Accountability in Government
Selected Performance Highlights
Second Quarter, Fiscal Year 2015

Pursuant to the Accountability in Government Act (AGA), quarterly reports are required of key agencies, including performance measures and results approved by the Department of Finance and Administration (DFA) and other measures agencies consider important to operations. Each quarter, LFC analysts review agency performance reports and develop report cards for select measures.

This report presents agency performance in the second quarter of FY15. LFC is increasing efforts to provide benchmark data comparing New Mexico results to those of neighboring states or national averages, and this performance report now also includes a quarterly investment report.

Performance of note in the second quarter of fiscal year 2015 by major area:

Human Services and Medicaid

Well child visits for both infants and children/youth in Medicaid managed care were well below targets for the second quarter. While both measures typically rise during the measurement year as encounter data accumulates, the percent of infants in Medicaid managed care who had six or more well-child visits during the first 15 months fell from 50 percent in quarter one to 48 percent in quarter two.

Behavioral Health

The closure and replacement of 15 New Mexico behavioral health providers with five Arizona-based firms in 2013 resulted in numerous reports of service disruptions; while actual encounter data is difficult to quantify, the recent loss of one Arizona provider in southern New Mexico can only exacerbate the fragility of behavioral health services. As of January 2014, the Office of the Attorney General has only released the results of two investigations, and in those cases the AG did not find credible evidence of Medicaid fraud, although there were billing errors. The newly-elected AG expects to expedite investigations into four of the 15 organizations.

Health

With a large number of epidemiologists, other medical scientists, and data analysts – all devoted to healthcare data measurement – the Department of Health (DOH) reports few performance measures indicating its efforts to improve New Mexico's health. With additional measures, policy-makers would be able to identify policy priorities, in an accessible way, and prioritize resources accordingly.

Aging and Long-Term Services (ALTSD)

ALTSD reports New Mexico improved its ranking for the number of older New Mexicans whose food insecurity it alleviated by meals received through the aging network, and is now 34th in the nation with 13.1 percent, or 63,780 seniors, estimated to be food insecure. This represents a significant improvement from the 2010 study which ranked New Mexico second worst in the nation, with 21.1 percent of seniors age 60 and over experiencing food insecurity.

Children, Youth and Families

The turnover rate for Protective Service workers in the Children, Youth and Families Department (CYFD) remained low in the second quarter of FY15 largely due to increased support for employees, including an average pay increase of 6 percent approved by the Legislature.

The continued decline in performance by the Juvenile Justice Services program for key measures including the use of force resulting in injury and percent juveniles entering adult facilities is concerning. The percent of juvenile justice division facility clients age 18 and older who enter adult corrections within two years after discharge from a juvenile justice facility increased from 7.1 percent in FY14 to 12.9 percent in the second quarter of FY15. This is also more than double the FY15 target of 6 percent.

Repeat child maltreatment cases are increasing. The percent of children who are not the subject of substantiated maltreatment within six months of a prior determination dropped from 91.3 percent in FY13 to 88.8 percent in FY14 and is 87.3 percent in the second quarter of FY15.

Early Childhood Services (ECS) exceeded most FY15 targets for the second quarter, including percent of children enrolled in higher quality early care facilities. The percent of children receiving care in Stars/Aim High programs level three through five or with national accreditation rose from 39.5 percent in FY13 to 41.1 percent in FY14 and is 46.7 percent in the second quarter of FY15, substantially exceeding the FY15 target of 35 percent.

Public Safety

The New Mexico Sentencing Commission projected the women's inmate population growth rate to be 1.3 percent between August 2014 and March 2015. The actual growth rate was 7.4 percent. Likewise, the projected growth rate, during the same period, for the men's inmate population was 0.4 percent while the actual growth rate was 2.6 percent.

Positive inmate drug tests are steadily on the rise and should be of concern. The New Mexico Corrections Department is confident that with FY16 expanded appropriations for the Security Threat Intelligence Unit, inmate drug usage will decrease. For FY16, LFC and the department agreed on a new measure ensuring 10 percent of inmates are selected randomly for drug testing monthly from the entire population.

Public Education

To date, all but one school district – Central Consolidated Schools – have completed their FY14 audit. Additionally, there is not a single school district that is included in the State Auditor's "at risk" list – Las Vegas City Schools and Des Moines Municipal Schools were recently removed. However, the FY14 audit for the Public Education Department (PED) and all state-chartered charter schools has not yet been completed because of the disqualification of the first audit firm – in February, PED entered into a contract with a new audit firm to conduct the FY14 audit. Because of this, the State Auditor has listed PED as "at risk".

Natural Resources

The New Mexico Environment Department (NMED) reported over 180 thousand New Mexicans receive drinking water from systems that do not meet health-based standards. Additionally, the agency's Ground Water Quality Bureau continues to struggle to fulfill its permitting and inspection responsibilities; the bureau's Pollution Prevention Section had a second quarter vacancy rate of nearly 50 percent.

The Energy, Minerals and Natural Resources Department's (EMNRD) Healthy Forests Program only treated 801 acres of forests and watersheds in the first half of FY15. While the agency stated this was due to reduced federal funding, there was no correlation between federal revenues – or the program's overall budget – and the number of acres treated from FY10 to FY14.

Healthy Forests Program Budget and Acres of Forest and Watershed Treated

	FY10	FY11	FY12	FY13	FY14
Overall Budget	$ 10,249.8	$ 10,709.0	$ 10,522.9	$ 10,602.6	$ 11,059.0
Federal Revenue	$ 6,132.1	$ 6,887.8	$ 7,256.7	$ 7,293.4	$ 7,590.4
Fed Revenue Increase	-	$ 755.7	$ 368.9	$ 36.7	$ 297.0
Acres Treated	17,133	19,788	11,971	18,669	12,277
Acres Increase/Decrease	-	$ 2,655.0	$ (7,817.0)	$ 6,698.0	$ (6,392.0)

Economic Development and Tourism

The Economic Development Department (EDD) announced 3,022 jobs during the first two quarters of FY15, exceeding the annual target. The agency reports the FY15 LEDA appropriation of $15 million contributed significantly to the announcement of its large job-creation projects. EDD has a target of $5,000 per job created through LEDA, and this alone would result in 3,000 jobs in addition to job creation assisted by other programs within the agency.

Job results for the Economic Development Partnership are always highly variable by quarter, but the organization is falling well behind its mid-year target with 352 jobs announced compared with the FY15 target of 1,500.

The leisure and hospitality industry gained 400 jobs year-over-year during the second quarter of FY15, increasing 0.5 percent compared to overall employment growth of 1.7 percent. Following March 2015 revisions to 2013 and 2014 employment data through benchmarking, the leisure and hospitality industry now shows positive growth for every quarter since the first quarter of FY11.

Advertising revenue per issue hit a record high for the last three years and exceeded the target for the first time in several quarters, growing from $57 thousand per issue in FY14 to $85 thousand in the second quarter of FY15.

Workforce Solutions Department

Unemployment insurance (UI) benefit payouts decreased 12 percent between the first and second quarters of 2015. The trust fund balance at the end of the second quarter was $74.2 million compared with $51.7 million at the end of the second quarter of FY14.

General Government

The State Personnel Office (SPO) reports the compa-ratio for new hires is 99 percent, up from 96 percent one year ago. The increasing compa-ratio shows the pay plan is significantly behind the market such that the mid-point of the pay range has become the starting salary amount. The increasing compa-ratios do not seem to be affecting retention rates as SPO reports that 69 percent of new hires successfully complete their probationary period, virtually unchanged from FY14. Finally, SPO reports the average number of days to fill a vacant position increased from 64 days in FY14 to 69 days in the second quarter of FY15.

The Taxation and Revenue Department (TRD) collected 24 percent of collectable audit assessments generated in the current fiscal year by the end of the second quarter. The target for collection is 65 percent, which the agency will exceed if collections continue at the current pace.

During the second quarter, only one out of a total of 1,063, or 0.1 percent, driving-while-intoxicated driver's license revocations would not be sustained by TRD due to officer or TRD administrative error. Similarly, only one revocation was rescinded in the first quarter. The first and second quarters in FY15 are the lowest quarters in the last five years and well under the 0.5 percent target.

Medical claims costs on a per-member basis for the General Services Department's Employee Health Benefits Program are below the FY15 target and five-year average. Despite this declining trend, the program plans to increase premiums 3 percent to meet medical inflation rates, particularly for specialty medications, and cover expenses related to a worksite wellness program and employee health clinic.

Investments

The U.S. stock market finished the year strong despite a basically flat December; international equities underperformed U.S. markets during the quarter, and fixed income investors avoided risk amid growing concerns around global economic growth and geopolitical events.

State investment agencies saw returns for the quarter ranging from 1.3 percent to 1.5 percent. Only ERB's one-year returns exceed its long-term target, while all three investment agencies' three- and five-year returns exceed their respective targets, which are 7.5 percent for SIC and 7.75 percent for ERB and PERA. Ten-year returns fell short of long-term targets because they reflect investment performance during the global financial crisis which was exacerbated by asset allocations that did not include diversification through alternative investments given policy restrictions at the time.

Returns and Ending Balances as of December 31, 2014				
Returns (%)	**PERA**	**ERB**	**LGPF**	**STPF**
Quarter	1.3	1.4	1.5	1.4
1-Year	5.8	8.0	6.8	6.6
3-Year	11.9	11.1	12.4	11.8
5-Year	9.5	9.5	10.0	9.5
10-Year	5.7	6.8	6.4	5.7
Ending Balance ($B)	14.3	11.3	14.5	4.7

Net-of-fees peer total return rankings for the agencies' large funds for the quarter, one, three, five, and ten-year periods can be compared using the Wilshire Trust Universe Comparison Service (TUCS), a benchmark for the performance and allocation of institutional assets that includes approximately 60 public funds with more than $1 billion in assets. During the quarter, the return on all four funds fell between the 47th and the 59th percentile, compared with other funds in the universe. ERB's one-year rank in the second quartile exceeds the third-quartile ranking of the other three funds. Over the five- and 10-year periods all New Mexico investment funds' rankings among peer funds fall below the median, with the LGPF's five-year ranking being highest at 51, and ERB's 10-year ranking being highest, also at 51.

Information Technology

The Taxation and Revenue Department's IT project ASPEN, which will replace the agency's driver and motor vehicle systems, received high marks for the project management teams despite some staff turnover. The estimated completion date for the driver component is May 2015. The vehicle component completion date is May 2016.

Performance Report Card
Human Services Department
Second Quarter, Fiscal Year 2015

Performance Overview: The Human Services Department (HSD) moved to more quality-oriented measures instead of output measures in the past few years and implemented a more robust set of Medicaid measures including a measure on prenatal care. Strong performance measures are critical to ensure the Medical Assistance Program's $4.3 billion dollar budget is spent wisely and effectively improves patient outcomes. HSD points out results lag in the Medical Assistance Program due to reporting delays, making it difficult to assess program performance. Additionally, data on temporary assistance for needy families (TANF) recipient compliance with federally-mandated work requirements is reported on a federal fiscal year basis which begins in October; consequently, there is no performance information for the first two quarters of FY15. Hospital readmissions and emergency room visits are low and bode well for FY15.

	Medical Assistance Program Budget: $4,342,815.4 FTE: 191.5	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
1	Percent of infants in Medicaid managed care who had six or more well-child visits with a primary care physician during the first fifteen months (cumulative)	63%	52%	72%	50%	48%		R
2	Percent of children and youth in Medicaid managed care who had one or more well-child visits with a primary care physician during the measurement year (cumulative)	92%	83%	92%	35%	61%		Y
3	Percent of children ages two to twenty-one enrolled in Medicaid managed care who had at least one dental visit during the measurement year (cumulative)	65%	62%	72%	23%	39%		R
4	Percent of children in managed care with persistent asthma who were appropriately prescribed medication	92%	68%	94%	78%	81%		Y
5	Percent hospital readmissions for children ages two to seventeen within thirty days of discharge	8%	7%	10%	5%	4%		G
6	Percent hospital readmissions for adults eighteen and over, within thirty days of discharge	13%	11%	10%	10%	6%		G
7	Number of emergency room visits per one thousand Medicaid member months	39	35	50	44	29		G
8	Percent of individuals in Medicaid managed care ages eighteen through seventy-five with diabetes (type 1 or type 2) who had a HbA1c test during the measurement year	84%	50%	86%	38%	73%		Y
9	Percent of newborns with Medicaid coverage whose mothers received a prenatal care visit in the first trimester or within 42 days of enrollment in the managed care organization	85%	19%	85%	n/a	n/a		n/a
	Program Rating	Y	Y					Y

Comments: The lag time for processing Medicaid claims makes it difficult to draw conclusions based on initial data; due to these timeframes, the data may not account for all claims and encounters received for these measures. There is often improvement in the reporting with each quarterly update because the encounter data is cumulative and will account for additional claims and encounters received throughout the measurement year. For the first two quarters, the department reported it could not report on percent of newborns whose mothers received a prenatal care visit in the first trimester because an eligible pregnancy would have taken place before the implementation of Centennial Care. Hospital readmissions and emergency room visits exceeded targets despite reporting lag times.

	Income Support Budget: $933,863.2 FTE: 1,125	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
10	Percent of temporary assistance for needy families clients who obtain a job during the fiscal year	55%	51%	50%	Reported Annually			

Performance Report Card
Human Services Department
Second Quarter, Fiscal Year 2015

11	Percent of temporary assistance for needy families two-parent recipients meeting federally-required work requirements	72%	43%	60%	n/a	n/a		n/a
12	Percent of temporary assistance for needy families recipients (all families) meeting federally-required work requirements	48%	39%	50%	n/a	n/a		n/a
13	Percent of children eligible for supplemental nutritional assistance program participating in the program at 130 percent of poverty level	85%	84%	88%	86%	89%		G
Program Rating		Y	R					Y
Comments: HSD reports data on temporary assistance for needy families (TANF) recipient compliance with federally-mandated work requirements is reported on a federal fiscal year basis which begins in October; consequently, the department provided no data for the first two quarters of the state fiscal year.								
Child Support Enforcement	Budget: $33,239.8 FTE: 383	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
14	Percent of children with paternity acknowledged or adjudicated	103%	101%	90%	111%	106%		G
15	Total child support enforcement collections, in millions	$132	$137	$135	$32	$64		G
16	Percent of child support owed that is collected	56%	56%	60%	57%	57%		Y
17	Percent of cases with support orders	84%	79%	80%	81%	81%		G
Program Rating		G	G					G
Comments: The Child Support Enforcement Division is a consistently strong performer.								
Program Support	Budget: $51,412.8 FTE: 262	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
18	Percent of federal grant reimbursements completed that minimize the use of state cash reserves in accordance with established cash management plans	84%	95%	100%	100%	99%		G
19	Percent of intentional violations in the supplemental nutrition assistance program investigated by the office of inspector general completed and referred for an administrative disqualification hearing within ninety days from date of assignment.	85%	100%	90%	100%	100%		G
Program Rating		Y	Y					G
Comments: Performance is generally good for Program Support. The department continues with efforts to improve reconciliation of Medicaid billing processes and cash balances.								

Click here for Agency Performance Reports http://www.nmlegis.gov/lcs/lfc/lfcreports.aspx

Performance Report Card
Behavioral Health Collaborative
Second Quarter, Fiscal Year 2015

Performance Overview: The 17-member Behavioral Health Purchasing Collaborative is charged with coordinating a statewide behavioral health system. However, coordination of a comprehensive system is hampered because funding resides in several different agencies, and two agencies have recently decided to pull out of the Collaborative. Despite adequate performance results on some collaborative measures, New Mexico ranks near the bottom for per-capita overdose rates, and the Collaborative maintains minimal data on outcome-based measures such as the rate of substance abuse patient relapse.

In fiscal year 2015, the behavioral health network underwent a number of changes, such as the expansion of services under the Affordability Care Act and the transition from a single behavioral health managed care organization to four managed care contractors providing physical, as well as behavioral health services. However, in the short term some changes may be impacting performance and the availability of data. For example, first quarter data for the Collaborative was not available and information for some previous measures is no longer collected. The Human Services Department states it is working to develop new measures to gauge the effectiveness of system changes.

The closure and eventual replacement of 12 New Mexico behavioral health providers with Arizona-based firms in 2013 resulted in numerous reports of service disruptions; while actual encounter data is difficult to quantify, the recent loss of one Arizona provider in southern New Mexico can only exacerbate the fragility of behavioral health services. As of January 2014, the Office of the Attorney General has only released the results of two investigations, and in those cases the AG did not find credible evidence of Medicaid fraud, although there were billing errors. The newly-elected AG reportedly has ongoing investigations into another four of the 15 organizations and expects to expedite the investigations.

Program	Budget: N/A	FTE: N/A	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
1	Percent of readmissions to the same level of care or higher for children or youth discharged from behavioral health residential treatment centers and inpatient care		3%	4%	8%	9%	4%		G
2	Percent of people with a diagnosis of alcohol or drug dependency who initiated treatment and received two or more additional services within 30 days of the initial visit*		New Measure	New Measure	25%	Semi-Annual	39%		G
3	Percent of individuals discharged from inpatient facilities who receive follow-up services at seven days		38%	26%	45%	31%	25%		R
4	Percent of individuals discharged from inpatient facilities who receive follow-up services at 30 days*		52%	52%	65%	48%	41%		R
5	Percent of youth on probation served by the statewide entity		57%	59%	54%	Annual			
6	Number of youth suicides among fifteen to nineteen year olds served by the statewide entity*		4	0	2	0	2		Y
Program Rating			R	R					R

Comments: Measure 1 does not include Medicaid fee-for-service or non-Medicaid clients; for the second quarter, 383 youth were discharged from residential and inpatient facilities. HSD points out measure 2 results for the second quarter indicate a high proportion of engagement for the substance abuse field. The measure 2 result is for non-Medicaid clients only; however, HSD expects to include Medicaid managed care and fee-for-service data in FY16. Although the number of clients served has increased from around 88 thousand prior to Medicaid expansion to over 160 thousand in the second quarter of 2015, other performance measures are not being met.

* Denotes House Bill 2 measure

Performance Report Card
Department of Health
Second Quarter, Fiscal Year 2015

Performance Overview: With a large number of epidemiologists, other medical scientists, and data analysts – all devoted to healthcare data measurement – the Department of Health (DOH) reports on toofew performance measures. With additional measures, policy-makers would be able to identify policy priorities, in an accessible way, and prioritize resources accordingly. Ideally, additional measures would be benchmarked to other states focused on health outcomes and costs per client. Other measures would indicate actions taken by the department to improve the health of New Mexicans. For example, as reported by the Centers for Disease Control, in 2013 New Mexico's birth rate for girls ages 15-19 was 43.3 births per 1,000 teen girls, second highest in the nation. None of the department's quarterly measures indicate efforts to reduce teen pregnancies even though the children of teen mothers have been shown to have lower school achievement, drop out of high school, have more health problems, be incarcerated at some time during adolescence, give birth as a teenager, and face unemployment as a young adult. Numerous examples exist of performance measures the department could be reporting to show what it's doing to improve prenatal care, nutrition, infant mortality, low birth weight, tobacco usage, alcohol usage, drug usage, and mental health.

	Public Health Program Budget: $185,538.3 FTE: 900	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
1	Percent of students using school-based health centers who receive a comprehensive well exam*	34.5%	34.2%	35.0%	45.7%	31.9%		Y
2	Percent of QUIT NOW enrollees who successfully quit using tobacco at seven month follow-up	33.0%	32.0%	33.0%	29.9%	33.0%		G
	Program Rating	R	Y					Y

Comments: As noted on the department's website, "immunizations are one of the most cost-effective health prevention measures," yet between 2012 and 2013, the childhood immunization rate decreased nearly 6 percent. In the past, the department reported on the percent of preschoolers fully immunized and the number of providers using a statewide immunization registry. Improved measures would help policy-makers identify weak areas and prioritize valuable resources.

	Epidemiology and Response Program Budget: $23,206.3 FTE: 177	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
3	Rate of infant pertussis cases to total pertussis cases of all ages*	1:13	1:16	1:15	1:9	1:23		G
4	Percent of vital records front counter customers who are satisfied with the service they received	new	new	85%	n/a	97%		G
	Program Rating	n/a	R					G

Comments: In March 2015, the Epidemiology and Response Program launched an upgraded version of its indicator-based information system increasing the program's ability to provide health information in an easily accessible way statewide. Improved measures for this program would assist policy-makers to understand whether New Mexico is adequately prepared to respond to public health emergencies such as reporting the number of emergency response exercises and trainings conducted by the program quarterly.

	Laboratory Services Program Budget: $13,152.5 FTE: 136	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
5	Percent of blood alcohol tests from driving-while-intoxicated cases that are completed and reported to law enforcement within fifteen business days*	new	new	90%	98%	90%		G
6	Percent of office of medical investigator cause of death toxicology cases that are completed and reported to the office of medical investigator within sixty business days*	new	new	90%	52%	65%		R
	Program Rating	G	G					Y

Performance Report Card
Department of Health
Second Quarter, Fiscal Year 2015

Comments: The Laboratory Services Program changed the number of days to complete sampling work from 10 to 15 days for measure 5, and the target now appears too low. The Legislature has fully funded this program's personal services and employee benefits as its staff requires time for training or testifying at court proceedings around the state, impacting laboratory testing time and at times impacting performance.

Facilities Management Program Budget: $136,988.9 FTE: 2,087.5		FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
7	Percent of staffed beds filled at all agency facilities*	86.0%	81.1%	90.0%	97.6%	97.6%		G
8	Percent of uncompensated care at all agency facilities*	new	new	25%	40.9%	39.5%		R
9	Percent of long-term care patients experiencing one or more falls with injury*	new	new	3.3%	0.4%	1.0%		G
Program Rating		R	R					Y

Comments: The state health facilities continue to provide no data on patient health outcomes and too little data on hospitals' quality, efficiency, and financial performance, particularly in relation to staffing rates as a function of occupancy levels. The department reports its occupancy rate for staffed beds was 81 percent at the end of FY14. However, the occupancy rate for all licensed beds was 57 percent at the end of the fiscal year. Measuring the facilities' occupancy rate per licensed bed is a better indication of the state's overall return on investment.

Developmental Disabilities Support Program Budget: $162,958.7 FTE: 181		FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
10	Percent of developmental disabilities waiver applicants who have a service plan in place within ninety days of income and clinical eligibility determination*	83%	75%	95%	91%	91%		Y
11	Percent of adults receiving developmental disabilities day services who are engaged in community-integrated employment*	30%	27%	35%	26%	29%		R
12	Number of individuals on the developmental disabilities waiver receiving services*	3,829	4,403	4,500	4,419	4,468		Y
13	Number of individuals on the developmental disabilities waiver waiting list*	6,248	6,133	6,100	6,035	6,076		G
Program Rating		R	Y					Y

Comments: The number of developmental disabilities waiver clients is showing improvement as the Legislature has increased funding for DD waiver services by over 10 percent from FY12 to FY15. Of concern is the FY12 to FY15 downward trend of performance results for community-integrated employment and timely completion of service plans, as good performance in these areas is also necessary for Jackson lawsuit disengagement.

Health Certification, Licensing and Oversight Program Budget: $13,114.5 FTE: 154	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
Program Rating	Y	R					n/a

Comments: The department's DFA performance-based budgeting data system contained no key performance measures in FY15 for the Health Certification, Licensing and Oversight Program, so the department will not include any performance data for this program in its quarterly reports. In FY14, the program reported the results for the percent of quality management bureau surveys and compliance surveys are negatively impacted by staff vacancies. However, in FY13 through FY15, the Legislature provided full funding for the program's personal services and employee benefits to assist with improved performance, and the program has grown by 10 FTE. The program's FY14 action plan indicated priority was to be given to statutorily-required investigations and serious complaints.

Medical Cannabis Program Budget: $777.3 FTE: 7	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating

Performance Report Card
Department of Health
Second Quarter, Fiscal Year 2015

Program Rating		n/a	n/a					n/a
Comments: The department created the Medical Cannabis Program in its FY13 operating budget but did not identify performance measures for FY13 through FY15. A performance measure regarding timeliness of processing patient applications was supposed to be added for FY15. DOH reports the same statistics for the program as last year: 23 licensed nonprofit producers who grow and distribute medical cannabis; 3,316 personal production licenses; and 9,333 active patients.								
Administration Program	Budget: $19,287.1 FTE: 134	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
Program Rating		Y	n/a					n/a
Comments: The department's DFA performance-based budgeting data system contained no key performance measures in FY15 for the Administration Program, so the department will not include any performance data for this program in its quarterly reports, although DOH indicated it would report on electronic files storage. Previously, the department reported on two performance measures for this program regarding timeliness of vouchers and draw down of federal funds.								

Improving Outcome Measures: In spring 2013, LFC staff provided a comprehensive list of performance measures and epidemiological data to DOH. The department should consider adding this data as it compiles its new and improved performance measures for FY16.

New Mexico Population Health Performance Outcome Data:

- Two-thirds (68 percent) of teen-aged mothers and over half (55 percent) of mothers 20-24 years old had unintended pregnancies, as did 51 percent of rural mothers.
- New Mexico has a low-birth-weight rate of 8.9 percent compared to the national rate of 8.3 percent.
- New Mexico has a child obesity rate of 11.7 percent compared to 14.9 percent nationally.
- For influenza, New Mexico adults have an immunization rate of 70 percent compared to the national rate of 69 percent.
- New Mexico ranks fifth in the country with a suicide rate of 19.2 per 100,000 persons compared to the national rate of 10.5 per 100,000 persons.
- New Mexico's alcohol-attributable death rate is the worst in the country and its drug overdose death rate is the second highest in the nation.

*Denotes House Bill 2 measure

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Performance Report Card
Aging and Long-Term Services Department
Second Quarter, Fiscal Year 2015

Performance Overview: The Aging and Long-Term Services Department needs to increase some of its performance measure targets taking into consideration historical experience. The LFC program evaluation, *Aging and Long-Term Services Department (ALTSD): Resource Allocation, Cost, Availability and Effectiveness of the Aging Network*, recommends ALTSD work with local governmental entities to determine the feasibility of a minimum threshold for local contributions through cash or in-kind donations. The evaluation also recommended reviewing formulas from other states to evaluate if there are opportunities to improve New Mexico's intrastate funding formula for federal funds and the disbursement of state general fund allocations to better target resources. Lastly, the evaluation recommended tracking service outcomes and reporting them as performance measures to give a better idea of the aging network's capacity and its adequacy in meeting the needs of the senior population. The department is working to implement these recommendations and will begin reporting new measures in FY16.

	Consumer and Elder Rights Program — Budget: $3,890.1 — FTE: 47.5	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
1	Percent of ombudsman complaints resolved within 60 days	98.2%	99.5%	90.0%	97.0%	99.5%		G
2	Percent of people accessing aging and disability resource centers who indicated changes in their health and/or in social service programs have affected their quality of life	na	na	40%	43%	44%		G
3	Percent of calls to the aging and disability resource center that are answered by a live operator	77.6%	87.0%	85.0%	75.0%	66%		R
	Program Rating	G	G					G

Comments: The number of nursing home and assisted living resident complaints brought to the Ombudsman program for resolution increased 5 percent from the previous quarter, possibly due to an increase in the number of active volunteers. Volunteer ombudsmen contributed 2,694 hours of service. For measure 3, there were 1,105 more calls compared with the previous quarter, which contributed to a lower percentage of calls answered by a live operator and an increase in voicemails. Of the 11,093 calls received, 2,265 callers left a voice message and their calls were returned within the same day.

	Aging Network Program — Budget: $41,509.7 — FTE: 1.5	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
4	Percent of older New Mexicans whose food insecurity is alleviated by meals received through the aging network*	60%	61%	62%	60%	64%		G
5	Number of hours of respite care provided	379,838	379,097	375,000	97,073	98,789		G
	Program Rating	G	Y					G

Comments: For measure 4, ALTSD reports New Mexico improved its ranking and is now 34th in the nation with 13.1 percent, or 63,780 seniors, estimated to be food insecure. This represents a significant improvement from the 2010 study which ranked New Mexico second worst in the nation, with 21.1 percent of seniors age 60 and over experiencing food insecurity. In the second quarter, 28,808 people were served 945,487 meals, which include the Indian Area Agency on Aging and the Navajo Area Agency on Aging. The Legislature increased funding for Aging Network services by $1.6 million in FY13, $1.3 million in FY14, and $1.6 million for FY15.

	Adult Protective Services Program — Budget: $13,665.2 — FTE: 132	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
6	Number of adult protective services investigations of abuse, neglect or exploitation*	6,092	6,665	6,000	1,658	1,384		G
7	Percent of emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed time frames*	97.5%	98.3%	98.0%	98.2%	98.0%		G
	Program Rating	G	G					G

Comments: The number of adult protective services investigations is on track to meet the year-end target, with higher numbers of investigations related to public outreach and greater public awareness of the need to report suspected cases of adult and elder abuse. ALTSD reports there are no national benchmark measures comparable with the new measure 7.

* Denotes House Bill 2 measure

Click here for Agency Performance Reports http://www.nmlegis.gov/lcs/lfc/lfcreports.aspx

Performance Report Card
Children, Youth and Families Department
Second Quarter, Fiscal Year 2015

Performance Overview: The Children, Youth and Families Department (CYFD) continued to meet performance targets for children receiving higher quality early childhood services but struggled in the Protective Services and Juvenile Justice Services programs. New Mexico continues to be a national leader by investing in early childhood services as a key mechanism for preventative services for at-risk families; however, additional and more intensive preventative services are necessary for families who come into contact with the Protective Services Program in order to improve the safety and well-being for vulnerable children.

	Juvenile Justice Facilities Budget: $73,105.5 FTE: 941.3	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
1	Percent of clients who complete formal probation*	92.1%	81.8%	70.0%	81.5%	81.8%		G
2	Percent of incidents in juvenile justice services facilities requiring use of force resulting in injury*	1.8%	2.2%	1.5%	2.3%	1.9%		R
3	Percent of clients recommitted to a children, youth and families department facility within two years of discharge from facilities*	9.0%	9.7%	9.0%	5.4%	7.9%		G
4	Percent of juvenile justice division facility clients age eighteen and older who enter adult corrections within two years after discharge from a juvenile justice facility*	baseline	7.1%	6.0%	16.7%	12.9%		R
5	Number of client-on-client physical assaults in juvenile justice facilities*	baseline	270	<260	71	133		Y
6	Percent of clients re-adjudicated within two years of previous adjudication	5.8%	6.0%	5.8%	5.1%	5.3%		G
7	Turnover rate for youth care specialists*	15.2%	14.4%	15.0%	8.9%	13%		G
	Program Rating	G	Y					Y

Comments: The Juvenile Justice Facilities Program reported a continued increase in the number of incidents in facilities requiring use of force resulting in injury and physical assaults during the second quarter of FY15. The agency reported every incident involving use of force, especially those resulting in injury, is reviewed to identify training deficits, procedural gaps, and the potential for staff misconduct or abuse. Instances involving any perception of staff misconduct are referred to the Employee Review Board or law enforcement, and concerns involving potential abuse are also referred to the Office of the Inspector General. Minor training deficits are handled and documented at the facility level (often through one-on-one remedial training with a facility Handle With Care instructor), whereas more substantial training inadequacies and procedural gaps are forwarded to the deputy director for action. Additionally, the department reported an action plan, including Handle With Care (HWC) instructors receiving additional training concerning the priority of de-escalation and de-escalation techniques. The HWC instructors will be facilitating de-escalation training in their respective facilities in the upcoming months.

	Protective Services Budget: $132,416.6 FTE: 861.8	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
8	Percent of adult victims or survivors receiving domestic violence services who have an individualized safety plan*	92.3%	92.0%	93.0%	93.4%	92.6%		Y
9	Percent of children who are not the subject of substantiated maltreatment within six months of a prior determination of substantiated maltreatment*	91.3%	88.8%	93.0%	88.9%	87.3%		R
10	Percent of children who are not the subject of substantiated maltreatment while in foster care*	99.7%	99.9%	99.7%	99.1%	99.9%		G
11	Percent of children reunified with their natural families in less than 12 months of entry into care	62.4%	59.4%	65.0%	60.3%	61.4%		Y
12	Percent of children in foster care for 12 months with no more than two placements	76.6%	76.8%	80.0%	76.5%	72.7%		R
13	Percent of children adopted within 24 months from entry into foster care	31.3%	31.8%	32.0%	28.9%	34.1%		G
14	Percent of adult victims or survivors receiving domestic violence services who are made aware of other available community services	87.7%	87.0%	90.0%	91.5%	87.3%		R
15	Turnover rate for protective services workers*	19.2%	26.4%	25.0%	10.0%	13.6%		G

Performance Report Card
Children, Youth and Families Department
Second Quarter, Fiscal Year 2015

Program Rating		Y	Y					Y

Comments: The Protective Services Program continued to struggle to meet performance targets to reduce the percent of children who are subjected to repeat maltreatment. This key performance measure helps ensure children who were found to be victims of abuse or neglect are protected from further harm. Nationally, most children who are subjects of a report of maltreatment to a child protective services (CPS) agency are involved just once with CPS during their lives. New Mexico, however, is well above the national average resulting in higher revictimization of children. The U.S. Department of Health and Human Services identified factors associated with children who were reported or revicitimized, including the likelihood for younger children to experience repeat maltreatment and if the caregiver struggles with substance abuse. In New Mexico, 36 percent of children who are the victim of a substantiated case of maltreatment will be abused or neglected again before they reach age 18. Additionally, New Mexico ranks the highest among all states on the federal measure of children with a drug abusing caregiver risk factor. According to federal data, 63 percent of substantiated victims and 36 percent of nonvictims have a caregiver abusing drugs. The national average for these numbers is 20 percent for substantiated victims and 8.4 percent for non-victims. However, CYFD is in the early stages of implementing preventative or early intervention services. The Family Support Services initiative provides intensive case management intervention to families who have had a substantiated referral for child abuse or neglect. The Child Advocacy Centers are promoting collaboration with system partners to better respond to the needs of the children and the families. The program is hopeful these initiatives will assist in reducing maltreatment and repeat maltreatment.

	Early Childhood Services Budget: $200,854.6 FTE: 165.5	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
16	Percent of children receiving subsidy in Stars/Aim High programs level three through five or with national accreditation*	39.5%	41.1%	35.0%	45.6%	46.7%		G
17	Percent of licensed childcare providers participating in Stars/Aim High programs levels three through five or with national accreditation*	32.3%	31.6%	30.0%	32.0%	32.4%		G
18	Percent of mothers participating in home visiting who are identified as having symptoms of postpartum depression who were referred to services then received services*	36.7%	30.2%	35.0%	29.5%	30.7%		Y
19	Percent of children in state-funded pre-kindergarten showing measurable progress on the preschool readiness for kindergarten tool	new	90.2%	92.0%	Reported Annually			N/A
	Program Rating	Y	G					G

Comments: Early Childhood Services (ECS) exceeded most FY15 targets for the second quarter, including percent of children enrolled in higher quality early care facilities. Educationally focused high quality early care for at-risk children is a chief vehicle for improving health, education, and economic outcomes while also allowing parents to work or go to school. However, the department reports a majority of higher quality early care programs are located in metro areas. The agency believes this a result of fewer community resources and higher poverty in rural areas. In order to better support quality improvement in rural areas, ECS is utilizing early childhood investment zone strategies to increase professional development and consultation resources for communities in need. As of October 2014, approximately 200 childcare programs were participating in the state's next generation tiered quality improvement system (TQRIS), Focus. Of these, 23 providers have reached a three star level. Additionally, recognizing that quality early care helps children who face a multitude of social risk factors, CYFD is piloting child care assistance for families who come into contact with the Protective Services Program. This allows for safe and stable care for children and may also assist in stabilizing families at the brink of crisis.

	Behavioral Health Services Budget: $14,015.9 FTE: 36.0	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
20	Percent of youth hospitalized for treatment of selected mental health disorders who receive a follow-up with a mental health practitioner within seven calendar days after discharge*	new	new	50.0%	33.2%	30.4%		R
21	Percent of youth who show improvement in the substance disorder domain of the global assessment individual need short screen*	new	new	50.0%	43.0%	40.0%		R
	Program Rating	N/A	N/A					R

Performance Report Card
Children, Youth and Families Department
Second Quarter, Fiscal Year 2015

Comments: The Behavioral Health Services Program continued to struggle during the second quarter. The agency is working with the Human Services Department (HSD) and Managed Care Organizations (MCOs) to focus care on populations identified as high risk and improve follow up care. Additionally, CYFD remains concerned the measure regarding improvement in the substance abuse domain, as assessed by GAIN, is problematic. The agency proposed to discontinue this measure.

Program Support	Budget: $18,881.0	FTE: 165.0	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
22	Average number of days to fill positions from the advertisement close date to candidate start date*		new	new	65.0	62.1	73.0		R
Program Rating			N/A	N/A					R

Comments: The continued effort to recruit, train, and retain positions providing direct services is essential to improve services for children, one of New Mexico's most vulnerable populations. Program Support reported the average days to fill vacant positions was impacted by the lengthy process required to certify potential employee education and experience. Currently, CYFD is certifying 30 candidates for each position; however, many candidates are not able to be certified, so many more applicants are being vetted.

* Denotes House Bill 2 measure

Click here for Agency Performance Reports

Performance Report Card
Corrections Department
Second Quarter, Fiscal Year 2015

Performance Overview: To address elevated vacancy rates for FY15, the Legislature approved salary increases totaling 6 percent for correctional officers and probation and parole officers – reducing staff turnover. Salary increases have allowed the department to continue decreasing parole officer caseloads. Inmate-on-inmate violence and inmate-on-staff violence are relatively low and should remain low due to expanded appropriations for the Security Threat Intelligence Unit (STIU). Positive inmate drug tests are steadily on the rise and should be an area of concern. The department is confident that with the FY16 STIU expansion, inmate drug usage will decrease. For FY16, LFC and the department agreed on a new measure ensuring 10 percent of inmates are selected randomly for drug testing monthly from the entire population. Recidivism, because of new charges or pending charges, was slightly above targeted levels and should remain an area of concern. The department pledged to continue strategically investing in programs proven to reduce recidivism. If rates do not decrease in the future, the state will continue growing the inmate population, incarceration expenses will continue to increase, and public safety will be negatively affected.

Inmate Management and Control	Budget: $249,728.9 FTE: 1,885	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
1	Number of inmate-on-inmate assaults with serious injury (cumulative)*	21	9	15	2	5		G
2	Number of inmate-on-staff assaults with serious injury (cumulative)*	5	5	4	0	0		G
3	Percent of inmates testing positive for drug use or refusing to be tested in random monthly drug tests*	2.2%	2.0%	<=2.0%	2.6%	2.9%		R
4	Percent of female offenders successfully released in accordance with their scheduled release dates*	77%	78%	90%	90%	89%		G
5	Percent of male offenders successfully released in accordance with their scheduled release dates*	81%	78%	90%	88%	91%		G
6	Percent of sex offenders re-incarcerated within thirty-six months	28%	41%	25%	36%	24%		G
7	Recidivism rate of offenders due to new charges or pending charges	24%	26%	20%	22%	22%		Y
8	Recidivism rate of offenders due to technical parole violations*	New	22%	20%	18%	16%		G
Program Rating		Y	Y					Y

Comments: The New Mexico Sentencing Commission projected the percentage growth rate for the women's inmate population to be 1.3 percent between August 2014 and March 2015. The actual growth rate was 7.4 percent. Likewise, the projected growth rate, during the same period, for the men's inmate population was 0.4 percent while the actual growth rate was 2.6 percent. A partial explanation for continued population growth is untimely inmate releases, which the department has set as a priority. The department changed the way it is counting timely releases this year, but this continues to be an issue with 11.3 percent of female release eligible inmates and 9.4 percent of male release eligible inmates continuing to be held past their scheduled release dates. To increase the percentage of inmates released on-time, the department is working to increase community-based resources for parolees and also reduce release delays. For FY16, $400 thousand was appropriated in the base and $500 thousand through a special appropriation to increase transitional living services for women inmates.

Community Offender Management	Budget: $33,207.3 FTE: 376	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
9	Average standard caseload per probation and parole officer	108	105	90	96	95		Y
10	Percent of absconders apprehended	13%	12%	26%	30%	25%		G
Program Rating		R	R					Y

Comments: Average standard caseloads exceeded targeted levels but were much improved with recent 6 percent salary increases helping the department reduce caseloads. With the expansion of Medicaid eligibility in FY15, the Community Offender Management Program is working to leverage Medicaid to ensure parolees receive adequate services when released.

Program Support	Budget: FTE:	FY13	FY14	FY15	Q1	Q2	Q3	Rating

Performance Report Card
Corrections Department
Second Quarter, Fiscal Year 2015

	$14,231 157	Actual	Actual	Target				
11	Percent turnover of probation and parole officers	14.7%	14.2%	10.0%	2.4%	4.9%		G
12	Percent turnover of correctional officers in public facilities	8.1%	10.9%	10.0%	2.8%	3.5%		G
Program Rating		G	G					G

Comments: Program support is performing well and should continue maintaining low turnover rates. The department's recruitment and retention efforts have improved performance, and the number of satellite academies to train officers seems to have improved staffing levels.

Corrections Industries	Budget: $4,004.8 FTE: 29	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
13	Percent of inmates receiving vocational or educational training assigned to Corrections Industries	New	6%	>20.0%	24%	19%		G
Program Rating			G					G

Corrections Industries is undergoing a large program expansion and is planning to eventually provide food services to all inmates at state operated prisons. The program is performing well and should continue to do so into the future.

* Denotes House Bill 2 measure

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Performance Report Card
Department of Public Safety
Second Quarter, Fiscal Year 2015

Performance Overview: High vacancies continue to be a concern in the Motor Transportation Division and the Statewide Law Enforcement Support Division, especially among forensic scientists. The department continues to struggle with recruiting enough forensic scientists to clear backlogs and process caseloads with performance suffering. To address performance related to law enforcement manpower issues, the department proposed a $10.8 million revised salary structure plan to be implemented over three years. The Legislature appropriated $3 million in FY15 and $3.2 million in FY16 to implement the first two phases of the salary plan. The first phase eliminated salary disparities between Motor Transportation Police and State Police and increased commissioned officer salaries in FY15 by 8 percent, the second phase increased salaries and average of 5 percent in FY16.

	Law Enforcement Program — Budget: $94,311.2 — FTE: 801.2	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
1	Number of driving-while-intoxicated arrests per patrol officer* (cumulative)	8	8	12	2	4		Y
2	Number of driving-while-intoxicated checkpoints and saturation patrols conducted (cumulative)	1,117	915	1,175	610	629		G
3	Number of traffic related enforcement projects held (cumulative)	1,209	1,692	1,250	610	649		G
4	Number of criminal investigations conducted by commissioned personnel per FTE assigned to patrol and investigations* (cumulative)	55	58	60	11	25		Y
5	Number of drug-related investigations conducted by commissioned personnel per FTE assigned to investigations	4.6	6.3	8.0	4.7	9.5		G
6	Number of data-driven crime and traffic initiatives conducted	New	1,868	500	726	765		G
7	Number of licensed alcohol premises inspections conducted per agent assigned to alcohol enforcement duties* (cumulative)	95	360	150	59	122		G
8	Number of minor compliance operations per agent assigned to alcohol enforcement duties (cumulative)	9	16	12	9	18		G
9	Number of violations for sales to intoxicated persons	New	127	50	73	127		G
10	Number of educational presentations to liquor licensees	New	382	40	214	1,987		G
	Program Rating	Y	Y					G

Comments: The Law Enforcement Program's performance improved substantially recently; however, alcohol-related traffic fatalities increased in the first half of the year compared to last year and should be an area of concern. The number of DWI arrests per patrol officer is below targeted levels but should be higher, coinciding with increased DWI activity. The number of criminal investigations is below target, and the State Police should focus on these investigations for the remainder of the year. The number of licensed alcohol premises inspections, the number of minor compliance operations, number of violations for sales to intoxicated persons, and the number of educational presentations to liquor licensees increased significantly and have the potential to positively impact alcohol-related crime.

	Motor Transportation Program — Budget: $24,459.5 — FTE: 272.5	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
11	Number of commercial motor vehicle inspections* (cumulative)	86,013	73,988	90,000	16,228	30,038		R
12	Number of commercial motor vehicle citations issued* (cumulative)	27,617	25,188	30,000	5,643	11,097		R
13	Number of non-commercial motor vehicle citations issued (cumulative)	14,294	13,159	11,500	4,368	7,421		G
14	Number of motor carrier safety trainings completed (cumulative)	51	43	32	17	25		G
	Program Rating	Y	Y					Y

Comments: Like the Law Enforcement Program, adequate compensation is essential to maintaining the ranks of uniformed officers within the Motor Transportation Division. Contrary to recommendations in a recent LFC evaluation and the program's mission, performance was below FY15 target levels for commercial motor vehicles but above targeted levels for non-commercial vehicles. The program should maintain its focus on commercial motor vehicle inspections and citations which play a vital role in keeping the motoring public safe and ensure commercial carriers are in compliance with state regulations and taxes. The division is also focusing on non-commercial motor vehicles playing a role in commercial motor vehicle crashes. The department stated with new federal motor carrier regulations, motor carriers have a greater incentive to maintain compliance with safety regulations, explaining decreased commercial motor vehicle citations. The department has also begun focusing on more intensive inspections, reducing the number of total inspections conducted.

	Statewide Law Enforcement Support Budget: $16,572.1 FTE: 124	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
12	Percent of all forensic cases completed per filled FTE within thirty working days	61%	39%	56%	18%	14.1%		R
13	Percent of DNA cases completed per filled FTE within thirty working days	38%	35%	40%	21%	19%		R
14	Percent of forensic latent fingerprint cases completed per filled FTE within thirty working days	74%	13%	60%	8%	6.9%		R
15	Percent of forensic firearm and tool-mark cases completed per filled FTE within thirty working days	42%	46%	40%	60%	47%		G
16	Percent of forensic chemistry cases completed per filled FTE within thirty working days	67%	49%	85%	15%	10%		R
	Program Rating	Y	Y					R

Comments: The Statewide Law Enforcement Support Program missed most performance targets citing a continuance of elevated vacancy rates among key forensic analyst positions. Due to vacancies in the fingerprinting unit, the department has fallen behind completing fingerprint cases. For FY16, the department received $170 thousand in the base and $205 thousand through a special appropriation to clear the backlog of cases. The department is also actively interviewing for all funded vacancies to fill them as quickly as possible.

	Program Support Budget: $7,993.1 FTE: 60	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
18	Number of working days between expenditure of federal funds and request for reimbursement from federal treasury	10	10	10	10	10		G
	Program Rating	G	G					G

Comments: Program Support met its performance target and is performing as expected.

* Denotes House Bill 2 measure

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Performance Report Card
Public Education
Second Quarter, Fiscal Year 2014

Public Education Department

- Total FY15 Op Bud: $11,969.2
- Authorized FTE: 240.8
- Average Filled FTE Q2: 220

Performance Data

Data reported by PED in the second quarter report on performance measures shows mixed results, and in some instanced PED reports incorrect information. Accuracy of reported information continues to be a concern.

- PED is meeting targets for processing budget adjustment requests (BAR), important for school district and charter school operations; however, PED is not processing BARs as quickly as in FY14.
- PED is not likely to meet targets for completing data validation audits of funding formula components or for auditing individual school districts or charter schools for funding formula compliance or program compliance. PED reports completing only five data validation audits and audits of funding formula components or program compliance at two school districts or charter schools.
- It took PED almost a week longer during the second quarter than the average time reported in FY14 to process federal reimbursement requests.
- PED reported 60 school districts and charter schools failed to submit their FY14 audit within 90 days of the November 15 deadline. However, to be reported, a school district or charter schools should have failed to submit their FY14 audit by mid-February 2015, two weeks after submission of the Q2 report and two and one half months after the close of the second quarter.

The Public Education Department (PED) is focused on the following five strategic imperatives: expect a smarter return on New Mexico's investment; require real accountability for real results; ensure our student's are ready for success; reward effective educators and leaders; and provide effective options for parents.

Department Operations. Data reported in the department's second quarter report shows mixed results. Specific examples are noted in the sidebar. The department continues to experience high vacancy and turnover, likely affecting department performance.

Staffing. In December 2014, the organizational listing report (TOOL) reported PED having 220 filled FTE, up 7 FTE from the end of the first quarter. While FY15 appropriations for employee salaries and benefits modestly increased, the department has struggled to fill funded vacant positions; PED has sufficient funding to fill up to 20 more FTE than reported on the December TOOL. While a high number of vacant positions are in various stages of recruitment, many key leadership positions remain vacant. For example, the December TOOL reported the Secretary of Indian Education position had been vacant since June of 2012 and the Director of the Charter School Division had been vacant since March of 2014 (the Director of Policy has been serving as the interim director). Additionally, many key divisions or departments had high vacancy rates at the end of the second quarter; the Options for Parents division had a 29 percent vacancy rate, the Educator Quality Division had a 35 percent vacancy rate, and Assessment and Accountability Division had a 41 percent vacancy rate. These divisions are responsible for many key PED initiatives, such as educator evaluations, licensure, oversight of 95 individual charter schools, and approving, monitoring, and creating a report card for the state's colleges of education.

Statutory Reports. Statute requires more than 30 reports be compiled annually and presented to the Legislature, governor, school districts, charter schools, or other policymakers. However, PED fails to complete many of these reports annually. For example, the department is required to publish a report on public and private education in the state, the ability of each school district to meet statutory class load requirements, and evaluate the success of each professional development program or project funded from the Teacher Professional Development Fund, though these reports have not been provided for a number of years. While many of these reports would include important information for policymakers, many are likely outdated or provide little relevant, usable data. The department is encouraged to work with the Legislative Education Study Committee to identify those reports that are worthwhile and identify those that provide little useful data for elimination from statute. Streamlining the number of reports and information contained in each report would reduce the administrative burden on the department.

Fiscal Year 2014 Financial Statement Audit. At the close of the second quarter, financial statement audits for PED and all state chartered charter schools and Central Consolidated Schools, Clayton Municipal School District, Ruidoso Municipal Schools, Santa Fe Public Schools, and Taos Municipal Schools and their locally chartered charter schools had not been

PED notes 5 school districts and 55 state-chartered charter schools did not complete their annual FY14 audit on time. Additionally, PED did not complete the department's audit on time.

All school districts have been removed from the State Auditor's "at risk" list; however, PED was designated "at risk" in December 2014.

Des Moines Municipal Schools completed its FY11 through FY14 audits between May 2014 and November 2014. The number of findings totaled 58 in FY10. While the FY10 audit did not note any material weakness, unresolved findings dated back to 2007. The FY14 audit noted 5 findings, none of which were considered to be material weaknesses. Findings noted in the FY14 audit unresolved findings from fiscal years 2008, 2009, and 2010.

Las Vegas City Schools completed its FY13 and FY14 audits between December 2013 and November 2014. The number of findings decreased from 15 in the FY12 audit to 10 in the FY14 audit. The FY14 audit noted two findings considered to be material weaknesses repeated from FY09 and FY13 and 6 findings considered to be significant deficiencies repeated from FY09, FY11, FY12 and FY13.

Des Moines Municipal Schools and Las Vegas City Schools are recipients of emergency supplemental funding.

completed.

PED and State-Chartered Charter Schools. The FY14 audit of PED, state-chartered charter schools (considered component units of PED), and the Division of Vocational Rehabilitation (administratively attached to PED) have not yet been completed. While the audit was initially submitted on time, PED terminated the FY14 audit contract with Moss Adams after substantial completion, calling into question Moss Adams' independence. Moss Adams completed the Southwest Learning Center charter school audits from FY06 to present and failed to note multiple financial issues across multiple years that are currently being investigated by the FBI. PED was concerned that the threat of potential litigation against Moss Adams tainted the company's independence in completing the FY14 audit. However, PED staff indicated concerns were limited to the four Southwest Learning Center charter schools and did not extend to the other 53 entities. Despite this, PED disqualified Moss Adams after substantial completion of test work. As a result, PED has been designated by the State Auditor's Office as "at risk".

As of February 2015, Moss Adams had collected \$426 thousand of the \$958 thousand contract – the Legislature appropriated \$430 thousand to PED to ensure sufficient funds are available to enter into a second contract for the FY14 audit of all entities. PED has entered into a contract with Axiom Certified Public Accountants and Business Advisors, LLC to complete the FY14 audit at a cost of almost \$100 thousand more than the contract with Moss Adams.

Fiscal Year 2014 School District and Locally Chartered Charter School Audits. Of the five school districts that failed to submit their annual audit on time, only Central Consolidated Schools is still outstanding. All others were completed in the third quarter of FY14. Taos Municipal Schools is the only school district that reported a locally chartered charter school contributed to the late completion of the district audit.

Performance Report Card
Department of Environment
Second Quarter, Fiscal Year 2015

Performance Overview: While the department continued to meet most of its performance targets in the second quarter, vacancies and high workloads – particularly in permitting and compliance positions – resulted in reduced service levels. These vacancies are primarily concentrated in the Resource Protection Program's Ground Water Quality Bureau, placing ground water quality at risk. NMED's performance measures are primarily process-oriented and do not provide indicators of environmental protection. While environmental protection measures can be difficult to quantify and may be beyond the agency's regulatory authority, such measures could help legislators formulate policies and practices to better ensure clean air and water.

Resource Management Program Budget: $8,173.8 FTE: 78.0		FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
1	Percent of budgets reviewed and analyzed quarterly from the highest program level to the lowest program level	100%	100%	100%	100%	100%		G
2	Number of working days past the federal reporting requirement the agency requests direct federal reimbursement	15	27	30	15	30		G
3	Percent of enforcement actions brought within one year of inspection or documentation of violation*	96%	93%	96%	91%	94%		Y
Program Rating		n/a	n/a					G

Comments: NMED tasked its Office of General Counsel with ensuring the Ground Water Quality, Hazardous Waste, Solid Waste, and Air Quality Bureaus review enforcement actions in a timely manner. However, while improving on this measure in the second quarter, the agency still lagged behind the performance target. NMED's efforts to make timely requests for federal reimbursements regressed in the second quarter but still met the target.

Resource Protection Program Budget: $20,388.5 FTE: 180.5		FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
4	Percent of groundwater discharge permitted facilities receiving annual field inspections and compliance evaluations*	52%	68%	52%	13%	11%		Y
5	Percent of permitted facilities where monitoring results demonstrate compliance with groundwater standards*	71%	72%	72%	70%	70%		Y
6	Percent of underground storage tank facilities in significant operational compliance with release prevention and release detection requirements of the petroleum storage tank regulations	60%	83%	70%	Annual			
Program Rating		Y	Y					Y

Comments: The Ground Water Quality Bureau's Pollution Prevention Section's nearly 50 percent vacancy rate continues to impair the agency's ability to meet targets for inspections of groundwater discharge permitted facilities. The agency states the bureau is working to fill vacancies and is working with an independent contractor and an in-house permitting expert to develop an action plan for improving the permitting process. However, the section's vacancy rate increased during the second quarter, and service levels declined further.

Environmental Health Program Budget: $23,795.5 FTE: 241.5		FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
7	Percent of the population served by community water systems that receive drinking water that meets all applicable health-based drinking water standards	n/a	95%	100%	90%	90%		Y
8	Percent of public water systems surveyed to ensure compliance with drinking water regulations*	95%	93%	96%	94%	99%		G
9	Percent of public drinking water systems inspected within one week of confirmation of system problems that might acutely impact public health*	100%	100%	100%	100%	100%		G
10	Percent of large quantity hazardous waste generators inspected*	24%	28%	24%	11%	4%		G
11	Total number of new projects funded from the clean water state revolving fund program and the rural infrastructure revolving loan program	10	6	>7	0	3		Y

Performance Report Card
Department of Environment
Second Quarter, Fiscal Year 2015

12	Dollar amount of new loans made from the clean water state revolving fund program and the rural infrastructure revolving loan program (in thousands)	$9,870	$33,355	>$20,000	$0	$2,487		Y
13	Percent of high-risk food-related violations corrected within the timeframes noted on the inspection report issued to permitted commercial food establishments*	92.0%	99.3%	100.0%	99.9%	99.9%		G
14	Percent of annual permitted food establishments inspected within timeframe due	n/a	99.6%	100.0%	100.0%	100.0%		G
Program Rating		Y	Y					G

Comments: The Drinking Water Bureau has trained new compliance officers since the end of the first quarter, resulting in improved performance. However, the percent of New Mexicans served by drinking water systems meeting all health-based standards has not increased. While the agency notes that some compliance issues can take several years to address, it is concerning that over 180 thousand New Mexicans receive drinking water from systems that do not meet such standards. Although the Construction Programs Bureau loaned nearly $2.5 million to three new projects in the second quarter, NMED is not on pace to meet the related performance targets but anticipates loans to increase significantly in the third and fourth quarters.

Environmental Protection Program	Budget: $15,722.3 FTE: 160.5	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
15	Percent of permitted active solid waste facilities and infectious waste generators inspected that were found to be in substantial compliance with the New Mexico solid waste rules*	82%	87%	85%	93%	100%		G
16	Percent of radiation-producing machine inspections completed within the timeframes identified in radiation control bureau policies*	99%	98%	100%	85%	96.3%		Y
17	Percent of landfills compliant with groundwater sampling and reporting requirements	100%	96%	100%	88%	100%		G
18	Percent of facilities taking corrective action to mitigate air quality violations discovered as a result of inspections	97%	100%	100%	92%	100%		G
19	Percent of serious worker health and safety violations corrected within the timeframes designated on issued citations from the consultation and compliance sections	93.1%	95.9%	95.0%	98.4%	93.9%		Y
20	Percent of referrals alleging serious hazards responded to via an on-site inspection or investigation (letter or phone call to employer) within ten working days	93.6%	95.8%	95.0%	93.8%	96.8%		G
Program Rating		Y	G					G

Comments: The Occupational Health and Safety Bureau identified 131 serious violations in the second quarter, with employers correcting 123 of these within the prescribed timeframe. However, of the eight that were not corrected on time, seven were corrected the day after the due date and the other was corrected four days after. Radiation Control Bureau vacancies again prevented NMED from meeting the target for inspections of radiation-producing machines.

* Denotes House Bill 2 measure

Performance Report Card
Energy, Minerals and Natural Resources Department
Second Quarter, Fiscal Year 2015

Performance Overview: Performance in the Renewable Energy and Energy Efficiency Program and the Healthy Forests Program is concerning, especially the number of acres of forests and watersheds treated considering the significant capital outlay funding dedicated to such efforts by the Legislature in 2014. Reduced drought conditions have led to increased visitation to state parks, but without a similar increase in per-visitor revenue.

	Renewable Energy and Energy Efficiency Program Budget: $2,968.5 FTE: 12.0	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
1	Percent of applications for clean energy tax credits reviewed within thirty days of receipt	99%	99%	90%	88%	75%		Y
2	Percent reduction in energy use in public facilities upgraded by clean energy projects	16%	11%	16%	13%	13%		Y
3	Number of inventoried clean energy projects evaluated annually	55	66	55	Annual			
4	Number of Waste Isolation Pilot Plant-related emergency responder and shipment inspection trainings and practice exercises conducted	80	51	80	Annual			
	Program Rating	G	G					Y

Comments: The FY11 baseline energy use by public facilities where energy efficiency measures have been implemented was reduced by 13 percent in the first quarter, falling short of the performance target but slightly improved from FY14 performance levels. With 327 applications for renewable energy tax credits received in the second quarter, the program was only able to review 248 within the 30-day target. The agency has requested contract staff to assist in meeting this target as the high number of applications is expected to continue into tax season during the third quarter.

	Healthy Forests Program Budget: $12,597.6 FTE: 80.0	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
5	Number of nonfederal wild land firefighters provided professional and technical incident command system training*	1,687	2,074	1,700	14	91		Y
6	Number of acres treated in New Mexico's forest and watersheds*	n/a	12,277	20,000	3,253	801		Y
7	Number of at-risk communities or local fire departments provided funding for wildland firefighting equipment or training*	18,669	133	90	23	16		Y
	Program Rating	G	G					Y

Comments: The program's efforts to treat forests and watersheds is well off pace of the performance target. The agency attributes this to a large increase in the performance target from FY14 to FY15 and reduced federal funding. However, there was no correlation between acres treated and federal funding levels in FY13 and FY14, as federal funding increased slightly while acres treated declined by 34 percent. While the number of firefighters trained to date is low, historical data shows the agency tends to significantly increase this figure in the third quarter of fiscal years.

	State Parks Program Budget: $27,397.4 FTE: 246.0	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
8	Number of visitors to state parks*	3,785,332	3,983,417	3,800,000	1,706,578	596,751		G
9	Self-generated revenue per visitor (in dollars)*	$0.97	$0.96	$0.97	$0.86	$0.70		Y
10	Number of interpretive programs available to park visitors	2,562	2,358	2,500	586	302		G
11	Miles added to state parks trails and the Rio Grande trail	n/a	7.0	10.0	Annual			
12	Number of persons that complete a certified New Mexico boating safety education course	772	712	775	Annual			
	Program Rating	Y	Y					G

Comments: State parks are on pace to host over 4.5 million visitors in FY15, well above the performance target. However, self-generated revenue per visitor is not on pace to meet the annual target and fell by nearly 20 percent in the second quarter after seeing a year-over-year increase in the first quarter. Although the number of boating safety courses completed is an annual measure, the agency reports increased precipitation throughout the state this summer led to better lake levels and more motorboat operators interested in completing a boat education course.

Mine Reclamation Program	Budget: $8,175.3	FTE: 34.0	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
13	Percent of permitted mines with approved reclamation plans and adequate financial assurance posted to cover the cost of reclamation		100%	99%	100%	99%	99%		G
14	Percent of required inspections conducted per year to ensure mining is being conducted in compliance with approved permits and regulations		100%	100%	100%	Annual			
Program Rating			G	G					G

Comments: Eighty-nine of 90 permitted mines have adequate financial assurance and approved reclamation plans. The one site without financial assurance is currently under application with a new owner, and a permit and updated financial assurance is forthcoming. However, the agency did not report any progress made on this issue in the second quarter.

Oil and Gas Conservation Program	Budget: $10,059.7	FTE: 61.0	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
15	Number of inspections of oil and gas wells and associated facilities*		37,707	38,920	37,500	15,420	9,350		G
16	Percent of application to drill permits approved within 10 business days of receipt		n/a	n/a	60%	89%	90%		G
17	Number of abandoned oil and gas wells properly plugged using reclamation fund monies		57	32	50	0	9		Y
Program Rating			G	G					G

Comments: The program continues to fulfill its inspection responsibilities and recently filled compliance positions in the Artesia office, reducing staff workload. Despite declining oil prices, the agency reports a slight increase in the number of applications for drilling permits in the second quarter while also increasing the percent of applications approved within two weeks. The agency plugged nine wells in the second quarter, is preparing to plug 11 wells, and is in the process of obtaining orders to plug up to 40 additional wells. However unlikely, the agency could potentially meet the annual performance target depending on the timing of these orders and the plugging of these wells.

* Denotes House Bill 2 measure

Performance Report Card
Office of the State Engineer
Second Quarter, Fiscal Year 2015

Performance Overview: After years of a growing water rights application backlog, the agency reduced the backlog after it peaked in August 2014. However, progress on adjudications remains slow with the agency on pace to fall short of the performance target for the number of offers to defendants. Vacancies still hamper the agency's ability to process applications, but the district offices are working to hire and train staff to continue to address the backlog.

	Water Resource Allocation Program Budget: $14,621.3 FTE: 178.0	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
1	Number of unprotested and unaggrieved water right applications backlogged*	1,332	1,513	650	1,524	1,431		Y
2	Average number of unprotested new and pending applications processed per month*	32	76	65	59	59		Y
3	Number of dams inspected per year and notices delivered to owners notifying of potential problems* (cumulative)	93	116	100	19	21		Y
4	Number of transactions abstracted annually into the water administration technical engineering resource system database*	23,331	18,888	23,000	2,598	4,459		Y
5	Percent readiness to perform active water resource management within lower San Juan river basin	98%	98%	100%	98%	98%		Y
6	Percent readiness to perform active water resource management within lower Pecos river basin	85%	85%	100%	87%	87%		Y
7	Percent readiness to perform active water resource management within lower Rio Grande river basin	85%	90%	88%	90%	91%		G
	Program Rating	R	R					Y

Comments: Although the program reduced the application backlog in the second quarter, it again missed the target for the average number of applications processed monthly. With the high number of applications subsiding since last summer, the program could be making more progress on the backlog. In November 2012, the state Supreme Court upheld that the Legislature delegated lawful authority to the State Engineer to promulgate active water resource management (AWRM) rules for administration during water supply shortages, including expedited water leasing, permitting, monitoring, and metering. More than two years after the court's ruling, the program is still drafting rules for the San Juan, Lower Pecos River, and Lower Rio Grande basins. According to the agency, the draft rules for the Lower Rio Grande are nearly complete and then must be formally promulgated.

	Interstate Stream Commission Budget: $13,695.7 FTE: 49.0	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
8	Cumulative state-line delivery credit, in acre-feet (Pecos river compact)*	102K AF	102K AF	≥ 0 AF	96K AF	96K AF		G
9	Rio Grande compact accumulated delivery credit, in acre-feet*	3K AF	62K AF	≥ 0 AF	62K AF	62K AF		G
	Program Rating	G	G					G

Comments: Consensus on accounting of the Bureau of Reclamation's unilateral release of credit water from Elephant Butte Reservoir was not reached at the Rio Grande Compact Commission meeting during the first quarter and is the subject of ongoing litigation. The credit will decrease in 2015, but the extent to which it will do so is unknown. While above average monsoons contributed to localized increases in flows they did not significantly increase reservoir storage, very little surface water was available for irrigation for Lower Rio Grande farmers and the Rio Chama also experienced shortages.

	Litigation and Adjudication Program Budget: $7,844.0 FTE: 71.0	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
10	Number of offers to defendants in adjudications*	501	540	600	120	134		Y
11	Percent of all water rights that have judicial determinations*	54%	55%	54%	57%	57%		G
	Program Rating	R	Y					G

Comments: The program already surpassed the annual target for percent of water rights adjudicated, but the target for offers made to defendants will not be reached at the current pace.

* Denotes House Bill 2 measure

Performance Report Card
Economic Development Department
Second Quarter, Fiscal Year 2015

Performance Overview: The Economic Development Department (EDD) announced 3,022 jobs during the first two quarters of FY15, exceeding the annual target. New Mexico gained 13,500 jobs year-over-year at the end of the second quarter, a significant improvement over previous quarters, but the 1.7 percent growth rate remains below the national average, and the state continues to lag behind every other state in the region except Wyoming for job creation.

	Economic Development Program Budget: $4,660.4 FTE: 24	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
1	Total number of jobs created due to economic development department efforts *	3,093	3,686	3,000	1,338	1,684		G
2	Number of rural jobs created *	1,440	1,562	1,400	573	584		G
3	Number of jobs created through business relocations and competitive expansions facilitated by the economic development partnership *	244	1,624	1,500	10	342		R
4	Number of workers trained by the job training incentive program *	844	1,355	1,000	340	218		G
5	Average hourly wage of jobs funded through the job training incentive program	$18.46	$17.32	$20.00	$15.92	$16.62		R
6	Number of private sector dollars leveraged by each dollar through the Local Economic Development Act	n/a	n/a	5:1	12:1	21:1		G
7	Number of business advocacy cases solved	58	67	50	40	14		G
	Program Rating	G	Y					G

Comments: The agency reports the FY15 LEDA appropriation of $15 million contributed significantly to the announcement of all its large job-creation projects. EDD has a target of $5,000 per job created through LEDA funding, and this alone would result in 3,000 jobs in addition to job creation assisted by other programs within the agency. The Job Training Incentive Program (JTIP) approved funds for 716 trainees in January, bringing the total for the first seven months to 1,274 -- more than the annual target. However, the program is primarily funding lower wage positions and is falling well below the target hourly wage.

Job results for the Economic Development Partnership are always highly variable by quarter, but the organization is falling well behind its mid-year target. Because the Legislature increased funding for the Partnership for FY14 and again for FY16 with the expectation of greater job creation, the results for this measure should be reviewed in detail as the fiscal year progresses.

EDD is addressing concerns regarding data quality. LFC noted a few instances in FY14 of the agency claiming jobs for which it previously took credit but which have not yet materialized. In response, EDD has now implemented a process to check new job claims against all prior claims made during the current administration and claims by the previous administration where data is available. This system should ensure it does not claim credit for jobs claimed in the past and avoid double-counting.

EDD, in conjunction with the Rural Economic Development Council, launched a plan for rural business incubation services. Each of the state's five certified business incubators will mentor at least one community through a project to support entrepreneurs. The communities selected were Alamogordo, Anton Chico, Aztec, Columbus, Los Lunas, and Zuni Pueblo.

	Film Program Budget: $755.3 FTE: 8	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
8	Number of film and media worker days *	216,461	189,782	200,000	82,524	115,642		G
9	Direct spending by film industry productions, in millions *	n/a	$162	$225	$45	$67		Y

Performance Report Card
Economic Development Department
Second Quarter, Fiscal Year 2015

10	Number of films and media projects principally made in New Mexico	53	61	60	29	16		G
Program Rating		G	G					G

Comments: The Film Program is on track to exceed two annual targets; however, the measure for direct spending by film industry productions is falling slightly short of projected levels. This is a new measure, and the annual target might need to be adjusted as the department gathers this data. The agency reports a significant increase in interest in filming television series in the state after the tax credit was increased to 30 percent in 2013, and five television series or pilots filmed in New Mexico during the second quarter of FY15.

* Denotes House Bill 2 measure

Click here for Agency Performance Reports http://www.nmlegis.gov/lcs/lfc/lfcreports.aspx

Performance Report Card
Tourism Department
Second Quarter, Fiscal Year 2015

Performance Overview: The leisure and hospitality industry gained 400 jobs year-over-year during the second quarter of FY15, increasing 0.5 percent compared to overall employment growth of 1.7 percent. Following March 2015 revisions to 2013 and 2014 employment data through benchmarking, the leisure and hospitality industry now shows positive growth for every quarter since the first quarter of FY11 (see tables on second page for comparison of job data pre- and post-benchmark). If seasonal adjustments are applied, the second quarter of FY15 shows an increase of 800 jobs, exactly matching the FY15 target.

The Tourism Department is not a key agency and is not required to report quarterly on performance. However, the Legislature appropriated $4 million in additional funding for tourism advertising for FY15 and FY16, and LFC staff recommends making the Tourism Department a key agency for reporting purposes.

Marketing and Promotion Program	Budget: $9,720.9 FTE: 36.5	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
1	Percent increase in gross receipts tax revenue from accommodations receipts *	0.9%	6.4%	2.5%	3.5%	3.5%		G
2	Number of new jobs created in the leisure and hospitality industry year-over-year (not seasonally adjusted)	3,700	1,500	800	2,400	400		Y
3	Dollar amount spent per overnight primary visitor per day	$74.91	$76.82	$75.00	Reported Annually			-
4	New Mexico's domestic overnight visitor market share *	1.0%	1.0%	1.1%	Reported Annually			-
5	Percent of visitors who choose New Mexico as their primary destination	71%	70%	71%	Reported Annually			-
6	Number of YouTube views of department videos, in thousands	n/a	n/a	25	88	88		G
Program Rating		G	G					G

Comments: The increase in gross receipts tax revenue represents the fourth quarter of FY14 -- the latest quarter for which data is available due to an unexpected delay in reporting by the Taxation and Revenue Department. However, these revenues generally correlate to a moderate degree with lodging receipts, which increased 6.0 and 6.1 percent for the first and second quarters, respectively. Despite increased lodging receipts, Albuquerque Sunport passenger volume declined for CY 2014 for a fifth consecutive year, although the decrease of 3.7 percent was the smallest since CY 2011.

In December, the Tourism Department awarded seven sponsorship grants totaling $200 thousand to local events statewide. Sponsorships were awarded through a competitive process under the department's new event sponsorship program designed to support new events and improve existing events. The agency also funded 46 applications totaling $600 thousand under the cooperative advertising program, which included more than 150 collaborative partners working together to market the state to potential visitors under the New Mexico True brand.

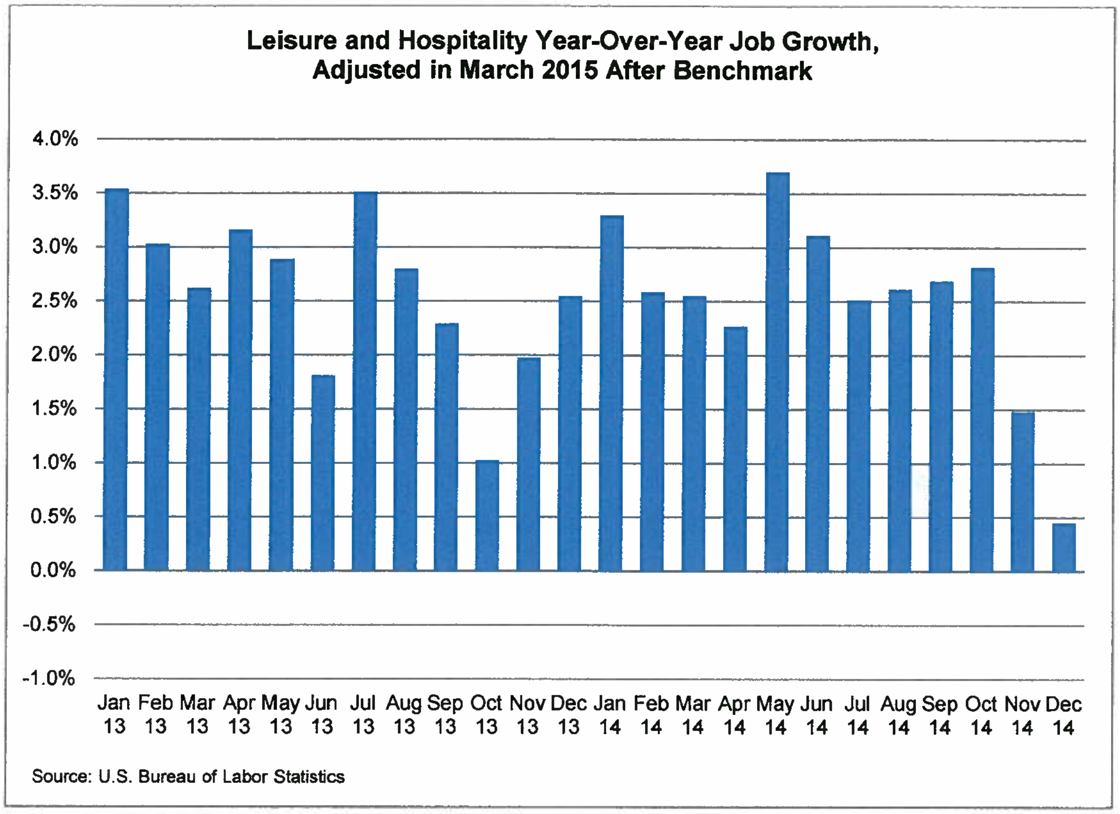
New Mexico Magazine Program	Budget: $3,365.6 FTE: 14	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
7	Circulation rate *	91,197	89,556	95,000	Reported Annually			-
8	Advertising revenue per issue, in thousands *	$68	$57	$72	$60	$85		G
9	Number of qualifying website visits to nmmagazine.com and newmexico.org, in thousands	715	1,040	565	247	354		G
Program Rating		G	Y					G

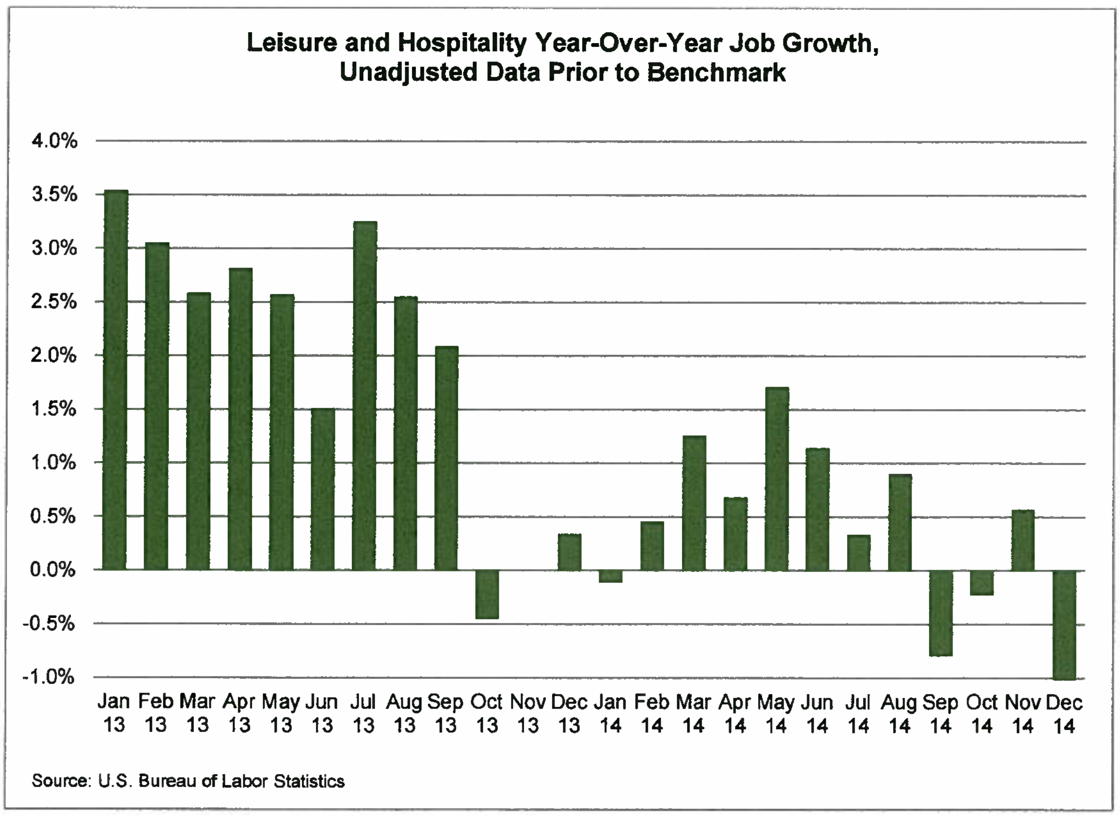
Comments: *New Mexico Magazine* is the oldest state magazine in the United States, founded in 1923, and is the third-largest state-owned publication in circulation. Advertising revenue per issue exceeded the target for the first time in several quarters, hitting a new high for the last three years. Advertising revenues for FY14 and the first quarter of FY15 were negatively impacted by the departure of the southern New Mexico advertising sales representative, but revenues increased substantially through December 2014 after hiring a replacement.

* Denotes House Bill 2 measure

Click here for Agency Performance Reports http://www.nmlegis.gov/lcs/lfc/lfcreports.aspx

Performance Report Card
Tourism Department
Second Quarter, Fiscal Year 2015





Performance Report Card
Workforce Solutions Department
Second Quarter, Fiscal Year 2015

Performance Overview: The Workforce Solutions Department (WSD) assists vulnerable populations so they can participate in the workforce and maintain stable employment in order to build economic stability. As of January 2015, New Mexico's unemployment rate was 6.2 percent, a decrease of 0.9 percent compared with January 2014, accounting for an additional 10 thousand citizens participating in the workforce. However, the state is still above the national unemployment rate of 5.7 percent. Seasonally adjusted, unemployed workers decreased by over 7,000 between January 2014 and 2015, and unemployment insurance (UI) benefit payouts decreased 12 percent between the first and second quarters of 2015. The trust fund balance at the end of the second quarter was $74.2 million compared with $51.7 million a year ago.

	Workforce Transition Services Budget: $27,966.8 FTE: 344.0	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
1	Percent of eligible unemployment insurance claims issued a determination within twenty-one days from the date of claim	66%	79%	75%	95%	95%		G
2	Average time to complete a transaction with the unemployment insurance call center, in minutes	36 min	44min	15 min	26 min	39 min		R
3	Percent of all first payments made within fourteen days after the waiting week	new	84%	85%	91%	93%		G
4	Percent accuracy rate of claimant separation determinations	new	88%	75%	90%	86%		G
5	Percent of youth who entered employment or are enrolled in post-secondary education or advanced training after receiving workforce investment act services	57%	56%	57%	57%	61%		G
6	Number of adults and dislocated workers receiving workforce investment act services	2,603	2,193	2,600 (rolling)	2,294	2,646		Y
7	Percent of individuals that enter employment after receiving Workforce Investments Act services	new	67%	65%	70%	73%		G
8	Percent of individuals that receive workforce investment act services that retain employment	new	87%	85%	87%	88%		G
9	Number of youth receiving Workforce Investment Act services	new	837	1,400 (rolling)	768	769		Y
10	Percent of recently separated veterans retaining employment after six months	new	71%	65%	66%	76%		G
11	Average six-month earnings of persons entering employment after receiving veterans' services	new	$16,522	$16,000	$16,626	$17,302		G
12	Percent of disabled veterans entering employment after receiving workforce development services	39%	42%	45%	34%	39%		R
13	Percent of unemployed individuals employed after receiving Wagner-Peyser employment services	new	53%	51%	51%	58%		G
14	Percent of individuals that have received Wagner-Peyser employment services retaining employment after six months	new	75%	70%	75%	81%		G
15	Average six-month earnings of persons entering employment after receiving Wagner-Peyser employment services	new	$13,122	$12,500	$12,919	$13,783		G
	Program Rating	Y	Y					Y

Comments: Services for veterans remain a concern. Many veterans have a tough time making the transition to civilian life. Finding a job and obtaining education benefits can be a challenge, especially for disabled veterans. As veterans return home, many states focus on programs that ensure vets receive resources to make a smooth transition to civilian life. Nationally, 22 million veterans live in the U.S., or 8.1 percent of the population. Over 160 thousand veterans live in New Mexico, or 10.2 percent of the total population in 2013. However, comparing veteran and nonveteran unemployment rates across states, New Mexico has a higher annual average unemployment rate for veterans. Workforce Transition Services (WTS) reported increased outreach efforts to employers and federal contractors to recruit recently separated veterans. Additionally, WTS will be focusing on connecting veterans with job opportunities in southern New Mexico. Historically, Catron, Grant, Sierra, and Otero counties have higher populations of veterans.

Performance Report Card
Workforce Solutions Department
Second Quarter, Fiscal Year 2015

Labor Relations	Budget: $5,176.8	FTE: 36.0	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
16	Percent of wage claims investigated and resolved within ninety days		91%	91%	91%	95%	94%		G
17	Number of discrimination claims investigated		589	469	550/138 (annual/qtr)	125	80		R
18	Percent of human rights cases that receive probable cause determinations that are resolved within one year		new	69%	90%	80%	86%		Y
19	Percentage of targeted public works inspections completed		new	100%	90%	100%	100%		G
Program Rating			Y	Y					Y

Comments: The decrease in the number of discrimination claims investigated by the Labor Relations Program continued to fall below the targeted level. The majority of discrimination claims filed are dually filed with the Equal Employment Opportunity Commission (EEOC); however, the Human Rights Bureau is responsible for investigating all complaints of discrimination covered under the New Mexico Human Rights Act. Performance for this measure is reliant on investigation referrals from EEOC, and if the trend of fewer referrals continues, the bureau will not meet the target for FY15.

Workforce Technology	Budget: $19,388.0	FTE: 39.0	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
20	The percentage the unemployment framework for automated claims and tax services applications are available during scheduled uptime		100%	100%	100%	100%	100%		G
21	Response time from system outage to restoration of service on unemployment framework for automated claims and tax services in minutes		13 min	63 min	20 min	0 min	0 min		G
22	Percent of time unemployment insurance benefits are paid within three business days of claimant certification		100%	94%	100%	96%	95%		R
Program Rating			G	Y					Y

Comments: The Workforce Technology program fell below the targeted level for benefits paid within three days of certification during the second quarter of FY15. An increase in manual warrants required increased process time and resulted in decreased performance.

Business Services	Budget: $10,508.8	FTE: 31.0	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
23	Percent of employers sampled reporting customer satisfaction		98%	99%	99%	99%	99%		G
24	Number of days to publish bureau of labor statistics provided seasonally adjusted business employment dynamics data quarterly at the state level upon receipt from the bureau of labor statistics		5 days	2 days	4 days	2 days	2 days		G
25	Number of personal contacts made by field office personnel with New Mexico businesses to inform them of available services or provide actual services		110,069	126,296	75,000/18,750 (annual/qtr)	28,661	30,068		G
Program Rating			G	G					G

Comments: The Business Services Program met or exceeded all targets during the second quarter of FY15.

Program Support	Budget: $29,319.6	FTE: 110.0	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
26	Percent of annual independent state audit prior year findings resolved		69%	86%	70%	Reported annually			n/a
27	Number of working days between expenditure of federal funds and request for reimbursement from federal treasury		4 days	4 days	4 days	4 days	4 days		G
Program Rating			Y	Y					G

Comments: Program Support met or exceeded all targets during the second quarter of FY15.

Click here for Agency Performance Reports

Performance Report Card
State Personnel Board
Second Quarter, Fiscal Year 2015

Performance Overview: Results for many measures continue to miss target levels. The average number of days to fill a vacant position is slightly higher than the FY14 result, but lower than the same quarter a year ago. Performance results, particularly the average state classified employee compa-ratio, show the necessity for SPO to implement a new pay plan. The decline in the statewide vacancy rate is due to a change in the calculation method, and total state employment levels have remained relatively unchanged between the first and second quarters.

Program	Budget: $4,576.0 FTE: 54	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
1	Statewide classified service vacancy rate*	15%	15%	10%	18%	14%		R
2	Average number of days to fill a vacant position from the date of posting*	73	64	45	69	69		R
3	Average state classified employee compa-ratio*	99.5%	100.0%	95.0%	100.8%	101.2%		R
4	Average state classified employee new-hire compa-ratio	94%	96%	91%	94%	99%		R
5	Percent of eligible employees with a completed performance appraisal on record at the close of the fiscal year*	93%	99%	95%	Annual			
6	Percent of departments or agencies with over ninety percent of personnel evaluations completed	95%	97%	95%	Annual			
7	Percent of new employees who successfully complete their probationary period*	58%	68%	75%	62%	69%		R
8	Percent of classified employees voluntarily leaving state service*	New	New	14.0%	3.6%	1.9%		G
9	Percent of classified employees involuntarily leaving state service*	New	New	4.0%	0.6%	0.6%		G
10	State employee average overtime usage per month	16 hours	16 hours	12 hours	16 hours	15 hours		Y
11	Percent of state employees receiving overtime	16%	17%	25%	18%	16%		G
12	Number of rule-compliance audit reviews performed during the fiscal year	8	20	5	Annual			
13	Percent of rule-compliance audit exceptions corrected within six months of discovery	100%	100%	100%	Annual			
Program Rating		R	Y					Y

Comments: The State Personnel Office (SPO) changed the calculation methodology for the first measure in the second quarter, which may account for the decrease from 18 percent to 14 percent. In general, state employment levels have remained flat for the past several fiscal years. The time to fill vacant positions remains persistently high. SPO reports the most time consuming part of the hiring process is the time from the referral of a list of candidates to the acceptance of a job offer which takes 50 days on average. SPO reduced the time to refer a list of candidates to agencies by three days between the second quarter of FY14 and the second quarter of FY15, but if any meaningful progress is to be made on this measure, SPO must work with agencies to reduce the time from referral to acceptance.

SPO is in the process of developing and implementing a new, occupationally-based pay plan. The plan will consist of 16 occupational groups and allow SPO to better match job classification compensation to the market. SPO contends the transition to the occupationally-based system will help agencies recruit and retain employees. The performance results for measures 3 and 4 show a narrowing gap in compa-ratio between new hires and tenured employees, which likely is contributing to pay compaction as agencies hire new employees at higher salaries and are unable to increase the salaries of existing employees. Pay compaction leads to increased turnover and recruitment and retention problems as employees have little chance for salary increases.

* Denotes House Bill 2 measure

Performance Report Card
Taxation and Revenue Department
Second Quarter, Fiscal Year 2015

Performance Overview: During the second quarter of FY15, wait times for Motor Vehicle Division (MVD) field offices and the MVD call center increased relative to the first quarter, although both remain below target times. Compliance Enforcement had no tax case referrals for prosecution and investigation this quarter, but is rated yellow as the measure is cumulative and had a strong first quarter performance. Property Tax recovered some from lower than typical delinquent property tax reimbursements for the first quarter and appears to be on track to meet the annual performance target.

Tax Administration	Budget: $31,464.0 FTE: 504	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
1	Collections as a percent of collectable audit assessments generated in the current fiscal year* (cumulative)	66%	61%	65%	12.5%	24%		G
2	Collections as a percent of collectable outstanding balances from end of the prior fiscal year* (cumulative)	18%	18%	18%	9%	11.3%		G
3	Percent of electronically-filed personal income tax and combined reporting system returns*	85%	90%	90%	85%	89%		G
Program Rating		G	G					G

Comments: First and second quarter assessments totaled $36 million, of which $11.2 million is less than 90 days old, $9.3 million is in protest, and $765 thousand has been abated, deactivated, or is in bankruptcy, leaving a collectable balance of $14.8 million, with $3.5 million of the balance collected. Legislation requiring the department to wait 90 days from assessment to take collection action has diminished its ability to collect on assessments in a timely manner.

Motor Vehicle	Budget: $27,774.0 FTE: 348	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
4	Average call center wait time to reach an agent, in minutes*	6:52	4:48	6:00	3:42	5:12		G
5	Percent of registered vehicles with liability insurance*	91%	91%	92%	90.5%	91%		Y
6	Average wait time in q-matic equipped offices, in minutes*	24:40	14:40	20:00	13:46	14:04		G
Program Rating		Y	G					G

Comments: Wait times for the MVD call center in the second quarter remain below target times, although longer than in the first quarter and above FY14 actuals. Similarly, although above first quarter times, wait times for q-matic equipped offices remain below target and below FY14 actuals. The program is working on strategies for increasing the percent of registered vehicles with liability insurance.

Property Tax	Budget: $3,378.9 FTE: 39	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
7	Amount of delinquent property tax collected and distributed to counties, in millions	$12	$13.5	$10	$3	$2.1		G
Program Rating		Y	G					

Comments: Property taxes contribute approximately $1.5 billion of revenue to New Mexico's counties annually. After two and a half years of non-payment, delinquent property tax accounts are transferred to the Property Tax Division for collection pursuant to Section 7-38-62 NMSA 1978. In FY14, the program returned approximately $13.5 million in delinquent property tax obligations to New Mexico's counties, an all time high. The department is below target for the second quarter of FY15 but on track to meet the FY15 target of $10 million.

Compliance Enforcement	Budget: $2,294.0 FTE: 28	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
8	Number of tax investigations referred to prosecutors as a percent of total investigations assigned during the year* (cumulative)	67%	33%	50%	57%	36%		Y
9	Successful tax fraud prosecutions as a percent of total cases prosecuted	100%	100%	100%	Reported Annually			
Program Rating		Y	Y					Y

Performance Report Card
Taxation and Revenue Department
Second Quarter, Fiscal Year 2015

Comments: For the second quarter, four tax cases were assigned to investigators, but none were referred for prosecution. Due to this, the cumulative percentage of the number of tax investigations referred to prosecutors in FY15 decreased from quarter one, when four out of seven cases were referred for prosecution (meaning that to-date, four out of 11 cases have been referred). Because this performance measure is cumulative, the department is confident that, combined with first quarter referrals, it will refer an adequate number of cases to meet the performance measure in the next two quarters.

	Program Support Budget: $22408.1 FTE: 190	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
10	Percent of driving-while-intoxicated drivers license revocations rescinded due to failure to hold hearings in ninety days* (cumulative)	0.5%	0.3%	<0.5%	0.1%	0.1%		G
	Program Rating	G	G					G

Comments: A total of 1,063 implied cases were scheduled for the second quarter. Of these, only one revocation could not be sustained due to officer or TRD administrative error. The first and second quarters in FY15 are the lowest quarters in the last five years.

* Denotes House Bill 2 measure

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Performance Report Card
General Services Department
Second Quarter, Fiscal Year 2015

13	Capital projects on schedule and within approved budget*	93%	88%	92%	79%	95%		G
14	Severance Tax Bonds funded projects in design within 6 months of approved budget	92%	60%	75%	Annual			
15	Lease costs, in millions	$44.3	$47.1	$44.8	$46.9	$45.2		Y
16	Lease square footage, in millions	3.2	2.8	2.7	2.8	2.6		G
17	Repair work orders completed on time	New	73%	80%	74%	73%		R
18	Preventative maintenance completed on time	New	86%	75%	84%	91%		G
Program Rating		Y	Y					G

Comments: The program maintains a high vacancy rate which impacts its ability to close repair work orders within 15 days. Out of the total number of active projects ($139.1 million appropriated), $77.5 million was outstanding as of the second quarter because some projects were still in the planning phase where it is not unusual to not see encumbrances. Outdated office space standards and state building occupancy rates below 85 percent continue to create problems. As such, the program will be working with the Capital Buildings Planning Commission during the interim to hire a contractor to update the office space standards and with executive agencies and other public entities to gain support for a renewed governor-supported "footprint reduction initiative" that will require moving more employees from leased space to state owned space.

Transportation Services Program	Budget: $11,563 FTE: 33	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
19	State vehicle fleet beyond five years	52%	54%	20%	48%	47%		R
20	Short-term state vehicle fleet use*	64%	72%	75%	72%	99%		G
21	Vehicle lease revenues to expenses*	76%	97%	90%	122%	95%		G
22	Vehicles accumulating 1,000 miles per month	41%	30%	33%	32%	38%		Y
23	Revenue generated through Surplus Property (cumulative)	$535	$1,032	$1,084	$267	$626		G
Program Rating		G	Y					G

Comments: Because older vehicles are more costly to maintain and operate and newer vehicles are more desirable to users, the program is in year two of a vehicle replacement schedule that includes replacing 20 percent of the fleet each year. To increase short-term leasing, defined as usage in at least a portion of each of the 21 days per month a vehicle is available, the program is removing underutilized long-term leased vehicles from agencies and expanding unmanned kiosks to allow payment based on actual utilization. To increase fleet efficiencies, the program is installing GPS in 500 vehicles for seven agencies, in order to reduce fuel consumption and miles driven, improve driver accountability, and safeguard employees.

State Purchasing Program	Budget: $2,358 FTE: 27	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
24	Employees trained on Procurement Code (cumulative)	754	689	630	29	75		R
25	Procurement code violations* (cumulative)	21	31	<29	3	8		G
26	Awards to businesses with New Mexico preference* (cumulative)	100 (19% of total)	11 (6% of total)	> 12	0	1		R
27	"Best Value" awards above $100,000 (cumulative)	2	8	> 9	18	19		G
28	Sole source procurements* (cumulative)	132	236	224	56	96		Y

Performance Report Card
General Services Department
Second Quarter, Fiscal Year 2015

	FY13	FY14					Rating
Program Rating	G	Y					Y

Comments: The State Purchasing Division's (SPD) purpose is to provide for the procurement of tangible property, some services and construction for state agencies, and ensure compliance with the Procurement Code. Procurement related to professional services is under DFA. Further, state agencies are not required by law to consult with SPD or DFA prior to making procurement decisions. This has led to contract violations, overuse of statewide price agreements, and inadequate tracking of statewide spending. The measure for sole source procurements includes local public bodies in addition to state agencies that are reporting via SPD's online portal. As a result, the numbers have increased dramatically. In addition, emergency procurements, which also go through DFA, continue to be highly used suggesting poor planning by some entities. To standardize procurement practices, all chief procurement officers are now required to complete a certification program.

	State Printing Program Budget: $1,665 FTE: 15	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
31	Revenue generated (cumulative)	$1,565.0	$1,168.0	$1,226.0	$181.0	$395.0		R
32	Sales growth in revenue *	5%	1%	10%	2%	74%		G
33	Increase in new customer base	New	New	5%	2%	1%		G
	Program Rating	Y	Y					Y

Comments: Revenue exceeds FY13, a year with a similar legislative session which accounts for most sales. However, the FY15 target is less than actual expenses which averaged $1.3 million the past few years but are estimated at $1.2 million for FY15. Because the program does not have right of first refusal, state agencies often use contractors, which impacts revenue.

* Denotes House Bill 2 measure

Performance Report Card
Department of Information Technology
Second Quarter, Fiscal Year 2015

Performance Overview: For FY16, DoIT requested the extension of an FY13 appropriation to update New Mexico's statewide human resource, accounting, and reporting system (SHARE) software, which continues to be several versions behind and lacking critical functionality; the project to update SHARE software is expected to take at least 12 more months. Additional FY16 responsibilities for the department, resulting from the recently-concluded legislative session, include Senate Bill 537, which requires a copy of (or an internet web site link to) state contracts to be provided on the New Mexico Sunshine Portal and $400 thousand dollars to the department for implementation of a one-stop business portal to help make it easier for businesses to relocate and do business in New Mexico.

	Compliance and Project Management Budget: $877.4 FTE: 7	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
1	Monthly number and budget of approved information technology professional services contracts and amendments	99/ $236M	152/ $68M	Explanatory	44/ $41M	72/ $18M		n/a
	Program Rating							

Comments: For FY15, only output measures were reported. The program continues to report status information on the state's 10 largest information technology projects.

	Enterprise Services Budget: $52,560.4 FTE: 170	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
2	Queue-time to reach a customer service representative at the DoIT help desk, in seconds*	12	9	<19	12	10		G
	Service desk calls resolved by priority:							
3	Priority 1 (8 hours)	64%	71%	90%	71%	75%		Y
4	Priority 2 (24 hours)	37%	54%	90%	55%	64%		R
5	Priority 3 (40 hours)	51%	92%	90%	95%	90%		G
6	Priority 4 (80 hours)	83%	100%	90%	86%	84%		Y
7	Priority 5 (160 hours)	100%	100%	90%	75%	100%		G
8	Percent of mainframe uptime affecting user access or batch scheduling *	100%	99.8%	99.9%	100%	100%		G
9	Percent of scheduled uptime the statewide human capital management suite of the statewide human resource, accounting and management reporting (SHARE) system is available during business hours	99.6%	99.9%	99.9%	100%	100%		G
10	Percent of scheduled uptime the financial suite of the statewide human resource, accounting and management reporting (SHARE) system is available during business hours	99.6%	99.9%	99.9%	100%	100%		G
	Program Rating	Y	Y					Y

Comments: The department implemented a new help desk tracking application to monitor customer service and continues to reevaluate the targets to determine whether they are realistic and within best practices.

	Program Support Budget: $3,170.6 FTE: 34	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
11	Percent of audit corrective action plan commitments completed on schedule*	83%	not reported	95%	Annual			
12	Percent of accounts receivable dollars collected within sixty days of the invoice due date	45%	83%	75%	34%	53%		G
13	Dollar amount of receivables over 60 days, in millions	$7.1	$5	$7.5	$5.6	$8.4		G
	Program Rating	Y	Y					G

Performance Report Card
Department of Information Technology
Second Quarter, Fiscal Year 2015

Comments: Measure 11 above refers to the percent of audit corrective action plan commitments completed on schedule per the prior year financial audit; the FY14 actual will be reported in the fourth quarter of FY15.

* Denotes House Bill 2 measure

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Agency	Project description	Total State Appropriations	Total Federal	Est. Total Cost	Spent to Date	Project Stage	Est. End Date	Milestone(s) achieved last quarter	Milestone goal(s) for next quarter	Project status	Budget	Schedule	Functionality
333 TRD	**MVD Driver Reengineering:** Replace the MVD Driver and Vehicle Systems with an integrated system.	$25,289,400	$131,000	$45,617,581	$9,315,033	Implement	5/31/2016	Interface development and preliminary testing with larger external partners (American Association of Motor Vehicle Administrators) is going well. Two full mock data conversions of Driver data completed with very promising results.	All interfaces will be tested beginning February. Development of New Mexico site-specific configuration and code extensions.	Estimated completion date for the driver component is May 2015. The vehicle component completion date is May 2016. "Spent to date" for the new system is reset from the cancelled HP contract (May 2011). Vendor is on site and IV&V reports shows a "green" status for all elements of the project, including high marks for the project management teams despite some staff turnover. Driver's module is on time for May 25, 2015 go-live date. There are several concurrent work streams: application development, system testing, defect repair, data conversion, cut-over planning, and training curriculum development.			
333 TRD	**ONGARD** Mainframe Modernization: Full business process analysis and upgrade of oil and natural gas administration and revenue database system to the American Petroleum Institute (API) standard (expand current well number by four digits and add additional processing logic for horizontal drilling).	$6,100,000	$0	$4,205,069	$1,700,000	Initiation	1/1/2015	Business process analysis contract awarded.	Business process analysis has started with all three agencies.	The IV&V vendor notes the use of project management best practices for scheduling, risk management, and status reporting; however, the vendor noted again that the archiving/retention policy for ONGARD records is extremely important and should be completed soon (during the business process analysis) given the importance of this system. The security assessment was completed with no major issues reported; the final report reflected that ONGARD received the highest score possible for network and infrastructure. Despite early kudos for project management, there is reportedly disagreement between the tri-agencies(Energy, Minerals and Natural Resources Department, State Land Office and the Taxation and Revenue Department) about of system that will ultimately replace ONGARD.			
361 DoIT	**SIRCITS:** (Statewide Integrated Radio Communication Internet Transport System) – Two Part Project: 1) Complete analog to digital microwave (DMW) conversion statewide to provide Middle Mile Broadband service, and; 2) Design and build a public safety 700Mhz Long Term Evolution (LTE) broadband technology platform "last mile" service in Abq and Santa Fe.	$17,000,003	$38,699,997	$55,700,000	$48,783,462	Implement	9/30/2015	Completion of waveguide (for transmitting signals) installation at Coyote, Eureka and Tesuque sites. Award announcement resulting from LTE RFP.	Execute contract for LTE design.	Project within scope, budget and schedule. Analog-to-digital microwave conversion: construction at 24 of 24 sites completed. 700MHz LTE construction to begin early spring 2015. **Background:** The 700 MHz Band is an important segment of spectrum (available for both commercial wireless and public safety communications) freed up from the digital television transition. The band's location just above the remaining TV broadcast channels, gives it excellent propagation characteristics such as the ability to penetrate buildings and cover larger geographic areas with less infrastructure. In 2012, Congress enacted the Spectrum Act which formed the First Responder Network Authority (FirstNet, part of U.S. Department of Commerce) deploying and operating the nationwide public safety broadband network and allocated up to $7 billion dollars to FirstNet to construct this nationwide public safety broadband network.			

Agency	Project description	Total State Appropriations	Total Federal	Est. Total Cost	Spent to Date	Project Stage	Est. End Date	Milestone(s) achieved last quarter	Milestone goal(s) for next quarter	Project status	Budget	Schedule	Functionality
361 DoIT	**SHARE Software Upgrade:**	$5,000,000	$0	Unknown	Unknown	Planning	TBA	Contractor (Oracle) completed *SHARE Financials Upgrade Project Upgrade Delta Analysis* report (needs assessment) July 2013	Revised implementation plan	With the completion of the SHARE replatform project in March 2014, DoIT estimated it would have a revised plan to update SHARE software within a few months; however, to date this has not been provided. In February 2013, DoIT made a special request for funding to stabilize and upgrade SHARE. The appropriation was contingent on monthly written status reports and IV&V reports to DFA, although to date none of the appropriation has been used. Delay of this upgrade impacts other state IT systems, such as the HSD ASPEN project, which requires the completed upgrade for some necessary program interfaces. The FY16 General Appropriations Act included extension language for the $5 million appropriation through 2017.			
341 DFA	**SHARE Cash Remediation Phase II:** Fine-tune business processes related to disbursement activity (accounting approvals, staledating, etc.), automation of banking interfaces, reduced reliance on manual data keying and improved controls of general ledger activity.	$1,054,000	$0	$4, 500,000	$1,054,000	Initiation	6/1/2015	May 2014 certification of $54 thousand for initiation phase	Project management plan, vision and planning, and design phase	During Cash Remediation Phase I, DFA identified additional deficiencies in business processes, system configuration and security. DFA identified $54 thousand in its FY14 operating budget for the initiation of phase II of this project to integrate third-party payment systems data into SHARE. The FY16 General Appropriations Act contains an additional $3.9 million; subject to final veto action, language states the appropriation includes sufficient funding to reassess cash balances between the general ledger and bank balances to establish new starting balances for the general fund and agency funds beginning July 1, 2015. DFA is required to submit a plan to the State Board of Finance and the Legislative Finance Committee by May 1, 2015. An additional $1 million was spent to research and review bank versus book transactions from the implementation of SHARE (2009) through January 31, 2013 which will help inform this project.			
341 DFA	**Comprehensive Annual Financial Report (CAFR) Reporting:** Web-based financial consolidation and reporting application to replace the current manual process used to meet the state's regulatory and management financial reporting requirements.	$500,000	$0	$7,700,000	$151,000	Planning	2/28/2016	Project initiation with the project certification committee; Hyperion software purchased.	Planning and design; business process analysis.	New Mexico's 2013 CAFR was the first to be audited (prior CAFRs had only been "reviewed"). Due to many material findings, the 2013 CAFR has a disclaimed opinion. This project, in conjunction with other cash remediation efforts, will help ensure good financial controls are in place and that state financial data is credible and reliable. In FY14, DFA increased the contingent liability against the state's general fund reserve due to unreconciled historical balances to $100 million. The FY16 General Appropriations Act contains an additional $1.2 million for this project subject to final veto action. **Background:** Since the implementation of SHARE in 2006, the statewide cash balance in the SHARE general ledger accounts have not been reconciled to the amounts registered at the state's bank. Following the SHARE cash remediation efforts (described above), in February 2013 DFA began reconciling accounts to the bank on a "go-forward" basis.			

Agency	Project description	Total State Appropriations	Total Federal	Est. Total Cost	Spent to Date	Project Stage	Est. End Date	Milestone(s) achieved last quarter	Milestone goal(s) for next quarter	Project status	Budget	Schedule	Functionality
539 SLO	**Land Information Management System (LIMS):** Replace existing surface and minerals land management, leasing, and associated financial functionality of ONGARD. LIMS will integrate with ONGARD and automate the 100-year old paper Tract Books with a Digital Tract Book component, and include a back file conversion.	$1,335,000	$0	$6,800,000	$781,218	Implement	1/31/2016	Successful go-live for Segment 1: • Land Grid (e.g. Public Land Survey System subdivision units); • Beneficiary • Land Ownership (SLO surface, SLO subsurface, Federal, Tribal or Private)	Software configuration and testing for Segment 2 (lessee, land description from paper to GIS digital land tract book)	The IV&V vendor notes implementation for Segment 2 will be more complex than Segment 1 and will require more commitment of technical and subject matter expert resources. While the overall project was given a "green" status, the IV&V vender noted that due to staffing issues, the project contractor has struggled to provide quality management services; for example, the contractor has yet to provide an improved and updated risk management plan. Further, the IV&V vendor stated that given the size and scope of this project, with a large number of activities occurring in parallel, the SLO project manager (PM) is over-extended and some of her tasks are outside normal PM responsibilities; it was recommended that the contractor provide a PM to provide additional project coordination, take critical meeting minutes and assist the SLO PM where needed.			
630 HSD	**ASPEN – State Based Marketplace (SBM):** Enhance ASPEN to accommodate the transition from the federally facilitated marketplace (FFM) to a state based marketplace to be implemented by the New Mexico Health Insurance Alliance.	$0	$17,967,936	$15,102,121	$8,773,044	Implement	10/1/2014	User acceptance testing and implementation	Unknown, see project status information	In December 2014, the NM Health Insurance Alliance (NMHIX) learned the Centers for Medicaid and Medicare Services denied its application for almost $100 million in grant funding to comply with additional CMS requirements for development of the state-based individual exchange. In March 2015 the NMHIX board voted to halt construction of the exchange and continue discussions with CMS to possibly implement a lease option for 2017 which could include terminating or amending all exchange contracts. The decision to remain on the federal market will require a significant change in the current ASPEN-SBM project approach, plans, and schedule. DoIT will work with HSD to determine the impact and next steps for this project.			
630 HSD	**MMIS Replacement Project:** Replace the Medicaid Management Information System ("Omnicaid") and supporting application to align with Centers for Medicare and Medicaid Services (CMS) requirements.	$288,990	$2,600,910	See project status	$12,518,684	Implement	10/31/2014	Initiation and project management plan completed; FY15 project management contract executed; preliminary project schedule completed.	The Project Management Office began the Medicaid information technology architecture state self-assessment with estimated completion of April 30, 2015.	Medicaid information technology architecture (MITA) documentation has been collected and development of the current state and future MITA business architecture, information architecture, and technical architecture is under way. MITA state self assessment scheduled completion by April 2015. Costs (federal and state) are estimated to be $6.2 million through FY16; while this multi-year project is expected to cost significantly more in ongoing years, the federal match rate is approximately 90 percent. The 2015 General Appropriations Act contains $620 thousand in state general fund revenue for the project subject to veto action.			
630 HSD	**Child Support Enforcement System Replacement (CSES):** Enhance or replace the existing system which maintains more than 59 thousand active cases with over $132 million in annually distributed child support payments.	$0	$0	Unknown	$0	Planning	6/30/2019	Project initiation; initial funding secured for planning phase.	Advanced planning document approval from federal partners.	Unlike the MMIS project, CSES is in compliance with federal requirements; however, the system supporting the business process is fragmented and limited due to aging technologies, outdated code and constant changes over the years. The 2015 General Appropriations Act contains $3.4 million in other state funds (incentive funds HSD receives for meeting federal requirements) for the planning phase. HSD expects to complete the planning phase by end of FY16, subject to veto action. Federal matching funds are available at approximately 66 percent federal to 34 percent state. Completion of the planning phase will determine the estimated full implementation costs for this project; despite the federal match, care must be taken during planning to ensure adequate return on investment for this project which the department estimates could take until June 2019 and additional millions in state funds to complete.			

Agency	Project description	Total State Appropriations	Total Federal	Est. Total Cost	Spent to Date	Project Stage	Est. End Date	Milestone(s) achieved last quarter	Milestone goal(s) for next quarter	Project status	Budget	Schedule	Functionality
690 CYFD	**EPICS** is a multi-phase/multi year project to consolidate Children, Youth and Families Department's legacy system (FACTS) and 25+ stand-alone systems into one enterprise-wide web application. The system will support program efforts to build a rapid response to federal, state and local requirements. A comprehensive view of clients and providers will increase productivity, direct client care and safety.	$4,826,700	$5,680,067	$10,506,767	$6,671,351	Implement	6/30/2018	Service management subphase domestic violence.	Service management pre-deployment training. Race to the Top subphase child care case management, child care provider management.	The IV&V vendor reports all projects within EPICS are progressing as scheduled and closely adhering to critical path requirements within minimum positive and/or negative slack time. CYFD continues to implement project phases concurrently.			

Source: DoIT IT project status reports, agency status reports, project certification committee documents, IV&V reports, and LFC analysis.

Performance Report Card
General Services Department
Second Quarter, Fiscal Year 2015

Performance Overview: The General Services Department (GSD) is composed of enterprise activities that impact the general public and thousands of government employees and plays an important role in helping state agencies and local public bodies reduce operational costs, minimize risk, and manage assets. In the past, GSD had challenges leveraging data and integrating those findings into workflow processes. However, more recently, GSD improved measurement of internal processes, which includes identifying what can or should be tracked on a quarterly or more frequent basis, and in reporting, which includes benchmarking against experience or industry.

	Risk Management Program Budget: $105,340 FTE: 61	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
1	Projected financial position of the public property fund*	91%	250%	50%	291%	265%		G
2	Projected financial position of the public liability fund*	38%	22%	50%	23%	15%		R
3	Projected financial position of the workers' compensation fund*	25%	18%	50%	21%	28%		R
4	Employees trained on loss control and prevention	New	1,238	500	622	73		G
5	Decrease legal counsel dollars spent	$10.2	$9.5	10%	Annual			
6	Increase unemployment claims challenged	41%	45%	3%	Annual			
	Program Rating	Y	Y					Y

Comments: Collections were lower the first two quarters due to the "50 percent rule" that limits an agency's ability to pay assessments in some election years. The program expects to collect remaining amounts by FYE which includes an additional $12 million to help replenish the workers' compensation and public liability funds to a fund health of 50 percent before FY19. The three largest exposures continue to be civil rights (including employment claims), general liability, and medical malpractice. To build understanding in how loss experience is used in developing rates for insurance purposes, the program plans to audit state entities and explain the minimum requirements for an effective loss control and prevention program.

	Employee Group Health Benefits Budget: $375,290 FTE: 0	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
7	State group prescriptions filled with generic drugs	84%	84%	82%	83%	82%		G
8	Eligible state employees purchasing state medical insurance	84%	84%	92%	95%	96%		G
9	Average per-member claims costs*	New	$328	$350	$292	$302		G
10	State employee medical premium compared with the national industry average	-4%	11%	< 7%	Annual			
11	Reduce claims for the top 3 diagnostic causes, based on cost	$68.8	$54.8M	3%	Annual			
12	Increase employee participation in health benefit wellness programs or events	1,117	1,564	3%	Annual			
	Program Rating	Y	Y					G

Comments: Claims costs on a per-member basis are below the FY15 target and five-year average. However, this does not include the full costs paid by both members and the plan so true differences in costs can be evaluated. To increase solvency for the group self-insurance fund, over the past two years, the state appropriated $10 million from the general fund and increased premiums 25 percent. To avoid plan changes and use of fund balances, the program proposed to increase premiums three percent for FY16 to meet projected medical inflation and cover expenses related to wellness programs and a clinic. To control costs, the program is contemplating an incentive program to encourage improvements in certain health metrics.

Facilities Management Budget: $12,547 FTE: 139	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating

Performance Report Card
Department of Transportation
Second Quarter, Fiscal Year 2015

Performance Overview: The Department of Transportation (DOT) reported an increase in traffic fatalities between the second quarter of FY14 and FY15 but continues to make progress in increasing pavement preservation statewide. Vacancy rates remain high but have been steadily declining from their FY12 peak.

	Programs and Infrastructure Budget: $593,860.1 FTE: 407.0	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
1	Number of traffic fatalities	305	343	≤345	91	103		Y
2	Number of alcohol-related traffic fatalities	120	137	≤130	35	32		G
3	Number of non-alcohol-related traffic fatalities	184	206	≤215	56	71		Y
4	Number of occupants not wearing seatbelts in motor vehicle fatalities*	114	140	≤150	26	43		Y
5	Number of crashes in established safety corridors*		n/a	≤600	Reported Annually			
6	Percent of projects in production let as scheduled*	63%	70%	≥70%	6%	86%		G
7	Percent of airport runways in satisfactory or better condition	66%	50%	≥60%	Reported Annually			
8	Number of pedestrian fatalities	54	58	≤45	17	20		Y
9	Ride quality index for new construction*	4.2	4.2	≥4.0	4.3	n/a		
10	Percent of final cost-over-bid amount on highway construction projects	3.5%	1.0%	≤3.0%	0.0%	4.0%		Y
11	Annual number of riders on park and ride*	312,320	315,738	≥300,000	80,326	71,174		Y
12	Annual number of riders on the rail runner, in millions*	1.1	1.1	≥1.2	0.3	.24		Y
Program Rating		Y	Y					Y

Comments: DOT reports an increase in overall traffic fatalities from 77 in the second quarter of FY14 to 103 in the second quarter of FY15, an increase of 34 percent. The increase in fatalities from the first to the second quarter of FY15 seems to be a trend as it has occurred regularly over the past several fiscal years. The number of pedestrian fatalities increased from 14 in the second quarter of FY14 to 20 in the second quarter of FY15, an increase of 43 percent. While traffic fatalities increased compared with the second quarter of FY14, the number of fatalities has generally trended down since FY10 when DOT reported 175 traffic fatalities in the second quarter. The annual number of riders on the Rail Runner, 244 thousand, is the lowest ridership reported since the agency began reporting on the measure in FY10.

No result was reported for measure number 9 because there were no new construction projects finished and rated during the second quarter.

	Transportation and Highway Operations Budget: $225,438.2 FTE: 1,836.7	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
13	Percent of non-interstate miles rated good*	70%	TBD	≥85%	Reported Annually			
14	Percent of interstate miles rated good*	94%	TBD	≥95%	Reported Annually			
15	Number of combined systemwide miles in deficient condition	8,128	TBD	≤3,500	Reported Annually			
16	Number of statewide pavement preservation lane miles*	3,139	2,889	≥2,750	1,123	564		G
17	Amount of litter collected from department roads, in tons*	6,825	6,201	≥11,000	1,568	1,658		R
18	Customer satisfaction levels at rest areas*	99%	99%	≥98%	99%	99%		G
19	Maintenance expenditures per lane mile of combined systemwide miles	$1,731	$1,689	n/a	Reported Annually			
Program Rating		R	Y					Y

Performance Report Card
Department of Transportation
Second Quarter, Fiscal Year 2015

Comments: Performance measures 13, 14, 15, and 19 are not available quarterly given current department data collection procedures. The significant decline in the number of pavement preservation lane miles between the first and second quarter is due to weather and a change of focus of the maintenance crews from summer to winter. Despite the decline, DOT anticipates experiencing a significant increase in pavement preservation activity in the 3rd and 4th quarters and expects to meet the annual target for pavement preservation lane miles. The decline in litter pick-up will likely continue into quarter three making it highly unlikely DOT will meet the FY15 target.

Program Support	Budget: $42,776.1	FTE: 243.8	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
20	Vacancy rate in all programs*		15.8%	13.6%	≤11.0%	14.1%	13.4%		R
21	Number of employee injuries*		83	106	≤90	21	25		Y
22	Number of working days between expenditure of federal funds and request for reimbursement from federal treasury		7 days	7 days	≤10 days	7 days	7 days		G
23	Number of employee injuries occurring in workzones		30	28	≤50	3	8		G
24	Percent of invoices paid within thirty days		86%	89%	≥90%	92%	90%		G
Program Rating			Y	Y					Y

Comments: DOT reduced the vacancy rate from 14.1 percent in the second quarter of FY14 to 13.5 percent in the second quarter of FY15 as the agency continues to make progress filling positions due to aggressive recruitment and retention efforts. Additionally, diminished competition for skilled workers resulting from contraction in the oil and gas industry, combined with pay increases for state employees and DOT's aggressive recruitment and retention efforts, will likely enable the department to further reduce the vacancy rate in the remaining quarters of the fiscal year. The number of workplace injuries increased slightly, but DOT is still on track to meet the target for FY15. From FY10 through FY14, DOT averaged 95 employee injuries per year.

* Denotes House Bill 2 measure

Performance Report Card
Administrative Office of the Courts
Second Quarter, Fiscal Year 2015

Performance Overview: The Administrative Office of the Courts continues to experience cost overruns in the jury and witness fund. The Judicial Automation Program concluded the implementation of an electronic case management system in district and magistrate courts likely resulting in efficiency gains in those courts. The Magistrate Court Program has been forced to maintain vacancies but has not seen significant service interruptions.

	Administrative Services Program	Budget: $12,095.4	FTE: 41.8	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
1	Average cost per juror*			$51.93	$55.40	$50.00	$66.15	$53.31		R
	Program Rating			Y	Y					R

Comments: The main driver of costs in the jury and witness fund is interpreter costs. AOC is trying to come into compliance with federal Title VI, which requires courts to make interpreters available to parties involved in criminal and civil litigation. AOC has made changes to how it pays interpreters, which may help reduce the expenditures. In FY15, juror pay increased from $6.25 to $6.50 per hour. Unless the number of jury trials decreases significantly, the AOC will not meet its target in FY15. AOC has historically been under-funded for juror and interpreter cost, and the under-funding is compounded by the high cost per juror. The Legislature has addressed the shortfalls with supplemental appropriations to the AOC, including $600 thousand in FY15. The estimated FY15 shortfall for jury and witness is $1,438,942 before the special/supplemental/deficiency appropriations are considered.

	Judicial Automation Program	Budget: $9,553.0	FTE: 53.5	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
2	Average time to resolve automation calls for assistance, in hours*			16.7	8.5	0	3.1	4.7		R
	Program Rating			Y	G					R

Comments: The Judicial Information Division (JID) completed the implementation of the Odyssey case management system (CMS) in the lower courts. With a single CMS, which standardizes court practices, the number of calls to JID will likely decrease since the courts can assist each other with non-complex questions. The likelihood that JID will be able to resolve complex calls in less than one hour is low, making it difficult for JID to meet its FY15 target.

	Magistrate Court Program	Budget: $31,256.8	FTE: 342.5	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
3	Bench warrant revenue collected annually, in millions*			$3.30	$3.33	$3.10	$0.78	$0.72		G
4	Percent of cases disposed as a percent of cases filed*			101.1%	100.8%	95%	Annual			
	Program Rating			G	G					G

Comments: The warrant enforcement program within magistrate courts is nearly on track to meet the target for bench warrant revenue collected annually. AOC reported an FY14 warrant enforcement fund balance of $2.3 million. Much of this funding used to pay for lease costs in magistrate courts statewide. AOC provides data for measure 4 on an annual basis. Historically, the first two Quarters produce lower revenues than Quarters 3 and 4.

	Special Court Services Program	Budget: $10,736.7	FTE: 4.5	FY13 Actual	FY14 Actual	FY15 Target	Q1	Q2	Q3	Rating
5	Number of monthly supervised child visitations and exchanges conducted*			1,022	1,016	1,000	1,072	1,057		G
6	Number of children to whom court-appointed special advocates (CASA) volunteers are assigned*			1,553	1,795	1,200	1,311	216		G
	Program Rating			G	G					G

Comments: Measure 6 is reported as an average for all participating district courts. The 2nd, 6th, and 13th district courts had the largest number of supervised visits and exchanges among the eight participating districts.

* Denotes House Bill 2 measure