

**Performance Report Card
Workforce Solutions Department
Third Quarter, Fiscal Year 2013**

Performance Overview: In early January, the WSD officially launched the new fully-integrated Unemployment Insurance system. High call volumes resulted in claim determination delays and longer call times. 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%	n/a	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%	n/a	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%	n/a	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%	n/a	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%	n/a	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%	54%	R
7	Average time to complete a transaction with the unemployment insurance call center, in minutes*			43	15	<5	22	27	56	R
Program Rating				R	Y					Y
<p>Comments: Workforce Investment Act measures follow federal reporting schedules and will not be available until after May 30. 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 skills needed for employment and retention. Performance significantly decreased in the timeliness of unemployment insurance claims determinations during the third quarter. According to the WSD, the extension of Emergency Unemployment Compensation benefits, the data conversion from the legacy system to the new Unemployment Insurance (UI) Tax & Claims system, and the launch of the new system caused delays in UI claims determinations. High call volume from claimants making extension inquiries and employers accessing the new system became the main focus of the UI Operations Center the first months of implementation. The average wait time for the UI call center increased during the third quarter to 56 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. With the new UI tax claims system, new claims intake processing requires all fact finding to be done on the initial claim. As a result, average transaction calls will take more time on the front end.</p>										
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	0	G
9	Percent of wage claims investigated and resolved within one-hundred and twenty days*			93%	89%	90%	88%	89%	91%	G
10	Number of targeted public works inspections completed*			1,570	1,184	1,500	347	385	534	G
11	Number of discrimination claims investigated			523	597	500	161	119	146	G
Program Rating				Y	Y					G
<p>Comments: Positions in the program remained vacant for extended periods of time, yielding significant vacancy savings. The WSD 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</p>										

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is not indicative of the commission's performance; therefore, this measure should be revised. As of April 3, 2013, 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.

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

Comments: The LFC is conducting an evaluation to assess implementation of the new unemployment insurance system including planning, project management and oversight, budget allocation and expenditures and system functionality.

Business Services		Budget:	FTE:	FY11 Actual	FY12 Actual	FY13 Target	Q1	Q2	Q3	Rating
		\$4,068.9	31							
13	Percent of employers sampled reporting customer satisfaction			98%	99%	98%	99%	99%	96%	Y
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	24,871	G
Program Rating				G	G					Y

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.

Suggested Performance Measure Improvement

Staff recommends deletion of the following measures: number of contacts made by field office personnel with New Mexico businesses to inform them of available services and percent of employers sampled reporting customer satisfaction. These measures do not provide useful information for assessing the Business Services Division. LFC staff also recommends the agency develop performance measure relating to the unemployment insurance program including the average number of benefit weeks paid quarterly, a fund balance measure, and a fraud recovery measure for the Unemployment Insurance Trust Fund.

* Denotes House Bill 2 measure