Accountability in Government
Selected Performance Highlights
2nd Quarter, Fiscal Year 2013

Pursuant to the Accountability and Government Act (AGA), quarterly reports are required of key agencies. The reports include performance measures and results approved by the Department of Finance and Administration (DFA), and other measures that the agencies consider important to operations. Each quarter, LFC analysts review performance reports and develop report cards for select agency performance measures. Half way through FY13, performance results at agencies are mixed. An LFC hearing on agency report cards is tentatively scheduled for Thursday, May 16th, 2013. Performance of note in the second quarter is as follows:

General Government (pg. 8-15)

- The average number of days to fill a vacant position continues to rise, currently at 75 days compared with 53 days in the first quarter of FY13.

- The statewide classified service vacancy rate for the twenty largest agencies has dipped slightly to 13.5 percent. Analysis by the LFC indicates the vacancy rate for the twenty largest state agencies is currently 14.2 percent, and the vacancy rate for all agencies is 11.2 percent.

- While the Taxation and Revenue Department (TRD) has been somewhat proactive in efforts to limit tax fraud (with several recent and notable success stories), other states have taken more action to limit fraud and reduce the "tax gap," or the total amount of taxes owed but not paid. For example, the department could develop a multi-year plan to address root causes of New Mexico's tax gap, including various types of tax fraud.

- Wait times for both the Motor Vechicle Division (MVD) call center and in q-matic equipped offices improved significantly over the first quarter. The division employed CORE (Customer Outcomes Re-Engineering) to improve wait times in Carlsbad from 90 minutes to less than 10 minutes. Other corrective action includes a new business plan, a committement to evaluate business practices, and making necessary changes to improve performance.

- The General Services Department (GSD) could benefit from management tools to aid in both monitoring and reporting capacities. The Risk Management

Division could benefit from strengthening of internal systems to report on identified risks and trends, changes are being implemented, and how changes are improving outcomes.

- The GSD is not generating sufficient data for employee group benefits to evaluate the effectiveness of efforts to preserve benefit quality and control costs. The Risk Management Advisory Board and Group Benefits Committee are inactive and have not reviewed or advised on changes to group insurance coverages as required by law.

- New Mexico continues to lack strong Information Techonology (IT) governance. Although statutorily required to meet at least quarterly to provide guidance and oversight for the state's multi-million dollar IT investments, the Information Technology Committee (ITC) has not met since November 2010. Further, the governor vetoed language requiring the ITC to review and approve expenditures for the $5 million DoIT SHARE project in FY14.

Economic Development (pg. 16-17)

- The Economic Development Department (EDD) announced 2,304 new jobs during the first two quarters of FY13, a sharp increase from prior quarters. While performance measures reference jobs created, in many cases the department counts the number of jobs announced or planned; however, companies often take months or years to fill the positions for which the department claims credit, leading to a mismatch between jobs announced and jobs filled.

- New Mexico's economy improved during the second quarter of FY13, with greater employment levels than in the last three quarters. New Mexico gained a total of 3,600 jobs from December 2011 to December 2012. The tourism and hospitality industry led the job gains, growing by 3,700 jobs year over year.

Natural Resources (pg. 18-21)

- The Water Resources Allocation Program (WRAP) is performing worse compared with FY12 on measures concerning dam inspections and water rights application backlogs. The program continues to struggle to manage water users' high demand for services attributable to the ongoing drought and high oil and gas activity in the Permian Basin.

- The New Mexico Supreme Court upheld the State Engineer's authority to promulgate active water resource management (AWRM) rules for priority administration during water supply shortages. The AWRM rules are now in effect in seven priority basins and managed by the WRAP.

- The Oil and Gas Conservation Division (OCD) continues to face challenges in complying with the mandate to plug abandoned wells. Although no wells were plugged in the first quarter of FY13 because a vendor on price agreement went out of business and the price agreement expired, a new price agreement is in place as of October 2012. In the second quarter 12 orders to plug wells were submitted and three were completed.

Human Services, Medicaid & TANF (pg. 23-25)

- The Human Services Department started reporting on quality-of-care measures in FY13. The department reported a 15 percent hospital readmission rate (within 30 days) for adults in Medicaid aged 18 and over, slightly above the 10 percent target rate. In the case of proper asthma treatment for children, the HSD reports 49 percent of children received the appropriate medication in the 1st quarter, well under the target. The HSD reported 47 visits to the emergency room per one thousand member months, which is under the target of 60 visits per one thousand member months.

- The HSD reported improved TANF client work participation rates with 56.5 percent of two-parent households in compliance and 60.4 percent of all families in compliance.

- The HSD's Child Support Enforcement Division reported $59.3 million in child support collections through the second quarter of FY13 and is on track to meet the target of $120 million.

- The Behavioral Health Collaborative reported the percent of people receiving drug and alcohol treatment showing improvement was 70.6 percent (drug) and 79.5 percent (alcohol), which is lower than FY12 actuals of 72 percent (drug) and 87 percent (alcohol), respectively.

- Concern remains high over poor performance in the behavioral health area. The HSD contracted for audits of behavioral health provider billing, recordkeeping, and treatment practices statewide as a result of allegations of billing irregularities at Carlsbad Mental Health Services last fall. Medicaid expansion for over 100,000 low-income adults in 2014 is expected to increase demand for behavioral health services and there are concerns about the availability of quality services.

Workforce Solutions (pg. 26-27)

- The Workforce Solutions Department reports Workforce Investment Act participants are gaining employment and retention is improving.

Health (pg. 28-30)

- The number of measures in the Public Health Program was reduced from ten in FY12 to two in FY13. Given Public Health is a $188.7 million program, two performance measures is inadequate; therefore, the overall program is given a red rating. The program should consider adding performance measures in FY15 for low birth weight babies, teen pregnancies, smoking cessation, suicide, substance abuse, hepatitis, tuberculosis, pertussis, childhood obesity, and adult immunizations.

- No performance data was reported in the first quarter for the Epidemiology and Response Program, a program with a budget of $23.6 million and 170 FTE. Previously, the department reported on two performance measures for this program, but those measures were vetoed by the governor for FY13.

- The Facilities Management Program, for the third year in a row, fell short of its targets for collected third party payer revenue and occupancy rates. This trend does not bode well for the hospitals' FY13 fiscal performance.

- The Developmental Disabilities Support Program continues to serve a static or declining number of individuals on the developmental disabilities (DD) Medicaid waiver despite annual increased appropriations from the Legislature to serve more clients. During FY12, the program reverted $4 million to the general fund instead of serving more clients.

Children, Youth and Families (pg. 33-34)

- Despite high vacancies in the Juvenile Justice Facilities Program, recidivism rates and assaults for the second quarter were down from FY12.

- The CYFD's Protective Services Division performed below targeted levels for both repeat maltreatment and maltreatment while in foster care. In the second quarter of FY13, 265 children were identified to have experienced substantiated repeat maltreatment. The trend is alarming and a byproduct of high vacancy rates in the Protective Services Division and lack of resources available to families throughout the state.

- The percent of children receiving child care assistance subsidies in high quality programs exceeds the FY13 target; however, concerns regarding the quality-of-care persist especially at star level 5.

Public Safety (pg. 35-38)

- The Corrections Department total inmate population at the beginning of April 2013 was 6,683 compared to April 2012 when the population was 6,786, a 1.5 percent decrease. The male population, including 115 bed holds in late February, was 6,100 while the current male bed capacity is 6,430. The added capacity from the new sex-offender unit in Otero County will bring the total male inmate bed capacity to 6,718 leaving 618 spare beds.

- Performance results indicate inmate drug use is elevated and is a concern due to the threat to the safety of staff and inmates and it undermines the effectiveness of rehabilitation goals, contradicts the authority of correctional institutions, and may negatively impact the department's ability to reduce recidivism overall.

- The Corrections Industries Program has a 64.7 percent vacancy rate and the only quarterly reported measure does not reflect the overall effectiveness of the program. The Legislature appropriated $150 thousand of new general fund revenue for FY14 for this program, the first general fund appropriation since FY98.

- The first recruit school at the Department of Public Safety in FY13 resulted in 32 additional officers and the department is expecting a similar result after the second school of the year. To address retention issues, the Legislature appropriated $878 thousand to provide an average three percent salary increase for State Police and Motor Transportation officers in FY14.

Transportation (pg. 39-40)

- The number of alcohol-related traffic fatalities, currently at 50, continues to track below the FY13 target of less than 130, suggesting positive impact from the ENDWI campaign. The total number of traffic fatalities is also showing cautious improvement, with 168 total fatalities over the last two quarters. The current FY13 target is less than 345, and the actual number of fatalities for FY12 was 395.

- Serious concerns remain regarding the condition of state highways and roads; of 33 thousand total lane miles in the state, 3.8 thousand, or almost 12 percent, are in deficient condition.

- The percent of projects in production let as scheduled and the percent of final cost-over-bid amount on highway construction projects improved significantly since last quarter.

- Vacancy rates in the department have declined from 18.8 percent in the first quarter of FY13 to 15.3 percent in the second quarter.

Education (pg. 41-42)

- For the first time since FY08, the Public Education Department resumed routine auditing of individual schools districts and charter schools for accurate membership reporting and funding formula components to ensure accurate and equitable distribution of public education funding.

Performance Report Card
Administrative Office of the Courts
Second Quarter, Fiscal Year 2013

Performance Overview: The Administrative Office of the Courts (AOC) continues to work on containing costs in the jury and witness fund. As the AOC continued implementation of the electronic case management system (CMS), preliminary results of a workload study indicate significant efficiency gains for district and magistrate courts in both criminal and civil cases. Although magistrate courts were forced to maintain vacancies, significant service interruptions did not occur.

	Administrative Services Program	Budget: $10,981.7	FTE: 41.8	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
1	Average Cost Per Juror*			$55.70	$49.76	$50.00	$43.05	$57.83		Y
	Program Rating			Y	G					Y

Comments: The increase in the cost per juror is not attributed to any particular change; however, the main driver of costs is interpreter fees. Federal Title VI requires courts to make interpreters available to parties involved in criminal and civil litigation. The FY13 year to date cost per juror is $50.57. In FY02, interpreter costs made up 17.6 percent of jury and witness expenditures, and as of FY12 interpreter costs account for 30 percent of fund expenditures.

	Judicial Automation Program	Budget: $8,955.4	FTE: 51.5	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
2	Average time to resolve automation calls for assistance, in hours*			25	8.6	25	22.5	15.9		G
	Program Rating			R	G					G

Comments: While the Judicial Information Division (JID) met the performance target, the time to resolve calls increased significantly from the FY12 actual. The JID expects full implementation of the new CMS by the end of FY13. Civil E-filing will be implemented in all district courts and metro court as of April 1, 2013 and use of the system will be mandatory on April 15, 2013.

	Magistrate Court Program	Budget: $28,351.0	FTE: 342	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
3	Bench warrant revenue collected annually, in millions*			$3.15	$3.08	$2.8	$0.74	$0.78		G
4	Percent of cases disposed as a percent of cases filed*			100.1%	101.7%	95%	93.8%	105.5%		G
	Program Rating			G	G					G

Comments: Cases disposed as a percent of cases filed increased 11.7 percent from the first quarter. The magistrate court program is on track to meet the target for bench warrant revenue collected in FY13. The AOC anticipates a lease payment shortfall of $592 thousand in FY13, and the magistrate court program received a $400 thousand supplemental appropriation in the 2013 legislative session.

	Special Court Services Program	Budget: $8,601.5	FTE: 4.5	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
5	Number of monthly supervised child visitations and exchanges conducted*			534	1,258	1,000	973	920		Y
6	Number of cases to which court-appointed special advocates (CASA) volunteers are assigned*			1,085	858	1,000	603	71		Y
	Program Rating			G	G					Y

Comments: The number of cases to which CASA volunteers are assigned was affected in FY12 by the lack of a provider in the 12th Judicial District as well as a change in the administration of the program in the 2nd Judicial District. The large first quarter figure is due to case carry-over from previous years; in FY12, the number of cases reported in the first quarter was 615 after which the newly-reported cases declined to an average of approximately 80 per quarter. It is likely that the changes in the 2nd and 12th judicial districts will allow the program to meet program targets.

* Denotes House Bill 2 measure

Performance Report Card
Taxation and Revenue Department
Second Quarter, Fiscal Year 2013

Performance Overview: The Tax Administration Program is on target to meet its collections goals for FY13, and requirements for electronically-filed tax returns increased e-filing to more than 80 percent for personal income and combined reporting returns. The Motor Vehicle Division received recognition for progress toward organizational change and recent successes including the dramatic decrease in wait times for the Carlsbad field office. However, while the department has been somewhat proactive in efforts to limit tax fraud (with several recent and notable success stories), it could follow the lead of other states that have taken more action to limit fraud and reduce the "tax gap," or the total amount of taxes owed but not paid. For example, the department could develop a multi-year plan to address root causes of New Mexico's tax gap, including various types of tax fraud.

Tax Administration	Budget: $30,681.7 FTE: 526	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
1	Collections as a percent of collectable audit assessments generated in the current fiscal year * (cumulative)	51%	64.2%	45%	52%	71.4%		G
2	Collections as a percent of collectable outstanding balances from end of June 30, 2012 * (cumulative)	15.4%	18.4%	15%	8.5%	11.6%		G
3	Percent of electronically filed personal income tax and combined reporting system returns *	63.3%	82.1%	65%	79.8%	82.6%		G
Program Rating		G	G					G

Comments: In FY13 the Tax Administration Program received approval from the State Personnel Office to reclassify auditors to a more competitive higher pay band to help the department recruit and retain qualified auditors. Additionally, increased automated processes and e-filing reduced some staffing pressures within the program. The program is on target to meet collection goals for FY13 and continues to exceed targets for electronically-filed tax returns. It is recommended the program develop a targeted audit plan to help ensure resources are focused to maximize collection efforts and assessments for taxes due the state.

Motor Vehicle	Budget: $24,812.0 FTE: 348	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
4	Average call center wait time to reach an agent, in minutes*	9:19	6:41	6:00	9:52	7:45		Y
5	Percent of registered vehicles with liability insurance*	90.9%	91.8%	92.0%	90.7%	91.3%		Y
6	Average wait time in q-matic equipped offices, in minutes*	27:36	25:06	20:00	28:12	22:29		Y
Program Rating		R	Y					Y

Comments: Wait times for both the MVD call center and in q-matic equipped offices improved significantly over the first quarter. For example, the division employed CORE (Customer Outcomes Re-Engineering) to improve wait times in Carlsbad from 90 minutes to less than 10 minutes. The MVD developed a business plan and committed to evaluating business practices and making necessary changes to improve performance. The division is poised to meet the FY13 target of 92 percent of registered vehicles with liability insurance.

Property Tax	Budget: $3,223.5 FTE: 41	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
7	Percent of counties in compliance with sales ratio standard of eighty-five percent assessed value to market value * (annual)	93.3%	97%	90%	Reported Annually			n/a
Program Rating		G	Y					

Comments: Property taxes contribute approximately $1.5 billion of revenue to New Mexico's counties annually. In FY12, the program resolved 13,134 delinquent property tax accounts and returned approximately $11.3 million in delinquent property tax obligations to New Mexico's counties, an all time high. The program will discontinue reporting on a measure regarding percent of appraisals or valuations for companies conducting business within the state subject to state assessment, reasoning it cannot determine the total number of companies subject to the assessment. Companies are required to self-report this information.

Performance Report Card
Taxation and Revenue Department
Second Quarter, Fiscal Year 2013

Compliance Enforcement	Budget: $2,054.9	FTE: 28	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
8	Number of tax investigations referred to prosecutors as a percent of total investigations assigned during the year* (cumulative)		44%	15%	40%	50%	0%		G
9	Successful tax fraud prosecutions as a percent of total cases prosecuted		93%	100%	90%	Reported Annually			n/a
Program Rating			G	Y					G

Comments: Program management reported additional responsibilities, such as identifying fraudulent tax returns and investigating violations of the governor's foreign national driver license initiative, have taken a toll on the program's mission to enforce criminal statutes relative to the New Mexico Tax Administration Act. For the second quarter of FY13, two cases were assigned and no cases were referred for prosecution.

Program Support	Budget: $20,391.0	FTE: 193	FY11 Actual	FY12 Actual	FY13 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)		.29%	.20%	<1.0%	0.08%	0.53%		G
Program Rating			G	G					G

Comments: A total of 1,324 implied cases were scheduled for this quarter. Of these, seven cases were rescinded for issues related to weather, hearing officer error, or scheduling error. The program is on target to meet its annual goal.

* Denotes House Bill 2 measure

Performance Report Card
General Services Department
Second Quarter, Fiscal Year 2013

Performance Overview: The General Services Department (GSD) is composed of various enterprise activities that play an important role in helping state agencies reduce operational costs, minimize risk and manage assets. However, the agency could take bolder steps to strengthen state risk-management practices, which comprises the bulk of its budget expenditures. The Employee Group Health Benefits program is not aggressively pursuing strategies to preserve benefit quality and control costs, outside of increasing premiums and greater cost-sharing with employees. To hold down costs for state agencies, the Risk Management Division sets risk premium assessments based on projected state revenues, not on estimated outstanding losses. Because of that approach, agencies may not always be apportioned their share of risk equitably and the program must rely on loans and budget adjustments to maintain spending. In addition, the Risk Management Advisory Board and Group Benefits Committee are inactive and have not reviewed or advised on changes to state insurance coverage as required by law.

Risk Management	Budget: $86,767.0 FTE: 63	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
1	Projected financial position of the public property fund	309%	1.7%	50%	421%	275%		Y
2	Projected financial position of the workers' compensation fund	30%	24%	20%	49.7%	23%		Y
3	Percent increase in the number of days claimants are on modified duty (early return to work)	n/a	n/a	10%	25%	25%		G
4	Projected financial position of the public liability fund	54%	48%	50%	29.6%	10%		R
Program Rating		Y	R					R

Comments: The projected financial position of the risk funds compares estimated losses with projected assets available. The policy goal should be to set premiums at a sufficient level to cover these losses and maintain reserves, which has not always been accomplished through the annual rate setting process. The program earned a red rating because of continued challenges collecting, interpreting, and reporting reliable performance data to stakeholders in a meaningful way. The program should consider measures for the number of post-incident reviews and the impact on state conduct and tort payouts to evaluate the success of state loss prevention efforts.

Employee Group Health Benefits	Budget: $372,820.8 FTE: 0	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
5	Percent of state group prescriptions filled with generic drugs	80.5%	82.4%	75%	84.2%	82.7%		G
6	Percent of eligible state employees purchasing state health insurance	91.3%	92%	90%	93%	94%		G
7	Percent change in medical premium compared with industry average	0.0%	0%	≤ 5%	≤ 4%	≤ 4%		Y
8	Percent change in dental premium compared with the national average	0.0%	0%	≤ 5%	≤ 7%	≤ 7%		Y
Program Rating		G	Y					R

Comments: The 2013 Legislature provided $10 million from the general fund to shore-up the group self-insurance fund and update the SHARE benefits module. In addition, the General Appropriation Act provided for a 15 percent increase in the GSD group health premium for FY14. The program earned a red rating because of inadequate plan administration, design, and maintenance which would have led to insolvency without legislative intervention. The program should consider measures for compliance with applicable provisions of the Affordable Care Act to ensure benefit revisions conform to the act's affordability and minimum value requirements.

Performance Report Card
General Services Department
Second Quarter, Fiscal Year 2013

Building Office Space Management Maintenance	Budget: $11,993.6	FTE: 157.5	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
9	Percent of state-controlled office space occupied		90%	97%	95%	96%	96%		Y
10	Percent decrease in lease costs from previous year		n/a	n/a	5%	2.5%	2.5%		Y
11	Percent reduction on consumption of electricity compared to FY09 usage		n/a	n/a	3%	11.6%	13.7%		G
12	Percent reduction on consumption of natural gas compared to FY09 usage		n/a	n/a	3%	27.3%	10.9%		G
13	Percent of Severance Tax Bond (STB) funded projects in design within six months of budget		n/a	n/a	75%	100%	89%		G
Program Rating			G	G					G
Comments: The program reported 96 percent of the 2.5 million square feet of state-owned office space under the PCD is assigned to agencies. However, this measure only reflects unused office space and not the number of FTE assigned to that space. The state's workforce has shrunk about 14 percent and agencies are still absorbing space rather than identifying ways to reduce space. A new measure, the percent of agencies in compliance with state space standards, will be reported in the fourth quarter. The program achieved savings from renegotiating lease terms for agencies in privately-owned leased space. However, agencies occupying state-owned space are proving to be more difficult because there is no financial incentive to comply with state space standards.									
Transportation Services	Budget: $8,263.7	FTE: 36	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
14	Percent of short-term vehicle use		46%	50%	55%	57%	50%		Y
15	Percent of vehicles that accumulate at least 1,000 miles per month		n/a	n/a	10%	36%	43%		G
16	Percent of state vehicle fleet beyond five-year or 100,000 mile standard		10%	25%	30%	15.8%	15.8%		G
Program Rating			Y	Y					G
Comments: The state motor pool is challenged with encouraging agencies to use more cost-effective short-term services instead of more convenient long-term leases. The program reported 16 percent of vehicles exceeded their life cycles and that number will increase due to rates that do not cover depreciation and replacement. However, for FY14, lease rates will support vehicle replacement which should increase short-term use due to newer vehicle options and at the same time replace aging vehicles which are more costly to maintain.									
Procurement Services	Budget: $2,089.2	FTE: 29	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
17	Number of government employees trained on procurement code compliance and methods		600	636	525	67	254		G
18	Percent decrease in sole source procurements		n/a	n/a	5%	20%	-11%		Y
19	Number of small business clients assisted.		361	327	300	70	38		Y
20	Percent increase in contracts awarded to New Mexico-based businesses		n/a	n/a	5%	-6.6%	-10%		Y
Program Rating			G	G					Y
Comments: The percent increase in contracts to New Mexico businesses declined the first two quarters of FY13. There is not a restriction in the Procurement Code (code) to prioritize awards to NM businesses and out-of-state									

businesses are offering lower quotes than in-state businesses. This may suggest a need to provide technical assistance to more NM businesses on the complex rules and policies that govern how agencies buy goods and services. There were 28 sole source procurements in the second quarter, an 11 percent increase from the previous year, most of which were related to information technology. The percent reduction in code violations is a new annual measure that could be reported quarterly, to identify training needs early and ensure agencies are complying with the code.

State Printing	Budget: $1,938.0	FTE: 18	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
21	Revenue generated per employee compared with the previous fiscal year (similar legislative session)		$96,691	$70,000	$90,000	$22,500	$39,033		G
22	Sales growth in state printing revenue compared with the previous fiscal year (similar legislative session)		-5.6%	10%	10%	27.5%	5.5%		G
Program Rating			Y	Y					Y

Comments: The program receives 50 percent of its revenue from work during the legislative session and saw a decline in revenue due to the increased use of the internet. However, the program appears to be capturing more of the state's other print business. For instance, the target for revenue generated per employee is $22,500 for the current fiscal year. Using these metrics, employees generated $39,033 in the second quarter because actual revenue was $468,401. This represented a 5.5 percent increase above FY11, a year with a similar 60 day legislative session. The program earned a yellow rating because of a 30 percent vacancy rate which may make it difficult to meet customer demands in a timely manner.

Program Support	Budget: $3,656.6	FTE: 37	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
23	Average number of working days to process purchase orders and invoices		1.7	1.8	2	2.5/2.3	2.5/2.2		Y
24	Percent of prior year accounts receivable dollars collected for combined funds		n/a	n/a	50%	50%	50%		G
Program Rating			G	G					G

Comments: The program cut the 30 percent vacancy rate in half by filling key accounting positions. Because of this, the delays in processing purchase orders and paying invoices were kept to a minimum. The program reports that the transition to new accounting software is helping clean-up older accounts receivables. Measures related to customer satisfaction and to audit findings repeated will be reported in the 4th quarter.

Performance Report Card
Department of Information Technology
Second Quarter, Fiscal Year 2013

Performance Overview: New Mexico continues to lack strong Information Technology (IT) governance. Although statutorily required to meet at least quarterly, the IT Commission (ITC) has not met since November 2010. Consequently, while the Department of Information Technology (DoIT) is required to provide IT funding recommendations to the ITC, it has not done so since FY11. The DoIT shut down the SHARE financials suite for more than a week in December 2012 as the team addressed issues with testing of new hardware. Program Support implemented a new billing system that provides state agencies with detailed billing information, which may facilitate a more transparent process between the DoIT and the state agencies it services.

	Compliance and Project Management Budget: $844.5 FTE: 7	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
1	Monthly number and budget of approved information technology professional services contracts and amendments	n/a	n/a	Explanatory	55 $27M	36 $237M		
2	Number and appropriated budget of executive agency certified projects reviewed monthly for oversight requirements.	n/a	n/a	Explanatory	60 $366M	63 $371M		
	Program Rating							

Comments: The program discontinued measures for percent of certified information technology projects and contracts reviewed because it was standard practice to review all. The tremendous difference in value of the monthly number of approved IT professional services contracts and amendments between the first and second quarter is due to amendments to a few large contracts such as Deloitte (Human Services Department and Department of Workforce Solutions) and Xerox (Human Services Department). For FY13, staff will report on output measures only; however, such measures lack meaningful targets, making it difficult to assign performance ratings.

	Enterprise Services Budget: $48,427.6 FTE: 152	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
3	Queue-time to reach a customer service representative at the DoIT help desk, in seconds*	19.9	14.0	<19	13	13		G
4	Percent of service desk incidents resolved within the time frame specified for their priority level	n/a	n/a	90%	Not Reported	Not Reported		Y
5	Percent of mainframe uptime affecting user access or batch scheduling *	99.9%	100%	99.9%	99.9%	99.9%		G
6	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	98.6%	98.9%	99%	100%	98.3%		Y
7	Percent of scheduled uptime the financial suite of the statewide human resource, accounting and management reporting (SHARE) system is available during business hours	98.6%	98.9%	99%	100%	89.4%		R
	Program Rating	G	G					Y

Comments: Data for percent of service desk incidents resolved within the time frame specified for their priority level is not available. The department implemented a new help desk tracking application; however, while priority levels are available in the application, the department did not complete the process of defining priority levels. The SHARE financials suite was brought down for more than a week in December 2012 as the SHARE team worked to isolate corrupted data and test new hardware for the system. The SHARE suite that manages state payroll (HCM) was down for 8 hours in December because a key security feature was not renewed by the department as necessary. The SHARE HCM suite was down a second time in December 2012 during a payroll weekend, but the department did not incorporate that downtime in its second quarter results because it only includes downtime during business hours in its performance measures.

Performance Report Card
Department of Information Technology
Second Quarter, Fiscal Year 2013

Program Support	Budget: $3,613.3	FTE: 41	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
8	Percent of audit corrective action plan commitments completed on schedule*		33%	50%	95%	Reported Annually			
9	Percent of mainframe services meeting federal standards for cost recovery*		100%	100%	100%	Reported Annually			
10	Percent of voice, data and radio services meeting federal standards for cost recovery		100%	100%	100%	Reported Annually			
11	Percent of accounts receivable dollars collected within sixty days of the invoice due date		79%	81%	75%	36%	37%		R
12	Dollar amount of receivables over 60 days, in millions		$7.6	$7.2	$7.5	$6.3	$8.1		Y
Program Rating			Y	G					Y

Comments: Measure 9 refers to the percent of audit corrective action plan commitments completed on schedule per the financial audit completed December 15, 2011 which identified 10 findings– five of the 10 findings were resolved and five were repeated and modified. Collections tend to be cyclical, with agency payments more concentrated in the third and fourth quarters of the fiscal year; however, the agency is cognizant of the need for more consistent collections. The department implemented a new billing system that improves agency access to billing information and could ease the payment process.

* Denotes House Bill 2 measure

Performance Report Card
State Personnel Board
Second Quarter, Fiscal Year 2013

Performance Overview: Performance results for the State Personnel Board are difficult to assess as a number of measures are now reported annually. The agency should report quarterly on key measures. The average number of days to fill a vacant position continues to rise, while the statewide classified service vacancy rate has dipped slightly to 13.5 percent. The average state employee compa-ratio leveled off but is still above the FY13 target, while the average new hire compa-ratio continues to increase. Average overtime and sick leave usage increased over first quarter results. The percent turnover for employees leaving state service declined.

	Human Resources Management Budget: $3,925.1 FTE: 57	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
1	Average number of days to fill a vacant position*	53	69	40	53	75		R
2	Percent of managers and supervisors who successfully complete the management and supervision training sponsored by the state personnel office within six months of hire or promotion to the managerial or supervisory position	n/a	n/a	95%	Reported Annually			
3	Percent of departments or agencies with over ninety percent of personnel evaluations completed	n/a	n/a	95%	Reported Annually			
4	Percent of eligible employees with a completed performance appraisal on record at the close of the fiscal year	66%	58%	99%	Reported Annually			
5	Average state employee compa-ratio*	102%	101%	91%	100%	100%		G
6	State employee average overtime usage per month and percent of employees receiving overtime	n/a	n/a	11.66/25%	14/16%	19/16%		Y
7	Average state employee sick leave usage per capita	n/a	n/a	40 hours	26 hours	36.8 hours		Y
8	Average new hire compa-ratio	n/a	93.5%	91%	93%	95%		Y
9	Number of disciplinary actions for union-covered positions appealed to arbitration rather than to state personnel board and average cost paid by state for arbitration*	n/a	n/a	40/$7,500	6/$3,975	10/$3,029		G
10	Percent of new employees who successfully complete their probationary period	61%	58%	85%	Reported Annually			
11	Statewide classified service vacancy rate	n/a	19.7%	15%	15%	13.5%		R
12	Percent turnover for employees leaving state service*	n/a	n/a	18%	8.2%	7.1%		G
13	Ratio of disciplinary actions to number appealed to state personnel board	n/a	n/a	5:1	Reported Annually			
14	Percent of rule-compliance review audit exceptions corrected within six months of discovery	100%	100%	100%	Reported Annually			
	Program Rating	Y	Y					Y

Comments: Based on LFC and SPO data: 1) the baseline headcount for state employees decreased significantly since FY09 and stayed flat after the hiring freeze was lifted and agencies renewed hiring efforts; 2) the number of authorized FTE stayed relatively flat, this in spite of high vacancy rates at state agencies; 3) appropriations for personal services and employee benefits stayed relatively flat, and; 4) significant appropriations for personal services and employee benefits were transferred to other budget categories or reverted because they were not expended. In short, the state has not effectively adjusted to what should be considered a "new normal" for appropriate levels of authorized FTE and personal services and employee benefits appropriations. Further, the administration circulated a memo to all state agencies providing instructions for the submittal and approval of personnel actions. Given the current result for average number of days to fill a vacant position, some additional thought should be given to methodologies that would significantly streamline the process.

* Denotes House Bill 2 measure

Performance Report Card
Economic Development Department
Second Quarter, Fiscal Year 2013

Performance Overview: The Economic Development Department (EDD) announced 1,215 new jobs in the second quarter of FY12. The job creation numbers for the first two quarters are a sharp increase from the last several quarters and represent 92 percent of the agency's annual performance measure target. Additionally, most of the jobs are located in rural areas of the state. However, while the performance measures reference jobs created, the EDD counts announced jobs in many cases, and companies often take months or years to fill the positions for which the department claims credit, leading to a mismatch between jobs announced and jobs filled. Using benchmarked labor data (refer to graph for an unemployment benchmark comparison), New Mexico gained enough jobs in October 2012 to more than compensate for the smaller numbers of lost jobs during November and December 2012 -- total nonfarm employment at the end of the quarter was greater than in any month during the first three quarters of 2012 and a gain of 3,600 jobs from the end of calendar year 2011.

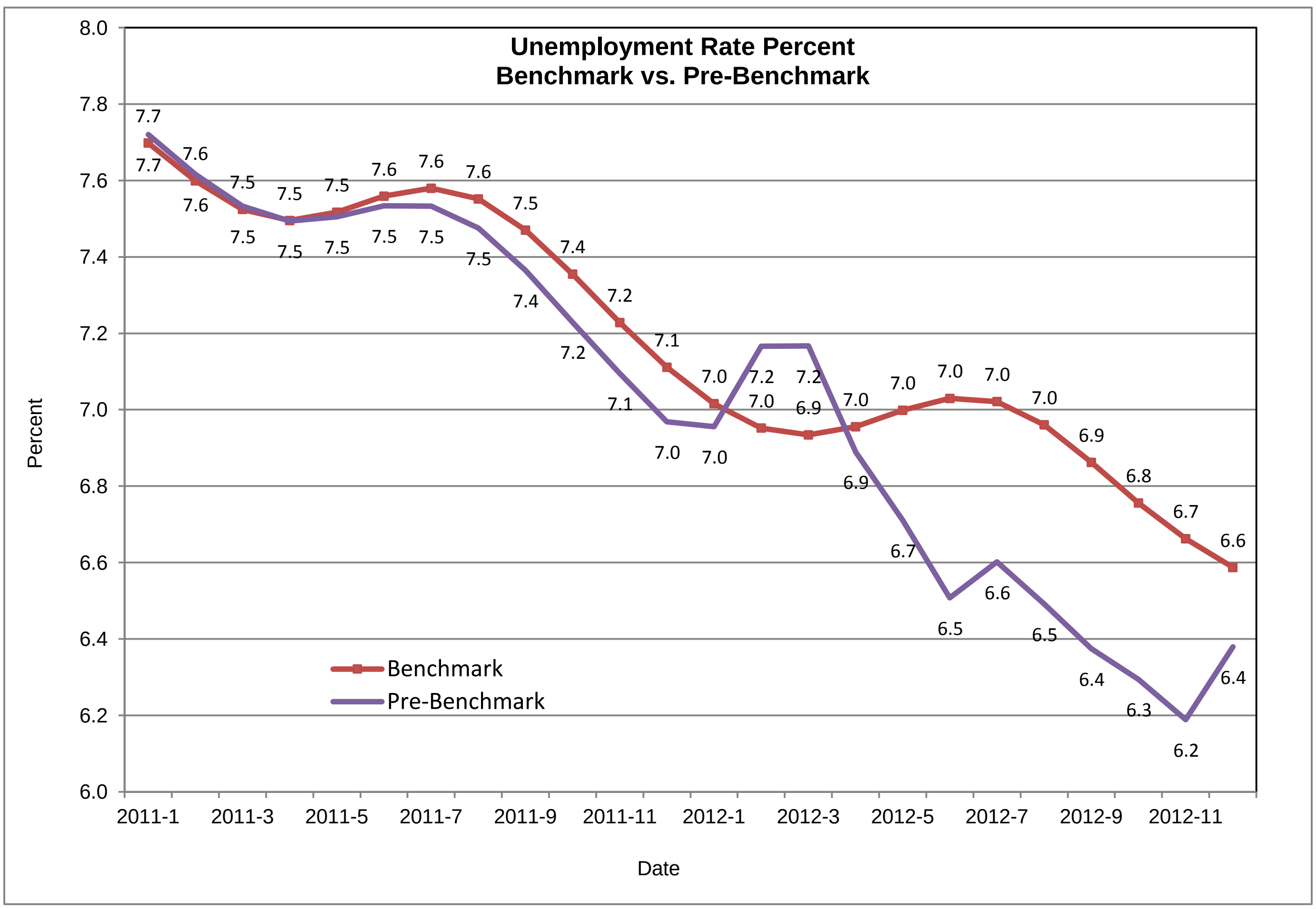
Economic Development Program	Budget: $2,906,300 FTE: 26	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
1	Total number of jobs created due to economic development department efforts *	1,922	2,684	2,500	1,089	1,215		G
2	Number of rural jobs created *	958	1,542	1,100	248	703		G
3	Number of jobs created through business relocations facilitated by the economic development partnership *	499	657	2,200	100	25		Y
4	Number of jobs created by the mainstreet program *	598	592	600	126	197		Y
5	Percent of employees whose wages were subsidized by the job training incentive program still employed by the company after one year *	47%	72%	60%	Reported Annually			-
6	Number of workers trained by the job training incentive program	553	1,015	1,000	450	66		G
7	Average wage of jobs funded through the job training incentive program	n/a	n/a	$16.00	$15.12	$35.02		G
8	Number of international trade transactions	38	14	30	2	16		G
9	Number of business advocacy cases solved	n/a	n/a	30	10	11		G
10	Number of communities certified through the certified communities initiative, cumulative	38	36	40	23	23		Y
11	Number of businesses provided technical assistance in creating a funding package request and referred to the appropriate funding agency	n/a	n/a	5	15	20		G
Program Rating		Y	Y					Y

Comments: LFC staff recommends changing "jobs created" to "jobs announced" and adding a performance measure in the future to report actual jobs created during the prior year to provide historical context for the job announcements. The EDD now has a form to present to client companies to gather data on jobs created, providing this historical perspective. The total jobs number for the quarter includes 500 jobs for Western Baking Corporation in Alamogordo, which is taking over a facility previously operated by two other baking companies that closed in recent years. During the Legislature's budget deliberations, the department reported to the LFC that the Job Training Incentive Program (JTIP) has $6.9 million in unobligated funds and an additional $5.2 million in obligated funds. Historically, approximately 35 percent of the obligated funds are not spent, which combined with the additional $3 million appropriated for the JTIP for FY14 provides enough funds to train up to 62 percent more new employees in the remainder of FY13 and FY14 at the target cost level than were trained in all of the prior two fiscal years, provided New Mexico's job growth allows full use of these funds. The Economic Development Partnership continues to struggle with reduced funding and staff levels, but the GAA appropriates an additional $300 thousand for the Partnership for FY14. The MainStreet Program lagged in reaching the annual jobs target in the first quarter but after the second quarter is on track to meet the target. However, the EDD did not provide documentation of these jobs in the quarterly report because the information resides with local communities. LFC staff requested this documentation to provide transparency and accountability. The Office of International Trade (OIT) showed a sharp drop in the number of reported international trade transactions for the first quarter but is now on track to meet the annual target. The OIT received a $188 thousand federal grant from the Small Business Administration it will use over the next 12 months to assist existing exporters and increase the number of new-to-export companies. The performance result for the number of certified communities appears to be on track to meet the annual target, but with no remaining funding the result should linger at 23 communities and miss the target. The performance results for the finance development team show a very high number of businesses assisted with funding package requests -- seven times the annual target after two quarters. This is due to a tour of 14 communities for the collateral support loan program in which EDD staff met with 80 businesses. However, EDD reports show low numbers of companies receiving funding due to little remaining funding available for capital projects.

	Film Program Budget: $874,800 FTE: 9	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
12	Number of media industry worker days *	181,366	143,046	150,000	43,770	31,570		G
13	Economic impact of media industry productions in New Mexico, in millions	$696.6	$673.8	$300	$142.2	$93.9		G
14	Number of films and media projects principally photographed in New Mexico	96	57	85	13	12		R
	Program Rating	G	G					Y

Comments: Outcomes for the film measures are mostly on track to meet targets but indicate somewhat reduced performance compared to FY11 and FY12, with numbers down across all measures. The local industry maintains this is primarily due to the $50 million cap instituted for the film production tax credit. However, there is now a longer time-frame from when a project is produced to when the pay-outs occur for the credit; therefore, it is difficult at this time to fully assess the changes. The Legislature addressed the cap issue during the 2013 session by allowing a rollover of any unused funds under the $50 million annual limit, but not to exceed $10 million, to the next fiscal year. These amounts will not count toward a subsequent year's annual limitation.

* Denotes House Bill 2 measure



Performance Report Card
Energy, Minerals and Natural Resources Department
Second Quarter, Fiscal Year 2013

Performance Overview: The Energy, Minerals and Natural Resources Department (EMNRD) is on track to meet most of its performance measures in FY13, despite challenges such as recent severe fire seasons, continued worsening of drought conditions, and increased production of oil and gas – a critical source of employment and income for New Mexico.

Healthy Forests Program	Budget: $14,960.9 FTE: 68	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
1	Number of nonfederal wild land firefighters provided professional and technical incident command system training*	839	1,474	600	97	81		G
2	Number of acres treated in New Mexico's forest and watersheds*	19,788	11,971	8,000	2,468	6,191		G
3	Number of at-risk communities or local fire departments provided funding for wildland firefighting equipment or training*	n/a	n/a	60	13	12		G
Program Rating		G	G					G

Comments: State Forestry is on track to perform well in all of its measures. In the first six months of FY13, 2,179 acres of state jurisdiction land in New Mexico burned due to wildfires. While the number of firefighters trained appears low, the bulk of this training takes place in the winter and spring months when fire activity is lowest. The number of restored acres exceeded the target with increases in second quarter results due to an earlier than anticipated completion of numerous timber sales in northern New Mexico. The agency anticipates an increase in assistance provided to at-risk communities and fire departments for the third quarter due to an increase in pre-fire season fire training. Funding requests from at-risk communities also increases in the late spring and early summer months.

State Parks Program	Budget: $31,068.3 FTE: 285	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
4	Number of visitors to state parks*	4,600,000	4,101,098	4,000,000	1,538,939	499,680		G
5	Self-generated revenue per visitor, in dollars*	$0.99	$1.05	$0.87	$0.97	$0.91		G
6	Number of interpretive programs available to park visitors	3,959	3,962	2,800	716	517		R
7	Miles added to state parks trails and the Rio Grande trail	n/a	31.11	10	Reported Annually			Y
8	Number of persons that complete a certified New Mexico boating safety education course	900	625	1,000	267	61		R
Program Rating		G	G					Y

Comments: While state park visitation appears to be on pace to meet the annual target, state park attendance fluctuates seasonally with the majority of visitations to state parks occurring during the first and fourth quarters. Declining revenues and fund balances, as well as a vacancy rate of 40 percent in the second quarter, present challenges in FY13. The program should look for new ways to generate revenue and simultaneously realign park operations, as other states proposed, to reduce administrative functions and apply remaining resources to core activities. The division is facing further challenges related to inclement weather including drought, high fuel prices, low water levels and lake closures throughout the state which have discouraged recreational boating and resulted in fewer boaters interested in completing the boating safety course. In FY13, the program should continue efforts to market the opportunity to take this free course, including on-line opportunities.

Mine Reclamation Program	Budget: $8,137.7 FTE: 32	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
9	Percent of permitted mines with approved reclamation plans and adequate financial assurance posted to cover the cost of reclamation*	99%	100%	100%	100%	100%		G
10	Percent of required inspections conducted per year to ensure mining is being conducted in compliance with approved permits and regulations	100%	100%	100%	Reported Annually			G
Program Rating		G	G					G

Performance Report Card
Energy, Minerals and Natural Resources Department
Second Quarter, Fiscal Year 2013

Comments: The program reports all permitted mines have financial assurance to cover the cost of reclamation and the number of permitted mines and exploration projects with financial assurance equals 82. The program also reports renewed interest in exploration for uranium, gold, copper, rare earth metals, and other hard rock minerals increased workload which could strain the program's ability to perform its permitting and inspection responsibilities.

Oil and Gas Conservation Program	Budget: $9,607.7	FTE: 61	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
11	Number of inspections of oil and gas wells and associated facilities*		29,352	35,147	23,500	8,516	8,814		G
12	Percent of renewal of uncontested discharge permits within thirty days of expiration*		n/a	0%	75%	0%	0%		R
13	Number of abandoned oil and gas wells properly plugged using Reclamation Fund monies*		n/a	n/a	25	0	3		Y
Program Rating			G	G					Y

Comments: The Oil and Gas Conservation Division (OCD) appears to be performing its inspection responsibilities, despite the continued heavy workload for inspectors. High exploration, drilling, and production activity in the Permian Basin demonstrate the need to enhance the level of service. The OCD continues to face challenges in complying with the mandate to plug abandoned wells. In FY12, the OCD spent only $3 million, or 30 percent, of the oil and gas reclamation fund to plug wells and to conduct site assessments, monitoring, and maintenance activities. Although no wells were plugged in the first quarter of FY13 because a vendor on price agreement went out of business and the price agreement expired, a new price agreement is in place as of October 2012. In the second quarter 12 orders to plug wells were submitted and three were completed. The agency revised the discharge permitting program in FY12 which reduced the number of instances in which discharge permits would be applicable or necessary. In FY12, the agency reviewed its authority to regulate the disposition of non-domestic waste under the Oil and Gas Act and the Water Quality Act, and revised its permitting requirements. Previously, the OCD issued discharge permits under the Water Quality Act covering all processes at a facility that could impact ground water, even if those processes did not have intentional discharges, and were not designed or operated to allow discharges. Going forward, the OCD will only issue new and renew discharge permits required under the Water Quality Control Commission regulations for processes that intentionally discharge or allow the discharge of a water contaminant so that it may move directly or indirectly into ground water.

* Denotes House Bill 2 measure

Performance Report Card
Office of the State Engineer
Second Quarter, Fiscal Year 2013

Performance Overview: The high number of vacancies and heavy workload continue to strain the Water Resource Allocation program's ability to serve water users statewide, resulting in sizeable water rights application backlogs and few inspections of dams in the first half of FY13. With an average agency-wide vacancy rate of 15.9 percent at the end of the second quarter, the agency reports difficulty in recruiting and retaining engineers and attorneys at salaries competitive with the private sector, despite the agency's active recruiting efforts. The Interstate Stream Compact Compliance and Water Development Program and Litigation and Adjudication Program are on pace to meet targets in FY13.

	Water Resource Allocation Program Budget: $13,170.7 FTE: 167	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
1	Number of dams inspected per year* (cumulative)	111	64	100	0	18		R
2	Number of transactions abstracted annually into the water administration technical engineering resource system database* (cumulative)	20,974	24,678	23,000	3,241	12,340		Y
3	Number of unprotested and unaggrieved water right applications backlogged* (cumulative)	629	991	650	1,075	1,099		R
4	Average number of unprotested new and pending applications processed per month*	56.4	46.2	65	31.67	35.33		G
	Program Rating	R	R					R

Comments: The program is performing worse compared with FY12 on measures concerning dam inspections and water rights application backlogs. The 15.6 percent vacancy rate at the end of the second quarter impacts the program's struggle to manage water users' high demand for services attributable to the ongoing drought and high oil and gas activity in the Permian Basin. The agency reports in addition to having two vacant engineer positions, dam inspections for FY13 were not planned and assigned until late in the quarter to allow the new bureau chief to be part of the decision- making process. The program is unlikely to meet targets unless it is able to fill vacancies to improve the program's ability to adequately serve water users and address aging and deteriorating dam infrastructure in New Mexico. The division's action plan includes actively recruiting and hiring staff in order to increase the number of inspections and meet targets by the end of this fiscal year.

	Interstate Stream Compact Compliance and Water Development Program Budget: $13,291.8 FTE: 49	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
5	Cumulative state-line delivery credit per the Pecos river compact and amended decree at the end of calendar year, in acre feet (AF)*	99.6 K AF Credit	100.1K AF Credit	(0) Credit	Annual			G
6	Rio Grande river compact accumulated delivery credit or deficit at end of calendar year, in acre feet (AF)*	164.7 K AF Credit	80.0K AF Credit	(0) Credit	Annual			G
	Program Rating	G	G					G

Comments: The two measures are reported on a calendar year basis after the respective compact commission approves the data. As such, the information for FY13 is not yet available; however, the agency anticipates a minimal change in the Pecos compact's cumulative credit and a significant reduction in the Rio Grande compact's cumulative credit, while still maintaining an outcome greater than zero.

	Litigation and Adjudication Program Budget: $6,467.4 FTE: 68	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
7	Number of offers to defendants in adjudications*	880	640	800	207	289		G
8	Percent of all water rights that have judicial determinations*	51%	53%	52%	53%	53%		Y
	Program Rating	G	R					Y

Performance Report Card
Office of the State Engineer
Second Quarter, Fiscal Year 2013

Comments: The program appears to be on pace to meet the target for making offers to defendants. The program met its FY13 target for the percent of water rights adjudicated in FY12. Nevertheless, the measures for the program do not provide a clear view of progress in adjudicating the state's waters. Litigation to establish the relative priority rights of water users has lasted decades, and adjudications are still decades away from completion. However, in November 2012, the New Mexico Supreme Court filed an opinion upholding that the Legislature delegated lawful authority to the State Engineer to promulgate active water resource management (AWRM) rules for priority administration during water supply shortages, an initiative undertaken in 2004. The AWRM rules as written in 2004 are now in effect in seven priority basins and managed by the WRAP. Without full adjudication of the state's water rights, the state lacks a legal basis for enforcing water rights during times of drought, highlighting the importance of the AWRM initiative.

* Denotes House Bill 2 measure

Performance Report Card
Aging and Long-Term Services Department
Second Quarter, Fiscal Year 2013

Performance Overview: The Aging and Long-Term Services Department (ALTSD) continues to improve the quality of outcome measures to better quantify program results. The agency's measures previously focused on numbers served rather than results and outcomes. An improvement in the report is the inclusion of a section on historical and national benchmark data. Some measures such as alleviation of food insecurity and resolution of ombudsman complaints would benefit from adjusting the measure to compare numbers served and the percentage of the totals served. Additionally, some targets need to be adjusted upwards based on historical experience.

	Consumer and Elder Rights Program Budget: $3,456.6 FTE: 47.5	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
1	Number of ombudsman complaints resolved*	3,398	3,728	3,900	942	1,186		G
2	Percent of people accessing consumer and elder rights programs in need of two or more daily living services who are satisfied with the information, referral and assistance received*	34%	40%	40%	42%	45%		G
3	Percent of calls to the aging and disability resource center that are answered by a live operator	83.1%	79.3%	85%	74%	71%		R
	Program Rating	Y	Y					Y

Comments: The number of resolved ombudsman complaints is on track to meet targeted levels. The ombudsman program addressed 4.5 times the average number of complaints in nursing and assisted living facilities than were reported in eight other states which have a comparable number of nursing and assisted living facility beds (i.e., DE, ID, ME, MT, ND, NH, NV, SD). New Mexico, like other states, from FY08 to FY12 saw a 11.5 percent average annual decrease in the number of complaints resolved. A care coordination model was developed at the resource center in response to the complexity of care needs. The aging and disability resource center maintains a high vacancy rate which affects performance in answering calls with a live operator.

	Aging Network Program Budget: $36,088.6 FTE: 1.5	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
4	Percent of older New Mexicans whose food insecurity is alleviated by meals received through the aging network*	51,708	52,703	50%	40%	48%		Y
5	Number of hours of respite care provided	374,907	358,981	370,000	98,098	96,875		G
	Program Rating	G	G					G

Comments: For measure 4, in FY13 the department began using a benchmark from the 2010 study of senior hunger by the Meals on Wheels Research Foundation, Inc. based on the U.S. Department of Agriculture's definition of food insecurity. This study reported 21.2 percent (83,187) of New Mexican seniors, ages 60 and over, were estimated to have food insecurity, which ranks second in the nation. The department reports with the rising cost of food and fuel, budget increases maintained current service levels not service increases. The department adjusted the FY13 target for measure 5 from 115,000 to 370,000 to account for the addition of respite hours for adult day care and homemaker services.

	Adult Protective Services Program Budget: $12,605.3 FTE: 132	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
6	Number of adults receiving adult protective services investigations of abuse, neglect, or exploitation*	6,004	5,824	6,000	1,543	1,452		Y
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*	n/a	n/a	95%	96.3%	97%		G
	Program Rating	G	Y					G

Comments: The number of investigations was 3.2 percent below the projected number, but was less than 1 percent below the mid-year target. There are no national benchmark measures that are comparable with the new measure 7. The former measure tracked the percent of adult protective services investigations requiring an emergency or priority response within 24 hours or less. It is recommended to add a measure of incidences of abuse, neglect and exploitation.

* Denotes House Bill 2 measure

Performance Report Card
Behavioral Health Collaborative
Second Quarter, Fiscal Year 2013

Performance Overview: The 17-member Behavioral Health Purchasing Collaborative oversight body is charged with coordinating a statewide behavioral health system. However, coordination of a comprehensive system is hampered due to funding residing in several different agencies. Despite good performance results on collaborative measures, New Mexico ranks near the bottom for per-capita overdose rates and the Collaborative maintains minimal data on outcome oriented measures such as the rate of patient relapse. Improving the availability of high quality behavioral health services is essential given the increased demand for services expected in 2014 due to Medicaid expansion for low-income adults. For FY13, an annual measure on the percentage increase in the number of pregnant females with substance abuse disorders receiving treatment from the collaborative is added.

Program	Budget: N/A FTE: N/A	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
1	Percent of people receiving substance abuse treatment who demonstrate improvement in the drug domains on the addiction severity index (ASI)	70.7%	72%	76%	bi-annual	70.6%		Y
2	Percent of people receiving substance abuse treatment who demonstrate improvement in the alcohol domain on the addiction severity index (ASI)	90.6%	87%	85%	bi-annual	79.5%		Y
3	Percent of youth on probation served by the statewide entity	47.8%	40%	48%	Reported Annually			
4	Percent of individuals discharged from inpatient facilities who receive follow-up services at 7 days	34.8%	36%	38%	33.7%	43.6%		G
5	Percent of individuals discharged from inpatient facilities who receive follow-up services at 30 days	53.6%	55%	57%	48.8%	59.3%		G
6	Individuals served annually in substance abuse and/or mental health programs administered through the collaborative statewide entity contract	83,605	84,559	83,000	43,090	62,131		G
7	Number of youth suicides among fifteen to nineteen year olds served by the statewide entity	0	0	3	0	0		G
8	Percent increase in the number of pregnant females with substance abuse disorders receiving treatment by the statewide entity.	n/a	n/a	3.5%	Reported Annually			
Program Rating		Y	Y					Y

Comments: The collaborative has improved performance in providing follow-up services, with 43.6 percent of individuals receiving follow-up services at 7 days and 59.3 percent at 30 days. The percentage of individuals receiving alcohol and substance abuse treatment who show improvement in the addiction severity index slipped over FY12 actuals.

* Denotes House Bill 2 measure

Performance Report Card
Human Services Department
Second Quarter, Fiscal Year 2013

Performance Overview: The Human Services Department (HSD) moved to more quality-oriented measures instead of output measures in the past few years. Judging performance with only two quarters of data is difficult given delays in reporting from the Medical Assistance and Income Support programs.

	Medical Assistance Program — Budget: $3,663,042 — FTE: 169.5	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
1	The 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)	n/a, New for FY12	66%	65%	5%	9%		Y
2	The 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)	n/a, New for FY12	86%	92%	51%	66%		Y
3	The percent of children two to twenty-one years of age enrolled in Medicaid managed care who had at least one dental visit during the measurement year (cumulative)	71%	71%	70%	24%	38%		Y
4	Number of emergency room visits per one thousand Medicaid member months	New	New	60	55	47		G
5	Percent hospital readmissions for adults eighteen and over, within thirty days of discharge	New	New	10%	13%	15%		R
6	Percent of children in managed care with persistent asthma who were appropriately prescribed medication	New	New	92%	44%	49%		Y
	Program Rating	Y	Y					Y

Comments: The lag time for processing Medicaid claims makes it difficult to draw conclusions based on initial data. For FY12, the HSD met targets for the first 3 measures above relating to visits for primary care and dentists, so the second quarter results for FY13 are not alarming. Outcomes for the new FY13 measures are mixed with the best performance in the area of emergency room visits.

	Medicaid Behavioral Health Program — Budget: $292,630 — FTE: 0	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
7	Percent of readmission to the same level of care or higher for children or youth discharged from residential treatment centers and inpatient care.	10.7%	7.4%	8%	6.4%	6.5%		G
	Program Rating	Y	G					G

Comments: The majority of behavioral health measures are reported separately in the Behavioral Health Collaborative Report Card. Performance in the one measure reported under Medicaid behavioral health has steadily improved over time; the HSD notes that it is moving away from residential treatment in favor of intensive out-patient treatment closer to patients' homes.

	Income Support — Budget: $882,757.1 — FTE: 1,060	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
8	Percent of TANF participants who retain a job for six or more months	50%	79%	55%	Annual	Annual		
9	Percent of TANF clients who obtain a job during the fiscal year	27%	44.7%	50%	Annual	Annual		
10	Percent of TANF two-parent recipients meeting federally required work requirements	50.9%	49.3%	60%	52.4%	56.5%		Y
11	Percent of TANF recipients (all families) meeting federally required work requirements	42.9%	42.3%	50%	50.8%	60.4%		G
12	Percent of children eligible for Supplemental Nutritional Assistance Program participating in the program at 130% of poverty level	92.5%	82%	88%	81.7%	82.2%		Y
	Program Rating	Y	Y					Y

Comments: In the past, New Mexico struggled to meet work performance targets for TANF clients but performance is trending upward for the two-parent and all-family performance measures. Compliance for two-parent households is higher than FY12 and compliance for all families met the target during the first quarter. LFC staff will work with the HSD to get more timely data on TANF clients and employment.

Performance Report Card
Human Services Department
Second Quarter, Fiscal Year 2013

Child Support Enforcement	Budget: $32,505.4	FTE: 383	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
13	Percent of children with paternity acknowledged or adjudicated		88%	99.4%	90%	98.1%	100%		G
14	Total child support enforcement collections, in millions		$123.5	$129.6	$120.0	$29.5	$59.3		G
15	Percent of child support owed that is collected		57.4%	56.6%	60%	55%	55.7%		Y
16	Percent of cases with support orders		72.5%	78.1%	75%	81.7%	81.8%		G
Program Rating			G	G					G

Comments: The Child Support Enforcement Division is a consistently strong performer. The division staff is aggressively attempting to collect outstanding child support, but struggled to meet the "percent of child support owed that is collected" measure. The target for child support enforcement collections will need to be revised upward in future years.

Program Support	Budget: $41,630.2	FTE: 239	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
17	Percent of federal grant reimbursements completed that minimize the use of state cash reserves in accordance with established cash management plans.		100%	80.5%	100%	80%	90%		Y
18	Percent of intentional violations in the supplemental nutrition assistance program investigated by the office of inspector general that are completed and referred for an administrative disqualification hearing within ninety days from the date of assignment.		97%	70.9%	70%	89%	92.9%		G
Program Rating			Y	Y					Y

Comments: Performance is generally good for Program Support; much effort has been put into improving reconciliation of Medicaid billing processes and cash balances.

Performance Report Card
Workforce Solutions Department
Second Quarter, Fiscal Year 2013

Performance Overview: The Workforce Solutions Department (WSD) reports a higher percent of workers are being hired and retaining jobs. In early January, the WSD officially launched the new fully-integrated Unemployment Insurance system. The new system replaced a 30-year-old tax system. Staff vacancies and high turnover continue to negatively impact the Unemployment Insurance Bureau and the Labor Relations Program.

Workforce Transitions Services	Budget: $23,702.2	FTE: 371	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
1	Percent of adult participants receiving workforce development services through the public workforce system who are employed in the first quarter after the exit quarter*		63%	64%	67%	67%	67%		G
2	Percent of Workforce Investment Act dislocated workers receiving workforce development services who are employed in the first quarter after the exit quarter*		71%	72%	71%	72%	74%		G
3	Percentage of youth participants who are in employment or enrolled in post-secondary education and /or advanced training in the first quarter after the exit quarter*		52%	57%	55%	57%	57%		G
4	Percent of adult Workforce Investment Act participants employed in both the second and third quarter following the exit quarter		80%	91%	85%	87%	89%		G
5	Percent of Workforce Investment Act dislocated worker participants employed in both the second and third quarter following the exit quarter		81%	87%	90%	86%	87%		Y
6	Percent of eligible unemployment insurance claims that will be issued a determination within twenty-one days from the date of claim*		75%	72%	80%	78%	91%		G
7	Average time to complete a transaction with the unemployment insurance call center, in minutes*		43	15	<5	22	27		R
Program Rating			R	Y					Y

Comments: The agency improved employment and retention outcomes for individuals receiving Workforce Investment Act and Wagner Peyser services. The WSD is focused on improving the retention of dislocated workers through better skill assessments, such as WorkKeys, to understand the gap between job seeker skills and those needed for employment and retention. Performance also significantly improved in the timeliness of unemployment insurance claims determinations during the second quarter. However, the average wait time for the Unemployment Insurance (UI) call center increased during the second quarter to 27 minutes. The agency reports the complexity of individual claims continues to keep the wait time above the target. Additionally, the agency states a shortage in Spanish speaking customer service representatives negatively impacted the queue wait time. In an effort to reduce the average time to complete a call center transaction, the agency implemented virtual hold which allows claimants to be called back without remaining on hold. The Unemployment Insurance (UI) Bureau continues to have high turnover.

Labor Relations	Budget: $5,246.6	FTE: 36	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
8	Number of backlogged Human Rights Commission hearings pending each quarter		0	0	0	0	0		G
9	Percent of wage claims investigated and resolved within one-hundred and twenty days*		93%	89%	90%	88%	89%		Y
10	Number of targeted public works inspections completed*		1,570	1,184	1,500	347	385		G
11	Number of discrimination claims investigated		523	597	500	161	119		G
Program Rating			Y	Y					G

Comments: Positions in the program remained vacant for extended periods of time yielding significant vacancy savings. The WSD recently submitted a budget adjustment request to transfer $307 thousand, or 15 percent, of personal services and employee benefits budget to contractual services in order to automate division tasks. The Human Rights Commission hearings measure is not indicative of the commission's performance; therefore, this measure should be revised. As of April 3rd, there were eight cases pending a hearing and nine cases pending the commission's decision. There are currently three vacancies on this eleven-member commission. The WSD anticipates performance measures will be met once all vacant positions are filled and the newly hired staff is adequately trained.

	Workforce Technology	Budget: $8,435.6	FTE: 40	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
12	Percent of time unemployment insurance benefits are paid within two business days of claimant certification*			n/a	n/a	95%	100%	94.8%		Y
Program Rating				n/a	n/a					Y

Comments: Currently, an LFC evaluation is being conducted to assess implementation including planning, project management and oversight, budget allocation and expenditures as well as system functionality.

	Business Services	Budget: $4,068.9	FTE: 31	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
13	Percent of employers sampled reporting customer satisfaction			98%	99%	98%	99%	99%		G
14	Number of personal contacts made by field office personnel with New Mexico businesses to inform them of available services or provide actual services*			45,805	54,858	43,000	29,328	24,498		G
Program Rating				G	G					G

Comments: There is insufficient information in the quarterly report to assess the division's performance in depth. The measures need to be revised to better reflect the business services being provided.

* Denotes House Bill 2 measure

Performance Report Card
Department of Health
Second Quarter, Fiscal Year 2013

Performance Overview: The Department of Health (DOH) continues to report on even fewer performance measures directly relating to its strategic and mission objectives. The department employs many epidemiologists whose job is to collect and report on data, and a majority of the department's programs are required by the federal government to regularly report on performance. The department's performance suffers due to high vacancies and service backlogs continue to grow. The agency should include more meaningful outcome measures, national benchmark measures similar to other state agencies, and efficiency measures denoting average cost per client for the Public Health, Developmental Disabilities Support, and Facilities Management Programs. Also, the budgets for the Epidemiology and Response, Laboratory Services, Health Certification and Licensing and Administration Programs total $67 million, but these four programs only report on two performance measures. The LFC program evaluation, *New Mexico's Children: Risk Factors Impacting on Health and Social Development*, serves as a model for important health performance measurement. The DOH indicates it is endeavoring to hire more staff and train staff members on results-based accountability and should have more robust performance reporting in FY15.

Public Health Program	Budget: $188,678.4	FTE: 957	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
1	Percent of preschoolers fully immunized*		65.4%	80%	90%	Reported Annually			Y
2	Number of teens ages 15-17 receiving family planning services in agency-funded family planning clinics*		4,851	5,631	7,000	1,395	1,223		R
Program Rating			Y	R					R

Comments: The data for preschoolers' immunizations is collected annually. The number of performance measures in the Public Health Program was reduced from ten in FY12 to two in FY13. Given that Public Health is a $188.7 million program, having only two performance measures is inadequate; therefore, the overall program is given a red program rating to date. The program should consider adding outcome measures for low birth weight babies, teen pregnancies, suicide, substance abuse, smoking cessation, hepatitis, tuberculosis, pertussis, childhood obesity, adult immunizations to align with its stated objectives contained in its strategic plan. In FY12, the Public Health Program saw improvement in its infectious disease program dealing with HIV/AIDS and sexually transmitted diseases, but saw declines in the Women, Infants and Children (WIC) program. Inclusion of performance measures for these important programs is also recommended.

Epidemiology and Response Program	Budget: $23,572.1	FTE: 170	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
Program Rating			Y	G					n/a

Comments: The department's performance based budgeting data system contained no key performance measures in FY13 for the Epidemiology and Response Program, and did not include any performance results for this program in its first quarter performance report. Previously, the program reported on two performance measures, but the governor vetoed these measures for FY13. Inclusion of a program measure to gauge the readiness and capacity of the public health care system in New Mexico would be desirable as a key quarterly measure.

Laboratory Services Program	Budget: $12,182.3	FTE: 133	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
3	Percent of blood alcohol tests from driving-while-intoxicated cases that are analyzed and reported within ten business days*		39.9%	44.6%	95%	90.8%	86.1%		R
Program Rating			R	Y					R

Comments: The number of performance measures reported by the Laboratory Services Program was reduced from three to one in FY13. The Laboratory Services Program staff requires time for training or testifying at court proceedings around the

Performance Report Card
Department of Health
Second Quarter, Fiscal Year 2013

state impacting laboratory testing time and resulting in diminished performance.

Facilities Management Program Budget: $139,003.9 FTE: 2,232		FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
4	Percent of billed third-party revenues collected at all facilities*	63%	59.8%	90%	57.7%	54.7%		R
5	Total dollar amount, in millions, of uncompensated care at all agency facilities*	$41	$35	$38	$11	$11		G
6	Percent of operational capacity (staffed) beds filled at all facilities*	93.5%	87%	100%	86.3%	86.8%		R
Program Rating		R	R					R
Comments: The number of performance measures reported on by the Facilities Management Program was reduced from four to three in FY13. 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's occupancy rate for the second quarter of 2012 was 67 percent for all licensed beds reflecting the state's total investment into the facilities' fixed assets, whereas percent of operational or staffed beds is reported in measure 6.								
Developmental Disabilities Support Program Budget: $143,251.4 FTE: 166		FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
7	Percent of adults receiving developmental disabilities day services who are engaged in community-integrated employment*	32%	36%	38%	36%	31%		R
8	Percent of developmental disabilities waiver applicants who have a service plan in place within ninety days of income and clinical eligibility determination*	90%	98.3%	100%	95%	87%		R
9	Number of individuals on the developmental disabilities waiver waiting list*	5,401	5,911	3,997	6,005	6,113		R
10	Number of individuals on the developmental disabilities waiver receiving services*	3,812	3,888	4,535	3,820	3,923		R
Program Rating		Y	Y					R
Comments: The number of developmental disabilities waiver clients consistently remains below targeted levels despite increased funding for the last three years by the Legislature. The program should serve more clients with a commensurate decrease in the waiting list for services. Of concern is the downward trend of performance results. The program is instituting a standardized assessment to bring in more clients, as well as identifying better performance measures for FY15.								
Health Certification, Licensing and Oversight Program Budget: $13,493.7 FTE: 144		FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
11	Percent of developmental disabilities, medically fragile, behavioral health, and family, infant, toddler providers receiving a survey by the quality management bureau*	67.6%	71%	100%	100%	100%		G
Program Rating		R	Y					G
Comments: The number of performance measures for the Health Certification, Licensing and Oversight Program were reduced in FY13 from three to one.								
Medical Cannabis Program Budget: $598.0 FTE: 7		FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
Program Rating		N/A	N/A					n/a
Comments: The department created this program in its FY13 operating budget, but did not identify performance measures for FY13 or FY14, although performance measures are expected in FY15.								

Performance Report Card
Department of Health
Second Quarter, Fiscal Year 2013

Administration Program	Budget: $17,508.6	FTE: 137	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
Program Rating			Y	Y					n/a
Comments: The department's DFA performance based budgeting data system contained no key performance measures in FY13 for the Administration Program, so the department will not include any performance data for this program in its quarterly reports. Previously, the department reported on two performance measures for this program. In June 2012, the LFC held a hearing where a comprehensive list of performance measures and epidemiological data was compiled by staff and provided to the committee. The department should consider adding this data as it compiles its new and improved performance measures for FY15.									

*Denotes House Bill 2 measure

Performance Report Card
Department of Environment
Second Quarter, Fiscal Year 2013

Performance Overview: The Department of Environment's second quarter performance measures indicate it is fulfilling many permitting and inspection duties; however, most of the department's measures are process-oriented, rather than providing indicators of environmental protection. The measures should be revised to include outcome-oriented measures, such as the number of days ambient air quality standards are violated in New Mexico, to help legislators formulate policies and practices to ensure air and water are cleaner for New Mexicans. The agency attributes most underperformance to difficulty filling some positions, such as engineers, because of competition with the private sector. With an average agency-wide vacancy rate of 19.1 percent at the end of the second quarter, the department's action plan includes filling vacant positions.

Field Operations and Infrastructure Program	Budget: $17,474.8	FTE: 194	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
1	Percent of new septic tank inspections completed* (cumulative)		78%	71%	60%	79%	83%		G
2	Percent of high risk food related violations corrected within the timeframes noted on the inspection report issued to permitted commercial food establishments* (cumulative)		84%	83%	100%	75%	85%		R
3	Percent of public drinking water systems inspected within one week of notification of system problems that might impact public health*		100%	100%	100%	100%	100%		G
4	Percent of public water systems surveyed to ensure compliance with drinking water regulations*		91%	87%	90%	94.2%	93.9%		G
Program Rating			Y	Y					Y

Comments: The program appears to be on pace to exceed FY13 targets for septic tank inspections and public water systems surveyed. However, the potential consequences affecting human health resulting from untimely correction of high risk food-related violations are serious. The program notes a 21.1 percent vacancy rate in the second quarter hindered its ability to perform more frequent inspections. The program also reports the correction of food violations is the responsibility of the permit holder and in many cases the violations are corrected in a timely manner but not reported to the agency in a timely manner. The program should also adopt measures reporting the number of food violations found by inspectors.

Resource Protection Program	Budget: $25,752.3	FTE: 233.5	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
5	Percent of permitted groundwater discharge facilities receiving annual field inspections and compliance evaluations*		54%	46%	50%	10.4%	8%		Y
6	Percent of permitted facilities where monitoring results demonstrate compliance with groundwater standards*		72%	71%	70%	71.2%	70.8%		G
7	Percent of large quantity hazardous waste generators inspected* (cumulative)		45.7	26.2	20%	4%	12%		Y
8	Percent of cases in which Sandia and Los Alamos national laboratories are notified of agency action on document submittals within the timeframes specified in the executed consent orders		92%	100%	90%	100%	100%		G
Program Rating			G	Y					Y

Comments: The program appears to be successful in working with the national laboratories and ensuring permitted facilities are complying with groundwater standards. Although the department cited vacant positions for decreasing inspections of groundwater discharge facilities, the agency anticipates the inspections will increase throughout FY13 as staff is hired. The program's performance results do little to indicate whether pollution is prevented or water quality and safety of New Mexico's limited water supply is improving. Measures such as the number of New Mexico's surface waters that are impaired, should be adopted. Additionally, as recommended in the July 2012 LFC Program Evaluation, the NMED quarterly report should include the percent of underground storage tanks in compliance with release prevention and detection regulations and the number of cleanup sites in inventory, by priority.

Performance Report Card
Department of Environment
Second Quarter, Fiscal Year 2013

Environmental Protection Program	Budget: $15,039.7	FTE: 163	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
9	Percent of permitted active solid waste facilities and infectious waste generators inspected that were found to be in compliance with the New Mexico solid waste rules*		86%	85%	80%	76%	77%		Y
10	Percent of radiation-producing machine inspections completed within the timeframes identified in the radiation control bureau policies*		86%	88%	85%	100%	99%		Y
11	Percent of landfills compliant with groundwater sampling and reporting requirements		97%	95%	75%	100%	100%		G
12	Percent of serious worker health & safety violations corrected within the timeframes designated on issued citations from the consultation and compliance sections		98.5%	93.6%	95%	82.7%	96.3%		G
13	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		93.8%	93.1%	95%	89.4%	96.8%		G
14	Percent of facilities taking corrective action to mitigate air quality violations discovered as a result of inspections		100%	100%	100%	100%	93%		Y
Program Rating			Y	Y					Y

Comments: The program's second quarter performance appears to be on pace to meet inspection targets related to radiation-producing machines and compliance targets related to landfills. The results for the measures concerning worker health & safety violations and on-site inspections for serious hazards improved in the second quarter. The Occupational Health and Safety Bureau's action plan includes working closely with small employers to facilitate hazard correction and prioritizing bureau staff resources to improve response time in cases of on-site worker safety violations. Fourteen of 15 facilities took corrective action to mitigate air quality violations discovered as a result of inspections during the second quarter which negatively impacted the second quarter results. The program's measures are among the more meaningful in the department because they provide information concerning improved worker safety and solid waste facility compliance with environmental regulations. Nevertheless, additional outcome measures of interest should be adopted including the number of air quality violations, the number of workplace injuries occurring statewide compared with other states, and if employees are suffering fewer health and safety incidents.

* Denotes House Bill 2 measure

Performance Report Card
Children, Youth and Families Department
Second Quarter, Fiscal Year 2013

Performance Overview: The FY13 appropriation ensured funding was available to fill critical positions in the Protective Services and Juvenile Justice programs. However, at the end of the second quarter the overall agency FTE vacancy rate fell by only 2 percent from the first quarter to 15 percent. Agency performance continues to decline in the Protective Services Program with the percent of repeat maltreatment and maltreatment while in foster care growing. The agency's quarterly performance report included corrective action plans addressing staffing issues and the use of behavioral health resources.

	Juvenile Justice Facilities Budget: $69,570.2 FTE: 895.3	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
1	Percent of clients who complete formal probation*	92.0%	90.7%	92.0%	91.7%	91.6%		G
2	Percent of incidents in juvenile justice services facilities requiring use of force resulting in injury*	2.5%	1.4%	2.5%	2.5%	1.8%		Y
3	Percent of clients recommitted to a children, youth and families department facility within two years of discharge from facilities*	10.7%	12.4%	9.0%	3.5%	7.6%		G
4	Percent of juvenile justice services facility clients age 18 and older who enter adult corrections within two years after discharge from a juvenile justice facility*	11.9%	8.6%	6.0%	11.1%	8.5%		R
5	Percent of clients readjudicated within two years of previous adjudication	6.7%	6.6%	5.8%	6.2%	6.2%		Y
6	Number of physical assaults in juvenile justice facilities* (cumulative)	304	261	<800	64	119		G
	Program Rating	Y	Y					Y

Comments: Although the agency is meeting the target for incidents at facilities requiring the use of force resulting in injury, results remain higher than FY12. The CYFD is piloting a peer culture-type program emphasizing behavioral health beliefs over correctional beliefs; this is anticipated to reduce incidents requiring the use of force. Turnover continues to be a significant issue, especially turnover of youth care specialists which work directly with clients within the secure facilities. A recent survey indicated approximately 42 percent of juvenile justice employees leave the department within the first year of employment. The department is establishing a mentoring program for new hires and professional development consistent with the Cambiar rehabilitation model. To lower the number of recommitments to the facilities, the CYFD is concentrating its efforts on transitional services from secure units to reintegration centers and developing discharge plans that are narrowly tailored to the identified mental and behavioral health needs of the client.

	Protective Services Program Budget: $127,816.2 FTE: 854.8	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
7	Percent of children who are not the subject of substantiated maltreatment within six months of a prior determination*	91.8%	92.3%	93%	91.0%	91.0%		R
8	Percent of children who are not the subject of substantiated maltreatment while in foster care*	99.72%	99.48%	99.7%	99.43%	99.15%		R
9	Percent of children reunified within their natural families in less than 12 months of entry into care	63.6%	67.3%	65%	66.4%	65.3%		G
10	Percent of adult victims or survivors receiving domestic violence services who have an individualized safety plan	92.9%	92.8%	70.0%	89.0%	91.2%		G
11	Percent of adult victims or survivors receiving domestic violence services who are made aware of other available community services	88.6%	89.0%	70.0%	89.0%	87.0%		G
	Program Rating	Y	Y					Y

Comments: Although the CYFD has implemented numerous strategies to expedite the recruitment and hiring process, inadequate staffing levels persist, with FTE vacancy rates hovering at 15.7 percent at the end of the second quarter. The annual turnover rate for protective services field workers is 22 percent. The Child Welfare League of America recommends permanency planning workers have an average of 12 to15 children per worker and approximately 12 investigations per worker per month. In New Mexico, permanency planning workers currently average 19 children per worker and investigators average 15 investigations per worker per month. In the second quarter of FY13, 265 children were identified to have experienced substantiated maltreatment within six months of a previous determination. According to the CYFD, families that have experienced substantiated investigations where the children are not taken into custody due to lack of severity or lack of evidence tend to receive repeated reports. After implementing services with families, families can choose to follow through with services in all cases that are not court-involved. The division is holding mandatory trainings for foster parents led by Dr. Bruce Perry, an internationally-recognized authority on children in crisis, to impact and improve well being of foster children, and improve retention of existing and future foster parents.

	Early Childhood Services Program Budget: $159,310.6 FTE: 151.5	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
12	Percent of licensed childcare providers participating in Stars/Aim High programs levels three through five or with national accreditation*	n/a	n/a	25%	31.9%	32.0%		G
13	Percent of children receiving subsidy in Stars/Aim High programs level three through five or with national accreditation	n/a	n/a	20%	31.9%	38.3%		G
14	Percent of mothers participating in home visiting who are identified as having symptoms of postpartum depression who were referred to services then received services	n/a	44.5%	25%	15.6%	39.7%		Y
15	Percent of children in state-funded pre-kindergarten showing measurable progress on the preschool readiness kindergarten tool*	n/a	n/a	70%	Reported Annually			
	Program Rating	G	Y					G

Comments: There were 5,467 children on the childcare waiting list at the end of February. The childcare Stars/Aim High quality rating system is transitioning to the FOCUS TQRIS system and the pilot launched in January 2013. A crosswalk of accrediting entity standards showed none of the five state-recognized accrediting entities met all eight of the mandatory National Association for the Education of Young Children (NAEYC) criteria for 5-star level. For the first time the childcare market rate study will conduct the survey at zip code level in order to set reimbursements rates at the community level. Results are expected in early summer 2013. All Home Visiting programs have a contractual obligation to participate in training provided by the department.

	Program Support Budget: $31,872.4 FTE: 199.0	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
16	Turnover rates for youth care specialist*	18.0%	33.2%	18.0%	3.3%	6.6%		G
17	Turnover rate for protective services workers	13.3%	20.4%	n/a	5.7%	10.4%		
	Program Rating	R	Y					G

Comments: The CYFD attributes reductions in turnover rates to: the “I Made a Difference” media campaign, consistency from leadership, collaboration with Central New Mexico Community College, ITT Technical Institute, Job Corp and other community colleges, and the ability to recruit without external approvals from oversight agencies.

* Denotes House Bill 2 measure

Performance Report Card
New Mexico Corrections Department
Second Quarter, Fiscal Year 2013

Performance Overview: Turnover rates improved over the prior year and are on track to meet targeted levels at the New Mexico Corrections Department (NMCD). The department has entered into an $8.2 million inter-governmental agreement with Otero County to establish a new sex offender unit at the Otero County Correctional Facility (OCCF) operated by the Management and Training Corporation (MTC). The department expects to move 288 sex-offenders to OCCF with a daily per diem rate of $71.00. The total inmate population as of April 2013 is 6,683 compared to April 2012 when the population was 6,786, a 1.5 percent decrease. The male population, including 115 bed holds, in late February was 6,100 while current male bed capacity is 6,430. The added capacity from OCCF will bring the total male inmate bed capacity to 6,718 leaving 618 spare beds.

	Inmate Management and Control Budget: $242,080.8 FTE: 1,924.5	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
1	Percent turnover of correctional officers in public facilities*	10.3%	10.6%	13%	8.4%	7.8%		G
2	Number of inmate-on-inmate assaults with serious injury* (cumulative)	14	21	23	3	7		G
3	Number of inmate-on-staff assaults with serious injury* (cumulative)	4	4	10	0	3		G
4	Percent of inmates testing positive for drug use or refusing to be tested in a random monthly drug test*	1.4%	1.4%	<=2%	2.5%	2.5%		R
5	Percent of female offenders successfully released in accordance with their scheduled release dates*	95%	79.7%	90%	80.8%	76.8%		Y
6	Percent of male offenders successfully released in accordance with their scheduled release dates*	85%	82%	90%	78.8%	79.8%		Y
7	Percent of sex-offenders reincarcerated within 36 months	29.2%	36%	40%	33.3%	41.8%		R
8	Recidivism rate of the success for offenders after release program by 36 months*	33.7%	37%	35%	27%	28.2%		G
9	Number of escapes from a publicly run corrections department facility*	0	0	0	Reported Annually			--
10	Number of escapes from a secure privately operated corrections department facility*	0	0	0	Reported Annually			--
11	Average number of days an inmate waits for medical, dental or psychiatric services*	5.2	4.5	3	Reported Annually			--
12	Percent of eligible sex offenders within three years of release who are receiving treatment*	42.7%	47.3%	65%	Reported Annually			--
	Program Rating	Y	Y					Y

Comments: The Inmate Management and Control (IM&C) program continues to improve on correctional officer turnover which should allow the program to begin decreasing the 24.6 percent vacancy rate. The IM&C program is maintaining recidivism rates for inmates enrolled in the success for offenders after release program. Conversely, the sex-offender re-incarceration rate increased 8.5 percent above first quarter performance and is now 1.8 percent above the target. There was an increase in inmate-on-staff assaults in the second quarter which may be an area of concern in subsequent quarters if the trend persists. Inmate drug use is elevated and is a concern because it threatens the safety of staff and inmates, undermines the effectiveness of rehabilitation goals, contradicts the authority of correctional institutions, and may negatively impact the department's ability to reduce recidivism overall. The department continues to struggle with releasing inmates on-time, but is performing audits, and is centralizing the Records Management Bureau to minimize the likelihood of untimely releases.

	Corrections Industries Budget: $3,973.8 FTE: 34	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
13	Percent of inmate hours lost due to security issues	17.9%	13.1%	13%	13%	9.9%		G
14	Profit and loss ratio*	-4.2%	6%	Break-Even	Reported Annually			--
15	Percent of eligible inmates employed*	3.3%	2.4%	6%	Reported Annually			--
	Program Rating	R	Y					R

Performance Report Card
New Mexico Corrections Department
Second Quarter, Fiscal Year 2013

Comments: Measuring how many inmate hours are lost in the Corrections Industries Program is a valuable management tool; however, it gives no indication how the program is able to maintain self-sustainability, how many inmates are in the program, whether inmates are learning to have a quality work ethic, or whether they are being prepared to perform effectively in employment positions outside of prison. The program has a 64.7 percent vacancy rate and the only quarterly reported measure does not reflect the overall effectiveness of the program. The FY14 general fund appropriation to the Corrections Industries Program is $150 thousand and is the first general fund appropriation since FY98.

Community Offender Management	Budget: $33,521.1 FTE: 399	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
16	Percent turnover of probation and parole officers*	13.1%	13.4%	20%	2.8%	5.6%		G
17	Average standard caseload per probation and parole officer (cumulative)	99	114	95	101	105.5		Y
18	Percent of out-of-office contacts per month with offenders on high and extreme supervision on standard caseloads*	89.6%	91.4%	90%	Reported Annually			--
19	Percent of male offenders who complete the residential treatment center program*	20%	68%	75%	Reported Annually			--
20	Percent of female offenders who complete the residential treatment center program*	67%	82%	75%	Reported Annually			--
21	Percent of female offenders who complete the halfway house program*	88%	100%	75%	Reported Annually			--
Program Rating		R	R					Y

Comments: Community Offender Management Program is performing well when it comes to reducing the turnover rate of probation and parole officers. Average caseload for probation and parole officers increased and is exceedingly high compared to the nationally recognized best practice of 65 cases per officer.

Program Support	Budget: $8,404.8 FTE: 90	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
22	Percent of prisoners reincarcerated within thirty-six months due to new charges or pending charges*	21.2%	22.7%	40%	23.8%	24%		G
23	Percent of prisoners reincarcerated within thirty-six months due to technical parole violations including absconders and sanctioned parole violators*	22.1%	22.6%	40%	22.4%	21.7%		G
Program Rating		G	G					G

Comments: The department is maintaining a reduced level of recidivism and should focus efforts on continued reductions by ensuring that inmates are enrolled in Medicaid before leaving prison and ensuring that recidivism reduction programming is evidence-based. Further reductions in recidivism have the potential to significantly reduce NMCD expenditures.

* Denotes House Bill 2 measure

Performance Report Card
Department of Public Safety
Second Quarter, Fiscal Year 2013

Performance Overview: Many of the Department of Public Safety's FY13 performance measures are new and focus on alcohol enforcement, investigations, traffic safety, and forensic analysis. The department cited a lack of officers for some targets not met. Unlike previous years, the department is holding a second recruit school in FY13 to increase the number of commissioned officers. The department expects the first recruit school will result in 30 additional officers and expects a similar addition of officers after the second school. To address retention issues the Legislature appropriated $878 thousand to provide an average three percent salary increase for State Police and Motor Transportation officers in FY14.

	Law Enforcement Program (LEP) Budget: 84,676.3 FTE: 782.2	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
1	Number of driving-while-intoxicated arrests per patrol officer* (cumulative)	n/a	8.1	12	2.1	3.5		G
2	Number of driving-while-intoxicated checkpoints and saturation patrols conducted (cumulative)	n/a	724	420	100	115		Y
3	Number of traffic related enforcement projects held (cumulative)	n/a	849	150	100	207		G
4	Number of criminal investigations conducted by commissioned personnel per FTE assigned to patrol and investigations* (cumulative)	n/a	56.1	60	12.3	26.4		Y
5	Number of drug-related investigations conducted by commissioned personnel per FTE assigned to investigations	n/a	16.5	20	0.7	2		R
6	Number of licensed alcohol premises inspections conducted per agent assigned to alcohol enforcement duties* (cumulative)	n/a	102.6	288	22.6	48.6		R
7	Number of minor compliance operations per agent assigned to alcohol enforcement duties (cumulative)	n/a	15.3	12	2.6	4.8		Y
	Program Rating	G	Y					Y

Comments: In FY13, alcohol related traffic fatalities declined implying a reduction in persons driving while intoxicated; a possible explanation for the decrease in the number of DWI arrests. Likewise, traffic accidents declined suggesting the increase in traffic related enforcement projects may be leading to an overall positive impact on traffic safety. The number of criminal and drug related investigations conducted per FTE are in decline suggesting that this is an area State Police should focus on for the remainder of the year. The number of licensed alcohol premises inspections and minor compliance operations is well below target and is related to high vacancy rates due to pay disparities between Special Investigations Division (SID) agents and other law enforcement agencies.

	Motor Transportation Program Budget: 24,426.7 FTE: 272.5	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
8	Number of commercial motor vehicle inspections* (cumulative)	101,984	87,682	85,000	18,910	40,712		Y
9	Number of commercial motor vehicle citations issued* (cumulative)	33,492	27,684	40,256	5,635	12,241		R
10	Number of non-commercial motor vehicle citations issued (cumulative)	9,168	11,226	11,152	2,454	5,781		G
11	Number of motor carrier safety trainings completed (cumulative)	n/a	25	32	10	16		G
	Program Rating	G	Y					Y

Comments: The Motor Transportation Division (MTD) cited a lack of patrol officers and transportation inspectors for not meeting performance measures. Similar to the Law Enforcement Program, compensation is essential to maintaining the ranks of uniformed officers within MTD. Commercial motor vehicle (CMV) inspections and citations 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 planning more operations targeting CMVs to meet targets in later quarters.

Performance Report Card
Department of Public Safety
Second Quarter, Fiscal Year 2013

Statewide Law Enforcement Support	Budget: 15,847.6	FTE: 143	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
12	Percent of DNA cases completed per filled FTE within thirty working days		n/a	63%	60%	56.6%	46.2%		Y
13	Percent of forensic latent fingerprint cases completed per filled FTE within thirty working days		n/a	24.4%	40%	67.9%	72.1%		G
14	Percent of forensic firearm and tool-mark cases completed per filled FTE within thirty working days		n/a	54.7%	40%	22.6%	24.9%		Y
15	Percent of forensic chemistry cases completed per filled FTE within thirty working days		n/a	86.2%	85%	79.8%	68.7%		R
Program Rating									Y
Comments: The Statewide Law Enforcement Support Program did not meet several targets but recently hired several new staff and is in the training process. The program expects to meet targeted levels in later quarters.									

Program Support	Budget: 10,080.9	FTE: 64	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
16	Number of working days between disbursement of federal funds from federal treasury to expenditure of such funds.		n/a	0	10	0	0		G
17	Number of working days between expenditure of federal funds and request for reimbursement from federal treasury for internal grant recipients		10	10	10	10	10		G
18	Number of working days between expenditure of federal funds and request for reimbursement from federal treasury for external grant recipients		65	65	75	65	65		G
Program Rating			G	G					G
Comments: Program Support met its performance targets and is performing as expected.									

* Denotes House Bill 2 measure

Performance Report Card
Department of Transportation
Second Quarter, Fiscal Year 2013

Performance Overview: Second quarter results for the Department of Transportation indicate continued improvement across several critical programs. However, serious concerns remain on the condition of state highways and roads; of 33 thousand total lane miles in the state, 3.8 thousand, or almost 12 percent, are in deficient condition. The number of alcohol-related traffic fatalities continues to track below the FY13 target level, suggesting positive impact from the ENDWI campaign. The percent of projects in production let as scheduled and the percent of final cost-over-bid amount on highway construction projects both improved significantly since last quarter. Vacancy rates in the department declined. The annual number of riders on park and ride and the Rail Runner decreased this quarter.

Programs and Infrastructure	Budget: $550,292.0 FTE: 399	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
1	Number of traffic fatalities	306	395	<345	91	77		Y
2	Number of alcohol-related traffic fatalities	89	169	<130	24	26		G
3	Number of non-alcohol-related traffic fatalities	217	226	<215	67	51		Y
4	Number of occupants not wearing seatbelts in motor vehicle fatalities*	114	169	<150	34	29		G
5	Number of crashes in established safety corridors*	794	511	<700	Reported Annually			
6	Percent of projects in production let as scheduled*	56%	65%	>60%	63%	80%		G
7	Percent of airport runways in satisfactory or better condition	60%	64%	60%	65%	66%		G
8	Number of pedestrian fatalities	38	57	<43	11	14		Y
9	Ride quality index for new construction*	4.0	4.1	>4.0	4.3	4.2		G
10	Percent of final cost-over-bid amount on highway construction projects	2.9%	3%	<5.5%	8%	1%		G
11	Annual number of riders on park and ride*	292,476	310,128	>250,000	78,048	74,264		G
12	Annual number of riders on the rail runner, in millions*	1.2	1.2	≥1.5	304,201	256,430		R
Program Rating		Y	R					Y

Comments: The results for number of traffic fatalities in the state and the number of non-alcohol-related traffic fatalities are still tracking high but are showing improvement compared with the first quarter. The number of alcohol-related traffic fatalities moved slightly upward but are still far below FY12 actuals. Results for the number of crashes in established safety corridors will not be available until June 2013. Results for the measure of projects let scheduled and for percent of final cost-over-bid amount on highway construction projects improved. The percent of airport runways in satisfactory condition increased above the FY13 target and FY11 and FY12 actuals. The annual number of riders on park and ride and the Rail Runner decreased.

Transportation and Highway Operations	Budget: $238.767.1 FTE: 1850.7	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
13	Percent of non-interstate miles rated good*	n/a	83.5%	>75%	Reported Annually			
14	Percent of interstate miles rated good*	n/a	98.4%	>90%	Reported Annually			
15	Number of combined systemwide miles in deficient condition	3,407	3,837	<5,000	Reported Annually			
16	Number of statewide pavement preservation lane miles*	2,094	2,169	>2,500	963	1,048		G
17	Amount of litter collected from department roads, in tons*	15,282	9,001	>14,000	2,172	1,493		R
18	Customer satisfaction levels at rest areas*	98.9%	99%	>95%	99%	99%		G

Performance Report Card
Department of Transportation
Second Quarter, Fiscal Year 2013

19	Maintenance expenditures per lane mile of combined systemwide miles	$1,656	$2,684	>$1,500	$739	$721		Y
Program Rating		R	R					Y

Comments: Critical measures related to the condition of interstate and state highways and roads were not reported and will not be available until October 2013. Of particular concern is the upward acceleration of the number of systemwide miles in deficient condition. The result for number of statewide preservation lane miles is positive given the second quarter captures work done in the winter months and more progress will be made in the spring and summer. The result for the amount of litter collected from department roads is poor, primarily because of high road crew vacancy rates. The results for maintenance expenditures per lane mile is relatively good when using the FY13 target as a benchmark, but results are still tracking far below FY12 actuals.

Program Support	Budget: $46,441.9 FTE: 252.8	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
20	Vacancy rate in all programs*	16.4%	19.4%	<10%	18.8%	15.3%		Y
21	Number of employee injuries*	92	90	<100	25	26		Y
22	Number of working days between expenditure of federal funds and request for reimbursement from federal treasury	6 days	6 days	10 days	6 days	6 days		G
23	Number of employee injuries occurring in workzones	n/a	n/a	≤50	11	9		G
24	Percent of invoices paid within thirty days	95%	97%	>90%	90%	84%		Y
Program Rating		R	Y					Y

Comments: The department made significant progress on vacancy rates, a result of an extensive employment campaign. Results for the number of employee injuries tracks equivalent to the FY13 target but above FY11 and FY12 actuals. Results for the percent of invoices paid within thirty days dipped from the first quarter and now tracks below the FY13 target.

* Denotes House Bill 2 measure

Performance Report Card
Public Education Department
Second Quarter, Fiscal Year 2013

Performance Overview: The Public Education Department provides program and fiscal oversight to public schools to ensure accountability for almost half of the state budget. Many performance measures are reported annually and provide limited quarterly measurement of progress made by the department. The PED continues to increase focus on financial operations within the department and over school districts and charter schools. The department continues to streamline business process to alleviate administrative pressure placed on schools. Additionally, the PED is working to ensure public education funding is allocated to evidence-based programs, classroom spending is prioritized and funding units claimed by school districts and charter schools are accurate and appropriately claimed.

The PED continues to advance initiatives aimed at improving student outcomes, including a school grading system, common core state standards, a teacher and school leader evaluation system, targeted interventions for low performing schools, and an early literacy intervention program. Rapid implementation of high-profile initiatives continues to prove challenging. Additionally, the department continues to experience high vacancy and turnover rates leading to a lack of stability and consistency within bureaus.

The PED is responsible for administering the public education funding formula and ensuring accurate formula data is used to allocate funds. During FY13, the department resumed auditing of individual school districts and charter schools for accurate membership reporting and auditing of funding formula components to ensure accurate and equitable distribution of public education funding. This department has not engaged in a rigorous auditing process since FY08.

The PED submitted its FY12 audit on time; however, the audit has not yet been issued because of federal Individuals with Disabilities Education Act maintenance of effort (MOE) issues. The PED reports initially the auditor was waiting to issue the audit after the federal government made a decision regarding the department's request for MOE waivers for FY10 and FY11. As this has yet to happen, the auditor required the inclusion of a statement regarding MOE and a management response from the PED. The department provided the required management response and anticipates release of the audit in the coming weeks.

Program	Budget: $40,233.4	FTE: 256.8	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
1	Percent of teachers passing all strands of professional dossiers on the first submittal*		76%	91.7%	80%	82.66%	84.4%		Y
2	Average processing time for school district budget adjustment requests, in days (direct grants)*		4	3	7	2	2		G
3	Average processing time for school district budget adjustment requests, in days (flow-through funds)*		19.4	12.5	21	9	13		G
4	Number of data validation audits of funding formula components annually		n/a	n/a	30	9	5		G
5	Number of elementary schools participating in the state-funded elementary school breakfast program*		157	156	Explanatory	165	165		n/a
6	Number of eligible children served in state-funded prekindergarten*		4,435	4,426	Explanatory	4,931	5,221		n/a
Program Rating			Y	G					Y

Comments: During the 2012 interim, discussions were ongoing about the need to update the public education funding formula. Little momentum was gained from these discussions, and the department's leadership was minimal.

The percent of teachers passing the dossier on the first attempt is generally lower in the first quarter due to a lack of district support during the summer months for summer submitters. As teachers receive increased support, this figure will likely increase. The second quarter data indicates a modest increase in the passage rate that will likely continue to increase throughout the year. Additionally, the PED should update the dossier to ensure rigorous evaluation of teachers as they advance licensure.

Performance Report Card
Public Education Department
Second Quarter, Fiscal Year 2013

The department significantly increased the turnaround time to process and distribute federal flow through funds since FY11, highlighting an increased focus on finance and operations. Additionally, during FY13, the department resumed school district and charter school data validation audits to ensure fair distribution of formula funding.

* Denotes House Bill 2 measure

Performance Report Card
Higher Education Department
Second Quarter, Fiscal Year 2013

Performance Overview: The Higher Education Department reports mostly annual performance measures reflecting student retention, completion, and employment at institutions, with a few quarterly measures relating to department operations. The department's institutional finance and capital projects division has stabilized staffing in critical areas, resulting in notable improvement in processing capital requests by institutions.

	Policy Development and Institutional Financial Oversight Budget: $22,777.8 FTE: 55	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
1	Number of adult basic education students who pass the general education diploma (cumulative measure)	1,727	1,800	1,750	285	1,802		G
2	Number of adult basic education students obtaining employment (cumulative measure)	1,209	678	1,500	37	683		G
3	Percent of properly-completed infrastructure draws released to the state board of finance within 30 days of receipt from the institutions	n/a	n/a	100%	100%	100%		G
	Program Rating	G	G					Y

Comments: The state's adult basic education program is on track to meet its FY13 target of students who earn a general education diploma or equivalent degree. However, the state will lose an estimated $235 thousand in federal funding for FY13 for this program, and this loss of revenue may impact student completion if faculty and materials are reduced.

Relatively new staff in the institutional financial oversight division began reviewing regularly submitted reports from institutions, including fiscal watch reports. At this time, all institutions file fiscal watch reports on a semi-annual basis, with only New Mexico State University's athletic program submitting quarterly reports. Northern New Mexico College was removed from the critical fiscal watch list based on its unqualified financial audits for 2010 through 2012.

	Student Financial Aid Budget: $81,354.7 FTE: 0	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
4	Percent of students who receive state loan for service funding who provided service after graduation	91%	66%	92%	Reported Annually			R
5	Number of lottery scholarship recipients enrolled in or graduated from college after the ninth semester *	3,619	3,710	3,750	Reported Annually			G
6	Number of students receiving college affordability awards *	3,127	2,931	3,500	Reported Annually			G
7	Number of need-based scholarships awards to students with an estimated family contribution of zero *	32,514	36,778	30,000	Reported Annually			G
	Program Rating	G	G					G

Comments: The student financial aid program has taken significant steps to correct and update student loan accounts, collections of loans where allowable, and recording service when provided. The department noted prior reports, which stated more than 90 percent of graduates provided service, were incorrect and recently reported 66 percent completed or are providing service in health and education areas and 21 percent defaulted on their service commitment and loan repayment.

* Denotes House Bill 2 measure

Performance Report Card
University of New Mexico Health Services Center
Second Quarter, Fiscal Year 2013

Performance Overview: In addition to annual performance measures based on undergraduate and graduate student completion and success on national licensing and other examinations, the University of New Mexico Health Sciences Center reports quarterly measures related to the University of New Mexico Hospital (UNM Hospital) and the Poison and Drug Information Center.

	UNM Health Sciences Center Budget: $575,219.5	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
1	Total number of UNM Hospital Clinic visits (cumulative)	462,838	432,817	443,637	121,654	250,119		G
2	Total number of UNM Hospital inpatient discharges (cumulative)	27,452	27,685	27,962	6,805	13,411		Y
3	UNM Hospital inpatient readmission rate	3.9%	4%	4%	3.4%	3.9%		Y
4	Percent of human poisoning exposures treated safely at home after contacting the Poison and Drug Information Center	70%	67%	72%	68%	67%		Y
Program Rating		G	G					Y

Comments: The UNM Hospital's performance on quarterly measures reflects the limited capacity of the hospital and acuity of patients admitted and treated. First, the goal of having a lower-than targeted readmission rate is desirable, and frequently can be attributed to improved patient care. In this case; however, the hospital consistently operates under a "code purple" (or, "no beds available") status and reports FY13 is a record year for patient capacity. With fewer beds available, the hospital closely triages patients for discharge, keeping patients longer, and reducing the likelihood of readmissions. The hospital concludes the lower readmission rate is due to its limited capacity and inability to absorb higher than targeted readmissions. Second, the hospital is experiencing a lower discharge rate than the mid-year target. The hospital admits the sickest of patients, requiring longer care or more days in the hospital, and results in fewer total patients admitted and a lower number of discharges.

* Denotes House Bill 2 measure

New Mexico IT Projects by Agency - FY13 Q2 Status Report*

Agency	Project description	Total GF Appropriations	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.	$16,000,000 including TSB	$22,869,794	$2,933,015	Planning	TBD	Requirements from visioning sessions finalized and RFP was released January 11, 2013; RFP due February 28, 2013.	RFP procurement process, anticipate evaluation, selection and notification of finalists by March 26, 2013.	Budget estimates and project schedule will be determined as planning activities progress subsequent to RFP contract award. The department is requesting an additional $6.7 million in general fund for the project in FY14.			
333 TRD	**GenTax Upgrade:** 1) Upgrade GenTax V6 to V9 2) Replace Refunds/TOP V5 module with core Refunds/TOP V9 module 3) Provide TRD with a Business Credit Module 4) Pilot a stand-alone version of the data warehouse programs into the GenTax Data Warehouse.	$6,230,000	$6,230,000	$1,078,345	Implement	6/30/2014	Phase I of implementation activities complete; TRD has collected $3.1 million as a result of Phase I implementation. Taxpayer Access Point and data warehouse pilot complete.	Phase II design and development of GenTax V9	The project is meeting its development and implementation schedule. The project management plan has been updated. TRD and the contractor (FAST) created a detailed schedule and workbreak down structure and is being updated. Although the TRD has clarified roles for a business project manager and an IT project manager, it has not assigned a designated project manager. TRD project staffing continues to be an emerging issue.			
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 LTE Last Mile Service in the Abq and Santa Fe.	$6,600,000 state matching	$55,700,000	$37,883,470	Implement	7/31/2013	Completed design and construction at 18 sites.	Follow schedule to complete ongoing site construction at eight additional sites.	The federal government approved a two year extension. Lease agreements issues have been minimized, however the DoIT staff continues to work with outside counsel to review leases and prepare recommended changes. Three new leases were approved. Weather is an issue, as three sites cannot be completed due to snow. The project team maintains communication with the US Forrest Service on closures.			
361 DoIT	**NM State Broadband Initiative:** Map broadband availability within NM. Includes planning, capacity building, and technical assistance elements. Project will implement strategic planning initiatives to determine the underserved populations and facilitate BB adoption.	federal	$4,762,287	$1,577,316	Implement	1/13/2015	Community Broadband Master Plan Guidebook completed; Developed the State Broadband Program train the trainer program. "Round six" data collected, processed and delivered to National Telecommunication Information Administration (NTIA).	Complete contract negotiations. Develop mini strategic plans for areas of focus (Health, Education and Economic Development).	The MOU with DFA for targeting potential matching funds in the e-911 program is pending federal CMS approval. The Award Action Request to change grant match source from a complicated metric to a single source is in process, with a justification to the NTIA in process. The pending approval from NTIA may impact plans to hire additional resources. Five contracts are being staged to address strategic planning, coordination, and implementation processes. A budget assessment was initiated to analyze work to be completed and provide a path forward for the remaining two years of the five-year award.			
630 HSD	**ISD2 Replacement (ASPEN):** Replace Income Support Division (ISD), Integrated Service Delivery (ISD2) Systems into one integrated system.	$17,492,000	$105,990,600	$30,708,790	Implement	2/1/2014	Development activities completed; Training plan and training needs analysis formally accepted. User Acceptance Testing (UAT) preparation completed and logistical planning of UAT process continued.	Initiate UAT in March 2013 through June 2013.	HSD IT Division may move out of Plaza San Miguiel (PSM) by 6/30/13. The current network path and authentication for ASPEN system is routed from the field offices through PSM to the Simms building. There is a risk in maintain the schedule when the network operations are relocated to new facilities during user acceptance activities. External system ASPEN interface changes may not be completed on schedule. The impact of the Health Insurance Exchange (HIX) proposes a risk to the ASPEN project. Key ASPEN staff will work with HIX consultants to identify interface requirements. Critical decisions will need to be made once HIX project schedule is established. Quality Assurance Testing is 55 percent complete and is scheduled for completion February 2013.			

Agency	Project description	Total GF Appropriations	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
630 HSD	**MMIS Re-Bid Project:** The purpose of this project is to design, develop and implement 11 subsystem enhancements to the NM Medicaid Management Information System (MMIS). The MMIS ("OmniCaid") is owned by HSD and hosted by the state fiscal agent Xerox.	OPBUD	$13,477,224	$1,410,300	Implement	3/31/2014	IV&V contract finalized. The IV&V contractor completed IV&V project plan and an initial report. Obtained project certification approval of funds for implementation phase.	Complete deliverables for HIPAA 834 and the new web portal.	Project scope increased to address CMS requirements. Two CMS-required "HIPAA Operating Rules" plus one for Centennial Care brings the enhancement total to 14. Priorities related to ASPEN, Centennial Care, and HIPAA operating rules could impact the schedule and project resources. Project risks are not fully documented therefore mitigation and contingency plans are not fully identified. The MMIS vendor (XEROX) and HSD are collaborating to improve risk management. The IV&V contractor is required to submit monthly reports.			
630 HSD	**HIPAA-2 Version 5010 and ICD10:** Project updates the HSD MMIS to the new HIPAA 5010 standard per fed requirement. The ICD-10 change will enable more detailed collection of diagnosis information related to patient status.	OPBUD	$3,638,548	$3,669,595	Closed	1/31/2012	All planned project activities completed.	Not applicable.	Project activities complete; project closed-out at the November 6, 2012, Project Certification Committee meeting. On-going maintenance and operations is provided by the separate MMIS State Fiscal Agent contract with Xerox State Healthcare.			
630 HSD	**NM Health Insurance Exchange (NMHIX):** To procure and implement a consumer oriented New Mexico Health Insurance Exchange, eligibility, enrollment, shop and compare information technology system.	federal	$23,950,000	$0	Planning	TBD	The project transitioned from HSD to the NM Health Insurance Alliance. The alliance issued the request for proposals (RFP) for project management services with proposals due by 12/6/12. The alliance released the RFP for the NMHIX system development and integration services with proposals due by 12/28/12.	Contract awards for project management services and system development and integration services.	The HSD established a memorandum of understanding (MOU) with the NM Health Insurance Alliance. The MOU requires monthly written status reports and detailed quarterly reports of federal grant expenditures to HSD's Office Health Care Reform. The LFC will request that HSD provide copies of these reports. Although there is an audit clause in the MOU, there is no independent oversight of the NMHIX project which possess additional risk to the State. LFC will continue to monitor progress of the project.			
631 DWS	**UI Tax:** Implementation of a new UI System that will replace the Tax, Claims, and Program Integrity applications.	federal	$46,092,111	$39,995,951	Implement	12/31/2013	User Acceptance Testing (UAT) completed. Workforce Solutions Department launched the new UI Tax and Claims system the first week in January 2013.	WSD is working with employers and third party administrators to file 4th quarter wages.	The results of DoIT's "deep dive" status review were limited and did not provide adequate detail identifying risks or recommendations. DoIT's fieldwork was limited, lacking a review of project documentation, in part because WSD was not timely or did not have the documentation DoIT requested. The WSD went live January 7, 2012, although the department called the implementation successful, it was not without issues, primarily due to the high volume of calls and resource problems. Because of the issues, the LFC rates the functionality red, until it can assess the functionality and the usability of the system. The LFC has initiated an IT program evaluation to assess the status of implementation, including planning, project management and oversight, budget allocation and expenditures and system functionality.			
795 DHS EM	**Public Safety Interoperable Communications Grant Program:** Install multiple interconnected radio repeaters (towers and facilities) as part of NM's statewide microwave communications backbone. Improve interoperable communications governance, establish operating procedures for local, regional, and statewide interoperable communications capability and disciplined use.	federal	$8,288,725	$9,498,553	Implement	9/30/2012	A Mountain was deleted form the list of sites. Most activities at the EOC, Buck Mountain and Gibson Peak were completed.	Final invoices and project closeout activities including the project certification committee process.	The project is ready for close-out. Executive leadership accepted the change in the installation sites. The purchase of antennas for the digital microwave installation on Gibson Peak was not completed. Buck Mountain and the EOC should be completed under the SIRCITS project.			

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

*IT projects with the top 10 largest budgets are included in this quarterly report. Next steps: future reports will also contain updates on additional IT projects that the LFC considers at-risk or otherwise critical to state needs, such as the TRD's GenTax and ONGARD systems, and the AOC's Odyssey system. The report will also contain appropriations from all funding sources and total amount expended for each project.