

1 SENATE JOINT MEMORIAL 4

2 **44TH LEGISLATURE - STATE OF NEW MEXICO - 2ND SPECIAL SESSION, 2000**

3 INTRODUCED BY

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10 A JOINT MEMORIAL

11 DIRECTING AGENCIES TO DEVELOP PERFORMANCE MEASURES IN
12 COMPLIANCE WITH THE ACCOUNTABILITY IN GOVERNMENT ACT.

13
14 WHEREAS, the legislature finds that to effectively
15 implement the Accountability in Government Act, agencies
16 should be held accountable for the use of their resources to
17 better serve the citizens of New Mexico through the efficient
18 delivery of services and effective administration of
19 governmental programs; and

20 WHEREAS, agencies should be held accountable for the
21 services they deliver in accordance with clearly defined
22 missions, goals and objectives; and

23 WHEREAS, agencies should develop measures to evaluate
24 performance and assess programs in achieving goals and
25 objectives, and those measures should be results-oriented,
focus on outcomes, be selective to concentrate on significant
performance indicators rather than workloads, to provide

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1 reliable consistent data over time and provide valuable
2 information to both policy and program decision-makers;

3 NOW, THEREFORE, BE IT RESOLVED BY THE LEGISLATURE OF THE
4 STATE OF NEW MEXICO that the governor direct the state budget
5 division of the department of finance and administration and
6 that the legislative finance committee direct its staff to
7 coordinate the implementation of the Accountability in
8 Government Act through the steering committee; and

9 BE IT FURTHER RESOLVED that under guidelines developed
10 by the state budget division, in consultation with the
11 legislative finance committee, each agency for which
12 appropriations are made or for which performance measures are
13 established in this memorial shall file a report with the
14 state budget division and legislative finance committee
15 analyzing its performance relative to the attainment of
16 performance standards; and

17 BE IT FURTHER RESOLVED that the report shall be
18 submitted quarterly for the performance standards established
19 in this memorial and annually for the remaining performance
20 standards stated in the performance-based budget request
21 submission and shall contain a comparison of actual
22 performance for the report period with targeted performance;
23 and

24 BE IT FURTHER RESOLVED that in developing guidelines for
25 the submission of agency performance reports, the state
budget division shall establish reporting standards that
address variances between actual and targeted performance

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1 levels; and

2 BE IT FURTHER RESOLVED that in concert with the required
3 annual agency strategic planning process, the state budget
4 division shall require that strategic plans that consider
5 internal and external assessments and development of
6 performance measures be coordinated among the state agency on
7 aging, human services department, department of health and
8 the children, youth and families department; and

9 BE IT FURTHER RESOLVED that the agencies listed in this
10 memorial file a report with the state budget division and the
11 legislative finance committee for the additional performance
12 standards identified in this memorial; and

13 BE IT FURTHER RESOLVED that the agencies and performance
14 standards be as follows:

15 ADMINISTRATIVE OFFICE OF THE COURTS

16 Magistrate court warrant enforcement:

17 The purpose of the magistrate court warrant enforcement
18 program is to aid in the collection of fines, fees and costs
19 owed by defendants to the magistrate courts.

20 Performance measures and standards:

- 21 (1) warrants subject
22 to collection that have been collected 85%
- 23 (2) reduce number of days required to
24 collect fees 10%
- 25 (3) reduce amount of uncollected fines
and fees older than ninety days
10%

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1 (4) accuracy of tax intercepts

2 99%;

3 TAXATION AND REVENUE DEPARTMENT

4 Motor vehicle program:

5 The purpose of the motor vehicle program is to register
6 commercial and noncommercial motor vehicles and boats;
7 collect motor vehicle and boat excise taxes; collect highway
8 user fees and taxes charged to trucks, buses and other
9 commercial vehicles; and license private and commercial
10 drivers. The motor vehicle division distributes license
11 plates and vehicle registration certificates to owners and
12 tests motor vehicle operators prior to issuing an operator's
13 license;

14 Performance measures and standards:

15 (1) reduce the high staff turnover
16 rate in high-volume field offices 5%

17 (2) reduce the average customer wait
18 time less than 60 minutes

19 (3) develop baseline data for
20 measuring the number of errors in processing
21 transactions, for staffing and for the number of
22 transactions processed by each employee;

23 ECONOMIC DEVELOPMENT DEPARTMENT

24 The purpose of the economic development department is to
25 facilitate the creation, retention and expansion of jobs; to
increase investment through public and private partnerships;
and to establish a stable diversified economy that will

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1 improve the quality of life for New Mexico citizens.

2 A. Department performance measures and standards:

3 (1) improve the state's national ranking of
4 nonagricultural employment growth
5 rank 24th

6 (2) increase economic growth of rural
7 and urban communities 2%

8 B. In-plant training:

9 The purpose of the in-plant training program is to be an
10 economic development incentive to pay a percent of training
11 costs for up to six months to new and existing businesses.

12 (1) average wage of companies
13 receiving funds in rural areas \$9.50/hour

14 (2) average wage of companies
15 receiving funds in urban areas \$10.90/hour

16 (3) increase number of welfare
17 recipients and unemployed hired through the program 20%

18 (4) participants remaining on
19 the job one year after the end of the training period 75%

20 (5) companies receiving funds
21 remaining in the state for three years 75%

22 (6) develop baseline data for assisted
23 existing businesses that expanded operations in New Mexico;

24 HUMAN SERVICES DEPARTMENT

25 A. Temporary assistance for needy families:

The purpose of the temporary assistance for needy
families program is to provide assistance to needy families

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1 with children; promote self-sufficiency, job preparation and
2 employment; reduce the number of out-of-wedlock pregnancies;
3 and encourage the formation of two-parent families.

4 Performance measures standards:

5 (1) work activity participation rates
6 for parents not exempted from work requirements 100%

7 (2) cases referred to temporary
8 assistance for needy families contractors retaining
9 unsubsidized full-time employment for a minimum of
10 six months 50%

11 (3) individuals placed in jobs
12 earning wages twenty-five percent above minimum
13 wage rate 20%

14 (4) average number of food stamp
15 cases per month
16 70,000

17 (5) potential individuals eligible
18 for food stamps contacted regarding eligibility 100;

19 B. Child support enforcement:

20 The purpose of the child support enforcement program is
21 to establish and enforce the child support obligations owed
22 by noncustodial parents to their children.

23 Performance measures and standards:

24 (1) child support collections
25 received \$85,000,000

(2) reduction in the backlog of cases
50%

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1 (3) increase in number of child
2 support orders established 30%

3 (4) develop baseline data showing case
4 reduction in temporary assistance for needy families
5 due to child support collections;

6 DEPARTMENT OF HEALTH

7 A. Prevention, health promotion and early
8 intervention:

9 The purpose of the prevention, health promotion and
10 early intervention program is to prevent chronic and
11 infectious disease, substance abuse, violence and avoidable
12 injury and to promote child and family health and community
13 health planning.

14 Performance measures and standards:

15 (1) births per one thousand New Mexico
16 teenagers ages fifteen to seventeen years 46

17 (2) number of medicaid-eligible women
18 and infants receiving families first program case
19 management 10,100

20 (3) newborns screened for
21 hearing problems and genetic problems 95%

22 (4) children receiving
23 prevention, diagnostic, treatment and case management
24 services through children's medical services and
25 healthier kids fund 8,500

(5) third graders with
sealant on at least one permanent molar applied

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1 statewide by public health division staff and
2 other providers
3 45%
4 (6) children fully immunized by
5 age two 85%
6 (7) use of auto safety restraints
7 for all occupants 87%
8 (8) schools with mentoring programs 12
9 (9) pregnant women who self-identify with
10 substance abuse who are screened and referred for services
11 by women, infants and children and families first programs
12 95%
13 (10) communities with clean indoor
14 air ordinances
15 30
16 (11) women who receive mammograms and
17 pap smears through the breast and cervical cancer early
18 detection and cancer control program 9,700
19 (12) patients who are provided
20 comprehensive diabetes management in primary
21 care clinics 55%
22 (13) new AIDS cases 100
23 (14) new tuberculosis cases
24 per one hundred thousand population 4
25 (15) incidence of syphilis cases per
one hundred thousand population less than 1
(16) incidence of gonorrhoea cases per

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1 one hundred thousand population

2 43

3 (17) number of women, infants and
4 children program enrollments 54,000

5 (18) develop baseline data for
6 average food cost per person receiving women,
7 infants and children program funds and percent
8 of low-birth-weight babies born to mothers receiving
9 women, infants and children program funds,
10 the percentage of patients with diabetes provided
11 comprehensive diabetes education and management
12 through primary care clinics and data to determine the
13 rate of chlamydia cases in New Mexico;

14 B. Health systems improvement and public health
15 support services:

16 The purpose of the health systems improvement and public
17 health support services program is to provide specialized
18 health systems, including primary care and rural health;
19 school-based health centers; statewide emergency medical
20 services; surveillance, planning, training and communications
21 regarding public health emergencies; and to provide public
22 health support services, including vital records, health
23 statistics and health data systems, epidemiological
24 assessments and disease surveillance.

25 Performance standards:

(1) number of community-based
primary care systems supported by all funding sources 54

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1 (2) number of primary health care and
2 emergency medical providers supported by New Mexico
3 health services corps working in underserved areas 60

4 (3) number of school-based health
5 centers providing primary care to school-aged children and
6 youth with 19

7 (4) people served by comprehensive
8 emergency medical services within ten minutes for first
9 response and within fifteen minutes for an ambulance 90%

10 (5) people routinely served
11 by advanced level emergency medical services 85%

12 (6) statewide plan for comprehensive
13 response to public health emergencies Implement in FY01

14 (7) new client information and
15 management reporting system Implement in FY01

16 (8) birth certificates issued
17 within ten days of request and percent
18 of death certificates issued within fifteen
19 days of request

20 95%
21 (9) reported plague, hantavirus,
22 meningitis and other communicable diseases or
23 food-borne outbreaks responded to within
24 eight hours 95%

25 C. Special needs populations and long-term
care:

The purpose of the special needs populations and long-

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1 term care program is to provide services and support to
2 children and adults with chronic health problems, including
3 persons with HIV/AIDS or developmental disabilities; the
4 disabled, elderly and medically fragile; and those with
5 traumatic brain injury.

6 Performance measures and standards:

- 7 (1) served known HIV-positive
8 individuals seeking comprehensive HIV/AIDS services 95%
9 (2) develop baseline data of reported AIDS
10 cases living two years after diagnosis;

11 CORRECTIONS DEPARTMENT

12 A. Inmate management and control:

13 The purpose of the inmate management and control program
14 is to effectively match prison capacity to inmate custody
15 level and special management needs, while ensuring that the
16 public, corrections staff and inmates are protected by
17 operating cost-effective, safe, secure, humane and
18 professionally sound prisons.

19 Performance measures and standards:

- 20 (1) increase in inmate cost per day
21 per facility Not to exceed CPI
22 (2) institutions with
23 American corrections association accreditation 100%
24 (3) inmate-on-inmate
25 assaults compared to national average 21.5 per 1,000 inmates
(4) inmate-on-staff assaults compared to
national average 11.9 per 1,000 inmates

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1	(5) major disturbances per year	10
2	(6) minor disturbances per year	5
3	(7) reduce positive results of regular	
4	random drug testing	5.5%
5	(8) compliance of private	
6	prisons with contract provisions by category	100%
7	(9) conduct formal audits of	
8	significant chronic disease and medical conditions	3
9	(10) inmates diagnosed	
10	with mental illness	860
11	(11) inmates who consent	
12	to and receive treatment	797;
13	B. Inmate programming:	
14	The purpose of the inmate programming is to offer prison	
15	programs that provide rehabilitation opportunities.	
16	Performance standards:	
17	(1) inmates given general education	
18	diploma test	700
19	(2) inmates who successfully completed the	
20	general education diploma program	277
21	(3) implement "Crossings" programs	3
22	(4) inmate jobs provided in	
23	data entry, furniture, telemarketing, print shop,	
24	garment, textiles, etc.	510
25	(5) inmates employed by correctional	
	industries compared with national	
	average of seven percent	7.50%

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1 (6) inmates with substance
2 abuse diagnosis who are referred for treatment 90%

3 (7) inmates diagnosed as substance abusers
4 who consent to treatment 40%

5 (8) develop baseline data for closed the
6 custody control unit; number of inmates
7 meeting placement criteria; number of inmates
8 placed in unit; number of inmates completing
9 cognitive restructuring programs and meeting
10 required behavior standards that graduate from the
11 unit into other housing units; number of closed
12 custody control unit inmate graduates functioning
13 to standard in other housing assignments; and number
14 of closed custody control unit graduate inmates requiring
15 return to closed custody control unit due to inappropriate
16 behavior;

17 (9) develop baseline data for percentage
18 of inmate escapes in relation to total inmate population
19 in public and private prisons and how it compares to the
20 national average;

21 C. Community offender management:

22 The purpose of the community offender management program
23 is to protect public safety, with particular emphasis on
24 supervision of high-risk offenders, and increase the
25 probability of offenders becoming law-abiding citizens
through effective field services supervision of offenders on
probation and parole in a community setting.

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1 Performance measures and standards:

- 2 (1) probation and parole revocations 25%
- 3 (2) high-risk offender revocations 50%
- 4 (3) community corrections contracts
- 5 receiving clinical audits 70%
- 6 (4) parolees graduating from community
- 7 corrections program 50%
- 8 (5) post-release clinical compliance
- 9 audits conducted semi-annually 2
- 10 (6) negative drug test rate 90%
- 11 (7) parolees graduating from post-release
- 12 addictive services 70%
- 13 (8) develop baseline data for the number of
- 14 inmates who complete the substance abuse diagnosis and
- 15 treatment program, voluntarily withdraw and are
- 16 discharged from a New Mexico corrections department facility;
- 17 (9) develop baseline data for inmate
- 18 violence rates and cost factors; inmate disciplinary
- 19 problems; good time lost; and administrative segregation time
- 20 and cost;
- 21 (10) develop baseline data for inmate
- 22 recidivism rate;

23 D. Training and administrative support:

24 The purpose of the training and administrative support

25 program is to contribute to cost-effective management and

department operations by providing professional training to

correctional officers and other agency staff and providing

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1 quality administrative support services.

2 Performance standards:

3 (1) cadets graduated for New Mexico
4 corrections department facilities 23 per class

5 (2) cadets graduated for private
6 prisons 75%;

7 DEPARTMENT OF PUBLIC SAFETY

8 A. Law enforcement:

9 The purpose of the law enforcement program is to enhance
10 the quality of life for all New Mexico citizens; refine law
11 enforcement initiatives to suppress crime, respond to crime
12 scenes, conduct investigations and interdict illicit drugs
13 and stolen property; apprehend suspects, provide testimony
14 and prepare comprehensive investigative reports; apprehend
15 intoxicated drivers and investigate traffic crashes; improve
16 traffic safety and enforcement; regulate motor carriers; and
17 provide command and control at hazardous material incidents
18 and disaster scenes.

19 Performance measures and standards:

20 (1) undercover narcotics buys 512

21 (2) hours of patrol on highways 188,700

22 (3) driving while intoxicated
23 roadblocks 87

24 (4) develop baseline data to compare
25 drug buys to drug arrests that resulted in indictments
and convictions;

STATE HIGHWAY AND TRANSPORTATION DEPARTMENT

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1 Traffic safety program:

2 The purpose of the traffic safety program is to
3 continuously reduce traffic-related fatalities and injuries
4 by developing and supporting a comprehensive, multiple
5 strategy approach that includes prevention, education,
6 screening and treatment, regulation, legislation, enforcement
7 and deterrent initiatives.

8 Performance measures and standards:

9 (1) reduce New Mexico's traffic
10 fatality rate per one hundred thousand population
11 in fiscal year 2001 to 22

12 (2) reduce percentage of alcohol-
13 involved traffic fatalities to total traffic fatalities
14 in fiscal year 2001 to 42%

15 (3) reduce the pedestrian fatality
16 rate per one hundred thousand population in
17 fiscal year 2001 to 2.5;

18 STATE DEPARTMENT OF PUBLIC EDUCATION

19 A. Instructional materials:

20 The purpose of the instructional materials program is to
21 provide instructional materials to the students of the state
22 through an instructional materials process and fund.

23 Performance measures and standards:

24 (1) districts with instructional
25 materials available and provided to students on the
first day of school 95%;

B. School safety:

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1 The purpose of the school safety program is to create
2 school environments that protect children and teachers from
3 harm, eliminate theft, intimidation, harassment and threats,
4 as well as possession of weapons, alcohol and other drugs.

5 Performance measures and standards:

6 (1) develop baseline data for incidence of
7 alcohol and drug use on school campus; and

8 BE IT FURTHER RESOLVED that to aid accountability in
9 government, the state auditor, the department of finance and
10 administration, the general services department, the
11 information technology management office, the personnel
12 board, the state treasurer, the state department of public
13 education and the commission on higher education, as
14 oversight agencies that have responsibilities for other state
15 agencies, institutions and political subdivisions, shall file
16 strategic plans for fiscal years 2001 and 2002 with the state
17 budget division of the department of finance and
18 administration and the legislative finance committee by May
19 1, 2000; and

20 BE IT FURTHER RESOLVED that the plans shall be developed
21 in accordance with guidelines established by the state budget
22 division in consultation with the legislative finance
23 committee and shall include internal and external
24 assessments; agency missions, goals and objectives; action
25 plans and performance measures; fiscal year 2000 baseline
data; and fiscal years 2001 and 2002 performance standards;
and

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1 BE IT FURTHER RESOLVED that the oversight agencies
2 perform the following tasks:

3 A. The commission on higher education shall
4 coordinate with the public post-secondary educational
5 institutions for data collection and shall assist the
6 institutions in developing a strategic plan and in developing
7 baseline data and performance standards for the following
8 quality and effectiveness indicators:

9 (1) accessible and affordable public post-
10 secondary education;

11 (2) student progress and student success;

12 (3) academic quality and quality learning
13 environment;

14 (4) efficient and effective use of
15 resources;

16 (5) quality of research and creative
17 activity at the state's research educational institutions;

18 (6) service to New Mexicans; and

19 (7) economic impact of each public post-
20 secondary educational institution.

21 Every public post-secondary educational institution
22 shall provide information to the commission and shall assist
23 the commission in developing reporting data. Draft reports
24 of the commission's plan and performance standards for higher
25 education shall be filed with the state budget division and
the legislative finance committee by September 1, 2000.

B. The state department of public education shall

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1 coordinate data collection, develop a strategic plan and
2 develop baseline data and performance standards for the
3 following quality and effectiveness indicators for public
4 schools:

- 5 (1) statewide assessment program;
- 6 (2) promotion rates;
- 7 (3) dropout rates;
- 8 (4) attendance rates;
- 9 (5) quality of education survey questions
10 for school districts; and
- 11 (6) safety of school environments.

12 One-third of the school districts shall file their
13 strategic plan with the state department of public education,
14 state budget division, the legislative finance committee,
15 legislative education study committee and other appropriate
16 legislative interim committees by September 1, 2000.

17 C. The state budget division shall file a state
18 strategic training plan with the legislative finance
19 committee by May 1, 2000. The plan shall identify training
20 needs for state agency personnel. All state agencies shall
21 cooperate with the division in the development of the plan.
22 The division shall carry out the training plan by June 15,
23 2000.

24 D. The secretary of finance and administration
25 shall report to the legislative finance committee by May 31,
2000 on how the strategic plans of the following agencies
address the following duties and how the fiscal year 2001

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- 1 operating budgets allocate resources to accomplish them:
- 2 (1) for the financial control division, to:
- 3 (a) issue accurate monthly budget and
- 4 financial reports, prepare cash reconciliations and record
- 5 adjusting accounting entries within twenty days after the end
- 6 of each month and thirty-five days after the end of the
- 7 fiscal year;
- 8 (b) certify to the state auditor that
- 9 the agencies under its oversight have closed their books and
- 10 records on the accrual basis of accounting, have prepared
- 11 accrual basis financial statements and agree on agency-
- 12 prepared working papers; and
- 13 (c) review agencies' fund balances to
- 14 determine compliance for reverting funds within ten days of
- 15 release of audit reports;
- 16 (2) for the state auditor, to complete state
- 17 agency audits within sixty days from the date of the
- 18 financial control division of the department of finance and
- 19 administration certification;
- 20 (3) for the state budget division, to:
- 21 (a) provide adequate training to state
- 22 agency personnel on preparing and implementing their
- 23 strategic plans; and
- 24 (b) define programs and performance
- 25 measures; accumulate and report baseline data; and establish
- performance standards as required in the Accountability in
- Government Act;

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- 1 (4) for the local government division, to:
- 2 (a) identify and address noncompliance
- 3 by local governments with rules relating to budgets, records,
- 4 reports, handling and disbursement of public money and other
- 5 financial matters of local governments; and
- 6 (b) implement procedures to monitor
- 7 compliance with rules;
- 8 (5) for the management and contracts review
- 9 division, to:
- 10 (a) provide accurate monthly contract
- 11 reports to the legislative finance committee within fifteen
- 12 days of the end of the month; and
- 13 (b) notify the legislative finance
- 14 committee and other appropriate authorities of any serious
- 15 concerns with proposed contracts or noncompliance with
- 16 statutory provisions;
- 17 (6) for the purchasing division of the
- 18 general services department, to negotiate state vendor
- 19 contracts for purchases that ensure cost-effective
- 20 procurement of goods and services;
- 21 (7) for the information technology
- 22 management office, to:
- 23 (a) conduct performance or technology
- 24 audits or reviews of three major information system
- 25 development projects during the year;
- (b) reduce redundant data, equipment,
software and telecommunications systems;

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1 (c) develop and maintain a statewide
2 five-year information technology and communications strategic
3 plan; and

4 (d) maintain an up-to-date inventory of
5 information technology and resources;

6 (8) for the state personnel office, to:

7 (a) increase the accuracy of employment
8 lists of qualified candidates for prospective state agency
9 employers; and

10 (b) provide employment candidate lists
11 to the prospective state agency employers within an average
12 of ten working days following close of recruitment;

13 (9) for the state treasurer, to:

14 (a) prepare a monthly cash, investment
15 and earnings reconciliation, including distribution of
16 interest earnings within twenty-five days after the end of
17 each month and thirty-five days after the end of the fiscal
18 year; and

19 (b) comply with the investment policy
20 approved by the state board of finance for investing
21 operating and trust money and for the local government
22 investment pool in his custody;

23 (10) for the state department of public
24 education, to:

25 (a) identify and address noncompliance
by school districts with laws and rules relating to
management and direction, including financial direction,

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1 distribution of school funds and financial accounting to
2 determine the long-term financial solvency of each public
3 school; and

4 (b) implement procedures to monitor
5 timely resolution of identified problems and take required
6 action for noncompliance; and

7 (11) for the commission on higher education,
8 to:

9 (a) determine the cost-effectiveness of
10 its operations;

11 (b) determine equitable financing of
12 higher education through the instruction and general funding
13 formula;

14 (c) facilitate capital infrastructure
15 need assessments and recommendations and timely distribution
16 of capital infrastructure appropriations requested by
17 institutions;

18 (d) determine the effectiveness of
19 financial aid programs in providing accessibility and
20 affordability for New Mexicans, including the return on
21 investment from state grant and loan programs; and

22 (e) provide effective oversight and
23 licensure of all private post-secondary educational
24 institutions operating in New Mexico; and

25 BE IT FURTHER RESOLVED that copies of this memorial be
transmitted to the governor, the secretary of finance and
administration, the director of the state budget division and

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1 the legislative finance committee.

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