

Ms. Sidonie Squier, Secretary, HSD

ISSUES FOR HEARING Human Services Department

- Additional benchmark measures for the Medicaid program for enrollment and comparing New Mexico's cost effectiveness in providing quality care to other states would be useful. Some additional measures that might be considered were the following that were vetoed in the 2009 GAA:
 1. Average monthly enrollment in Medicaid physical health managed care
 2. Average per-member per month cost for physical health managed care
 3. Average per-member per-month cost for state coverage insurance
 4. Average monthly enrollment in Medicaid coordination of long-term care services program
 5. Average per-member per-month cost for the coordination of long-term services program
 6. Average monthly enrollment in Medicaid behavioral health programs
 7. Average per-member per-month cost for Medicaid behavioral health managed care
- The small percentage of children receiving annual check-ups (measure 2) continues to fall short of the target and should be a focus of the department.
- The two measures for State Coverage Insurance (SCI) are no longer included in the quarterly report and were dropped for FY12, although the agency posts participation rates online. It appears SCI participation has exceeded targets by a wide margin.
- Medicaid is the predominant payer of behavioral health services—the department should report more than one Medicaid behavioral health measure.

- Improved coordination and performance outcomes for the TANF program are needed to better serve clients. However, in federal fiscal year 2010, New Mexico far exceeded the national average of work participation rates due to the “Great Recession”.
- The program is meeting all of its performance measures in the Supplemental Nutrition Assistance Program (SNAP, formerly Food Stamps), and there is continued growth in SNAP enrollment due mostly to the economic recession.
- The Behavioral Health Collaborative is required to report on behavioral health measures, and the measures here are reported annually or bi-annually. The Quality Improvement Committee of the Collaborative is working with providers to identify clinical practices that reduce drug addiction (measure 17).
- Within the Child Support Enforcement Program there has been steady improvement in the key measure of enforcement (measure 25), moving from 51% in FY04 to 68% in FY10, but the program is below the national average of 79.4%.
- Child support enforcement collections (measure 23) are exceeding the target, as well as exceeding the target for acknowledged paternity (measure 22).

Mr. Edward Burckle, Secretary, General Services Department

ISSUES FOR HEARING General Services Department

- Unpredictable public property losses due to the winter freeze and medical malpractice settlements in addition to high unemployment compensation claims continue to have a negative impact on risk funds.
- It is likely that not all of the contestable issues regarding unemployment compensation claims are being pursued.
- The public liability claims resolved without trial is above targeted levels and it is likely that the claims will be close to 20 percent over budget by fiscal year end.
- Performance measures for Employee Group Health Benefits may be inadequate given the \$350 million appropriation to administer the program for state employees.
- Nationwide, NCSL reports that 8 percent of state health budgets are for state employee health. Issues impacting state employee health benefits programs include rapidly rising commercial premiums; state fiscal pressures leading to proposals to increase the employee share of costs; and co-payments and deductibles that are on the rise.
- Building Services is beginning to feel the effects of the hiring freeze and high staff vacancy rate in building maintenance based on customer survey responses.
- Property Control is surveying state-occupied buildings to calculate operating costs and the number of FTE per square foot and reviewing “super-complex” issues.
- State budget constraints and policies limiting travel continue to deter travel and reduce revenues for Transportation.

- The percent of passenger vehicle lease revenues to expenses is not being tracked at least quarterly.
- The average resolution time for procurement code violations under \$100 thousand exceeds the target but it is unknown if the numbers are decreasing.
- Sales growth at State Printing exceeded growth compared to third period in FY10 but revenue and revenue sources are not being tracked frequently enough.

Ms. Lupe Martinez, Secretary, Corrections Department

ISSUES FOR HEARING

Corrections Department

- Performance measures gauge results of its core functions as they relate to incarceration, release and recidivism of inmates.
- Measures are well developed and in place long enough to evaluate performance.
- Two critical indicators of safety are assaults on other inmates and on staff.
- The numbers of inmate-on-inmate and inmate-on-staff assaults have increased from the second to the third quarter.
- The target for timely release of inmates (male and female) were not met because some inmates eligible for parole are required to do in-house parole for such reasons as an inmate being a sex offender, the poor economy, or an inability to find placement within a community.
- The decrease in timely release of parole-eligible inmates increases the prison population, incarceration costs and potentially assaults.
- The hiring freeze has resulted in probation and parole officers' caseload increasing.
- The performance measure for probation and parole does not measure its effectiveness.
- The Department has agreed to consider adopting measures that more adequately measure the outcome of probation and parole officers' work.
- Budget cuts in state and local governments have negatively impacted the Corrections Industries ability to market and sell its products.