NEW MEXICO impact

NM Impact Update

Children, Youth & Families Department

Department of Information Technology



Agenda

- Value of NM Impact
- NM Impact Key Accomplishments
- Smart Implementation
- Feedback and Lessons Learned
- Look Ahead
- Questions

What Changes for Staff and Families

Core capabilities that distinguish NM Impact from FACTS.

Capabilities working together to give staff clearer context, support faster decisions, and equip caseworkers to work where & when families need them.

Person-centered context
Linked people, cases, relationships, providers, placements, and services in one connected view.

A fuller picture

Structured placements
Optimize placements by prioritizing relatives and improving stability for better outcomes.

More consistent work

Rules-based eligibility
Evaluate IV-E eligibility using related records and the rules engine in real time.

Real-time evaluation



Mobile + offline work
Capture and review information in the field, even where reliable connectivity is limited.

Work goes where staff go

Provider Search + Portals
Streamline provider referrals and empower youth through self-service engagement.

Connected service delivery

Interfaces + data reuse
Automate data exchange to reduce errors and manual entry. (27 Interfaces including 10 new interfaces)

Faster, more accurate data

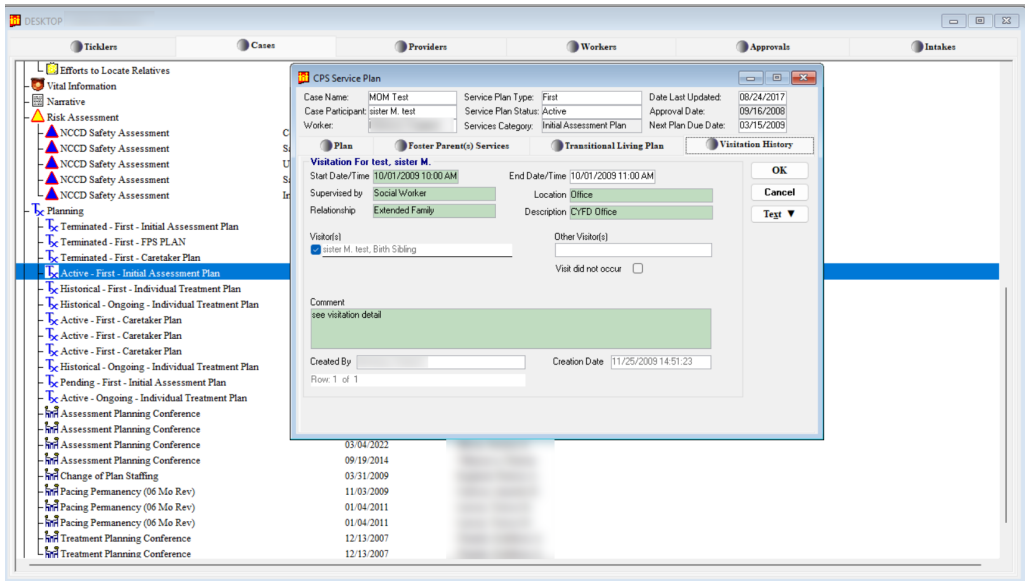
WORK ANYWHERE | **FAMILY FIRST** | **REAL-TIME DECISIONS** | **BETTER OUTCOMES**

FACTS and Impact Comparison - Service/Visitation Plan

FACTS

Current experience

FULL APPLICATION VIEW

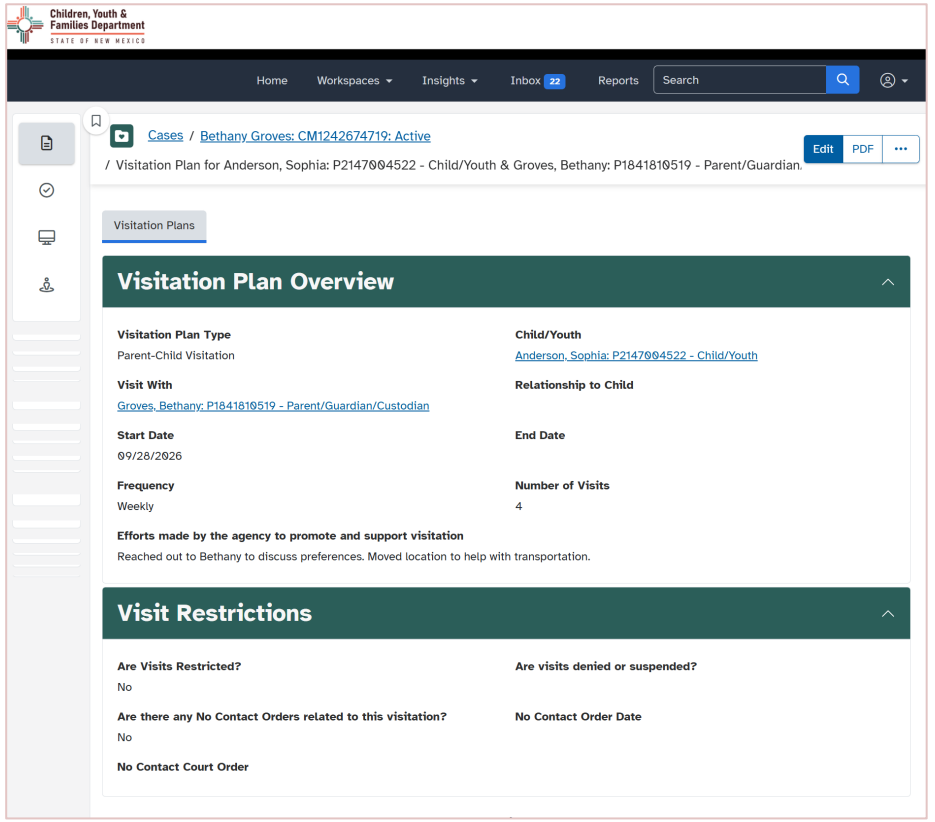


REQUIRES NAVIGATION THROUGH MULTIPLE WINDOWS AND SCREENS

IMPACT

Modern experience

FULL APPLICATION VIEW

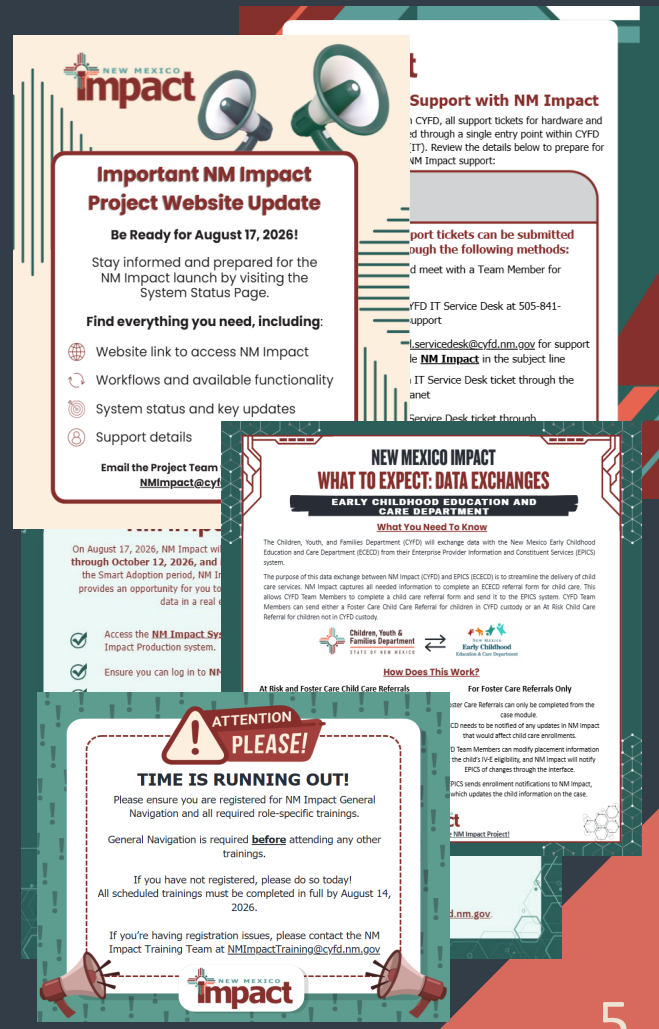


USERS SEE AND ACT IN ONE INTEGRATED VIEW

NM Impact: Key Accomplishments

What we've Achieved:

- Successfully launched NM Impact for the Children, Youth & Families Department, making it available for staff to use and learn before it becomes the system of record.
- FACTS remains online and the official system of record, ensuring a safe transition with no risk to child safety.
- Over 8,000 tests completed to ensure reliability and readiness.
- Launched comprehensive training for staff, with ongoing sessions and support resources.
  - Initial training kicked off in June.
  - Supplemental and tailored refresher training ongoing during Smart Implementation period.
- Clear and consistent communication with leadership and frontline workers, including newsletters and regular meetings.



NM Impact Smart Implementation

NM Impact Transition Plan:

- NM Impact was launched as planned on August 17, 2026. This rollout allowed CYFD staff to begin working with real case data in the new system, while the existing FACTS system remained in place for daily operations. This careful transition ensures staff can learn and adapt without disrupting services.
- Plan at launch was to transition CYFD Team to NM Impact as the sole system of record while FACTS transitions to read-only mode on October 13th.
- Transition is slightly delayed due to additional data validation activities discovered and feedback received during Smart Implementation period, to ensure safety.

Why this matters:

- This ensures a responsible transition by migrating CYFD Team Members and data into NM Impact before it becomes the full system of record, providing risk reduction and contingency options.
- Enables full user familiarization through hands-on experience with real-time data.
- Allows CYFD Team Members and Leadership to use skills learned through NM Impact training to fine-tune operational processes and procedures.
- Ensures confirmation of FACTS data for accuracy, quality, and safety.

This sets up CYFD Team Members and the children, youth, and families they serve for success.

Smart Implementation Feedback and Lessons Learned

- Used the additional time to identify and address critical improvements affecting usability, efficiency, and child safety.
- Performed expanded data validation to reduce the risk of missing, inaccurate, or corrupted information at go-live.
- Provided users with hands-on practice using real-world scenarios to improve adoption and operational readiness.
- Validated system performance through side-by-side comparisons with the current system using production data, demonstrating efficiencies in key business processes.
- Confirmed that the data foundation is reliable and capable of supporting future reporting, analytics, and accountability requirements.

High Level Timeline (Look Ahead)

Date	Activity	Key Outcomes
August 17, 2026	NM Impact Smart Implementation Begins	Staff practice, data validation, FACTS active
Before Year End - 2026	Cutover Weekend	NM Impact becomes system of record
Cutover – December 2027	Phase 3 & Ongoing Operations	Warranty period and support



Questions