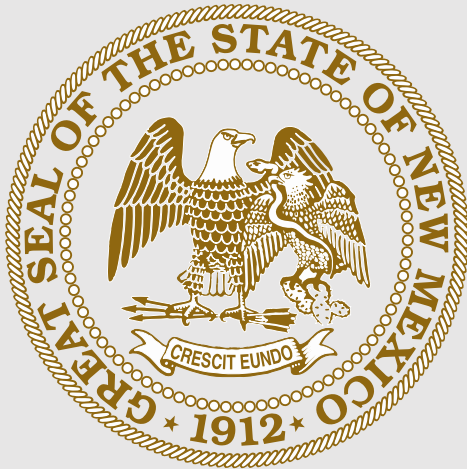


OFFICE OF THE LT. GOVERNOR HOWIE C. MORALES FY23 APPROPRIATION REQUEST PRESENTATION



Martina C'de Baca, Director of Operations
Cyndi Montoya, Chief Financial Officer
October 28, 2021

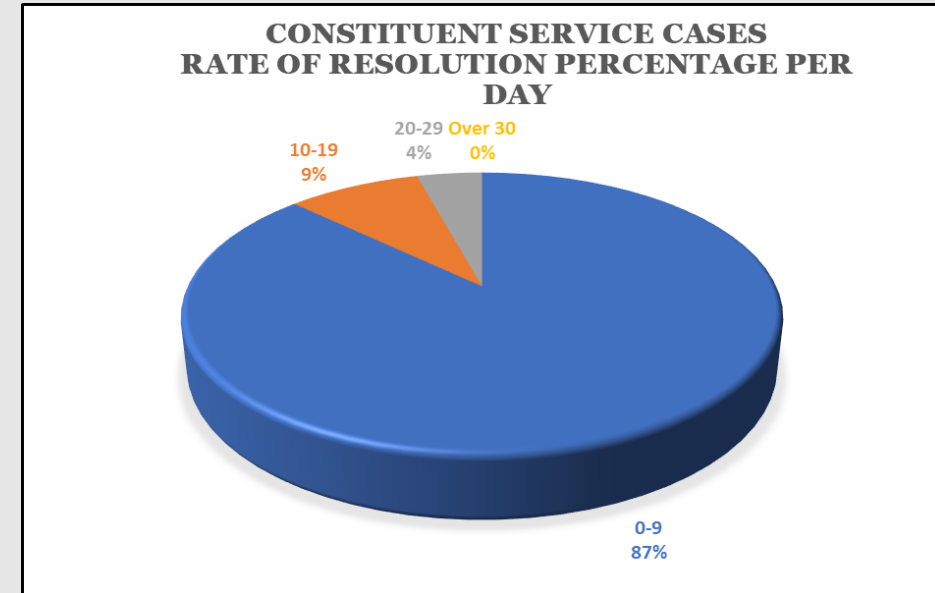
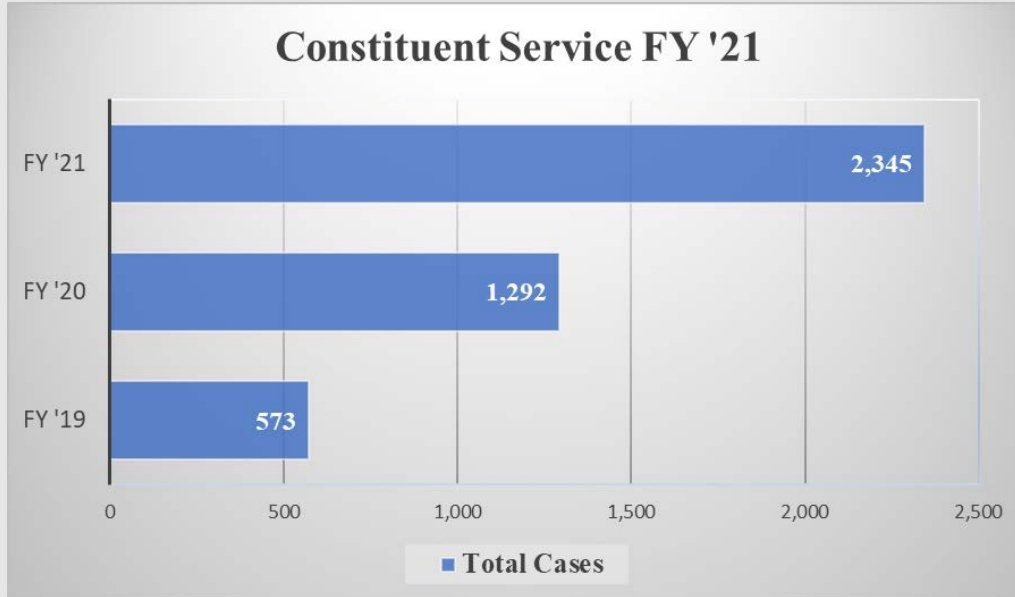
Office of the Lieutenant Governor Highlights

- As Ombudsman of the State of New Mexico, the Lieutenant Governor recognizes the potential and need to provide quality constituent services to the citizens of New Mexico.
- Lt. Governor Morales has held community outreach events in both rural and local communities to meet with constituents and small businesses. Emphasizing the focus on education and economic development.
- In addition, Lt. Governor Morales hosted virtual town hall meetings and constituent meetings, providing the opportunity for New Mexicans to address their needs and concerns.

CONSTITUENT SERVICES

- In Fiscal Year 2021 there has been a 45% increase in constituent inquires. Office staff continues to work diligently to resolve and close cases within 30 days of receiving them.
- The duties of all positions in the Lieutenant Governors Office have been modified to include constituent service duties.

CONSTITUENT DATA



- Constituent Service cases are submitted to the Lieutenant Governor's Office via phone, e-mail, website, mail, during constituent outreach events, or are referred to the office through federal congressional offices, legislative officials, or other government entities.
- In Fiscal Year 2021 the amount of constituent increased from 1,292 to 2,345.
- All Fiscal Year 2021 cases have been closed and resolved.

FY23 Appropriation Request

The Executive recommendation is flat to the FY22 operating budget and will allow the agency to operate at the current level.

| | |
|--|----------------|
| <i>200 Personal Services and Employee Benefits</i> | \$ 455.7 |
| <i>300 Contractual Services</i> | \$ 36.9 |
| <i>400 Other Category</i> | \$ <u>92.3</u> |
| <i>Total FY23 Request</i> | \$ 584.9 |

QUESTIONS?

Contact Information

Martina C'de Baca, Director of Operation 505-476-2230

Cyndi Montoya, Chief Financial Officer 505-827-3872

