NMED) has significant recruitment and retention challenges that impact its funded vacancy rate. The agency also reports that its unfunded vacancy rate is high due to revenue shortages and restricted fund balances. While the effects are seen across the agency, they are especially evident in NMED's drinking water, groundwater, and surface water programs, hazardous waste program, and environmental health programs, including food and hemp manufacturing and liquid waste.

NMED finds particular difficulty competing with the private sector on recruitment of new employees and retention of existing employees in the disciplines of science, engineering, technology, and math (STEM). To address these challenges, in the first quarter of FY20 NMED launched a social media campaign to highlight the differences its staff makes in communities, began advertising positions nationwide through social media, announced vacancies through various organizations of environmental professionals, partnered with in- and out-of-state institutions to recruit staff, and reclassified positions.

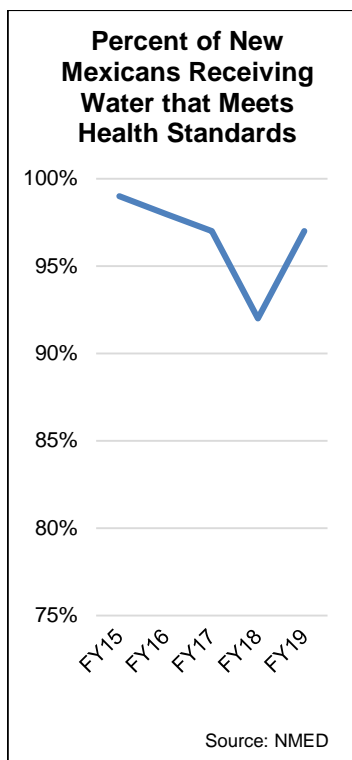
NMED's overall performance is difficult to assess because nearly half of the measures are classified as explanatory and do not have a target to measure progress against, and other measures focus more on inputs and outputs than outcomes. NMED has committed to collaborating with LFC staff to improve key measures and provide data more representative of program performance.

The agency received FY20 special appropriations of \$2 million to support the state's ongoing environmental litigation associated with the Gold King Mine release that occurred in 2015. NMED also received \$1.2 million to match federal funds for the management and cleanup of a number of Superfund sites across the state. The discovery of per- and poly-fluoroalkyl substances (PFAS) in groundwater near Cannon and Holloman Air Force Bases required regulatory enforcement from NMED in FY19 and is expected to be an ongoing challenge for the foreseeable future. NMED reports increasing staff in oversight and compliance positions has been difficult due to decreasing federal funds.

Water Protection

Approximately 1.9 million New Mexicans receive their drinking water from community public water systems, and about 1.7 million receive water that meets all health-based standards. Of the community water systems that were issued health-based violations during the FY20 first quarter, 78 were issued violations based on a failure to correct deficiencies that were 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. NMED also notes that 11 Drinking Water Bureau staff members are responsible for oversight and compliance of 1,100 drinking water systems.

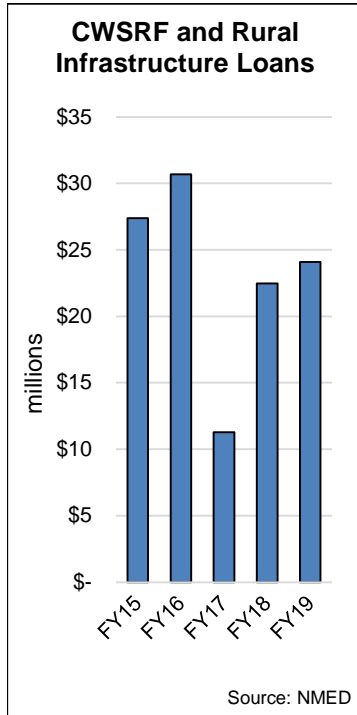
A large portion of surface water quality impairments identified in New Mexico are due to nonpoint source pollution (e.g., land runoff). Watershed-scale changes to improve surface water is a long-term investment. The Surface Water Quality Bureau produces



PERFORMANCE REPORT CARD

Department of Environment
First Quarter, Fiscal Year 2020

the NonPoint Source (NPS) Annual Report, which evaluates reductions in NPS pollutant loading.



Budget: \$28,828.9 **FTE:** 189

Measure

Facilities operating under a groundwater discharge permit inspected annually	54%	68%	63%	11%	G
Facilities in compliance with groundwater standards*	1,482	1,582	N/A	401	
Population served by community water systems that meet health-based drinking water standards*	92%	97%	N/A	91%	
EPA clean water state revolving loan fund capitalization grant and matching state funds that are for wastewater infrastructure	100%	100%	100%	19%	Y
Capital outlay dollars disbursed, in millions*	\$25.6	\$8.9	N/A	\$1.8	
Loan program dollars disbursed, in millions*	\$25.7	\$18.1	N/A	\$3.0	

**FY18
Actual**

**FY19
Actual**

**FY20
Target**

**FY20
Q1**

Rating

Program Rating

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

Resource Protection

There are 3,095 underground storage tank systems at 1,167 regulated facilities across the state, of which 198 have outstanding violations that can threaten groundwater. New Mexico's compliance rate is above the national average of 70 percent. In the solid waste program, fewer qualifying inspections of solid waste facilities and infectious waste generators were performed in the first quarter of FY20 due to staffing issues. For the first quarter of FY20, all permitted municipal landfills in New Mexico complied with regulatory and permit-specific requirements for groundwater and/or vadose zone monitoring and reporting at the time of the inspection.

For FY19, the program reduced the target for hazardous waste generators inspected from 40 percent to 20 percent despite meeting the higher target in FY18 and exceeded the reduced target in FY19. There are approximately 2,630 hazardous waste facilities in New Mexico and seven inspector positions, but NMED reports only three are filled due to budget constraints. The measure for underground storage tank facility compliance also has a target that is lower than the reported FY18 actuals. The program exceeded the target but is slightly below reported performance in FY18.

Budget: \$14,031 **FTE:** 133

Measure

Large quantity hazardous waste generators inspected and in compliance, cumulatively*	32%	39%	N/A	25%	G
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**FY18
Actual**

**FY19
Actual**

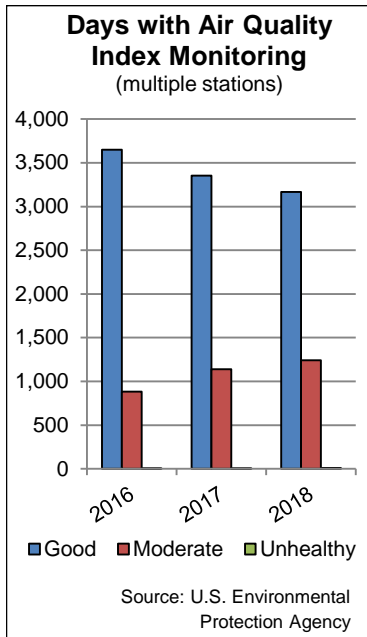
**FY20
Target**

**FY20
Q1**

Rating

PERFORMANCE REPORT CARD

Department of Environment
First Quarter, Fiscal Year 2020

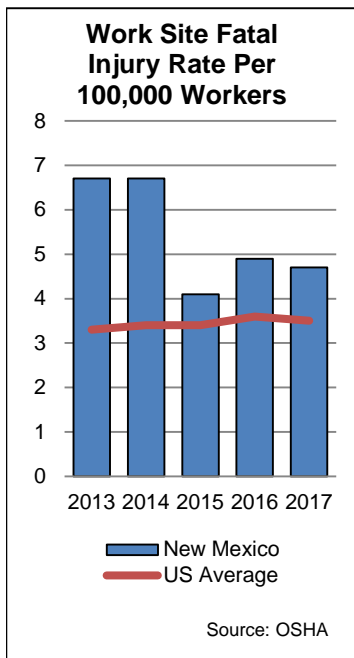


Underground storage tank facilities compliant with release prevention and release detection requirements	88%	86%	90%	83%	Y
Solid waste facilities and infectious waste generators found in compliance with solid waste rules	94%	95%	95%	93%	Y
Landfills compliant with groundwater sampling*	96%	99%	N/A	100%	Y
Program Rating					Y

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

Environmental Protection

In the first quarter, 92 percent of days had good or moderate air quality ratings. Although this measure has a target of 100 percent, NMED reports it as explanatory data because it does not regulate air quality in all areas of the state and significant emissions can be transported from outside NMED's jurisdiction. NMED reports that air quality permitting grew by 256 percent between 2008 and 2018, but the Air Quality Bureau did not increase inspection or permitting staff during that time, leading to difficulties meeting inspection goals. The lack of oversight may contribute to poorer air quality as unpermitted emissions go undiscovered and violations are not addressed by Air Quality Bureau staff. NMED reports that the larger impact on air quality, however, is the increased oil production and related facilities in the state.



Budget: \$23,381.5 **FTE:** 238.5

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Priority food-related violations from inspections that are corrected	100%	100%	100%	100%	G
Days with good or moderate air quality index rating	90%	87%	100%	92%	Y
Radioactive material licensees inspected within timeframes due	NEW	100%	95%	100%	G
Swimming pools and spas in compliance with state standards	100%	100%	100%	100%	G
Program Rating					G

PERFORMANCE REPORT CARD

Office of the State Engineer
First Quarter, Fiscal Year 2020

ACTION PLAN

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

Office of the State Engineer

Equitably apportioning limited water is increasingly complex, and vacancies constrain the Office of the State Engineer's (OSE) progress on some key measures. Ongoing interstate stream conflicts not only consume time and resources, but also threaten the state's sovereign authority to manage its waters and may place restrictions on water use. The most significant of these conflicts is Texas' claim in the U.S. Supreme Court that pumping by New Mexicans from groundwater wells downstream of Elephant Butte Reservoir reduced the amount of water delivered to Texas by the Rio Grande Project. The federal government joined the suit, claiming that New Mexico harmed its ability to deliver water as required under its international treaty with Mexico. The Interstate Stream Commission and the Litigation and Adjudication Program generally met targets, but the Water Resource Allocation Program has backlogs and difficulty meeting some targets due to vacancies and increasing workload. As required by the 2019 General Appropriations Act, OSE submitted a five-year plan for reducing operating expenditures from its trust funds. The first year of the plan involves a general fund increase of \$1 million in the Program Support division, which OSE included in its FY21 appropriations request.

Water Resource Allocation

The number of backlogged water rights applications continues to exceed the program's informal target of a backlog of under 500 applications. The program did not meet the target for water rights applications processed per month, reportedly due to 30 vacant positions in the Water Rights Division and the need to investigate complaints of illegal water use that are higher due to limited water resources. The number of transactions abstracted in the water administration resource system has increased with the program's recent efforts, which include hiring and training staff.

Budget: \$14,650.9 **FTE:** 182

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Unprotested and unaggrieved water rights applications backlogged*	451	547	N/A	535	Y
Unprotested water rights applications processed, per month	27	30	50	39	R
Transactions abstracted annually into the water administration resource system database	15,612	24,946	20,000	5,659	G
Notices issued to owners of publicly-owned dams notifying them of deficiencies or issues	NEW	84	45	0	R

Program Rating

Y

*Measure is classified as explanatory and does not have a target. Rating is based on comparison with past year performance.

Interstate Stream Commission

New Mexico's cumulative Pecos River compact credit continues to be positive. The U.S. Supreme Court's Pecos River Master issued his report for Water Year 2018 on June 24,

Reservoir Capacity New Mexico Statewide

Reservoir	2017	2018	2019 YTD
Abiquiu Reservoir	12%	10%	5%
Bluewater Lake	21%	15%	23%
Brantley Lake	2%	3%	3%
Caballo Reservoir	21%	14%	12%
Cochiti Lake	10%	10%	9%
Conchas Lake	24%	79%	44%
Costilla Reservoir	74%	78%	56%
Eagle Nest Lake	53%	54%	63%
El Vado Reservoir	68%	43%	54%
Elephant Butte Reservoir	17%	18%	25%
Heron Reservoir	49%	38%	48%
Lake Avalon	43%	65%	43%
Lake Sumner	22%	28%	21%
Navajo Reservoir	84%	72%	90%
Santa Rosa Reservoir	12%	21%	11%

Source: Natural Resources Conservation Service

PERFORMANCE REPORT CARD

Office of the State Engineer
First Quarter, Fiscal Year 2020

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

Dam Name	Purpose	Estimated Rehab Cost
Santa Cruz Site 1	Flood Control	\$6M or more
Lake Maloya Dam	Water Supply	over \$30M
Cimarroncito Dam	Water Supply	\$10M or more
Alto Lake Dam	Water Supply	\$10M or more
Bear Canyon Dam	Irrigation, Recreation	\$6M or more
Fenton Lake Dam	Recreation, Wildlife	\$6M or more
Laguna Del Campo Dam	Recreation	\$4M or more
McGaffey Lake Dam	Recreation	\$4M or more
Lower Vallecito Dam	Irrigation	\$7M-\$8M
Bonito Lake	Water Supply	\$10M or more

Source: OSE

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.

2019. In Water Year 2018, New Mexico accrued an annual water delivery credit of 5,300 acre-feet, resulting in a cumulative Pecos River compact credit of 176,100 acre-feet.

The River Master's calculation in 2019 of New Mexico's cumulative compact credit includes a credit to New Mexico of approximately 16,600 acre-feet associated with evaporation from water held for Texas in Brantley Reservoir over the period from September 2014 to September 2015. That credit is currently disputed in the U.S. Supreme Court. In June 2019, the Court invited the Solicitor General's office to file a brief in this matter and on July 23, 2019 representatives from New Mexico met with the Solicitor General's office. The Court will determine next steps once it receives the brief from the Solicitor General's office.

Consensus on accounting of the Bureau of Reclamation's unilateral release of credit water from Elephant Butte Reservoir again was not reached at the April 2019 meeting of Rio Grande Compact Commission and is the subject of ongoing litigation. The New Mexico Engineer Adviser's accounting of New Mexico's Compact status for calendar year 2019 was an accrued credit of 5,400 acre-feet. This credit will be needed to help New Mexico meet delivery obligations for the remainder of 2019. The above average snowmelt runoff for 2019, and the associated delivery obligations under the Compact, will make it more challenging for New Mexico to make compact deliveries and staff are projecting that New Mexico will under-deliver for calendar year 2019.

Two sediment plugs in the Elephant Butte Delta Channel required excavation during the first quarter of FY20. The river channel is now able to convey available flows into Elephant Butte Reservoir. Interstate Stream Commission (ISC) staff are performing ongoing maintenance on the channel which is expected to wrap up during the second quarter of FY20. Article VII storage restrictions were lifted in May 2019, allowing the Middle Rio Grande Conservancy District to store more than 80 thousand acre-feet in El Vado Reservoir for 2019 irrigation supply. The majority of the stored water not needed in 2019 is being released for delivery to Elephant Butte Reservoir to reduce the expected Compact under-delivery. Staff now anticipate Article VII restrictions will remain lifted through the winter and early Spring 2020.

The New Mexico unit fund measure tracks total expenses and is reported annually in the second quarter.

Budget: 13,563.5 **FTE:** 46

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Cumulative state-line delivery credit per the Pecos River Compact, in thousand acre-feet	137.9	170.8	> 0	176.1	G
Cumulative state-line delivery credit per the Rio Grande Compact, in thousand acre feet	-0.7	5.4	> 0	5.4	G
Cumulative New Mexico unit fund expenditures, in millions*	\$9.02	\$14.83	N/A	N/A	

Program Rating

G

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

PERFORMANCE REPORT CARD

Office of the State Engineer
First Quarter, Fiscal Year 2020

Litigation and Adjudication

These two measures track progress toward the completion of the adjudication of all water rights in New Mexico. The number of offers to defendants in adjudications for FY20 reflects subfile activity in the Lower Rio Grande and Animas water rights adjudications. For FY20, the program included water rights with judicial determinations in both closed and active adjudications to provide more meaningful data on the cumulative effect of adjudications.

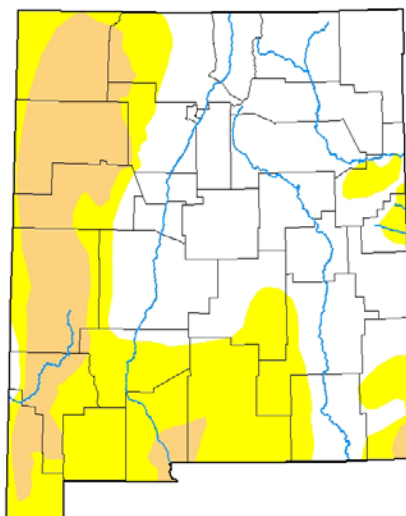
Budget: \$6,931.9 **FTE:** 66

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Offers to defendants in adjudications	298	456	250	61	Y
Water rights that have judicial determinations	67%	75%	70%	75%	G
Program Rating					G

The two maps below illustrate drought conditions in New Mexico one year apart. The images demonstrate how drastically conditions can vary depending on a given year's snowfall and temperatures.

**U.S. Drought Monitor
New Mexico**

August 20, 2019
(Released Thursday, Aug. 22, 2019)
Valid 8 a.m. EDT



Intensity:
None
D0 Abnormally Dry
D1 Moderate Drought
D2 Severe Drought
D3 Extreme Drought
D4 Exceptional Drought

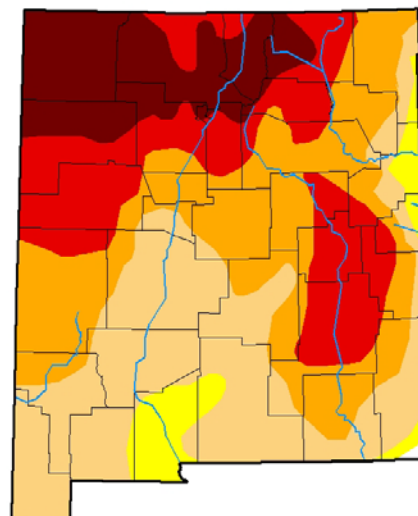
The Drought Monitor focuses on broad-scale conditions. Local conditions may vary. See accompanying text summary for forecast statements.

Author:
Jessica Blunden
NCEI/NOAA



**U.S. Drought Monitor
New Mexico**

August 21, 2018
(Released Thursday, Aug. 23, 2018)
Valid 8 a.m. EDT



Intensity:
D0 Abnormally Dry
D1 Moderate Drought
D2 Severe Drought
D3 Extreme Drought
D4 Exceptional Drought

The Drought Monitor focuses on broad-scale conditions. Local conditions may vary. See accompanying text summary for forecast statements.

Author:
Jessica Blunden
NCEI/NOAA



PERFORMANCE REPORT CARD

Economic Development Department
First Quarter, Fiscal Year 2020

ACTION PLAN

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

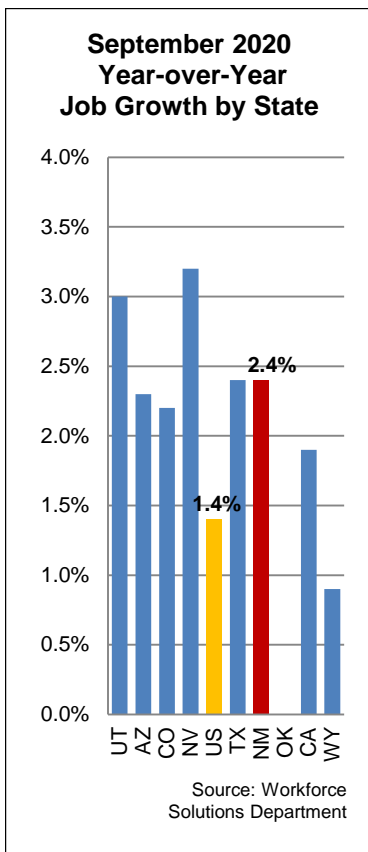
Economic Development Department

Economic Development

The Economic Development Division awarded two companies \$4.7 million in LEDA funds in the first quarter of FY20 and created 295 jobs. Pebble Labs in Los Alamos was awarded \$4 million for 175 jobs, with an average wage of \$78.5 thousand. Jabil in Albuquerque was awarded \$750 thousand for 120 jobs with an average wage of \$50 thousand. The funds matched for these LEDA projects totaled \$96 million, contributing to a 20 to one ratio of private sector dollars invested per dollar of LEDA funds awarded. EDD created 22 rural jobs in the first quarter.

Legislators have appropriated \$146 million over the last six years for the LEDA fund, including the \$60 million special appropriation received during the 2019 legislative session. As of November 2019, EDD reported \$67 million in general fund, other state funds, and severance tax bonds is unencumbered, while \$53 million of the total is uncommitted and available for LEDA projects.

Overall, \$492 thousand in private sector reinvestment in MainStreet was reported for the first quarter. Carlsbad MainStreet District had 10 building renovations for a total investment of \$229 thousand that included the addition of six new business and the addition of 17 net new jobs. New businesses include: Ruckus Signs, Pistol Packin Cowgirl, Leading Edge Apparel, Spinal Comfort Center, Brand Eye, and Kingdom Jiu Jitsu Academy. Truth or Consequences MainStreet reported eight building renovations with a total investment of \$125 thousand.



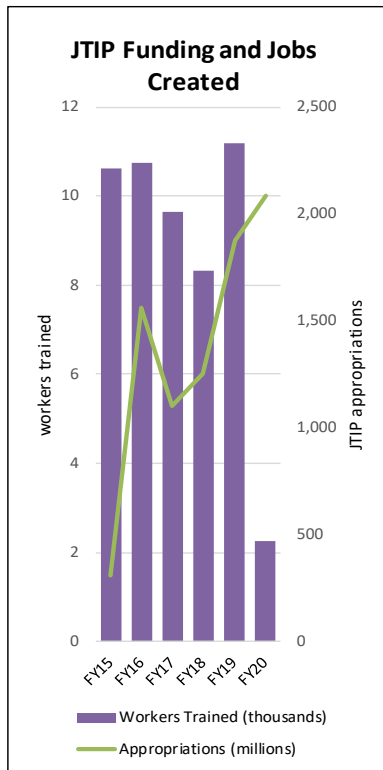
Fiscal Year	JTIP Cost Per Job	LEDA Cost Per Job
FY15	\$ 5,300	\$ 5,000
FY16	\$ 6,000	\$ 10,400
FY17	\$ 12,563	\$ 29,200
FY18	\$ 8,839	\$ 4,025
FY19	\$ 8,144	\$ 13,272

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

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Jobs created due to economic development department efforts	3,994	3,840	4,500	427	Y
Rural jobs created	2,414	1,376	1,750	86	Y
Jobs created through business relocations and competitive expansions facilitated by the economic development partnership	1,415	617	2,250	0	R
Potential recruitment opportunities generated by the New Mexico Partnership marketing and sales activities	52	53	84	9	Y
Private sector investment in mainstreet districts, in millions	\$53.9	\$30.7	\$11	\$6.1	G
Private sector dollars leveraged by each dollar through Local Economic Development Act	36:1	32:1	12:1	20:1	G
Jobs created through the use of Local Economic Development Act funds	2,613	3,586	2,500	295	Y
Workers trained by Job Training Incentive Program	1,736	2,326	2,050	473	G
Program Rating					Y

PERFORMANCE REPORT CARD

Economic Development Department
First Quarter, Fiscal Year 2020



The Job Training Incentive Program (JTIP) board approved 15 businesses in the first quarter, four of which were new to the JTIP program. JTIP awards reached a total of \$3.5 million in awards. During the first quarter, 473 new jobs were approved including 383 new jobs at an average wage of \$18.78, four internships at an average wage of \$17.50, and eight production companies to train 86 workers at an average wage of \$28.71. Of the new jobs created, 277 were in rural areas such as Church Rock, Sunland Park, Tierra Amarilla, Clovis and Santa Rosa. The average hourly wage of jobs approved in rural areas was \$12.56.

The Legislature increased recurring appropriations for JTIP in the FY20 session by \$1 million, totaling \$5 million in recurring operating budget. JTIP funds over the past six years, including a FY20 recurring appropriation of \$5 million and \$5 million special appropriation, total \$45 million. As of November 2019, EDD reported \$8.4 million in JTIP funds were available.

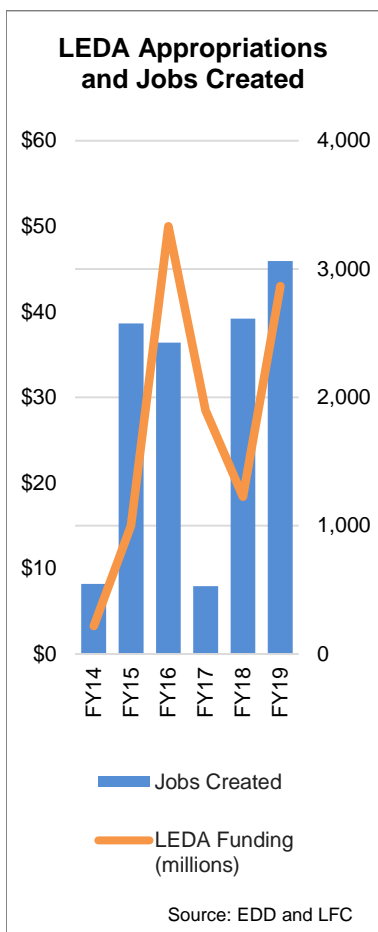
New Mexico Film Office

The New Mexico Film Office's purpose is to market the state to the industry, service the productions and promote jobs for New Mexicans. The division offers resources to producers, crew and local filmmakers and assist with the scouting of potential filming locations. The film office consults with productions regarding the financial aspects of their projects, guiding them through the incentives such as the Film Production Tax Credit and the Job Training Incentive Program for Film & Multimedia. The division also connects productions with crew, vendor services and film liaisons throughout the state.

Direct spending by the film industry reached \$48 million for the first quarter, and the number of worker days reached 41 thousand. The film division collects this data from productions and the data is submitted to the Taxation and Revenue Department to verify that the expenditures are purchased from New Mexico vendors and that gross receipt taxes were paid.

Budget: \$747.1 **FTE:** 8

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Direct spending by film industry productions, in millions	\$234	\$525.5	\$330	\$48	Y
Film and media worker days	259,961	319,814	209,000	41,705	G
Program Rating					G



PERFORMANCE REPORT CARD

Tourism Department
First Quarter, Fiscal Year 2020

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 an increase of 7.3 percent in September 2019, compared to September 2018. The tourism industry in New Mexico is still strong when compared with other industries, and the agency is focusing its efforts on local advertising initiatives. The Tourism Department met or exceeded targets for two performance measures in the Marketing and Promotion Program, while also achieving the target for the *New Mexico Magazine's* advertising revenue.

Marketing and Promotion

The change in employment in the leisure and hospitality industry exceeded the target, with a 6.2 percent increase. The Marketing and Promotion Program continues to focus advertising funds on new out-of-state markets, referred to as fly markets, and collaborate with local communities for New Mexico True advertising.

The department relies on a third-party survey company, Longwoods International, to provide data on New Mexico trips. This survey, however, only provides calendar year data, meaning that FY20 results will not be available until the summer of 2021, resulting in yellow ratings for two performance measures. The department plans to continue using data-based decision-making to drive visitation and social media engagement.

Budget: \$14,556.1 **FTE:** 27

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Change in New Mexico leisure and hospitality employment	3%	5%	3%	6.2%	G
Dollar amount spent per visit per day	TBD	\$76.25	\$80	TBD	Y
New Mexico's domestic overnight visitor market share	TBD	1.1%	1.1%	TBD	Y
Referrals from newmexico.org to partner websites	188,921	188,921	170,000	65,988	G

Program Rating

Y

New Mexico Magazine

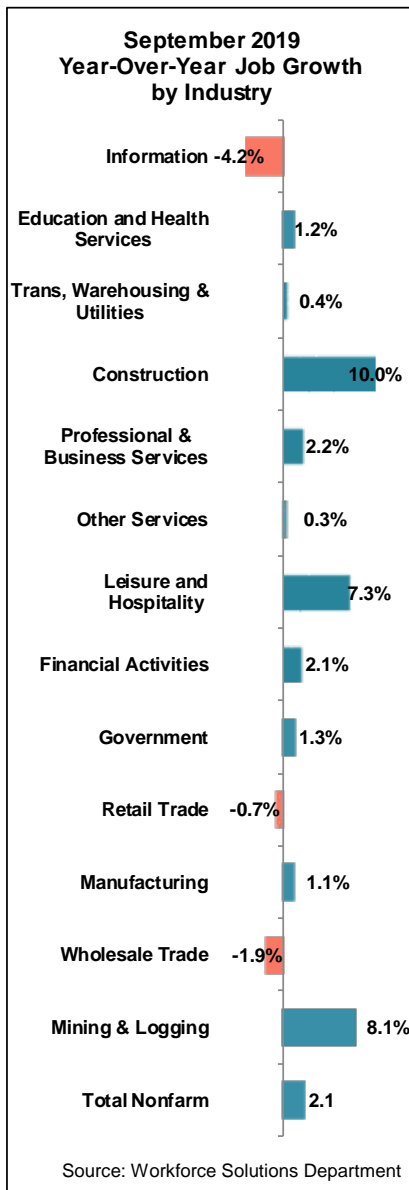
New Mexico Magazine exceeded the target for advertising revenue per issue, reaching an average of \$80 thousand. The *New Mexico Magazine* has a circulation of approximately 68 thousand customers. The magazine's digital engagement reaches more than 200 thousand visitors per month across various platforms.

Budget: \$3,224.3 **FTE:** 13

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Advertising revenue per issue, in thousands	\$69	\$73	\$75	\$73	G

Program Rating

G



PERFORMANCE REPORT CARD

Tourism Department
First Quarter, Fiscal Year 2020

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 agency is unable to provide quarterly data for the number of communities that have been assisted in the co-op marketing grant program, causing a yellow rating for the first quarter.

Budget: \$2,281.6	FTE: 5					
Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating	
Combined advertising spending of communities and entities using the Tourism Department’s current approved brand, in thousands	\$1,464	\$1,100	\$2,200	TBD	Y	
Program Rating					Y	

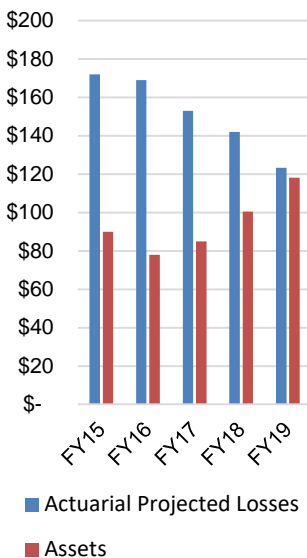
PERFORMANCE REPORT CARD

General Services Department
First Quarter, Fiscal Year 2020

ACTION PLAN

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

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



A cost-benefit analysis may be helpful to determine if investments in wellness incentives and disease management programs are improving patient outcomes or if there are other cost control or quality improvement reforms that should be explored by the Interagency Benefits Advisory Council (IBAC).

General Services Department

The General Services Department is working to increase transparency and has included a number of new performance measures to better track costs accrued in the group health benefits as well as to show progress toward cataloging conditions of state facilities. While the progress made by the department is commendable, additional work must be done to develop a suite of performance measures which can be used to improve cost containment efforts in the group health benefits program, determine how effectively the Facilities Management Division is using state-owned space, and better track spending on goods and services.

Risk Management

The major risk funds have increased their balances significantly despite transfers of \$30 million to the general fund in FY16 for solvency; the property, liability, and workers compensation funds had a combined balance of \$118 million in FY19, up from \$100 million in FY18. The Risk Management Program has a goal of maintaining a fund balance sufficient to cover 50 percent of liability losses. The public liability fund has increased its balance consistently over the past several years.

Budget: \$8,870.7 **FTE:** 59

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Projected financial position of the public property fund	697%	581%	N/A	581%	G
Projected financial position of the workers' compensation fund	54%	52%	N/A	51%	Y
Projected financial position of the public liability fund	51%	89%	N/A	93%	G
Program Rating					G

Group Health Benefits

The Group Health Benefits Program reported a per member per month healthcare cost increase of 0.4 percent at the close of FY19, but did not attribute the below-trend growth to any particular factor. However, the increase in per member costs rose to 18 percent in the first quarter. It is likely this will moderate in subsequent quarters, but the agency did not provide additional detail as to what led to the increase. The program operates the stay well health center which has been designated as the primary care provider for over 1.7 thousand state employees. Performance reporting should be expanded to determine whether the health center is producing cost savings.

Despite the need for \$31 million in supplemental funding, the department will increase premiums by 3 percent in FY21, less than the increases requested by public schools and the Retiree Health Care Authority.

Budget: \$385,147.0 **FTE:** 0

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
State group prescriptions filled with generic drugs	89%	88%	90%	91%	G

PERFORMANCE REPORT CARD

General Services Department
First Quarter, Fiscal Year 2020

Change in premium	4%	4%	4%	Annual	
Change in average per member per month total healthcare cost	2%	0.4%	<5%	17.8%	R
Increase in the number of members designating the Stay Well Health Center as their primary care provider	NEW	2.7%	≥3%	4.8%	G
Program Rating					G

Facilities Management

The Facilities Management Division (FMD) is responsible for property management for facilities statewide, in addition to having authority over lease approval and central planning. The most pressing challenge faced by FMD is how to plan facilities to efficiently house a smaller state workforce. Measures such as square footage per employee for state-owned and leased office space would provide context necessary to determine need for additional facilities. Additionally, FMD should consider tracking cost-over-bid amounts for state projects to ensure efficient use of capital outlay funds.

Six of the seven new office space leases approved by GSD met the 215 square foot per FTE space standard set by GSD.

Budget: \$13,962.9 **FTE:** 143

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Capital projects completed on schedule	97%	98%	97%	100%	G
Preventive maintenance completed on time	92%	57%	95%	85%	Y
New office leases meeting space standards	64%	86%	75%	86%	G
Program Rating					G

Appropriations to GSD for Building Repair and Maintenance

2019	\$1,500,000
2018	\$0
2017	\$4,000,000
2016	\$2,000,000
2015	\$ 0
2014	\$4,500,000
2013	\$500,000

Source: LFC Files

Gross Square Footage per FTE, 2017

Department	Leased Space under GSD purview	State-owned Space under GSD purview	Total Space Occupied	Total FTE	Total Space Per FTE (target 215)
Aging and Long-Term Services Department	36,545	32,403	68,948	181	382
Department of Environment	116,432	67,822	184,254	668	276
Department of Health	295,262	1,230,263	1,525,525	2,251	636
Department of Public Safety	39,617	408,408	448,025	1,200	373
Energy, Minerals and Natural Resources Department	6,884	77,723	84,607	317	267
Human Services Department	734,969	115,720	850,689	1,923	442
Public Education Department	13,407	61,613	75,020	323	232
Regulation and Licensing Department	20,017	58,473	78,490	190	412
Office of the State Engineer	63,251	89,967	153,218	299	512
Taxation and Revenue Department	207,968	171,526	379,494	1,128	336
Workforce Solutions Department	27,492	153,858	181,350	579	313
Other Agencies	904,094	4,819,965	5,724,059	8,168	700
Total				17,227	438

Source: LFC files and GSD (2017)

PERFORMANCE REPORT CARD

General Services Department
First Quarter, Fiscal Year 2020

State Purchasing

The State Purchasing Division regularly negotiates price agreements for single agencies that are not open to other agencies resulting in division staff committing time and resources to developing pricelists that may be little-used.

The State Purchasing Program still lacks the resources to track the use of state pricelists, and cannot yet determine how often pricelists are used or the amount of goods purchased from in-state and out-of-state vendors. The program will begin overseeing professional services contracts, a job previously performed by the Department of Finance and Administration. The department should consider adding additional performance measures to better capture the work of the program.

Budget: \$2,351.1 **FTE:** 28

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Procurement code violators receiving procurement code training, as compared to previous fiscal year	TBD	99%	90%	100%	G
Agencies with certified procurement officers	97%	91%	95%	72%	Y
Percent increase in best value procurements, as compared to the previous fiscal year	23%	2.3%	20%	13%	Y

Program Rating

Y

Transportation Services

The program has steadily increased the proportion of vehicles used regularly with 1,413 of 1,919 vehicles operated an average 750 miles per month.

Budget: \$8,866.4 **FTE:** 33

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Vehicle operational cost per mile	\$0.46	\$0.49	<\$0.59	Annual	
Vehicles used 750 miles per month	61%	65%	70%	74%	G

Program Rating

G

State Printing

State printing shipped 600 of 609 of orders to clients on time in the first quarter. The state printing program continues to show progress increasing revenue per employee and growing both sales and the number of customers served.

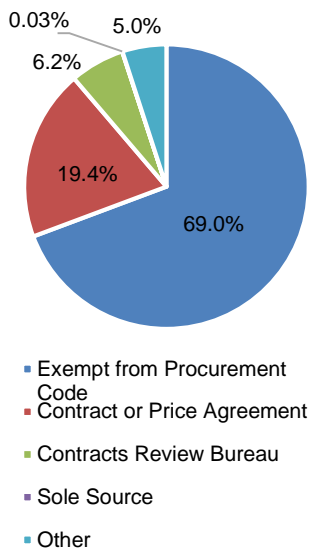
Budget: \$1,750.3 **FTE:** 9

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Revenue exceeding expenditures	NEW	NEW	5%	16%	G
Sales growth in revenue	36%	31%	15%	14%	G

Program Rating

G

State Purchasing By Category



Source: LFC Files

PERFORMANCE REPORT CARD

State Personnel Office
First Quarter, Fiscal Year 2020

ACTION PLAN

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

State Personnel Office

The State Personnel Office (SPO) reduced the average time to fill a vacant position from 70 days to 50 days. However, the vacancy rate at executive government agencies increased in the first quarter. It is likely that discontinuation of the consolidated human resources (HR) model helped SPO reduce the time to fill positions. SPO credits implementation of a new recruitment module in the statewide SHARE accounting system for increased efficiencies. Additionally, SPO has placed a heavy emphasis on rapid hire events to generate interest in state employment.

The monthly LFC headcount report shows overall employment increased 2 percent between January 2019 and November 2019. The increase in employment marks a departure from the generally declining state employment levels experienced since late 2015. Salary increases provided by the Legislature during the 2019 session may aid in recruitment and retention. The high vacancy rate may be exacerbated by positions on the state payroll that are no longer necessary and should be removed from the count.

SPO reports the average state salary is now \$50.3 thousand, up from the \$48 thousand reported for FY19. The state continues to have difficulty retaining employees; only 65 percent of new hires complete their one-year probationary period. Additionally, the gap between the salaries of new hire employees and more tenured employees remains relatively narrow, suggesting the need for pay structure adjustment to ensure the state is paying salaries competitive with the broader labor market while providing room for salary growth for new employees. The high new employee compa-ratio suggests the pay structure has fallen behind the market in general, resulting in the state having to pay higher than the midpoint to recruit employees.

Budget: \$4,252.4 **FTE:** 46

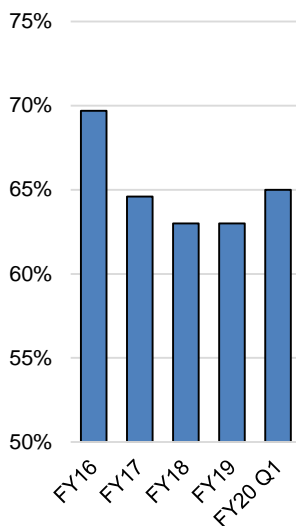
Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Classified service vacancy rate	18%	19%	13%	21.9%	R
Average days to fill a position from the date of posting	71	50	55	50	G
Average state classified employee compa-ratio	101%	103%	100%	107%	R
Average state classified employee new-hire compa-ratio	100%	99%	95%	102%	R
New employees who complete their probationary period	63%	63%	75%	65%	R
Classified employees voluntarily leaving state service	14%	14%	15%	3.6%	G
Classified employees involuntarily leaving state service	2%	2%	5%	0.4%	G
State employee average overtime usage per month*	15.0 hours	15.3 hours	N/A	15.4 hours	
State employees receiving overtime*	18%	18%	N/A	18%	

Program Rating

*Measures are classified as explanatory and do not have a target.

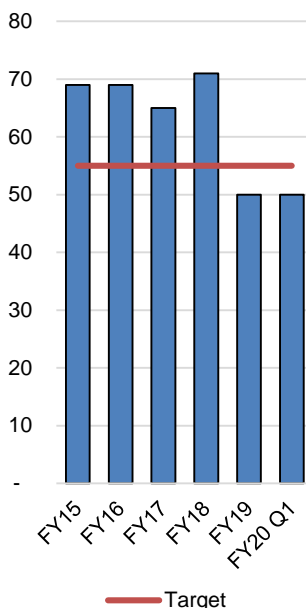
Y

New Employees Completing 1-year Probation Period



Source: SPO

Average Number of Days to Fill Vacant Positions



Source: SPO

PERFORMANCE REPORT CARD

Department of Transportation
First Quarter, Fiscal Year 2020

ACTION PLAN

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

NMDOT's quarterly performance report includes an action plan for each performance measure.

Department of Transportation

The Department of Transportation (DOT) reports the results of the 2018 road condition survey show improved conditions across the highway system. However, limitations in data gathering methodology result in an incomplete assessment of actual conditions. The department continues to have high vacancy rates, which may place additional strain on staff; DOT will be managing another \$400 million in appropriations for roads, making sufficient staffing more critical. Getting these projects into design and construction phases quickly will be critical to ensure price increases do not affect project viability.

Total traffic fatalities increased 4.5 percent year-over-year while alcohol-related fatalities remain under historic averages.

Project Design and Construction

For the third year, final costs of DOT-managed projects have come in close to or under bid and the vast majority of projects were completed on time, reflecting sound project management. However, DOT continues to struggle to put projects out to bid on time. In response, DOT is beginning project scope and design for statewide transportation improvement program (STIP) projects earlier to ensure adequate time to address design needs without delaying bid timelines. Lastly, the design section of the program will likely be placed under additional strain as planning for the \$400 million in non-recurring appropriations commences.

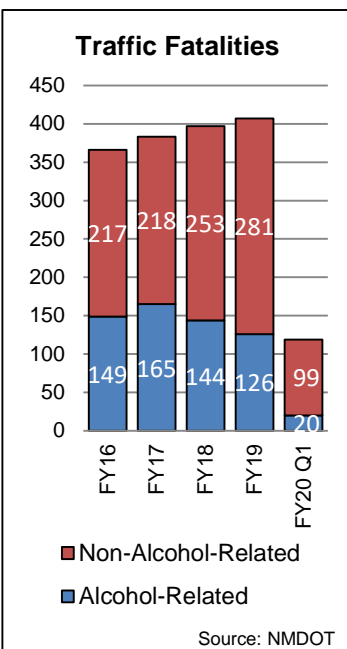
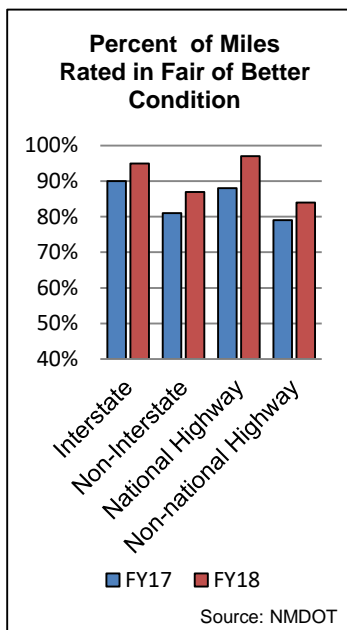
Budget: \$557,537.6 **FTE:** 358

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Projects completed according to schedule	86%	86%	>88%	92%	G
Projects put out for bid as scheduled	54%	49%	>67%	31%	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%	0.2%	<3%	0%	G
Program Rating					Y

Highway Operations

The 2018 road condition survey shows a dramatic improvement in the condition of national highway system roads. The 9 percent improvement reflects surface conditions only; federal requirements determine the metrics used for condition assessments. However, these metrics often overlook major roadway deterioration. For example, many minor treatments, such as crack sealing or thin pavement overlays on otherwise deficient roadbeds will improve reported road conditions from poor to fair or good. Recognizing the limitations of current road condition reporting, DOT partnered with several other states to pilot the use of new condition assessment technology which is capable of looking below the surface of a road to better determine pavement distress.

The department performs most preservation in the summer months of the first and fourth quarters. The first quarter results are in line with prior years and the department is on track to meet the target for preservation.

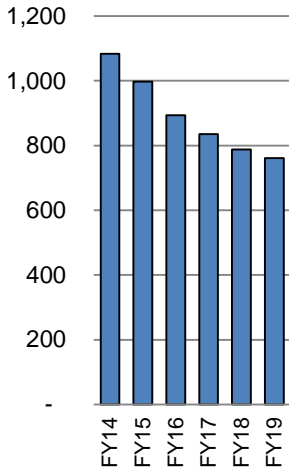


PERFORMANCE REPORT CARD

Department of Transportation

First Quarter, Fiscal Year 2020

Annual Number of Rail Runner Riders (in thousands)



Source: NMDOT

FY18 Road Condition Survey

	FY15 Actual	FY16 Actual	FY17 Actual	FY18 Actual	Rating
Interstate miles rated fair or better	92%	93%	90%	95%	Y
National highway system miles rated fair or better	91%	90%	88%	97%	G
Non-national highway system miles rated fair or better	83%	82%	79%	84%	G
Lane miles in poor condition	4,250	4,515	4,675	3,783	G
Program Rating					G

Budget: \$251,580.2 **FTE:** 1,829.7

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Statewide pavement miles preserved	2,853	3,143	>2,550	1,251	G

Modal

Total fatalities were up 17 percent between FY15 and FY19 and are up in the first quarter relative to the year prior, making it likely fatalities will exceed the target. Alcohol-related fatalities are tracking well under the target, continuing a trend in reduced DWI-fatalities. However, pedestrian fatalities, which tend to increase in quarters three and four, remain high and may exceed the target.

Ridership on public transit systems has rebounded slightly, likely related to increased fuel prices.

Budget: \$67,583 **FTE:** 76

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Traffic fatalities	359	407	<355	119	Y
Alcohol-related traffic fatalities	144	126	<135	20	G
Non-alcohol-related traffic fatalities	241	281	<220	99	Y
Occupants not wearing seatbelts in traffic fatalities	114	137	<133	36	Y
Pedestrian fatalities	89	78	<72	17	Y
Riders on park and ride, in thousands	240	230	>275	60	R
Riders on rail runner, in thousands*	788	761	N/A	198	Y
Program Rating					Y

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

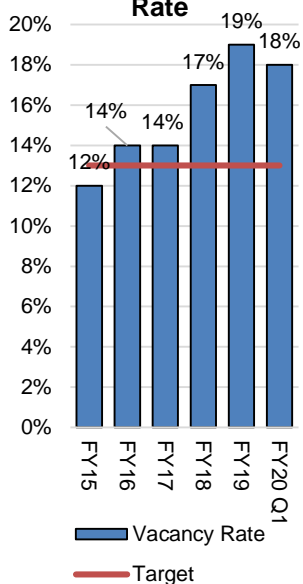
Program Support

A strong national and local labor market are likely contributing to DOT's 18 percent vacancy rate. High vacancy rates impact the department's ability to design projects timely and perform necessary maintenance. A strong national labor market is increasing competition for skilled workers, and availability of jobs in construction and related trades is likely at least partially responsible for the high vacancy rate.

Budget: \$43,606.7 **FTE:** 242.8

Measure	FY18 Actual	FY19 Actual	FY20 Target	FY20 Q1	Rating
Vacancy rate in all programs	17%	19%	<13%	18%	R
Employee injuries	87	72	<90	20	G
Percent of invoices paid within 30 days	92%	94%	>90%	94%	G
Employee injuries occurring in work zones	37	27	<35	7	G
Program Rating					G

NMDOT Vacancy Rate



Source: NMDOT

FY20 First Quarter IT Status Report

The estimated cost for the 12 key projects included in the IT status report is currently over \$400 million, including \$201.4 million for the Human Services Department's (HSD) Medicaid Management Information System Replacement (MMISR) project (90/10 federal match). There is \$268 million in available funding for the 12 projects, including \$54 million in new appropriations.

On-going Projects

- The Department of Information Technology's (DoIT's) P25 Digital Statewide Public Safety Radio System Upgrades project, with a \$20 million appropriation, has spent 50 percent of the available funding. While DoIT recently completed a project management plan, it has yet to establish formal agreements with the city of Albuquerque and Bernalillo County. The complexity of the project, and lack of formal agreements creates potential risk for successful implementation, resulting in a red rating.
- At an estimated cost of \$7 million, DoIT's Enterprise Cybersecurity Upgrade project is in process but lacks a project manager, which has delayed the project and increases potential risk for successful implementation. In addition, the department has not updated the costs spent to date to reflect expenditures for vendor costs associated with the quarterly vulnerability scans, and has a yellow rating.
- HSD has spent \$61 million or 37 percent of the \$166 million available funding for the MMISR project. Currently MMISR is the most expensive project in the state. It received a red rating due to risks associated with large complex multi-year projects, including missed and extended deadlines, project schedules, issues with vendor deliverables, and lack of vendor and HSD resources.
- CYFD's Comprehensive Child Welfare Information System (CCWIS) project, replacing its Family Automated Client Tracking System (FACTS), is also rated red due to lack of progress. While the project started in December 2018 with \$6.8 million in available funding, the department has spent less than 1 percent of the funds. The CCWIS project is in the planning phase, showing limited accomplishments.

Complete or Nearly Complete Projects

- DoIT's Statewide Infrastructure Replacement and Enhancement (SWIRE) radio project is nearly complete. DoIT has spent 98 percent of the \$14.2 million available funding. The lack of coordination among DoIT, the Homeland Security and Emergency Management Department, Department of Public Safety, and the Bernalillo County Sheriff and Albuquerque Police Department may impact the effectiveness of the new radio communication infrastructure.
- In FY19, at a cost of \$4.2 million, the Public Employees Retirement Association (PERA) implemented the Retirement Information Online system enhancements. However, as of this writing, success of the stated business objectives has not been determined by PERA, resulting in a yellow rating. Project close-out is pending.
- At a cost of \$1.9 million the State Treasurer's Office (STO) implementation of the SHARE Treasury module was completed in FY18. However, the agency is using the treasury module on a limited basis and relying on the legacy system for investment reporting. As such, functionality has a red rating.

**First Quarter
Fiscal Year 20**

**Legislative Finance Committee
Information Technology Status Report**

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):			\$14,200.0			
	State	Federal	Total Available Funding	Spent to Date	Balance	% of Budget Expended		
In thousands	\$14,200.0	\$0.0	\$14,200.0	\$13,897.9	\$302.1	97.9%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					All equipment has been ordered and factory acceptance testing is complete.			
Schedule					Overall project is 99 percent complete; deployment of the digital microwave infrastructure upgrade is nearly complete. DoIT reported the project is delayed due to staff and contractor resource availability and scheduling conflicts.			
Risk					Constraints include weather and available external and internal resources.			
Overall					The deployment of the 700 MHz land mobile radio units is complete, and DPS District 1 (Santa Fe) and District 5 (Albuquerque) have been equipped with dual-banded 700 MHz and conventional subscribers.			
Functionality					The potential lack of coordination among DoIT, the Homeland Security and Emergency Management Department, DPS, and the Bernalillo County Sheriff Office and Albuquerque Police Department may impact the effectiveness of the new radio communications infrastructure.			

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	Planning/Implementation	Estimated Implementation Date:				6/30/2022		
		Estimated Total Cost (in thousands):				\$150,000.0		
	State	Federal	Total Available Funding¹	Spent to Date	Balance	% of Budget Expended		
In thousands	\$20,000.0	\$0.0	\$20,000.0	\$9,996.9	\$10,003.1	50.0%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					DoIT project certification authorized the release of the additional \$10 million in capital outlay funding for FY20. DoIT issued a \$6.9 million contract to Motorola under statewide price agreement for hardware and software, system design and implementation services for phase one which includes Spaceport.			
Schedule								
					The project overlaps with DoIT's SWIRE project. DoIT reported the project requires additional planning due to incorporation of Spaceport.			
Risk								
					DoIT completed a project management plan to include the city of Albuquerque and Bernalillo County, and Spaceport. The project certification committee approved a waiver for independent verification and validation (IV&V).			
Overall								
					DoIT reported immediate goals and priorities have changed due to the decision to incorporate the city of Albuquerque and Bernalillo County into the consolidated communication system. DoIT has not established formal agreements with either entity.			
¹Total available funding includes an additional \$10 million appropriated through capital outlay in Laws 2019.								

¹Total available funding includes an additional \$10 million appropriated through capital outlay in Laws 2019.

First Quarter
Fiscal Year 20

Legislative Finance Committee
Information Technology Status Report

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 Funding¹	Spent to Date	Balance	% of Budget Expended		
In thousands	\$7,000.0	\$0.0	\$7,000.0	\$21.9	\$6,978.1	0.3%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					DoIT has not updated the costs spent to date to reflect expenditures for the RiskSense contract. RiskSense, a leader in the IT security industry, provides agencies quarterly vulnerability scans to identify risks and provide recommendations to remediate the security gaps.			
Schedule					DoIT reported the project is delayed due to the replacement of a contract project manager (PM). DoIT reported it is replacing the PM with a project team to include a State Chief Information Security Officer (CISO).			
Risk					DoIT hiring of a CISO is delayed. While having a CISO in place is a best practice, without a project manager the project is at risk given the project cost and critical importance of ensuring the state has a secured environment statewide.			
Overall					The Governor's Office and DoIT initiated an enterprise cybersecurity vulnerability scanning pilot using RiskSense across state executive agencies. DoIT established a ECU advisory committee as part of the project governance structure to encourage agency input and collaboration.			
¹Total available funding includes an additional \$6 million general fund appropriated through capital outlay in Laws 2019.								

Agency	366	Public Employees Retirement Association (PERA)						
Project Name	Retirement Information Online (RIO) Enhancement							
Project Description	Update current PERA system to include implementing business process improvements, user interface enhancements, data integrity and remediation, and customer relationship management software and workflow system.							
Project Phase	Implementation	Estimated Implementation Date:			6/30/2018; revised 11/2018, 1/2019, 2/2019			
		Estimated Total Cost (in thousands):			\$4,200.0			
	State ¹	Federal	Total Available Funding	Spent to Date	Balance	% of Budget Expended		
In thousands	\$4,200.0	\$0.0	\$4,200.0	\$4,126.7	\$73.3	98.3%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					Project completed slightly under budget.			
Schedule					Final production roll-out completed February 2019, eight months past the original estimated completion date.			
Risk					Review of business objectives and lessons learned will be an agenda item when PERA is ready for formal project close-out.			
Overall					Project close-out activities are pending, including documenting critical success factors, the business process improvement matrix and lessons learned. The final IV&V report recommended a third-party security assessment on the application.			
¹Amount does not reflect Laws 2018 other state funds appropriation of \$3 million to upgrade RIO hardware and software infrastructure.								

First Quarter
Fiscal Year 20

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			
		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	\$2,115.3	\$7,884.7	21.2%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					The project certification committee approved the certification of \$7.7 million for the implementation phase in November 2018. The \$10 million available funding is certified.			
Schedule								
					Project started in September 2018 with estimated completion by June 2020. Laws 2019 reauthorized \$5 million appropriated in Laws 2016 (as extended in Laws 2018) through FY20 to meet the 18 month project timeline.			
Risk					Complexities and potential risks are associated with ensuring 17 interfaces are implemented correctly. The project may have insufficient resources for needed subject matter experts.			
Overall					Data governance for interagency data exchange has yet to be established to replace the legacy joint powers agreement. This governance is critical to support stable revenue for the state.			
¹ Laws 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. The current system maintains 59 thousand active cases with over \$132 million in annually distributed child support payments.							
Project Phase	Planning		Estimated Implementation Date:		TBD			
			Estimated Total Cost:		TBD			
	State	Federal	Total Available Funding¹	Spent to Date	Balance	% of Budget Expended		
In thousands	\$5,710.9	\$4,485.9	\$10,196.8	\$2,705.5	\$7,491.3	26.5%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					Laws 2019 reauthorized \$3.4 million as extended in Laws 2017, through FY20. HSD is in the procurement process for a contract to move the CSES code from the mainframe to a more current platform.			
Schedule								
					HSD has suspended the feasibility study started in December 2018 based on recommendations by the federal Office of Child Support Enforcement (OCSE).			
Risk								
					The current system is written in code too complex to be modified and migrated to a modern computer language. With other states successfully migrating COBOL code, HSD is monitoring lessons learned by other states.			
Overall								
					HSD has set a priority for training in-house staff for maintaining the refactored code. OCSE is targeting issuance of new guidance on feasibility studies and system replacement in October 2019.			
¹Total available funding includes an additional \$5.2 million appropriated in Laws 2019: \$1.8 million general fund and \$3.4 million federal.								

First Quarter
Fiscal Year 20

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 to align with federal Centers for Medicare and Medicaid Services (CMS) requirements, including Medicaid information technology architecture.							
Project Phase	Planning and Implementation	Estimated Implementation Date:			11/30/2019; revised 12/2021			
		Estimated Total Cost (in thousands):			\$201,486.2			
	State	Federal	Total Available Funding ¹	Spent to Date ²	Balance	% of Budget Expended		
In thousands	\$16,677.5	\$149,735.6	\$166,413.1	\$61,242.9	\$105,170.2	36.8%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					CMS authorized the \$201.4 million budget, supported by a 90 percent federal funding participation match. CMS approved the <i>Implementation Advanced Planning Document</i> that includes outside partner agency spending for DOH and Aging and Long-Term Services Department. Laws 2019 reauthorized the \$5 million appropriation from Laws 2017, through FY20.			
Schedule					CMS approved the estimated project completion date of December 2021. HSD is working with the system integrator (SI) vendor to correct payment milestones and data deliverables. The SI has experienced multiple schedule delays that may impact.			
Risk					Project management plans are not being used consistently by the project teams. While staffing for the project is still below what is needed, HSD recruitment efforts continue with hiring and interviews underway.			
Overall					Due to complexity and high risks the overall project status remains red. An enterprise project management schedule is not being used consistently to track and report progress to determine the overall status of the project.			
¹ 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.								
² As of 6/30/19.								

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:			TBD			
		Estimated Total Cost (in thousands):			\$30,000.0			
	State	Federal	Total Available Funding ¹	Spent to Date	Balance	% of Budget Expended		
In thousands	\$6,000.0	\$832.6	\$6,832.6	\$4.6	\$6,828.0	0.067%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					While the project certification committee approved certification for the release of \$1 million, and CYFD staff is working on the project, CYFD has not allocated any of the funds to the project.			
Schedule					The CYFD monthly report to DoIT does not indicate the project is progressing. CYFD continues its discussions with HSD for participation in the MMISR project.			
Risk					CYFD's IT project manager resigned effective August 30. The department has not replaced the project manager, but has a procurement in process for a staff augmentation project manager. Due to the complexity of the project, to be in line with best practices, CYFD also needs a project management vendor.			
Overall					With the June 30 expiration of the statewide price agreements for IT professional services, the contracts under review were not finalized. It is not clear if CYFD has notified ACF of potential changes and impact to the CCWIS project associated with participation in HSD's MMISR project. CYFD anticipates submitting its advanced planning document update to ACF before the end of the second quarter.			
¹ Total available funding includes an additional \$7 million appropriated in Laws 2019: \$5.5 million from the general fund and \$1.5 federal.								

First Quarter
Fiscal Year 20

Legislative Finance Committee
Information Technology Status Report

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 6/30/2021			
		Estimated Total Cost (in thousands):			\$14,205.2			
	State ¹	Federal	Total Available Funding	Spent to Date	Balance	% of Budget Expended		
In thousands	\$14,205.2		\$14,205.2	\$6,323.9	\$7,881.3	44.5%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					Current project funding is adequate for the COTS solution, including 17 modules, mobile functionality, and data analytic tools.			
Schedule					The project continues to be behind schedule. IV&V reported the schedule remains well behind expected pace for completion and changes made to date have not significantly increased the pace of work. NMCD continues to monitor the vendor's progress.			
Risk					Vendor resource constraints continue with multiple concurrent projects ongoing. Although the vendor has increased its staff, not all the resources are necessarily dedicated to NMCD's OMS project. The inability to fill vacant IT positions poses a high risk to the project. The NMCD IT division vacancy rate is currently 23 percent; the agency continues to monitor resource availability.			
Overall					The lapse in the schedule presents risk to successful completion of the project. The department is planning to complete functionality of core essentials by December 2020. Data mapping, migration and data clean-up is ongoing.			
¹Amount includes Laws 2019 appropriation of \$4.1 million.								

Agency	780	Department of Public Safety (DPS)						
Project Name	Records Management System (RMS)							
Project Description:	Replace various nonpaper record storage with an integrated records management system to provide law enforcement and other public safety agencies with a single source 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):			\$4,216.0			
	State	Federal	Total Available Funding	Spent to Date	Balance	% of Budget Expended		
In thousands	\$1,916.3		\$1,916.3	\$521.8	\$1,394.5	27.2%		
FY20 Rating	Q1	Q2	Q3	Q4	Status			
Budget					DPS FY19 funding request of \$4.3 million was not adequately justified, and DPS did not request funding for FY20. Funds to complete the project are insufficient; Based on a request for information (RFI), DPS anticipates \$5.4 million will be needed to continue the project in FY21.			
Schedule					The project is moving forward. DPS completed the requirements gathering. The request for proposals (RFP) is in draft. DPS anticipates the new RMS will be a commercial off-the-shelf (COTS) integrated records management solution. The project schedule was rebaselined to account for the project hiatus.			
Risk					The new RMS will be a significant change to the organization, with one system instead of many stand-alone systems. DPS initiated organizational change management continuing throughout the project lifecycle to help ensure acceptance of the new RMS, and prepare for process changes throughout the organization.			
Overall					DPS procurement for project management, independent verification and validation are in process. A COTS integrated records management solution will minimize or eliminate the need for standalone or specialized programs.			

First Quarter
Fiscal Year 20

Legislative Finance Committee
Information Technology Status Report

Other IT Projects of Concern

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.				
State Funding ¹ (in thousands):	\$10,000.0	Spent to Date:	\$0.0	Project Phase:	Initiation
<p>► Project funding is for broadband expansion, including assessments and contracts in rural areas statewide. DoIT awarded a \$400 thousand contract under statewide price agreement to CTC to conduct an assessment, with the results due in March 2020.</p> <p>► DoIT is not following best practices for project management, as it does not have a project manager assigned to the project.</p> <p>► Currently, New Mexico does not have formalized goals or a clear, unified broadband policy with respect to oversight of programs, funding, and infrastructure. Rather, multiple agencies each have a claim of responsibility for part of the overall system, and not all responsibilities are formalized in statute.</p> <p>► DoIT is developing the framework and criteria for a small grant program.</p>					
¹ Laws 2019 appropriated \$10 million through the capital outlay process.					

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):	\$1,467.0	Spent to Date:	\$872.6	Project Phase:	Planning
<p>► RLD's Construction Industries Division (CID) permitting collects an estimated \$4 million in revenue.</p> <p>► The agency is at a high risk due to system downtime, lack of vendor support for the current software (Accela), and a single point of failure with one RLD staff member available to maintain the application.</p> <p>► RLD selected the Manufactured Housing Division (MHD) for phase one, a proof of concept (pilot), with anticipated completion in June 2020, followed by phase two for CID. RLD estimated costs for phase one will use the entire funding currently available.</p> <p>► FusionSto is completing the requirements gathering for MHD and CID.</p> <p>► RLD purchased licenses for the solution platform prior to completion of the requirements gathering. This practice was also followed in the prior failed project. LFC staff cautioned the department against repeating history.</p> <p>► Current funding was re-purposed in Laws 2019 for stabilizing and modernizing RLD's permitting and inspection software instead of the replacement of Accela. Available funding includes an additional \$500 thousand appropriated in Laws 2019.</p>					

First Quarter
Fiscal Year 20

Legislative Finance Committee
Information Technology Status Report

Post-Implementation Issues

Agency	333	Taxation and Revenue Department (TRD)						
Project Name	ONGARD Replacement - Severance Tax							
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 State Land Office (SLO) Royalty Administration and Revenue Processing System (RAPS).							
Project Phase	Closed	Implementation Date:		3/19/2018				
		Estimated Total Cost (in thousands):		\$11,000.0				
		Total Cost¹ (in thousands):		\$10,800.0				
	State²	Federal	Total Available Funding	Spent to Date	Balance	% of Budget Expended		
In thousands	\$11,000.0	\$0.0	\$11,000.0	\$10,800.0	\$200.0	98.2%		
Post Implementation Rating		Status						
Overall		Project successfully accomplished all planned activities within scope, schedule, and budget.						
Functionality		While improvements in the filing and amendment process have increased accuracy and efficiency of severance tax collection and distribution, incorrect data reporting remains.						
¹Total costs include \$4.1 million for ONGARD stabilization and modernization and \$6.9 million for the severance tax project.								
²Includes a \$6 million appropriation for stabilization of ONGARD, of which \$1.9 million is allocated to the severance tax project.								

Agency	394	State Treasurer (STO)						
Project Name	SHARE Integrated Treasury Solution							
Project Description	Implement the SHARE treasury management module to streamline the cash management and investment management processes by eliminating manual booking of investments into the SHARE general ledger. Implementation will improve accuracy, timeliness, and data integrity.							
Project Phase	Closed	Implementation Date:		4/30/2018				
		Estimated Total Cost (in thousands):		\$1,950.0				
		Total Cost (in thousands):		\$1,946.3				
	State	Federal	Total Available Funding	Spent to Date	Balance	% of Budget Expended		
In thousands	\$1,950.0		\$1,950.0	\$1,946.3	\$3.7	99.8%		
Post Implementation Rating		Status						
Overall		Implementation of the SHARE treasury module did not meet the full business needs of the agency. The PeopleSoft software has a design flaw, and the vendor did not provide a timeline for remediation. With no commitment to implement a correction, and on-going manual processing, STO decided to return the participant balance tracking to QED, the legacy system.						
Functionality		STO is using the treasury module on a limited basis, and relying on the legacy system for investment reporting. The QED vendor upgraded the system at no cost to STO, and implementing additional functionality for \$43 thousand. The annual maintenance cost for the QED system is \$145 thousand.						

First Quarter
Fiscal Year 20

Legislative Finance Committee
Information Technology Status Report

Agency	665	Department of Health (DOH)						
Project Name	Women, Infants, and Children (WIC) System Replacement Project							
Project Description:	Replace a 14-year-old legacy system with the WIC regional solution that includes Texas, Louisiana, New Mexico and two independent tribal organizations. The regional model will meet U.S. Department of Agriculture Food and Nutrition Service (FNS) requirements for management information systems and electronic benefits transfer delivery for WIC benefits.							
Project Phase	Closed	Implementation Date:		11/30/2018				
		Estimated Total Cost (in thousands):		\$7,004.9				
		Total Cost (in thousands):		\$7,089.9				
	State	Federal	Total Available Funding	Spent to Date	Balance	% of Budget Expended		
In thousands	\$0.0	\$7,004.9	\$7,004.9	\$7,089.9	(\$85.0)	101.2%		
Post Implementation Rating		Status						
Overall		Deployment of an enterprise web-based system and comprehensive clinic and participant case management system is fully operational. The WIC program has 72 clinics issuing benefits to approximately 39.4 thousand state participants.						
Functionality		While the department has corrected and validated the majority of its reports, impact of the improvements to the program is not clear. The status of overall data validation and reporting is unknown.						

Agency	690	Children, Youth and Families Department (CYFD)						
Project Name	Enterprise Provider Information Constituent Services (EPICS)							
Project Description:	Multi-phase/multi-year project to consolidate CYFD's legacy system (FACTS) and 25+ stand-alone systems into one enterprise wide web application. EPICS scope consists primarily of the Early Childhood Services program.							
Project Phase	Close-out pending	Implementation Date:		6/30/2018				
		Estimated Total Cost (in thousands):		\$19,827.3				
		Total Cost (in thousands):		\$19,342.0				
	State	Federal	Total Available Funding	Spent to Date	Balance	% of Budget Expended		
In thousands	\$10,636.8	\$9,190.5	\$19,827.3	\$19,342.0	\$485.3	97.6%		
Post Implementation Rating		Status						
Overall		EPICS project scope was scaled down, resulting in data silos, additional vendor costs, and program integrity concerns. The system was intended to represent the state's early childhood learning data system, and the core of the Race to the Top. However, the system did not consolidate all databases in EPICS as originally planned.						
Functionality		While some elements of EPICS are working, the department did not succeed in developing an early childhood integrated system. The web-based functionality for "Am I Eligible?" appears to be working. The web application provides the ability to determine eligibility for family services such as child care assistance, and home visiting.						