

**Accountability in Government
Selected Performance Highlights
Fiscal Year 2013**

- This annual report represents the culmination of the quarterly performance reporting process for FY13. Each quarter, LFC analysts review key agency quarterly performance reports and develop report cards for select agency performance measures.
- Overall, cooperation between the LFC and DFA analysts on the accountability in government performance reporting process is good.
- LFC continues to work with DFA and the agencies on identifying a core set of outcome measures instead of changing measures every few years; but rallying agencies to develop meaningful action plans to address measures with poor results continues to be a challenge.
- Performance at many agencies in FY13 lagged the targets, with high vacancy rates sometimes a culprit at agencies dependent on staff to provide direct services, such as in the Department of Corrections, Department of Health, and the Children, Youth, and Families Department.

Performance of note in 2013 by major area:

Education (pg. 9)

- Public education student performance continues to be mixed. In FY13, reading proficiency for fourth graders decreased; however, reading proficiency for eighth graders and math proficiency for fourth and eighth graders showed modest gains.
- Based on FY13 assessment data, 49.4 percent of students scored below proficient in reading, and 58 percent of students scored below proficient in math.
- The four-year cohort graduation rate increased from 63 percent in FY12 to 70.4 percent in FY13. The largest gains were posted by minority students, demonstrating a narrowing of the achievement gap.
- The number of schools receiving an A increased from 40 in FY12 to 82 in FY13, while the number of schools receiving an F increased by 20 to 85 schools. Compared with grades issued for FY12, approximately 29 percent of school grades decreased in FY13; this is an improvement from 44 percent of school grades that decreased in FY12.

Human Services, Behavioral Health, and Medicaid (pg. 13)

- The Human Services Department's (HSD) Medicaid program reported 66 percent of infants received at least six well child visits during the first 15 months of life; the target was met but should be increased. HSD reported that 91 percent of older children had at least one well child visit during the year and 70 percent of children had at least one dental visit.
- The Human Services Department started reporting on quality-of-care measures in FY13. For the year, HSD reported 89 percent of children receiving the appropriate medication for asthma treatment, slightly less than the target of 92 percent. The HSD also reported a 10 percent hospital readmission rate within 30 days which met the target, and reported 59 visits to the emergency room per one thousand member months, which is under the target of 62 visits per one thousand member months.
- The HSD reported 57 percent of two-parent households and 53 percent of all families were in compliance with federally required TANF work requirements, almost 10 percentage points higher than FY12 results.
- The HSD's Child Support Enforcement Division continues strong performance with \$132 million in child support collections for FY13, slightly higher than FY12.
- The Behavioral Health Collaborative reported 71 percent of people receiving drug treatment and 80 percent of people receiving alcohol treatment showed improvement, but these results are lower than FY12.
- Medicaid expansion for over 100 thousand low-income adults in 2014 is expected to increase demand for behavioral health services and there are concerns about the availability of quality services. LFC staff has met with the department to develop additional performance measures to better capture substance abuse treatment outcomes.

DOH (pg. 18)

- 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 wholly inadequate to ensure transparency and accountability. The department's performance suffers due to high vacancies.
- The Facilities Management Program continues to provide no data on patient health outcomes and too little data on state hospitals' quality, efficiency and financial performance.

- Finally, for a third year the Facilities Management Program did not meet its target for collected third party payer revenue and failed to report on requested performance measures for per client costs and other nationally comparable outcome measures.
- The Facilities Management Program reports the occupancy rate for staffed beds was 87 percent for the end of FY13. However, the occupancy rate for all licensed beds was 66 percent at the end of the fiscal year.
- The number of developmental disabilities (DD) Medicaid waiver clients receiving services consistently remains below targeted levels despite increased funding for the last three years by the Legislature.
- Finally, there was an increase in the number of individuals on the waiting list for services under the DD Medicaid waiver.

CYFD (pg. 22)

- The percent of children subjected to substantiated maltreatment increased in FY13 and the percent of children who returned to their natural families decreased for the year. Continued efforts to reduce employee turnover will assist in balancing heavy case loads among youth care specialists and timely assessment of child safety. The CYFD plans to improve stability in child placement and permanency planning by hiring additional front line workers and client service agents to assist caseworkers.
- In the Juvenile Justice Program, the percent of clients recommitted to a juvenile facility within two years of discharge dropped from about 12 percent in FY12 to 9 percent in FY13. The improvement may be attributable to the system-wide implementation of the Cambiar model, including juvenile probation and parole.

Workforce Solutions (pg. 24)

- Only 64 percent of eligible unemployment insurance claims were issued a determination within twenty-one days from the date of claim, well below the target of 80 percent. High call volumes required resources to be redirected from adjudication of unemployment claims to the call center.
- In FY13, average time to complete a transaction with the unemployment insurance call center was 36 minutes, more than twice the average time in FY12 and well below the target of less than 5 minutes.

Corrections and Public Safety (pg. 26)

- Although assault measures were below targets, violence remains a concern to maintain prison safety. The number of inmate-on-inmate assaults was below target with a total of 16 in FY13. The number of inmate-on-staff assaults with serious injury was below target but increased from one in FY12 to five in FY13.
- The timely release of inmates continues to be under target despite the department's ongoing audit of all inmate files. The percent of inmates released in accordance with their scheduled release dates decreased and was well below the 90 percent target. The percent of females released on time decreased to 77.5 percent, and the percent of males released on time decreased to 80.7 percent.
- While overall recidivism decreased, individual results were mixed. Recidivism rates for offenders with new or pending charges increased from 22.7 percent in FY12 to 24.3 percent in FY13. Recidivism rates for offenders with technical parole violations, including absconders, decreased slightly from 22.1 percent in FY12 to 21.1 percent in FY13.
- The caseload for probation and parole officers (PPO) was 108 for FY13, significantly above the nationally recognized best practice of 65 offenders for every officer and well above the target of 95 per officer. The department is expected to increase PPO salaries to address recruitment and retention and reduce caseloads.
- An increased police presence across law enforcement agencies may be having a positive impact on traffic fatalities. The number of alcohol-related fatalities decreased by 29 percent, and the total number of traffic fatalities decreased by 23 percent. In FY13, the Law Enforcement Program significantly increased DWI checkpoints, saturation patrols, traffic related enforcement projects, liquor control act training, alcohol awareness programs, and moving violation citations. The Department of Transportation also attributes the decline to an effective ENDWI campaign.

Natural Resources (pg. 28)

- High vacancies and heavy workloads are straining the Office of the State Engineer's Water Resource Allocation program's ability to serve water users statewide, resulting in a sizeable water rights application backlog, up 34 percent from FY12.

- Adjudication of water rights continues at a glacial pace. Judicial determinations of water rights increased from 34 percent to 54 percent over the past ten years, while the program's budget for those ten years totals \$63.8 million.
- Although the number of acres in the state treated for overgrowth increased 56 percent in FY13, estimates are that fifty thousand to one hundred thousand acres should be treated per year to proactively thin overgrown forests so they are more resilient to fire, drought, insects and disease. The legislature prioritized funding for wildfire mitigation at urban forest interfaces for communities at risk statewide.
- The number of visitors to State Parks decreased by 300 thousand, most likely due to the drought, natural disasters, low water levels and lake closures.
- High activity in the Permian Basin and the resulting benefit to the state economy through royalties and severance taxes emphasize the importance of the Oil and Gas Conservation Program's timely inspection of oil and gas wells in the state. Inspections in the Oil and Gas Conservation Program in the Energy, Minerals and Natural Resources Department increased again in FY13 as oil production increased 17 percent from FY12 to FY13.
- Oil and gas well plugging activity also increased in FY13, with a cumulative, annual total of 57 wells plugged, decreasing the number of outstanding wells to be plugged in NM by almost 50 percent.

Transportation (pg. 34)

- The annual number of riders on the Rail Runner continues to decrease and is now tracking 400 thousand below the FY13 target. The Rio Metro Regional Transit District attributes the decline to increased fare costs and decreased gasoline prices.
- The number of statewide lane miles preserved increased by nearly 1,000 miles over FY12, a result of additional funding distributed to the transportation districts for the activity. However, maintenance expenditures per lane mile decreased by \$900 due to an inadequate number of employees on road crews.
- The NMDOT continues to reduce vacancy rates, but they remain far above FY13 targets, which continues to affect agency performance.

Economic Development and Tourism (pg. 36)

- New Mexico experienced lackluster job growth of 0.9 percent during FY13, compared with stronger growth nationwide and in all neighboring states except Oklahoma. Despite this meager overall growth, the Economic Development Department exceeded its job creation target for the second consecutive year and produced the highest job numbers of the last four years.
- The leisure and hospitality industry is leading New Mexico's job growth, adding 3,700 jobs from June 2012 to June 2013 and now exceeding pre-recession levels of employment. This represents 51 percent of the state's total job gains during FY13.

General Government (pg. 39)

- The average number of days to fill a vacant position continued to rise for FY13, up to 73 days -- or over two months -- compared to 69 days in FY12 and 53 days in FY11.
- The percent of employees who successfully complete their probationary period is 58 percent, flat with FY12 actuals but far below the FY13 target of 85 percent.
- The percent of employees with a completed performance appraisal on record at the close of the fiscal year has improved dramatically from 58 percent in FY12 to 93 percent in FY13, yet this is still below the FY13 99 percent target.
- Performance data from the General Services Department (GSD) Risk Management Division (RMD) is not always clear and transparent. Losses are mounting and exceeding revenues for some risk funds; insurance rates for the public liability and workers compensation funds are too low; and the program relies on inter-fund borrowing to meet expenditures that have not been adequately budgeted.
- Despite fewer numbers of claims for the Risk Management program, an increase in the severity of workers' compensation, civil rights, and medical malpractice claims have reduced the actuarial conditions of some funds.
- The Group Benefits program increased premiums 15 percent for FY14 and proposes increasing premiums another 10 percent for FY15 despite evidence that health care inflation is slowing.

- Although progress has been made to reduce lease costs, there is still little incentive for agencies to efficiently use buildings, resulting in higher utility costs and continued spending to occupy excess square footage per employee.
- For the Transportation Services Program, curtailment of vehicle replacement the past few years has led to an older and more costly-to-maintain state motor pool.
- The Taxation and Revenue Department made progress in FY13, exceeding targets for tax collections and percent of tax returns filed electronically.
- Motor vehicle field office and call center wait times held steady as the program continues to implement process improvements designed to improve customer service.

Administrative Office of the Courts (pg. 45)

- The AOC reports recidivism rates for New Mexico drug court programs are 15.5 percent, significantly lower than many programs nationwide which are often between 35 percent and 50 percent.
- The AOC completed implementation of the electronic case management system (CMS) in district and magistrate courts. Results of a limited-scope workload study show time savings of 44 percent for civil cases introduced in district courts where civil cases make up 50 percent of the caseload.

Department of Information Technology (pg. 46)

- In FY13 the Department of Information Technology released new data regarding percent of service desk incidents resolved timely based on priority level. While the department is still refining priority level parameters, the new measure allows the DoIT to actively monitor and track improvement of customer service related to the help desk.
- In FY13, DoIT collections within sixty days of the invoice due date remained well below FY12 for the year. The program reports efforts to work with agencies did not improve collections. The department hired additional staff and a new manager to address collection issues.

Information Technology Systems (pg. 48)

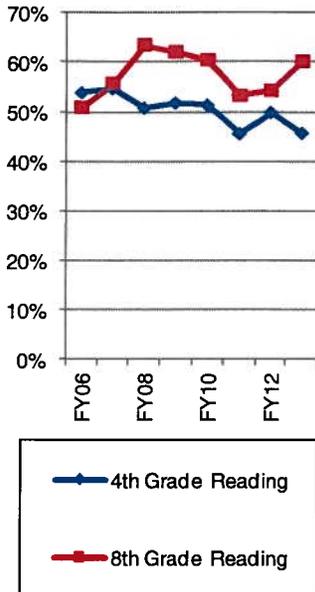
- The Taxation and Revenue Department officially closed its most recent project to modernize the MVD IT systems called “Milagro” and announced the new project, “dragonfly.” The schedule anticipates a start date in

November 2013 with an estimated completion date for the driver side in June 2015 and for the vehicle side in June 2016. The TRD has put a tremendous amount of work into carefully vetting the new contractor and minimizing risk for the new system.

- The Human Services Department ASPEN project which processes client food stamp, cash, and medical benefit applications moved from an overall status of "yellow" to "green" following the July 22, 2013 pilot of ASPEN in Rio Arriba County. Project management for this new system is strong, proactive, and transparent.
- The Department of Workforce Solutions' Unemployment Insurance IT System went live in January. While overall functionality of the application appears adequate, the project maintains a functionality status of "yellow" due to findings in the July 2013 LFC performance evaluation. Specifically, limited application testing, the lack of a contingency and disaster recovery plan, and the lack of independent validation & verification throughout the implementation pose on-going risks to the new system.

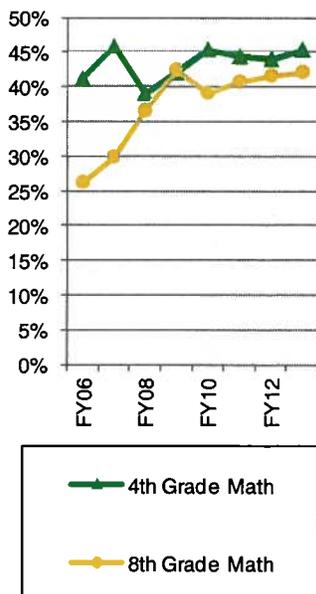
PERFORMANCE: Public Education

Reading Proficient or Above FY06 - FY13



Source: PED

Math Proficient or Above FY06 - FY13



Source: PED

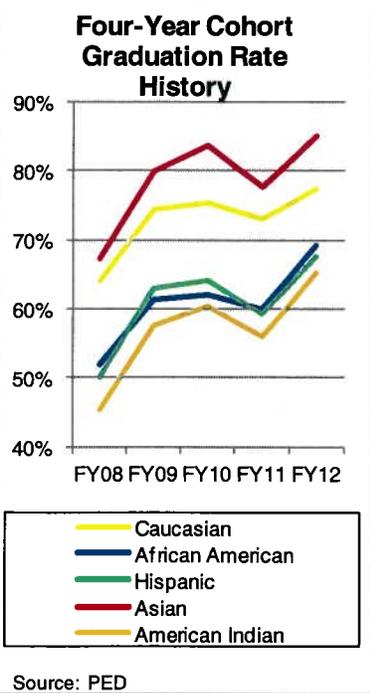
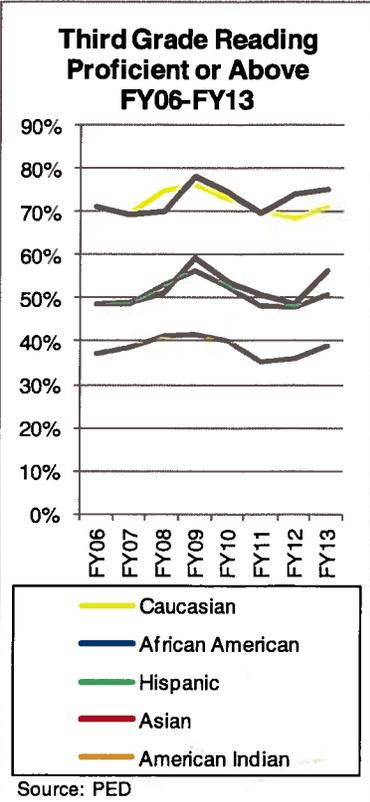
Student performance continues to improve, though not at the rate expected given the significant increases in funding over the last decade. The strategic elements to evaluate the effectiveness of public schools are student achievement, student persistence, and teacher quality. Generally, student proficiency rates show mixed results, and college remediation rates increased despite significant increases in the four-year graduation rate.

Student Performance. Between FY06 and FY13, statewide student performance as measured by the percent of students scoring proficient or above on the New Mexico Standards-Based Assessment (NMSBA) increased 9.9 percentage points in math and 0.2 percentage points in reading. While there are individual groups of students showing gains in proficiency, statewide data from the FY13 assessment shows modest decreases in proficiency overall. Based on FY13 assessment data, 49.4 percent of students scored below proficient in reading and 58 percent of students scored below proficient in math. Statewide data for third grade reading proficiency, a major focus of the department, improved over FY12 data, showing a 2.8 percentage point gain. However, third grade reading proficiency rates remain lower than FY10 rates.

Proficiency rates may decline over the next few years as the state implements new common core state standards (CCSS) and aligned assessments. Nationally, states that administered assessments aligned to the CCSS saw significant decreases in student proficiency. For example, some New York school districts saw decreases in math and reading proficiency of more than 50 percent. Given that New Mexico state standards have been recognized as some of the strongest standards in the nation, decreases in proficiency may be more modest than those in states with weaker state standards.

The four-year cohort graduation rate increased from 63.0 percent in FY12 to 70.4 percent in FY13. The largest gains were posted by English language learners at 9.9 percentage points, followed by Native American students at 9.3 percentage points, African American students at 9.2 percentage points, and students with disabilities at 9.0 percentage points. The graduation rate increased 16.4 percentage points since FY08. Increases in the graduation rate show the achievement gap closing for some students; however, graduation rates still indicate the need to create high school programs that keep students engaged.

Schools are annually given a letter grade between A and F that is based largely on student performance on the NMSBA, with small values awarded for other things such as student surveys, attendance, and school encouragement for involving students and parents in education. Grades for FY13 included 82 schools receiving an A, 224 receiving a B, 230 receiving a C, 218 receiving a D, and 85 receiving an F. Compared with grades issued for FY12, approximately 29 percent of school grades decreased in FY13; this improved from 44 percent of school grades decreasing in FY12.

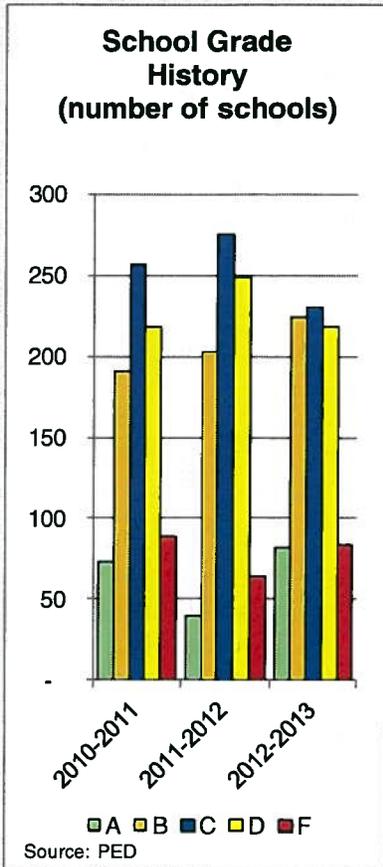


Student achievement continues to progress much slower than desired and the achievement gap continues to persist. Research shows that a number of state-funded programs targeted to the state’s most at-risk students are having positive impacts on student achievement, including prekindergarten and Kindergarten Three Plus. Funding should continue to be targeted to evidence-based programs proven to improve student outcomes and close the achievement gap.

Performance measures for public school support provide a snapshot of student performance when data is available after the end of the school year. Little or no consistent student performance data is available for policymakers through the year. For FY13, the Legislature appropriated \$2.5 million for short-cycle assessments for fourth through 10th grade students. Statewide data from these assessments is not being collected or reported, despite recommendations to do so. The department should collect and report short-cycle assessment data at least three times a year, allowing policymakers access to data more than once annually. Additional benefits to intermediate reporting of student academic performance include assisting the PED in determining how to better support schools.

Teacher Quality. Research clearly demonstrates the importance of teachers in student learning. Despite a “highly qualified” teacher work force, improvement in student achievement continues to progress slowly. The PED adopted regulations to implement a new teacher and principal evaluation system based on the following: 50 percent on student growth, 25 percent on multiple observations, and 25 percent on multiple measures. Teacher effectiveness data will be available at the end of FY14, allowing districts and policymakers to address and improve school personnel policies concerning professional development, promotion, compensation, and tenure.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent of fourth-grade students who achieve proficiency or above on standards-based assessments in reading	46.5%	49.9%	50.0%	45.7%	R
Percent of eighth-grade students who achieve proficiency or above on standards-based assessments in reading	53.3%	54.3%	60.0%	60.2%	G
Percent of fourth-grade students who achieve proficiency or above on standards-based assessments in mathematics	44.4%	44.0%	50.0%	45.4%	Y
Percent of eighth-grade students who achieve proficiency or above on standards-based assessments in mathematics	40.8%	41.7%	50.0%	42.2%	Y



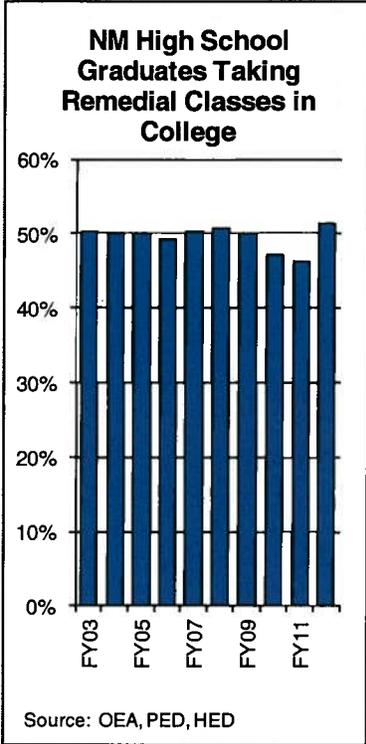
Percent of recent New Mexico high school graduates who take remedial courses in higher education at two-year and four-year schools	46.2%	53.6%	40.0%	51.5%	Y
Current year's cohort graduation rate using four-year cumulative method	63.0%	70.4%	75.0%	n/a	Y
Overall Program Rating					R

Department Operations. The PED 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 processes to alleviate administrative pressure placed on schools. The PED is working to ensure public education funding is allocated to evidence-based programs and classroom spending is prioritized.

The PED continues to advance initiatives aimed at improving student outcomes, including a school grading system, common core state standards and a new computer-administered standards-based assessment, a teacher and school leader evaluation system, targeted interventions for low performing schools, a new graduation initiative, and an early literacy intervention program. Rapid implementation of high-profile initiatives continues to prove challenging. Additionally, PED continues to experience high vacancy and turnover rates, leading to a lack of stability and consistency; however, senior and midlevel management positions appear to be more stable. Insufficient department administration and oversight of school districts and charter schools, expenditure of legislative appropriations inconsistent with legislative intent and language in the General Appropriation Act, accuracy of reported data, and restricted collaboration with policymakers and other stakeholders continue to raise concerns.

The PED is responsible for administering the public education funding formula and ensuring accurate formula data is used to allocate funds. During the first two quarters of FY13 the department resumed auditing individual school districts and charter schools for data reporting to ensure accurate and equitable distribution of public education funding. The PED has not engaged in rigorous auditing since FY08. During the first two quarters of FY13 the PED completed 20 data validation audits; however, the department has not completed an audit since the second quarter of FY13.

While the PED's FY12 audit was submitted on time, issues related to federal Individuals with Disabilities Education Act (IDEA) maintenance of effort (MOE) requirements prevented its timely release. The auditor noted "grave concerns," particularly with regard to PED's noncompliance with federal grant requirements for special education funding, and noted the lack of transparency regarding the potential funding loss. The state auditor selected PED for a special audit related to noncompliance with federal IDEA MOE



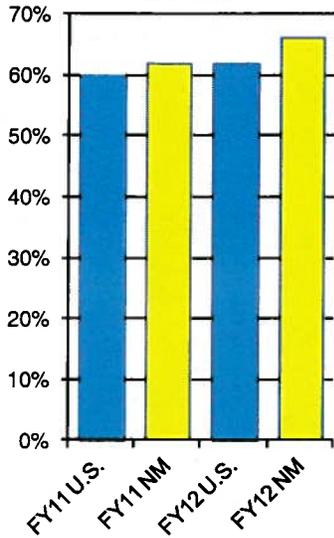
The annual reports provided by the PED for the department and public school support include incorrect targets, data that appears to be incorrect, and they exclude data for a number of measures.

requirements. The state is at risk of losing up to \$65 million that may have been avoided with more timely reporting and analysis.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent of teachers passing all strands of professional dossiers on the first submittal	76.0%	91.7%	80.0%	84%	Y
Average processing time for school district budget adjustment requests, in days (direct grants)	4.0	3.0	7.0	2.75	G
Average processing time for school district budget adjustment requests, in days (flow-through funds)	19.4	12.5	21.0	12.5	G
Number of data validation audits of funding formula components annually	n/a	n/a	150	20	R
Number of elementary schools participating in the state-funded elementary school breakfast program	n/a	156	Explanatory	159	Y
Number of eligible children served in state-funded prekindergarten	4,435	4,535	Explanatory	5,068	Y
Overall Program Rating					Y

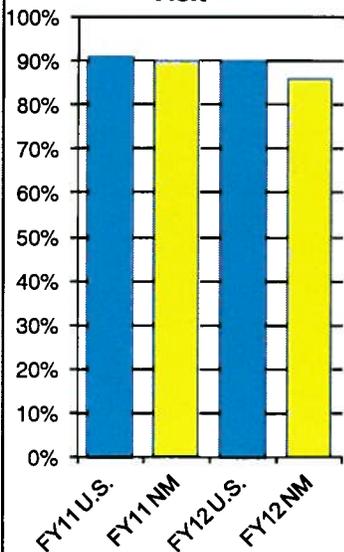
PERFORMANCE: Human Services Department

Infants With Six Well-Check Visits During First 15 Months



Source: HSD Data

Youth 12 Months to 19 Years of Age Receiving Annual Well-Check Visit



Source: HSD Data

The department had strong performance in a number of areas in FY13, including child support enforcement and Medicaid visits for children. Room for improvement remains in other areas, such as participation in work-related activities by Temporary Assistance for Needy Families (TANF) recipients. Starting in FY13 the department began adding Medicaid performance measures targeting quality outcomes and focusing less on enrollment. New measures on the number of emergency room visits per member month and hospital readmissions within 30 days were added to measure quality of care for FY13 with more measures added in FY14 and proposed for FY15 (see sidebar). However, efficiency and outcome measures are still needed for key high-cost areas such as pre-natal care and long-term care for the elderly and disabled.

As the leading health care financing agency in the state, the department should seek to better coordinate its performance objectives with the Department of Health and the University of New Mexico Health Science Center (HSC). The University has recently unveiled its "Vision 2020 Strategic Plan," which establishes a mandate for the HSC to improve public health statewide by emphasizing screening, prevention and treatment of chronic health conditions including cancer, diabetes, heart disease, depression, and obesity.

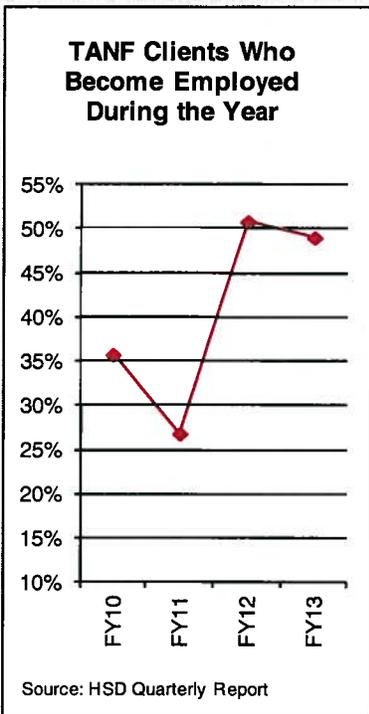
Medical Assistance Program. The program reports strong performance in providing Medicaid physical health and dental services to older youth when compared with national benchmarks. The target was met for the number of infants receiving the recommended six well-child visits in FY13, but results should be higher than 66 percent. The program did well on some quality of care measures, including hospital readmissions for children and diabetes. Improvement is needed in hospital readmissions for adults and asthma care.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
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	62%	66%	65%	66%	Y
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 year	n/a	86%	92%	91%	Y
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 year	71%	73%	70%	70%	Y
The percent of children in Medicaid managed care with persistent asthma appropriately prescribed	n/a	n/a	92%	89%	Y

New Outcome Oriented Performance Measures for Medicaid:

The percent of newborns born with Medicaid coverage whose mothers received a prenatal care visit in the first trimester or within forty-two days of enrollment in the managed care organization (new for FY14)

The number of persons ages 75 and older and ages 65 to 74 who are identified as at risk for falls who have been asked at least annually about the occurrence of falls and the number of members who were treated for related risks (new for FY15).



medication

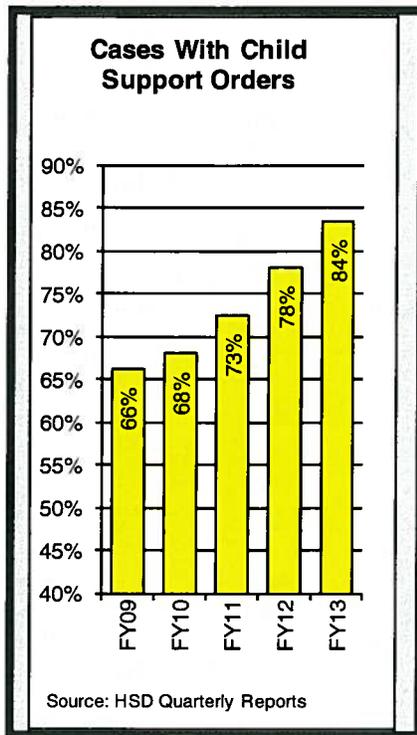
Percent hospital readmissions for children aged two to seventeen within thirty days of discharge	n/a	n/a	10%	10%	G
Percent hospital readmissions for adults eighteen and over, within thirty days of discharge	n/a	n/a	10%	17%	R
Rate of emergency room visits per one thousand Medicaid member months	n/a	n/a	62	59	G
The percentage of individuals in Medicaid managed care eighteen through seventy-five years of age with diabetes (Type 1 or Type 2) who had a HbA1c test during the measurement year.	n/a	n/a	86%	84%	Y
Number of individuals who transition from nursing facilities placement to community-based services	154	198	150	n/a	

Overall Program Rating Y

Income Support Program. Performance improved for clients obtaining and retaining employment after receiving services from workforce contractor SL Start, and the number of clients meeting the federally required work participation rates in the Temporary Assistance for Needy Families (TANF) program improved compared to FY12. Department performance in enrolling children in the Supplemental Nutrition Assistance Program (SNAP, formerly Food Stamps) declined slightly in FY13.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent of TANF clients who obtain a job during the federal fiscal year	27%	51%	50%	49%	Y
Percent of TANF two-parent recipients meeting federally required work requirements	51%	49%	60%	57%	Y
Percent of TANF recipients (all families) meeting federally required work requirements	43%	42%	50%	53%	G
Percent of children eligible for supplemental nutritional assistance program participating in the program at 130 percent of poverty level	92%	82%	88%	80%	Y

Overall Program Rating Y

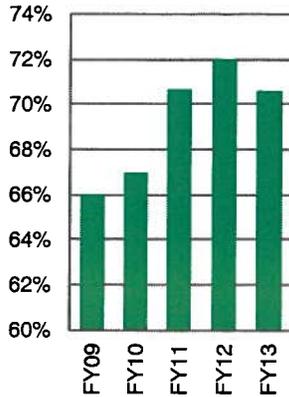


Child Support Enforcement Program. Child support enforcement collections, acknowledged paternity, and cases with support orders all exceeded the targeted levels. The percent of child support collected dipped slightly to 55.8 percent, driven in part by the increased number of child support orders for multiple years of child support.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent of children with paternity acknowledged or adjudicated	88%	99.4%	75.0%	100%	G
Total child support enforcement collections, in millions	\$124	\$130	\$120	\$132	G
Percent of child support owed that is collected	57%	57%	60%	56%	Y
Percent of cases with support orders	72.5%	78.1%	75.0%	84.0%	G
Overall Program Rating					G

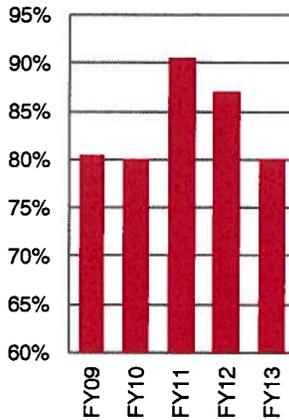
PERFORMANCE: Behavioral Health Collaborative

Clients Improving in Drug Substance Abuse Treatment



Source: Behavioral Health Collaborative

Clients Improving in Alcohol Substance Abuse Treatment



Source: Behavioral Health Collaborative

Drug Overdose Deaths Per 100,000 Persons in 2010

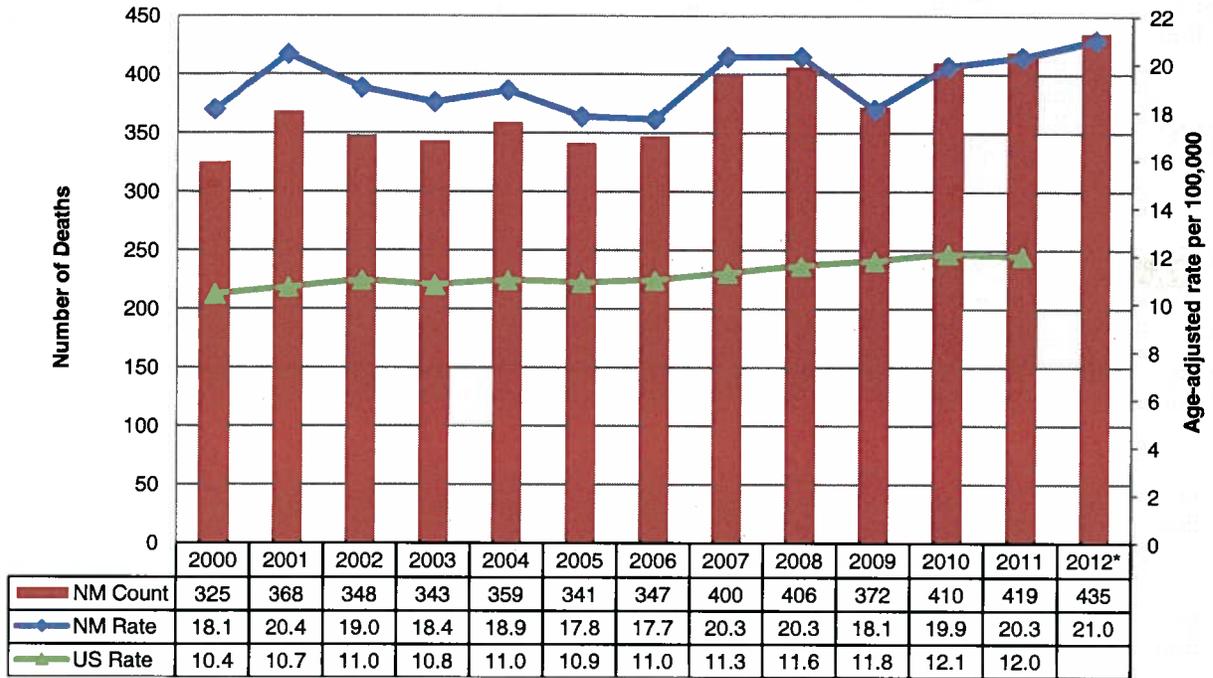
WV	28.9
NM	23.8
KY	23.6
Nevada	20.7
OK	19.4
USA	12.3

Source: Centers for Disease Control and Prevention

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 seven years of collaboration, significant gaps in service remain. Despite good performance results on collaborative measures, New Mexico ranks near the bottom for per-capita overdose rates, alcohol addiction, and suicides. The collaborative has minimal data on outcome-oriented measures, such as the rate of patient relapse. Following release of the behavioral health provider audit and implementation of pay holds by the HSD, there have been numerous service disruptions as 12 New Mexico providers were replaced, leading to an overall program rating of red.

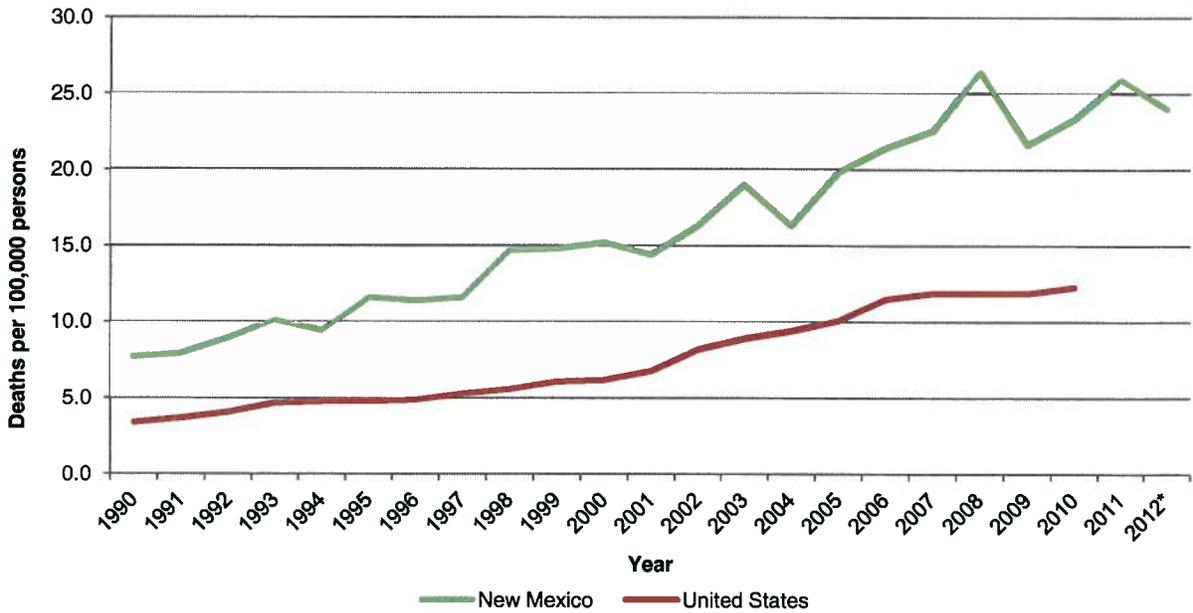
Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent of people receiving substance abuse treatment who demonstrate improvement in the drug domains on the addiction severity index (ASI)	71%	72%	76%	71%	Y
Percent of people receiving substance abuse treatment who demonstrate improvement in the alcohol domain on the addiction severity index (ASI)	91%	87%	85%	79%	R
Percent of youth on probation served by the statewide entity	48%	40%	45%	57%	G
Percent of individuals discharged from inpatient facilities who receive follow-up services at seven days	35%	36%	38%	40%	G
Percent of individuals discharged from inpatient facilities who receive follow-up services at thirty days	54%	55%	57%	59%	G
Percent of readmissions to same level of care or higher for children or youth discharged from residential treatment centers and inpatient care	13%	7%	8%	7%	G
Individuals served annually in substance abuse or mental health programs or both administered through the collaborative statewide entity contract	83,605	86,229	83,000	86,229	G
Overall Program Rating					R

Suicide Deaths and Rates NM and U.S., 2000 - 2012



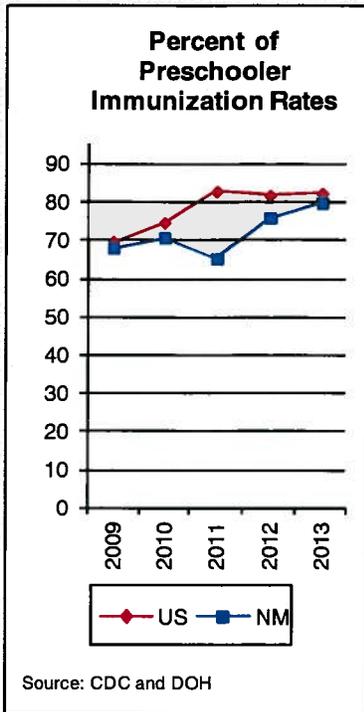
Age-adjusted to the 2000 U.S. standard population.
 *The 2012 NM rate uses 2011 population estimates. 2012 U.S. data not yet available.
 Source: DOH

Drug Overdose Death Rates New Mexico and United States, 1990-2012

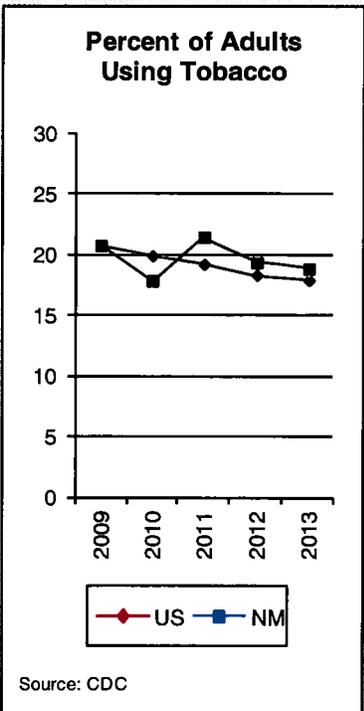


* 2012 data are preliminary.
 Source: United States (CDC Wonder); New Mexico (NMDOH BVRHS: SAES, 1990-1998, 2012; NM-IBIS, 1999-2011)

PERFORMANCE: Department of Health



New Mexico has the second highest teen pregnancy rate in the country. Hispanic teens have the highest birth rates both in New Mexico and nationally. Risk factors impacting the high teen pregnancy rate are poverty, education, rural versus urban population, and access to services.



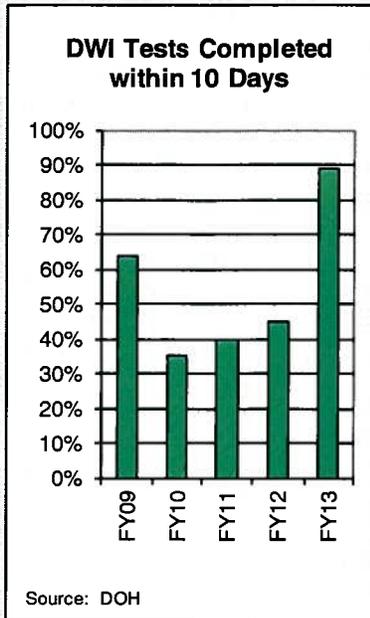
The Department of Health (DOH) continues to report on too few performance measures to properly determine how effective it is meeting strategic and mission objectives in a cost efficient way. The department employs many epidemiologists whose job is to collect and report on data, and a majority of the department's programs are required by the federal government to regularly report on performance. The department is challenged with a high number of vacancies which is contributing to service backlogs. The agency should include more meaningful measures, including measures focused on outcomes and efficiency measures denoting average cost per client for the Public Health, Developmental Disabilities Support, and Facilities Management Programs, which can be benchmarked to other states. 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 governor vetoed 5 of the department's performance measures related to preventing HIV/AIDS; conducting health emergency exercises; analyzing public health threat samples; substantiating cases of abuse, neglect and exploitation in state facilities; and conducting compliance surveys of the state's private adult residential care and daycare facilities. 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.

Public Health Program. 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. The program should consider adding outcome measures for low birth weight babies, teen pregnancies, suicide, substance abuse, smoking cessation, hepatitis, tuberculosis, pertussis, childhood obesity, and adult immunizations to align with its strategic plan objectives. 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 federal Women, Infants and Children (WIC) program.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent of preschoolers fully immunized	65.4%	76.1%	90.0%	80.0%	Y
Number of teens ages 15-17 receiving family planning services in agency-funded family planning clinics	4,851	5,631	7,000	5,480	R
Overall Program Rating					R

Epidemiology and Response Program. The department did not report performance measures in FY13 for the Epidemiology and Response Program. 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

Smoking among New Mexico high school youth remained higher than the national rate for several years. Especially high smoking rates are seen among youth with poor academic grades, American Indian youth, and youth whose parents have lower levels of education.



New Mexico had 58,242 Women, Infant and Children (WIC) program participants in FY13, the lowest in the southwest region.

New Mexico's suicide rate is 20 percent, whereas the national rate is 12 percent.

Since 2008, New Mexico's infant pertussis rate has increased five-fold from 56.2 to 262.1 cases per 100,000 infants.

capacity of the public health care system in New Mexico would be desirable as a key quarterly measure.

Laboratory Services Program. The Laboratory Services Program reports its staff requires time for training or testifying at court proceedings around the state impacting laboratory testing time and, at times, impacting performance. Therefore, the Legislature provided full funding for the program's personal services and employee benefits resulting in fewer vacancies and improved performance.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent of blood alcohol tests from driving-while-intoxicated cases analyzed and reported within ten business days	39.9%	44.6%	95.0%	89.0%	G
Overall Program Rating					G

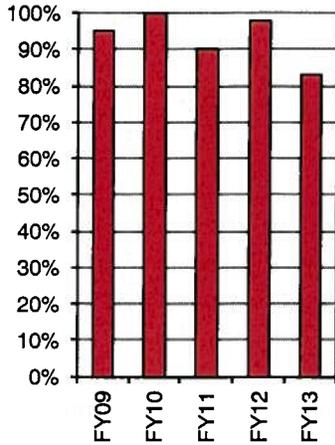
Facilities Management Program. The state health facilities continue to provide no data on patient health outcomes and too little data on hospitals' quality, efficiency and financial performance, particularly in relation to staffing rates as a function of occupancy levels. The departments reports its occupancy rate for staffed beds was 87 percent ending FY13. However, the occupancy rate for all licensed beds was 66 percent at the end of the fiscal year. Measuring the facilities' occupancy rate per licensed bed is a better indication of the state's overall return on investment. Also, facilities' collection of third-party revenue reflects a downward trend from FY11 to FY13.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent of billed third party revenues collected at all facilities	63.0%	59.8%	90.0%	56.6%	R
Total dollar amount, in millions, of uncompensated care at all agency facilities	\$41	\$35	\$38	\$42	R
Percent of operational capacity (staffed) beds filled at all facilities	93.5%	87.0%	100%	87.0%	R
Overall Program Rating					R

Developmental Disabilities Support Program. The number of developmental disabilities waiver clients consistently remains below targeted levels despite increased funding over the last three years, and the program appears to be experiencing an overall downward trend in performance results. However, the program is instituting a standardized assessment to bring in more clients as well as identifying better performance measures for FY15.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent of adults receiving developmental disabilities day services engaged in community-integrated	32.0%	36.0%	38.0%	30.0%	R

DD Waiver Applicants with Service Plans within 90 days of Eligibility



Source: DOH

employment

Percent of developmental disabilities waiver applicants with a service plan in place within ninety days of income and clinical eligibility determination

90.0% 98.0% 100% 83.0% **R**

Number of individuals on the developmental disabilities waiting list

5,401 5,911 4,535 6,248 **R**

Number of individuals on the developmental disabilities waiver receiving services

3,812 3,888 3,997 3,829 **Y**

Overall Program Rating R

Health Certification, Licensing, and Oversight Program. The program reports the results for the percent of quality management bureau surveys and compliance surveys are negatively impacted by staff vacancies. The agency's action plan indicates priority is given to statutorily required investigations and serious complaints.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
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Percent of developmental disabilities, medically fragile, behavioral health, and family, infant, toddler providers receiving a survey by the quality management bureau

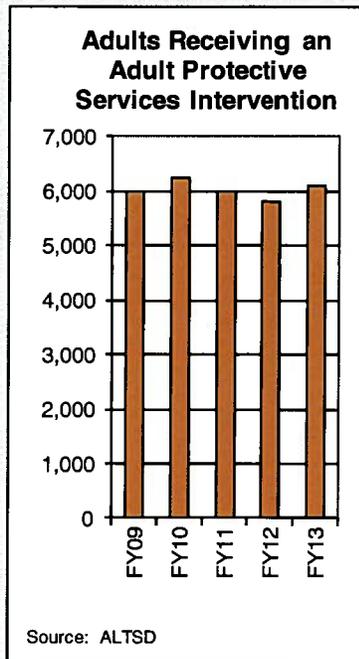
68.0% 71.0% 100% 95.0% **Y**

Overall Program Rating Y

PERFORMANCE: Aging and Long-Term Services Department

Food insecurity is defined by the U.S. Department of Agriculture as limited access to adequate food due to lack of money and other resources. Since the onset of the recession in 2007 through 2010, the number of seniors experiencing the threat of hunger increased by 34 percent in New Mexico.

In FY13, 90,055 persons received aging network community services, down from 94,289 in FY12.



In FY13, 34.9 percent of individuals exiting from the federal older worker program obtained unsubsidized employment. The FY13 performance target is 20 percent.

The Aging and Long-Term Services Department (ALTSD) continues to improve the quality of its outcome measures to better quantify program results. The agency is partnering with the Department of Health to design and deliver innovative, evidenced-based disease prevention and health promotion programs such as Manage Your Chronic Disease and Know Your Numbers.

Consumer and Elder Rights Program. The program measures reflect prevention efforts to reduce the number of complaints in nursing homes and assisted living facilities. A care coordination model developed at the aging and disability resource center in response to the complexity of care needs.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Number of ombudsman complaints resolved	3,398	3,728	3,900	4,116	G
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	34.0%	40.0%	40.0%	44.0%	G
Overall Program Rating					G

Aging Network Program. The program served 49 thousand persons 3.5 million meals. This represents 60 percent of the 83 thousand New Mexicans estimated to have food insecurity, but is down 7 percent from FY12. Despite increased annual funding from the Legislature, all service areas reported a drop in unduplicated consumers in FY13, presumably due to the rising cost of food and fuel, and also due to under-reporting of clients in some service areas.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Number of persons whose food insecurity is alleviated by meals received through the aging network	51,708	52,703	41,594	49,112	G
Overall Program Rating					Y

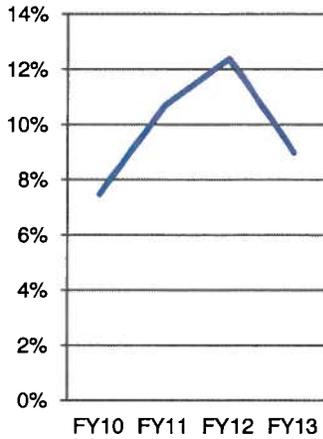
Adult Protective Services Program. The program conducted 6,092 investigations of which 11 percent required face-to-face contact within 24 hours or less.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent of emergency or priority one investigations in which a caseworker makes contact with the victim within prescribed time frames	85.3%	85.3%	95.0%	98.4%	G
Number of adults receiving adult protective services investigations of abuse, neglect or exploitation	6,004	5,824	6,050	6,092	G
Overall Program Rating					G

PERFORMANCE: Children, Youth and Families Department

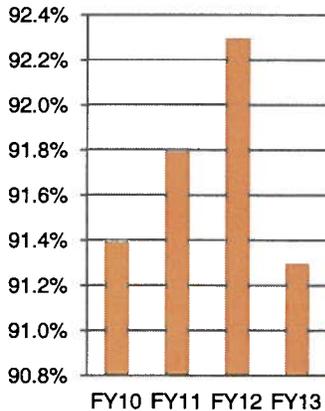
The CYFD turnover rate for youth care specialists decreased from in FY13 which assisted in performance outcome increases.

Clients Recommitted to a CYFD Facility within Two Years of Discharge



Source: CYFD

Children Not the Subject of Substantiated Maltreatment within Six Months of a Prior Determination of Substantiated Maltreatment



Source: CYFD

Safe, stable, and predictable environments for children are key factors for healthy early brain development. Therefore, what happens in a child's early years has serious implications for public policy in later years. Although the National Conference of State Legislatures (NCSL) ranked New Mexico 4th highest for increased early childhood funding.

Juvenile Justice. The percent of clients recommitted to a juvenile facility within two years of discharge dropped from 12 percent in FY12 to 9 percent in FY13. The improvement may be attributable to the Cambiar model being implemented system wide, including juvenile probation and parole. While the increase in incidents requiring use of force and resulting in injury increased from the previous year, it is still well below targeted levels.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
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%	9.0%	G
Percent of incidents in juvenile justice services facilities requiring use of force resulting in injury	2.5%	1.4%	2.5%	1.8%	G
Overall Program Rating					G

Protective Services. Timely assessment of safety threats and risk factors is critical to protecting New Mexico's children. Of concern is the increase in the percent of children subjected to substantiated maltreatment in FY13 and the decreased percent of children who were returned to their natural families. Continued support in workforce stabilization will improve heavy case loads for youth care specialists and timely assessment of child safety. The CYFD plans to improve stability in child placement and permanency planning through hiring additional front-line workers and client service agents to assist caseworkers. Improving this measure is difficult because premature reunification may result in additional harm to children and compromise child welfare.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent of children who are not the subject of substantiated maltreatment within six months of a prior determination of substantiated maltreatment	91.8%	92.3%	93.0%	91.3%	R
Percent of children who are not the subject of	99.7%	99.5%	99.7%	99.7%	G

Highest Increases in Child Care FY13 General Fund Appropriations
(In millions)

State	Amount/Percent
Texas	\$10.2 (12.4%)
Iowa	\$5.3 (9.4%)
Nebraska	\$4.7 (8.7%)
New Mexico	\$3 (11.2%)

Source: NCSL

FY13 Increases of General Funds for Prekindergarten
(In millions)

State	Amount/Percent
Florida	\$25.3 (6.4%)
Texas	\$18 (2.4%)
Louisiana	\$7.8 (13.8%)
New Mexico	\$4.4 (33.5%)
Tennessee	\$3.7 (4.4%)
Pennsylvania	\$2.6 (3.2%)
Washington	\$2 (12.5%)

Source: NCSL

substantiated maltreatment while in foster care

Percent of children reunified with their natural families in less than twelve months of entry into care

63.6% 67.3% 65.0% 62.4% **R**

Overall Program Rating

Y

Early Childhood Services. While the percent of children receiving services at level two through five star accreditation is promising, the availability of childcare programs is concentrated in metropolitan areas. Children in rural or high poverty areas are more likely to receive childcare in a registered home. Concerns have been raised regarding the accuracy of the childcare provider accreditation ratings. The CYFD received \$37.5 million in Race to the Top federal funds over a five-year period to support building childcare infrastructure and capacity, which should broaden the availability of quality early childhood development programs for rural communities. Better quality standards should be developed for both accredited care centers and registered homes to ensure equitable cognitive and social development and kindergarten-readiness throughout New Mexico. While the CYFD did exceed the target for mothers participating in home visiting and identified as having symptoms of postpartum depression, the decreased level of performance from FY13 is concerning; however, the CYFD conveyed not all providers have reported.

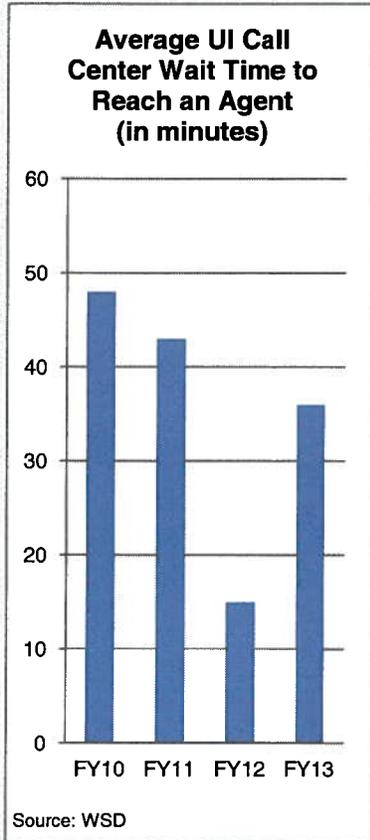
Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent of children receiving state subsidy in stars/aim high programs level two through five or with national accreditation	n/a	n/a	20%	40%	G
Percent of mothers participating in home visiting identified as having symptoms of postpartum depression and referred to services and receiving services	n/a	45%	25%	40%	Y

Overall Program Rating

Y

PERFORMANCE: Workforce Solution Department

Shortages of Spanish speaking agents increased queue times for Spanish speaking clients adding to wait times.

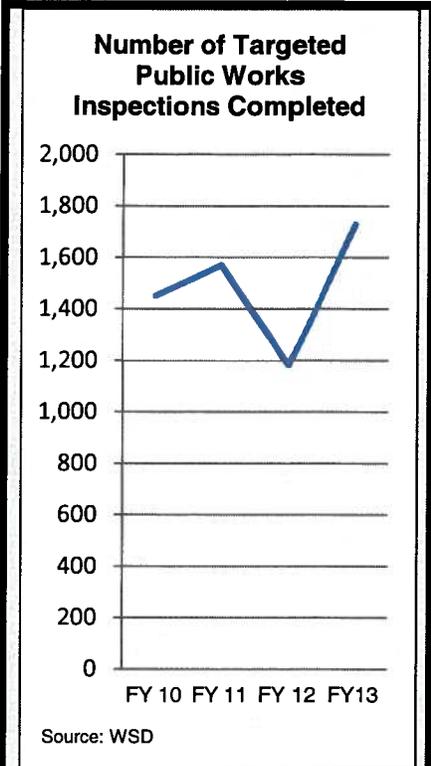


The Workforce Solutions Department met all target performance targets in the for Labor Relations program.

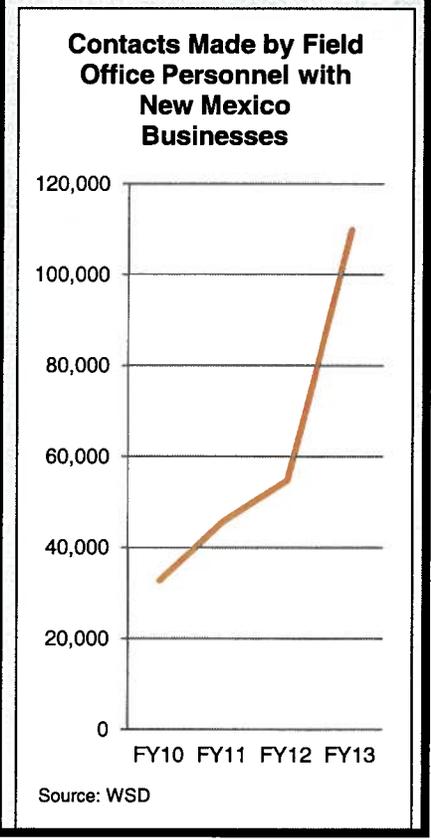
The Workforce Solutions Department (WSD) is experiencing some performance improvements; however, the wait time to reach an agent in the call center and the amount of time to issue a determination is of concern.

Workforce Transition Services. Although the target was missed for dislocated workers employed in both the second and third quarter following the exit quarter, there was improvement from FY12. Wait times continue to be an issue for the department, increasing to an average of 36 minutes, due to additional information being requested when applying for Unemployment Insurance (UI) at the front end and the complexity of individual claims. More work on the front end helps the department increase performance on the back end for placement in services and issuing the right benefits to individuals. Issuing determinations within twenty-one days decreased due to abnormally high call volumes between January through March. The high call volumes required staff to dedicate resources to the call center instead of adjudication; however, toward the end of the fiscal year lower call volumes allowed the agency to reassign staff to adjudication.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
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%	74%	G
Percent of youth participants that entered employment or are enrolled in post-secondary education or advanced training after receiving Workforce Investment Act services.	52%	57%	55%	57%	G
Percent of eligible unemployment insurance claims issued a determination within twenty-one days from the date of claim	75%	72%	80%	64%	R



Public works inspections improved over FY12 results.



Percent of adult Workforce Investment Act participants employed in both the second and the third quarter following the exit quarter	80%	91%	85%	90%	G
Percent of Workforce Investment Act dislocated worker participants employed in both the second and third quarter following the exit quarter	81%	87%	90%	88%	Y
Average time to complete transaction with the unemployment insurance call center, in minutes.	43	15	<5	36	R
Program Rating					Y

Business Services. The department continued to meet the target for customer satisfaction and exceed the target for contacts made by field office personnel with New Mexico businesses. A key focus of the WSD is to develop the state workforce to meet the needs of businesses and provide business services; therefore, the marked increase from 54,858 in FY12 to 110,069 in FY13 shows the department is performing the necessary outreach.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent of employers sampled reporting customer satisfaction	98%	98%	98%	98%	G
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	110,069	G
Program Rating					G

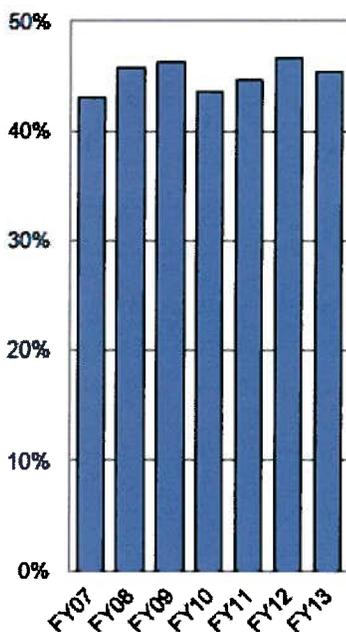
PERFORMANCE: New Mexico Corrections Department

Year-over-year, overall recidivism rates decreased but specific results were mixed:

Rates for offenders with new or pending charges increased slightly from 22.7 percent in FY12 to 24.3 percent in FY13.

Rates for offenders with technical parole violations, including absconders decreased from 22.1 percent in FY12 to 21.1 percent in FY13.

**Corrections
Department Overall
Recidivism**



Source: Corrections

The department met targeted levels for staff turnover rates and recidivism rates for certain offenders. Mostly inherited from previous administrations, the department's current administration is juggling a state prison system where 8.3 percent of the beds are empty, prisons are widely dispersed across the state, and prisons have relatively small capacities leading to a highly inefficient corrections system. However, the department and the LFC are collaborating to look for cost-effective ways to reduce recidivism and to eventually reduce the prison population. As it has in other states, reduced prison populations could eventually lead to savings being reinvested toward increasing public safety.

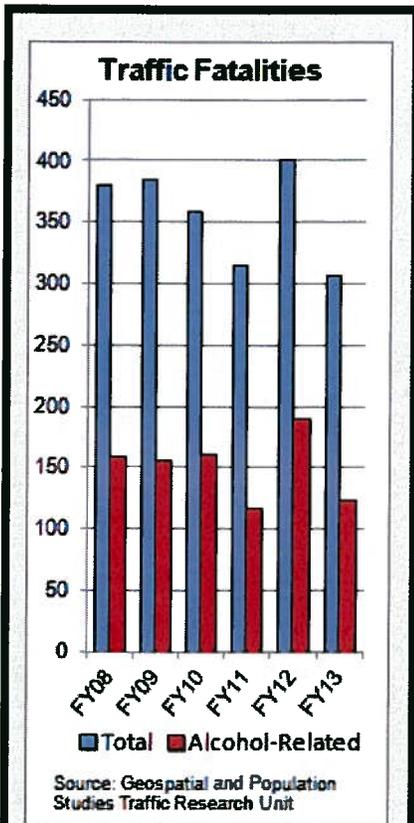
Inmate Management and Control. Although an audit of all inmate files is being conducted, the timely release of inmates continues to be under targeted levels. Positive drug test results increased in FY13 undermining the effectiveness of rehabilitation goals, and negatively impacting recidivism reduction initiatives. Additionally, even though assaults were below targeted levels, prison violence remains a concern. Moreover, with the expansion of Medicaid eligibility, the department can save money while increasing care for parolees by enrolling inmates being released in Medicaid.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent turnover of correctional officers	10.3%	10.6%	13.0%	8.1%	G
Number of inmate-on-inmate assaults with serious injury	14	21	23	16	G
Number of inmate-on-staff assaults with serious injury	4	1	10	5	G
Percent of inmates testing positive for drug use or refusing to be tested in a random monthly drug test	1.4%	1.4%	≤2%	2.2%	R
Percent of female offenders successfully released in accordance with their scheduled release dates	95.0%	79.7%	90.0%	77.5%	R
Percent of male offenders successfully released in accordance with their scheduled release dates	85.0%	82.2%	90.0%	80.7%	R
Percent of sex offenders re-incarcerated within thirty-six months	29.2%	36.0%	40.0%	27.8%	G
Recidivism rate of the success for offenders after release program by thirty-six months	33.7%	37.0%	35.0%	28.2%	G
Overall Program Rating					Y

Community Offender Management. Probation and parole officers continue to have elevated caseloads well above the nationally recognized best practice of 65 inmates per officer.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Average standard caseload per probation and parole officer	99	114	95	108	R
Overall Program Rating					Y

PERFORMANCE: Department of Public Safety



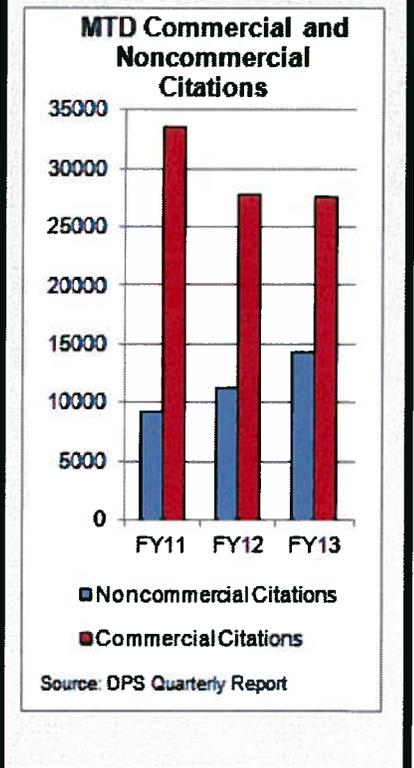
Inadequate officer strength in the investigations bureau of the State Police and the Special Investigations Division (SID) of the Department of Public Safety accounted for a drop in performance. Salary increases and additional recruit classes allowed the department to make progress towards resolving manpower issues, but more remains to be done.

Law Enforcement Program. An increased police presence across law enforcement agencies may account for a 23 percent decrease in alcohol related traffic fatalities and a 29 percent decrease in total fatalities. The agency increased DWI checkpoints, saturation patrols, traffic related enforcement projects, liquor control act training, alcohol awareness programs, and moving violation citations significantly in FY13. The number of investigations conducted decreased sharply and should be an area of concern in the future.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Number of driving-while-intoxicated arrests per patrol officer	Baseline	8.1	12.0	7.7	G
Number of driving-while-intoxicated checkpoints and saturation patrols conducted	Baseline	724	420	1,117	G
Number of traffic related enforcement projects held	Baseline	849	150	1,209	G
Number of criminal cases investigated per FTE assigned to patrol and investigations	Baseline	56.1	60.0	55.0	G
Number of drug related investigations per FTE assigned to investigations	Baseline	16.5	20.0	4.6	R
Number of licensed alcohol premise inspections per agent assigned to alcohol enforcement duties	Baseline	102.6	288.0	95.5	R
Number of minor compliance operations per agent assigned to alcohol enforcement duties	Baseline	15.3	12.0	9.0	R
Overall Program Rating					Y

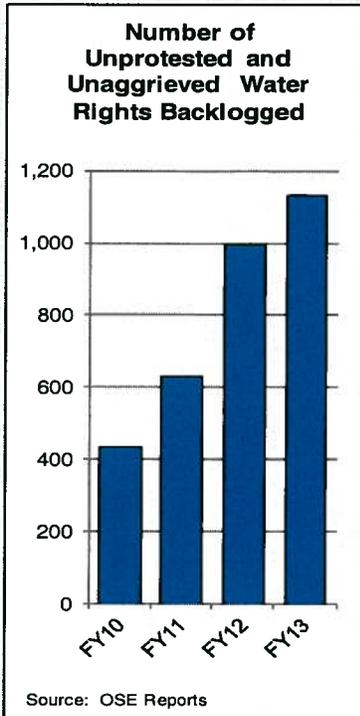
Motor Transportation Program. Commercial motor vehicle safety inspections and the number of citations issued decreased while noncommercial citations increased. Inadequate manpower may be a factor leading to unmet targets.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Number of commercial motor vehicle safety inspections	101,984	87,682	85,000	86,013	G
Number of commercial motor vehicle citations issued	33,492	27,684	40,256	27,617	R
Number of noncommercial motor vehicle citations issued	9,168	11,226	11,152	14,294	G
Overall Program Rating					Y



PERFORMANCE: Office of the State Engineer

At the end of FY13, ten of 15 reservoirs were at 11 percent capacity or below with Conchas Lake and Brantley Reservoir at zero percent capacity.



In November 2012, the Supreme Court upheld that the Legislature delegated lawful authority to the State Engineer to promulgate active water resource management (AWRM) rules for administration during water supply shortages such as expediting water leasing, permitting, monitoring and metering diversions.

New Mexico, in FY13, ranked among the worst drought stricken states in the U.S., with the majority of the state in "extreme" drought or worse, according to the federal *Drought Monitor*. The ongoing drought continues to strain the limited water supply. The department attributes the backlogs in dam inspections, water rights applications and adjudication processes to the number of vacancies and problems with recruitment and retention. In FY13, the department's average vacancy rate was 15 percent.

Water Resource Allocation. Increasing water rights application backlogs demonstrate the high demand for services attributable to the ongoing drought and high oil and gas activity in the Permian Basin. More inspections of dams were completed in FY13 using contract engineers funded by a federal national dam safety grant to reduce the backlog caused by understaffing. For the last few years, high vacancy rates inhibited the program's effective and efficient management of water users' demands. However, in the second half of FY13 vacancy rates decreased as the division actively recruited and hired staff.

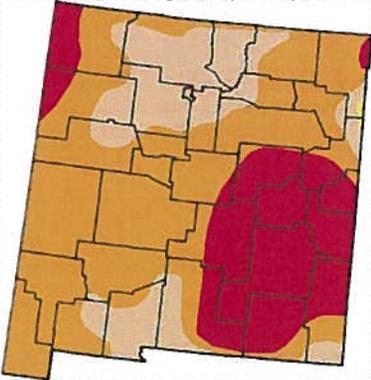
Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Number of unprotected and unaggrieved water right applications backlogged	629	991	650	1,332	R
Average number of unprotected new and pending applications processed per month	56.4	46.2	65.0	32.3	R
Number of transactions abstracted annually into the water administration technical engineering resources system database	20,974	24,678	23,000	22,331	R
Number of dams inspected per year	111	64	100	93	Y
Overall Program Rating					R

Interstate Stream Compact Compliance and Water Development.

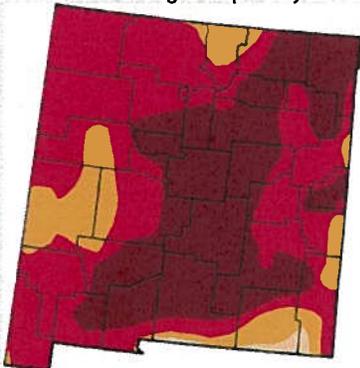
The program is meeting its delivery requirements as required by the Pecos and Rio Grande river compacts. However, the agency reported the Rio Grande River credit fell from 80,000 acre-feet in FY12 to 3,000 acre-feet in FY13.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Cumulative state-line delivery credit (Pecos river compact)	99K AF	100K AF	0	102 K AF	G
Rio Grande river compact accumulated delivery credit	164K AF	80K AF	0	3K AF	G
Overall Program Rating					G

New Mexico Drought Map - July 2012:



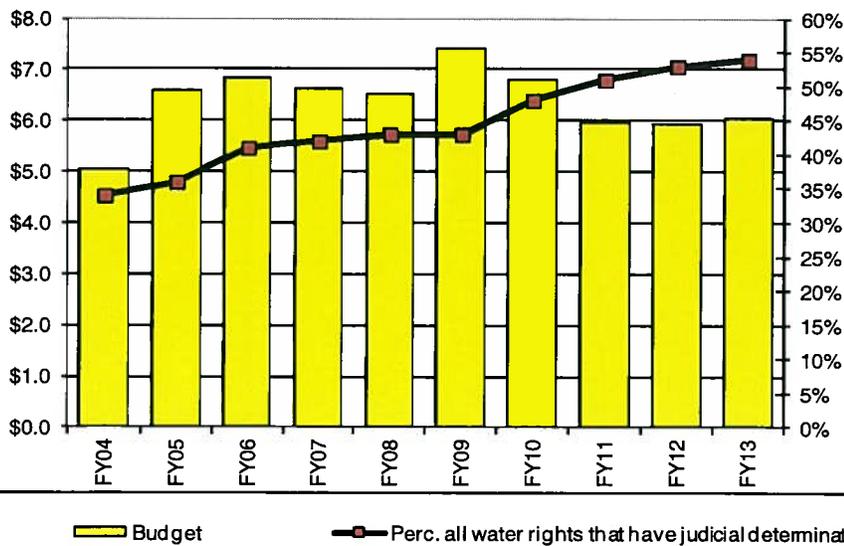
New Mexico Drought Map - July 2013:



Litigation and Adjudication. Adjudication continues at a glacial pace. Litigation to establish the relative priority rights of water users has lasted decades. Judicial determinations of water rights increased from 34 percent to 54 percent over the past ten years, while the program’s budget for those ten years totaled \$63.8 million. However, reporting the percent of water rights that have judicial determinations only reflects the water rights in active and completed adjudications, and does not include the Middle Rio Grande and the Canadian River adjudications that have yet to be initiated. Without full adjudication, the state lacks a legal basis for enforcing water rights during times of drought, highlighting the importance of the active water resource management initiative. The program did not meet the target for making offers to defendants because resources were directed to resolving disputes with defendants over offers still outstanding.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Number of offers to defendants in adjudications	880	640	1,000	501	R
Percent of all water rights that have judicial determinations	51%	53%	52%	54%	Y
Overall Program Rating					R

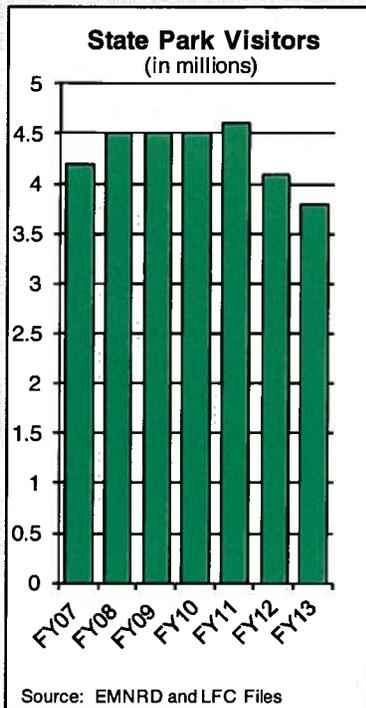
Litigation and Adjudication Budget and Percent of all Water Rights that have Judicial Determinations



Source: OSE

PERFORMANCE: Energy, Minerals, and Natural Resources Department

New Mexico State Park visitation decreased 7.3 percent, while self-generated revenue per visitor decreased by 7.6 percent in FY13.



Energy use in facilities operated by state/local governments, school districts, higher education institutions, and tribal organizations where energy efficiency measures were implemented fell by 16 percent, as measured through utility billings annually.

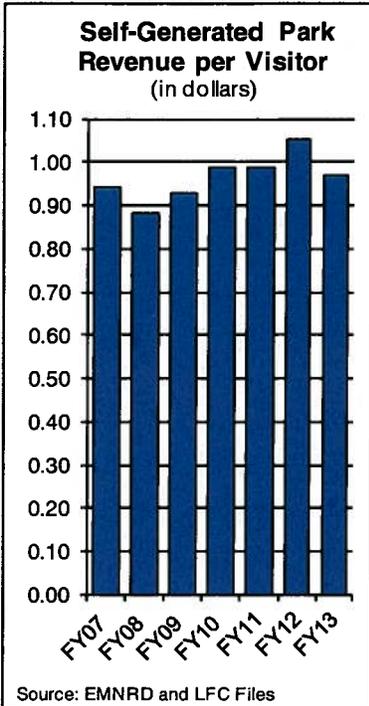
The Energy, Minerals and Natural Resources Department (EMNRD) met most FY13 targets despite challenges such as drought conditions, severe fire seasons, and increased production of oil and gas – a critical source of employment and income for New Mexico.

Healthy Forests. The program exceeded FY13 targets for all measures due to federally-funded initiatives for wildland firefighter training, wildfire protection planning for at-risk communities, as well as restoration projects. Although the number of acres treated in the state increased significantly, estimates are 50 thousand to 100 thousand acres should be treated per year to proactively thin overgrown forests so they are more resilient to fire, drought, insects, and disease. The Legislature prioritized funding for wildfire mitigation at urban forest interfaces for communities at risk statewide.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Number of nonfederal wild land firefighters provided technical fire training appropriate to their incident command system	839	1,474	500	1,687	G
Number of at-risk communities or local fire departments provided funding for wildland firefighting equipment or training.	n/a	n/a	60	89	G
Number of acres restored in New Mexico's forests and watersheds	19,788	11,971	8,000	18,669	G
Overall Program Rating					G

State Parks. Inclement weather causing partial or full park closures resulted in the third straight year of decreased state park attendance. For the first time in ten years, the self-generated revenue per visitor decreased by 7.6 percent from the prior year. The program should look for new ways of creating revenue opportunities and seek operating cost efficiencies.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Number of visitors to state parks (in millions)	4.6	4.1	4.0	3.8	R
Self-generated revenue per visitor	\$0.99	\$1.05	\$0.87	\$0.97	Y
Number of interpretive programs available to park visitors	3,959	3,962	2,800	2,562	R
Number of persons that complete a certified New Mexico boating safety education course	900	625	1,000	772	R
Overall Program Rating					Y



Mine Reclamation. Despite renewed interest in exploration increasing program workload, the program performed 107 inspections in FY13, meeting 100 percent of inspections. All permitted mines have financial assurance plans to cover the cost of reclamation as of June 2013.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent of permitted mines with approved reclamation plans and adequate financial assurance posted to cover the cost of reclamation	99%	100%	100%	100%	G
Percent of required inspections conducted per year to ensure mining is being conducted in compliance with approved permits and regulations.	100%	100%	100%	100%	G
Overall Program Rating					G

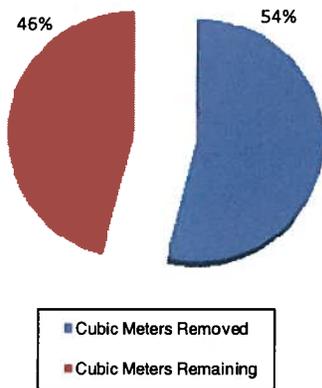
Oil and Gas Conservation. High exploration, drilling, and production activity in New Mexico demonstrate the need to enhance the level of service. The program increased inspections of oil and gas wells and associated facilities again in FY13 as oil production increased 17 percent from FY12 to FY13. Well plugging activity increased in FY13, with a cumulative, annual total of 57 wells plugged, decreasing the number of outstanding wells to be plugged by almost 50 percent. Additionally, the program generated \$100 thousand in revenue for the oil and gas reclamation fund from the sale of salvage equipment at the plugging sites.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Number of inspections of oil and gas wells and associated facilities	29,352	35,147	23,500	37,707	G
Number of abandoned oil and gas wells properly plugged using Reclamation Fund monies	n/a	n/a	25	57	G
Overall Program Rating					G

PERFORMANCE: Department of Environment

In 2011, one of the largest forest fires in New Mexico came within 3.5 miles of the Los Alamos National Laboratory (LANL) storage facility for transuranic radioactive waste. In response, the New Mexico Department of Environment, the Department of Energy, and the LANL made shipping the 3,706 cubic meters of above-ground transuranic radioactive waste to a permanent repository by June 30, 2014 a top priority.

Progress of LANL's Above-Ground Transuranic Radioactive Waste Removal



Source: Los Alamos National Laboratory

In FY13, the NMED identified 257 water systems that could be vulnerable if their only source of water is impaired or cannot produce adequate quantities.

With a few exceptions, FY13 performance results improved from FY12 levels, indicating the department 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, to help legislators formulate policies and practices to ensure air and water are cleaner for New Mexicans.

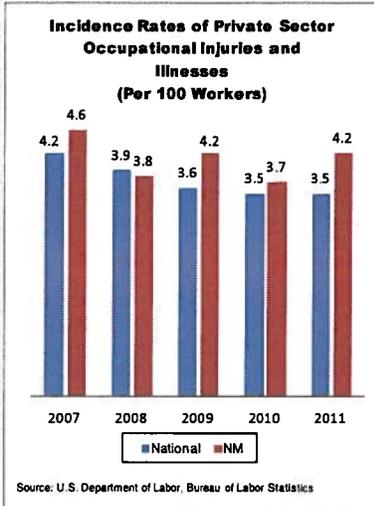
Field Operations and Infrastructure. While potential consequences affecting human health resulting from untimely correction of high-risk food-related violations are serious, the program should also adopt measures reporting the number of food violations found by inspectors. Although it is important that the program inspect and survey public water systems, the results of those inspections and the number of water systems whose water tests exceeded standards are of greater interest.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent of new septic tank inspections completed	78%	71%	60%	80%	G
Percent of high-risk food-related violations corrected within the timeframes noted on the inspection report issued to permitted commercial food establishments	84%	83%	100%	92%	Y
Percent of public water systems surveyed to ensure compliance with drinking water regulations	91%	87%	90%	95%	G
Overall Program Rating					Y

Resource Protection. The program appears to be successful in working with the national laboratories and ensuring permitted facilities are complying with groundwater standards. The program's performance results do little to indicate whether pollution is prevented or water quality 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.

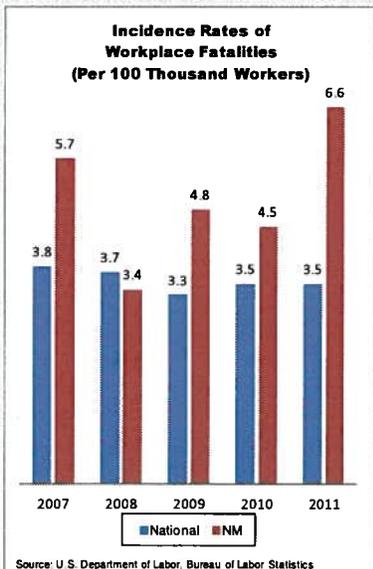
Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent of permitted groundwater discharge facilities receiving annual field inspections and compliance evaluations	54%	46%	50%	52%	G
Percent of permitted facilities where monitoring results demonstrate compliance with ground water standards	72%	71%	70%	71%	Y
Percent of large quantity hazardous waste generators inspected	45.7%	26.2%	20.0%	24.0%	Y

In 2011, New Mexico had 4.2 injuries and illnesses in the private sector per 100 full-time workers, as compared to the national rate of 3.5. This represents an increase from the previous year in injuries and illnesses in New Mexico.



For four out of the five years for which data is available, NM has higher rates of private sector occupational injuries and illnesses than the national average.

As of 2011, New Mexico is ranked 44th nationally in workplace fatalities. New Mexico experienced a 35 percent increase in fatality rates from 2010 to 2011.



Percent of cases in which Sandia and Los Alamos national laboratories are notified of agency action on document submittals within the timeframes specified

92% 100% 90% 100%

G

Overall Program Rating

Y

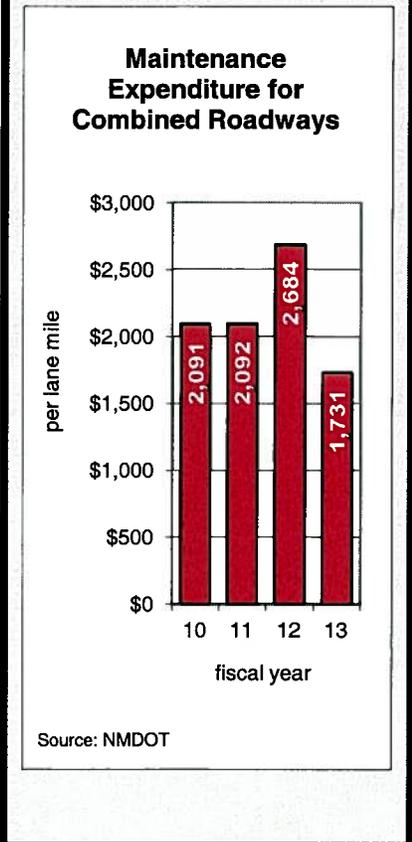
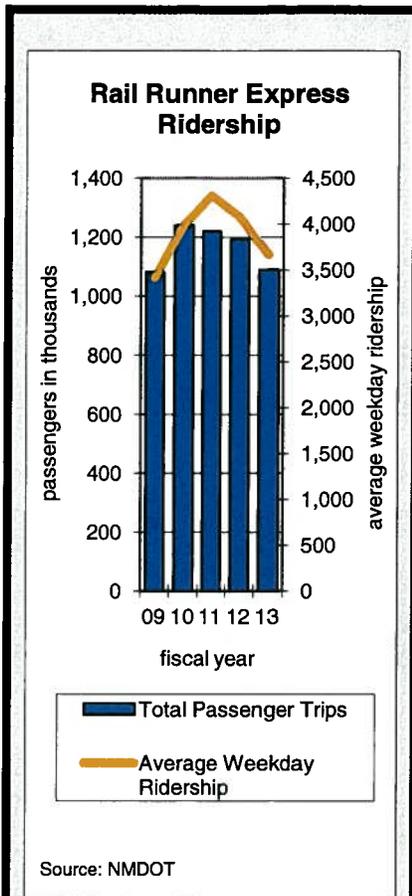
Environmental Protection. The program met inspection targets related to radiation producing machines and compliance targets related to landfills and solid waste facilities. The results for the measures concerning worker health and safety violations and on-site inspections for serious hazards are of concern. The department's action plan includes working closely with small employers to facilitate hazard correction. 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.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
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%	75%	82%	Y
Percent of radiation-producing machine inspections completed within the timeframes identified in the radiation control bureau policies	86%	88%	85%	99%	G
Percent of landfills compliant with groundwater sampling and reporting requirements	97%	95%	75%	100%	G
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%	95.0%	93.1%	Y
Percent of referrals alleging serious hazards responded to via an on-site inspection or investigation	93.8%	93.1%	95.0%	93.6%	Y
Percent of facilities taking corrective action to mitigate air quality violations discovered as a result of inspections	100%	100%	100%	97%	Y

Overall Program Rating

Y

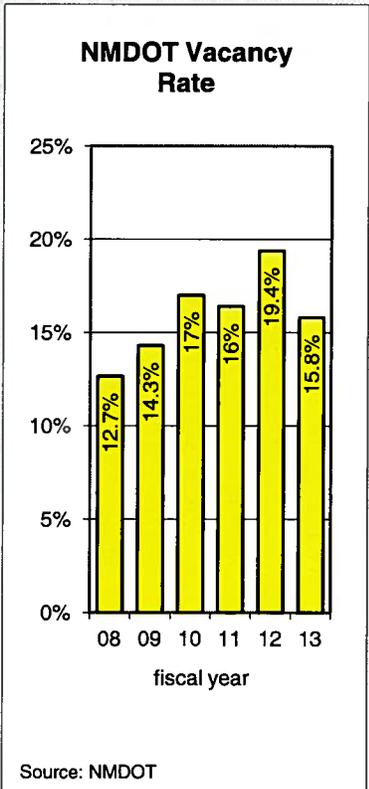
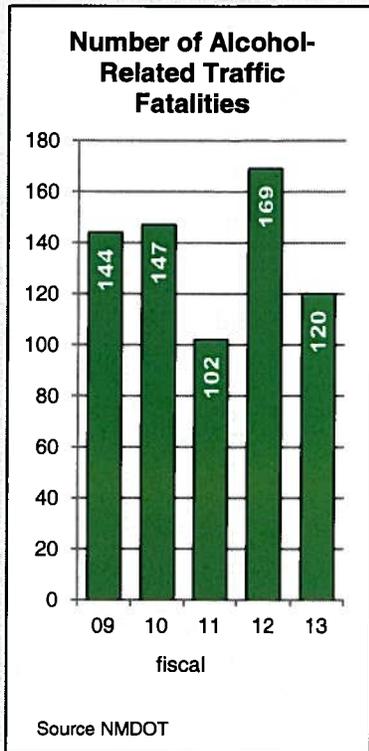
PERFORMANCE: Department of Transportation



Key performance results for the Department of Transportation (NMDOT) have, with some exceptions, shown significant improvement over the previous fiscal year. Measures for road and highway condition cannot be ascertained as data will not be available until early 2014. The measure for statewide pavement miles preserved shows a dramatic increase as a result of fund balance transfers and additional funding provided to the NMDOT by the Legislature for this purpose. Traffic fatalities in the state have decreased. Vacancy rates remain high, although the department has made some progress in this area.

Programs and Infrastructure. Fatalities have decreased and are now below both FY11 and FY12 actuals and the FY13 target. The percent of projects let as scheduled is above the FY13 target level and the percent of final cost-over-bid amount on highway construction projects is below the FY13 target level. The percent of airport runways in satisfactory or better condition increased. The annual number of riders on Park and Ride is far above the FY13 target. However, ridership on the Rail Runner continues to decline and remains below target levels and below FY11 and FY12 actuals.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Annual number of riders on the rail runner corridor (in millions)	1.2	1.2	≥1.5	1.1	R
Number of occupants not wearing seatbelts in motor vehicle fatalities	114	169	<150	114	G
Number of crashes in established safety corridors	794	511	≤ 700	n/a	
Percent of airport runways in satisfactory or better condition	60%	64%	>60	66%	G
Number of pedestrian fatalities	38	57	<43	54	R
Number of head-on crashes per one hundred million vehicle miles traveled	1.18	1.18	<2.00	4.36	R
Number of alcohol-related fatalities	89	169	<130	120	G
Number of traffic fatalities	306	395	<345	304	G
Number of non-alcohol-related fatalities	217	226	<215	184	G
Ride quality index for new construction	4.0	4.1	>4.0	4.2	G



Percent of final cost-over-bid amount on highway construction projects	2.9%	3.0%	<5.5%	3.5%	G
Annual number of riders on park and ride	292,476	310,128	≥ 250,000	312,320	G
Percent of projects in production let as scheduled	56%	65%	>60%	63%	G
Overall Program Rating					Y

Transportation and Highway Operations. Performance results for the program are difficult to ascertain given that data on critical measures related to road and highway conditions will not be available until early 2014. New assessment tools will be used more consistently with Federal Highway Administration (FHWA) regulations, allowing better benchmarking across states.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent of non-interstate lane miles rated good	n/a	98.4%	>75.0%	n/a	
Percent of interstate lane miles rated good	n/a	83.5%	>90.0%	n/a	
Number of combined system wide miles in deficient condition	3,407	3,837	<5,000	n/a	
Number of statewide pavement preservation lane miles	2,094	2,169	>2,500	3,139	G
Amount of litter collected from department roads, in tons	15,282	9,001	>14,000	6,825	R
Customer satisfaction at rest areas	98.9%	99.0%	>95.0%	99.0%	G
Maintenance expenditures per lane mile	\$1,656	\$2,684	>\$1,500	\$1,731	G

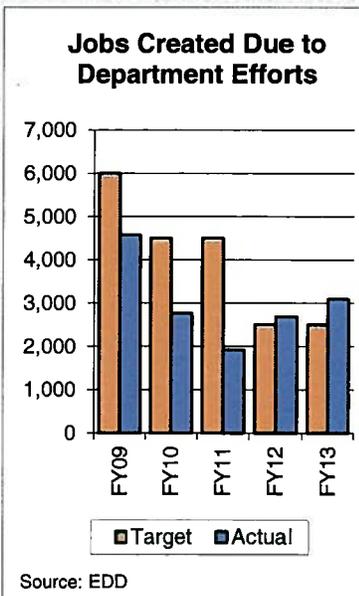
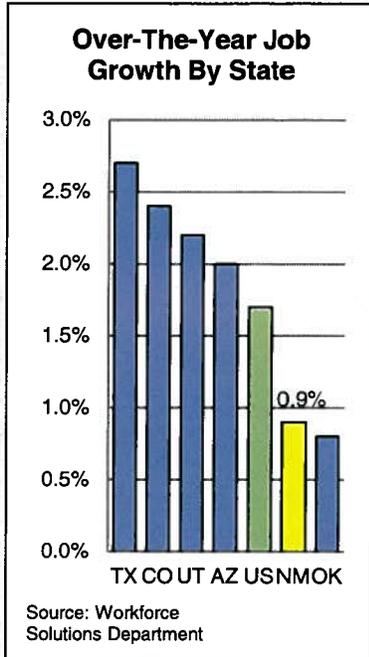
Overall Program Rating

Business Support. The department made significant progress during the fiscal year on its vacancy rate but is still far below the FY13 target. Agency officials face continued problems with recruitment and retention of employees as a result of a non-competitive salary structure, especially in the northwest and southeast areas of the state.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Vacancy rate in all programs	16.4%	19.4%	<10%	15.8%	R
Number of employee injuries occurring in work zones	n/a	n/a	≤50	19	G
Number of employee injuries	92	90	<100	81	G

Overall Program Rating

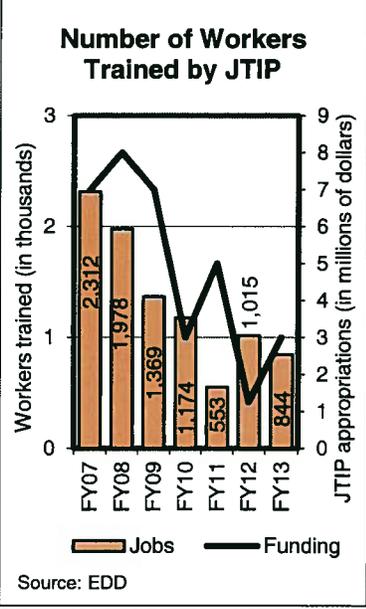
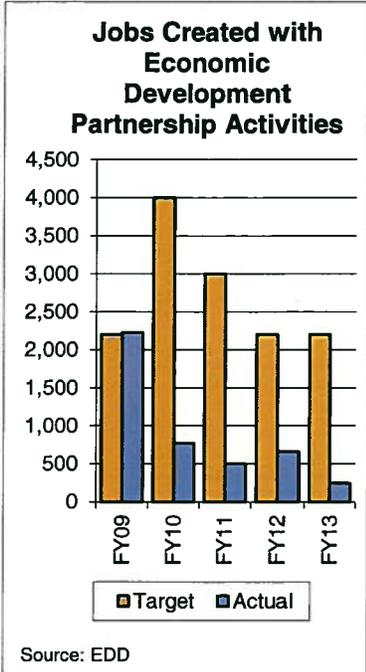
PERFORMANCE: Economic Development Department



New Mexico experienced lackluster job growth during FY13 compared to the country and all neighboring states except Oklahoma. Despite this meager overall growth, the Economic Development Department (EDD) exceeded its job creation target for the second consecutive year and produced the highest job numbers of the last four years. The LFC held a series of hearings during 2013 regarding the effectiveness of statewide economic development programs and found many programs remain fragmented and lack coordination and consistent reporting. The EDD should enhance research on effectiveness of job creation programs and prioritize funding to those proving cost-effective. See "Summary of State Appropriations and Tax Expenditures" in the LFC Volume III for cost per job rankings.

Economic Development Program. The Economic Development Commission resumed hearings during FY13 after two years without meeting and plans to issue a five-year statewide economic development plan during early FY14. The Economic Development Partnership continued to struggle with reduced funding, staff levels, and performance measure results in FY13, but the Legislature appropriated an additional \$300 thousand for the Partnership for FY14. Additionally, the Partnership is attempting to raise \$200 thousand in cash and \$50 thousand of in-kind contributions. The MainStreet Program narrowly missed the annual jobs target, and concerns regarding accuracy of job data for this program may be addressed by Place Economics, which is preparing an economic impact study. The Job Training Incentive Program trained the second fewest workers in more than a decade in FY13; however, the average wage for trainees exceeded the annual target.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Total number of jobs created due to economic development department efforts	1,922	2,684	2,500	3,093	G
Total number of rural jobs created	958	1,542	1,100	1,440	G
Number of jobs created through business relocations facilitated by the economic development partnership	499	657	2,200	244	R
Number of jobs created by the mainstreet program	598	592	600	529	Y
Percentage of employees whose wages were subsidized by the job training incentive program still employed by the company after one year	47%	72%	60%	72%	G
Number of workers trained by the job training incentive program	553	1,015	1,000	844	R



Average wage of jobs funded through the job training incentive program	\$20.03	\$16.39	\$16.00	\$18.46	G
Number of international trade transactions	38	14	30	31	G
Number of business advocacy cases solved		new	30	58	G
Number of businesses provided technical assistance in creating a funding package request and referred to the appropriate funding agency		new	5	61	G
Program Rating					G

Film Program. Outcomes for the Film Program indicate reduced performance compared to FY11 and FY12, with numbers down across two of three measures. However, the Film Office now counts only projects that use the film credit rather than all projects, contributing to the lower numbers. The local industry maintains the lower numbers are primarily due to the \$50 million cap instituted for the film production tax credit, although the legislation providing an additional incentive for television productions is drawing increased interest. Additionally, there is now a longer timeframe 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.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Number of media industry worker days	181,366	143,046	150,000	216,461	G
Economic impact of media industry productions in New Mexico, in millions	\$696.6	\$673.8	\$300.0	\$641.1	G
Number of films and media projects principally made in New Mexico	96	57	85	53	Y
Program Rating					G

PERFORMANCE: Tourism Department

**Tourism Department FY14
Funding by Division**

	FY14 Budget (in thousands)	FTE
Marketing and Promotion	\$7,811.5	36.5
Tourism Development	\$2,123.1	5
NM Magazine	\$3,405.1	14
Program Support	\$1,457.3	13
Total	\$14,797.0	68.5

Source: Tourism Operating Budget

The department encourages collaborative cooperative advertising by awarding significantly greater funds to collaborative versus individual initiatives. The results for FY13 significantly exceeded expectations, with 232 collaborating entities.

The number of communities advertising with New Mexico True branding increased substantially from seven communities at the beginning of FY13 to 27 by year's end, and these communities plan to spend at least \$1.6 million on related advertising during FY14.

The leisure and hospitality industry is leading New Mexico's job growth, adding 3,700 jobs from June 2012 to June 2013 and now exceeding pre-recession levels of employment. This represents 51.4 percent of the state's total job gains during FY13.

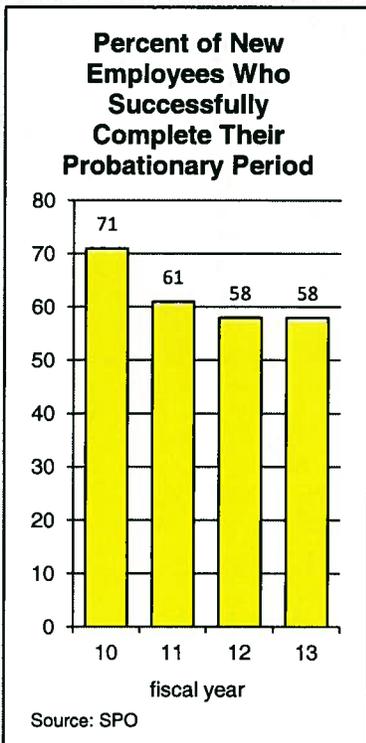
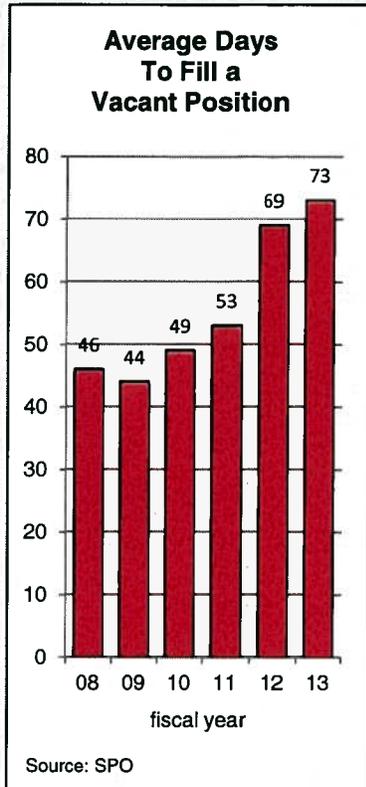
Marketing and Promotion Program. The Tourism Department reports it will use the additional appropriation of nearly \$2 million for FY14 to expand marketing efforts farther into Texas to include Dallas and Houston and also begin advertising in Chicago. Last year's return on investment study indicated ads in Colorado and Arizona produced the greatest returns, so the department will continue the campaign in those states using television commercials, digital ads, billboards, and print ads. In addition to out-of-state marketing, the department has an in-state campaign to encourage New Mexicans to stay locally rather than travel elsewhere.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent increase in gross receipts tax revenue for accommodations receipts	n/a	n/a	3.0%	0.9%	
Number of new jobs created in the leisure and hospitality industry year-over-year	n/a	n/a	500	3,700	
Dollars spent per overnight primary visitor per day	n/a	\$63.50	\$53.00	\$74.91	
New Mexico's domestic overnight visitor market share	n/a	1.0%	1.0%	1.0%	
Percent of visitors who choose New Mexico as their primary destination	n/a	72%	69%	71%	
Program Rating					

New Mexico Magazine Program. The New Mexico Magazine is the oldest state magazine in the United States, founded in 1923, and is the third-largest state-owned publication in circulation. The Western Publications Association named it the best regional and state consumer magazine for 2013. Program revenues exceeded expenditures in FY12 for the first time in several years, and the department reports it expects audited numbers to show a repeat success for FY13.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Circulation rate	96,500	94,221	100,000	91,197	
Advertising revenue per issue, in thousands	\$64	\$65	\$110	\$68	
Number of visits to nm magazine.com and newmexico.org, in thousands	n/a	n/a	480	715	
Program Rating					

PERFORMANCE: State Personnel Board



The performance of the State Personnel Board (SPB) reflects the significant challenges agency officials face across the state personnel system and their concerted attempt to address them. A revised salary and classification structure is being developed to remedy long-standing problems related to recruitment, reward and retention. The deadline for the completion of the structure, the total cost of the changes, and the timetable for implementation is not currently available. Requests by state agencies to reclassify positions to improve recruitment and retention of employees are being completed by the State Personnel Office (SPO) but in an ad hoc fashion that does not necessarily reflect the critical needs of state government. Once fully implemented, the NEOGOV personnel application and certification system is intended to establish a more effective and legitimate mechanism for evaluation and selection. The SPO officials acknowledge implementation has not been as smooth as hoped and best practices are being discussed with other states. To improve applicant processing times, the SPO is training agency human resource personnel at some state agencies to assess, score, and rank applicants. The SPO continues to pursue "shared services" agreements with state agencies having fewer than 100 employees, designed to establish more effective human resource capabilities and functions.

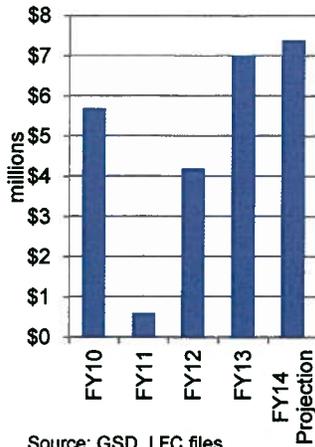
Human Resource Management. Results for measures including the statewide classified vacancy rate, average number of days to fill a vacant position, number of employees with completed performance appraisals, and the percent of new employees who successfully complete their probationary period are below FY13 targets and of concern to SPO officials. The average number of days to fill a vacant position exceeds two months and continues to rise. SPO officials are now collecting data on a range of measures that will allow more effective evaluation of state personnel practices and benchmarking across other states.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Statewide classified service vacancy rate	n/a	19.7%	15.0%	14.8%	G
Average number of days to fill a vacant position	53	69	40	73	R
Percent of new employees who successfully complete their probationary period	61%	58%	85%	58%	R
Percent of eligible employees with a completed performance appraisal on record at the close of the fiscal year	66%	58%	99%	93%	Y
Average new hire compa-ratio	91.0%	93.5%	91.0%	94.4%	R
Average state employee compa-ratio	102%	101%	91%	99%	Y
Overall Program Rating					R

PERFORMANCE: General Services Department

Public Property Fund Cash Balances

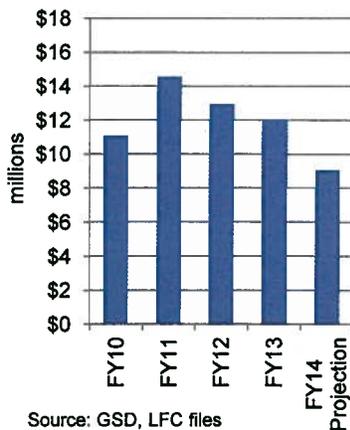
(FY13 target \$3.9 million)



Source: GSD, LFC files

Workers' Comp Cash Balances

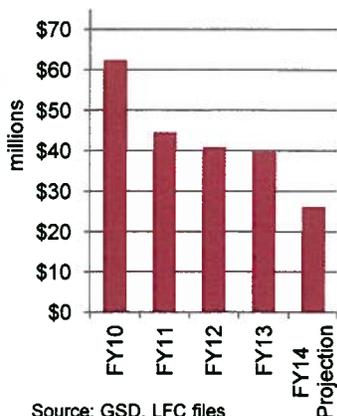
(FY13 target \$10.3 million)



Source: GSD, LFC files

Public Liability Fund Cash Balances

(FY13 target \$52 million)



Source: GSD, LFC files

Sharply rising risk and employee benefits costs continue to pressure the General Services Department. The Risk Management Advisory Board and Group Benefits Committee are not meeting, so critical oversight functions are not being performed. For the Facilities Management Program, planning for capital projects could be improved. Not all approved projects come to fruition and many projects experience cost and schedule blowouts, partly due to incremental funding and procurement processes that delay the progress of projects.

Risk Management. Financial reporting improved the past year, however, actuarial conditions of some of the risk funds declined. This is due to premiums held flat during the recession and an increase in severity of claims and class actions, particularly for workers' compensation, civil rights and medical malpractice coverage, despite fewer numbers of claims. The program struggles with sharing claims data due to concerns it may trigger higher settlements or additional litigation. This approach makes it difficult for agencies to support premium increases and monitor shifts in risk conditions or emergency risks.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Projected financial position of the public property fund	2%	154%	50%	91%	Y
Projected financial position of the workers' compensation fund	24%	28%	20%	25%	G
Projected financial position of the public liability fund	48%	23%	50%	38%	Y
Percent decrease in overall legal dollars spent	n/a	\$10.9	5.0%	6.0%	G
Overall Program Rating					Y

Employee Group Health Benefits. Despite evidence that health care inflation is slowing, the agency is managing costs by shifting health care costs into higher deductibles and co-pays, and increasing premiums faster than workers' wages and general inflation. Despite receiving an emergency general fund appropriation of nearly \$10 million for FY14, the agency increased premiums 15 percent and proposes another 10 percent increase for FY15. A greater emphasis on payment reform models that reward outcomes and premium incentives promoting wellness are warranted.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent of prescriptions filled with generic drugs	82%	83%	75%	84%	G
Percent change in medical premium compared with industry	- 8.5%	- 5%	5%	- 4%	R

Enrollment Census

Covered Lives			
Vendor	FY10	FY13	% Chg
BCBS	23,516	21,696	7.7%
Lovelace	8,234	8,323	1.1%
Presbyterian	44,319	43,105	2.7%
Delta Dental	81,339	76,746	5.6%
VSP	69,147	65,544	5.2%

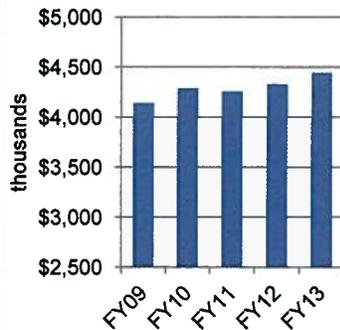
Source: LFC files

GSD Group Self-Insurance Fund Cash Balances (FY13 target \$28 million)



Source: GSD, LFC files

Claims Cost Trend Per Member



Source: GSD, LFC files

Percent reduction in claims for the top ten diagnostic causes, based on cost (Presbyterian)

n/a \$103.8M 3% 1.7% **Y**

Percent increase in participation in wellness programs (flu shots)

n/a 1,117 shots 3% 47% **G**

Overall Program Rating **Y**

Facilities Management. The state's justification for capital outlay projects should be based on optimum utilization of existing space and property. To that end, the agency is working to identify the right balance between leased and owned space and align the state's use of space with new employment levels of state workers. Although progress is being made, there is still little incentive for agencies to efficiently use buildings, resulting in continued spending to occupy vacant and underused space and excess square footage per employee.

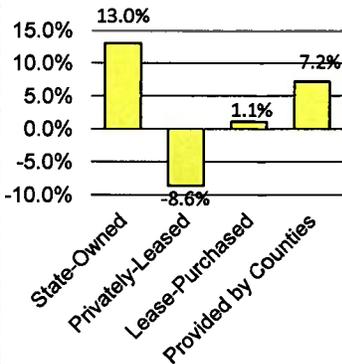
Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent of agencies in compliance with space standards in leased and state-owned buildings	n/a	n/a	75%	no data collected	R
Percent decrease in lease costs from previous year	n/a	\$47M	5%	3%	Y
Percent of property control capital projects on schedule within budget	94%	95%	90%	86%	Y
Percent of STB funded projects in design within six months of budget	84%	100%	75%	90%	G

Overall Program Rating **Y**

Transportation Services. The agency's goal is to have revenues equal expenses at the end of each fiscal year. However, revenues from short-term vehicle use are down, and agencies are reluctant to turn in their underutilized vehicles. Curtailment of vehicle replacement led to a vehicle fleet that is older and more costly to maintain, and the rate structure limited funding for vehicle replacement. The agency plans to install automated kiosks to increase short-term pooling. If successful, agencies should see a reduction in reimbursements to employees for personal vehicle use.

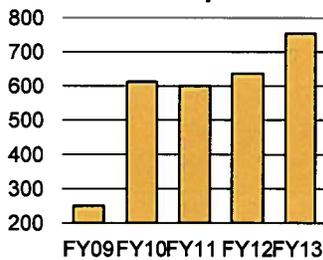
Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent of short-term vehicle use	46%	50%	55%	47%	R
Percent of vehicle lease revenues to expenses	100%	97%	42%	76%	Y

Percent Change in Space Occupied by the State Since 2011 (by Gross Square Feet)



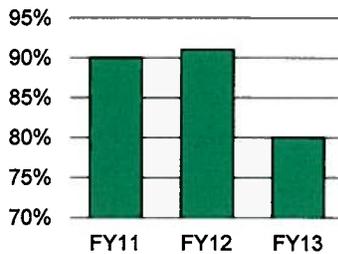
Source: CBPC, GSD, LFC files

Number of Employees Trained on Procurement Code Methods/Compliance



Source: GSD, LFC files

Percent of Customers Satisfied with Printing Services



Source: GSD, LFC files

Percent of fleet beyond 5-year 100,000 miles	10%	15%	30%	29%	G
Percent reduction of state fleet, compared with FY11	n/a	2,089 vehicles	10%	5%	Y
Overall Program Rating					Y

Procurement Services. The agency reports it is shifting away from a budget-driven to a value-driven approach for procuring goods and services. Challenges include pressure to: 1) save money and speed up procurement processes and still obtain “best value”, 2) provide standardized procurement trainings leading to professional certifications, and 3) drive economic recovery for small businesses and local communities at the risk of higher procurement costs.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent increase in “best value” awards above \$100,000	n/a	n/a	10%	No data collected	R
Percent reduction in Procurement Code violations	n/a	50 violations	25%	58%	G
Percent decrease in sole source procurements	n/a	45 sole sources	5%	9%	G
Percent increase in contracts to NM-based businesses	n/a	764 NM contracts	5%	19%	G
Overall Program Rating					G

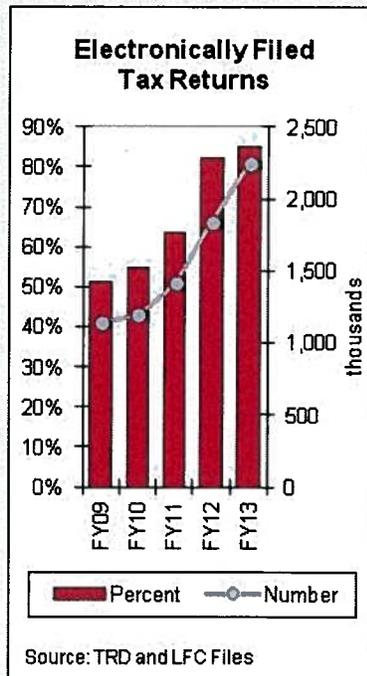
State Printing and Graphic Services. Since FY10, the state printing fund has been in a negative cash position largely due to the separation of functions within GSD that became the Department of Information Technology, and agencies using out-of-state vendors for much of their print business. In addition, the program lost production staff due to attrition, making it more difficult to provide price quotes quickly and fill orders in a timely fashion.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Revenue generated per employee compared with previous year	\$96,691	\$82,500	\$90,000	\$120,397	G
Sales growth compared with previous year	-5.6%	12.5%	10%	5%	Y
Overall Program Rating					G

PERFORMANCE: Department of Taxation and Revenue

TRD FY13 Funding by Division (In millions)		
Program	Budget	FTE
Tax Administration	\$30.7	526
Motor Vehicle Division	\$24.8	348
Property Tax	\$3.2	41
Compliance Enforcement	\$2.0	28
Program Support	\$20.4	193
Total	\$81.1	1,136

Source: TRD FY13 Operating Budget



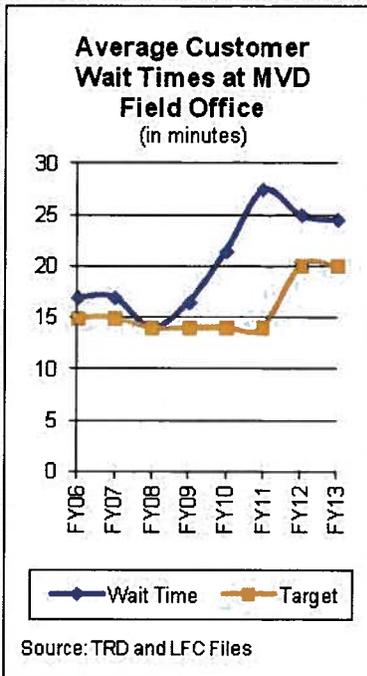
The Tax Administration Program exceeded targets for tax collections and electronic tax filing for the year. Motor vehicle field office and call center wait times held steady as the program continues to implement process improvements for customer service. The Compliance Enforcement Program referred just six tax fraud cases for prosecution in FY13, in part because it prioritized resources to criminal cases regarding the issuance of foreign national driver's licenses. In August 2013, the department reported preliminary steps for estimating and addressing the state's "tax gap," or the amount owed but not collected.

Tax Administration Program. Of the \$69.5 million in FY13 assessments, \$45.3 million is less than 60 days old and \$12.9 million is in protest, leaving a smaller collectable balance of \$10 million. The percent of electronically-filed returns continued its upward trend; tax programs with e-filing options now include personal income, gross receipts, compensating, withholding, weight distance and oil and gas.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Collections as a percent of collectable outstanding balances from June 30, 2012	15.4%	18.4%	15.0%	17.6%	G
Collections as a percent of collectable audit assessments generated in the current fiscal year	51%	64%	45%	66%	G
Percent of electronically-filed personal income tax and combined reporting system returns	63.3%	82.1%	65.0%	84.9%	G
Overall Program Rating					G

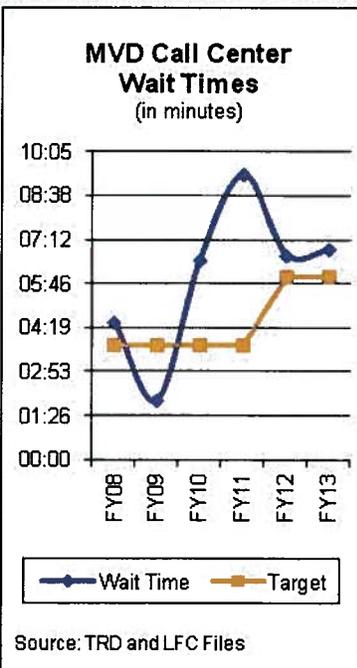
Compliance Enforcement Program. A total of nine cases were assigned to program agents in FY13; of these, six investigations were referred for criminal prosecution during the year. In FY12, far more cases were assigned (26), with only four being referred for prosecution resulting in a "red" rating for that year.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Successful tax fraud prosecutions as a percent of total cases prosecuted	93%	100%	90%	100%	G
Number of tax investigations referred to prosecutors as a percent of total investigations assigned during the year	44%	15%	40%	66.7%	G
Overall Program Rating					G



Motor Vehicle Program. While the percent of insured vehicles dipped slightly from FY12, it remains higher than the 85.4 percent national average. Field office wait times improved slightly over FY12 but are still below the 20 minute target. The program upgraded its q-matic system and standardized its use among offices, which should result in better and more consistent wait-time information in FY14. Despite a number of process management improvements, employee vacancies and leave impacted call center wait times for FY13.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Average wait time in q-matic equipped offices, in minutes	27:36	25:06	20:00	24:42	Y
Percent of registered vehicles with liability insurance	90.9%	91.8%	92.0%	90.9%	Y
Average call center wait time to reach an agent, in minutes	9:19	6:41	6:00	6:52	Y
Overall Program Rating					Y



Property Tax Program. For FY13, the department began reporting on percent of appraisals and valuations (the department had previously reported on the number of appraisals and valuations). Since the program cannot easily determine which businesses subject to assessment may not be filing returns, the measure is likely to remain 100 percent—based on processing returns actually filed by businesses. Only Socorro County failed to meet the 85 percent reappraisal threshold; the measure regarding percent of counties in compliance with sales ratio standards was discontinued as a key measure in FY14.

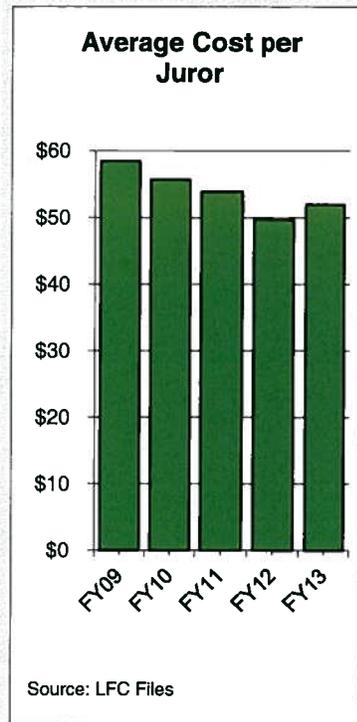
Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent of counties in compliance with sales ratio standard of eighty-five percent assessed value to market value	94%	97%	90%	97%	G
Number of appraisals and valuations for companies conducting business within the state subject to state assessment	515	534	100%	100%	G
Overall Program Rating					G

Program Support. Twenty-five cases out of 5,005 were rescinded due to weather conditions or errors by the Motor Vehicle Division, the hearing officer or the scheduling unit.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent of DWI driver's license revocations rescinded due to failure to hold hearings within ninety days	0.29%	0.20%	<1.0%	0.5%	G
Overall Program Rating					G

PERFORMANCE: Administrative Office of the Courts

The AOC should add a performance measure that reports on the time it takes from filing to disposition of a case to so it benchmark with other states.



The average cost per juror was \$51.93 in FY13, up from \$49.76 in FY12 due to interpreter fees. Interpreter costs increased from 18 percent to 36 percent of jury and witness expenditures in FY13.

In FY13, the Special Court Services Program provided an average 1,022 supervised child visitations and exchanges per month, exceeding its target of 1,000.

The AOC completed implementation of the electronic case management system (CMS) in district and magistrate courts. Results of a limited-scope workload study show time savings of 44 percent for civil cases introduced in district courts where civil cases make up 50 percent of the caseload. Potential time savings generated by the new CMS are encouraging, but courts have yet to fully quantify the gains and implement a plan for the re-deployment of resource saved as a result of CMS implementation.

Administrative Support. Data collected by the AOC suggests that the recidivism rates of New Mexico drug court programs are significantly better than other programs nationwide despite diminished funding.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Recidivism rate for drug court participants statewide	n/a	n/a	n/a	15.5%	n/a
Overall Program Rating					Y

Magistrate Court Program. Magistrate courts disposed of 98.7 percent of cases filed in FY13 and collected \$3.3 million in bench warrant revenue, an increase of \$230 thousand, or 7 percent, from FY12.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Bench warrant revenue collected annually, in millions	\$3.1	\$3.1	\$2.8	\$3.3	G
Percent of cases disposed as a percent of cases filed	100.1%	101.7%	95.0%	98.7%	G
Overall Program Rating					G

Special Court Services. 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 affected the number of cases assigned to court appointed special advocate volunteers.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Number of cases to which court-appointed special advocates volunteers are assigned	1,085	858	1,000	862	Y
Overall Program Rating					Y

PERFORMANCE: Department of Information Technology

DoIT FY13 Funding by Division (In thousands)		
Program	Budget	FTE
Enterprise Services	\$48,427.6	152
Compliance and Project Management	\$844.5	7
Program Support	\$3,613.3	41
Equipment Replacement Fund	\$3,862.1	n/a
Total	\$56,747.5	200

Source: FY13 DoIT Operating Budget

In FY13, the department faced challenges with respect to customer service, accounts receivable and ongoing efforts to upgrade the state's SHARE accounting system. However, new data regarding service desk calls will help improve the process of monitoring customer service, and additional staff will address lagging collections of account receivables.

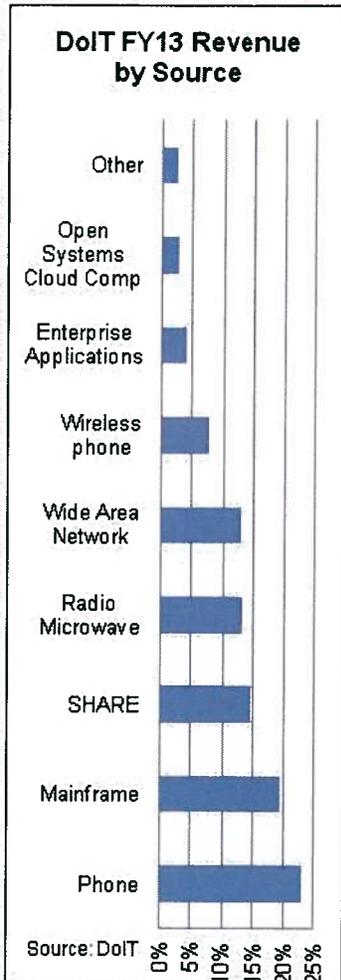
Compliance and Project Management. At the end of FY13, there were 64 department-certified IT projects at an estimated cost of \$340.2 million. The measure was changed in FY13 from percent of projects (which was always 100 percent) to number and budget of projects reviewed which provides explanatory information about IT projects in the state. The program continues to release a quarterly "green-yellow-red" performance report for state IT projects with the largest budgets.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Number and appropriated budget of executive agency certified projects reviewed monthly for compliance and oversight requirements	51 \$232M	54 \$325M	n/a	64 \$340M	
Overall Program Rating					

Enterprise Services. The program met its performance targets for mainframe availability but just missed its target for uptime for the SHARE Financials system.

The program released new data regarding percent of service desk incidents resolved within designated times based on priority level. While the department is still refining priority level parameters, the new measure allows the DoIT to actively monitor and track improvement of customer service related to the help desk.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Service Desk Calls Resolved by Priority:					
Priority 1 (8 hours)	n/a	n/a	90%	64%	
Priority 2 (24 hours)	n/a	n/a	90%	37%	
Priority 3 (40 hours)	n/a	n/a	90%	51%	
Priority 4 (80 hours)	n/a	n/a	90%	83%	
Priority 5 (160 hours)	n/a	n/a	90%	100%	



Queue-time to reach a customer service representative at the department help desk, in seconds	19.9	14.0	<19.0	12.0	G
Percent of mainframe uptime affecting user access or batch scheduling	0.1%	0.0%	<0.01%	0.0%	G
Percent of scheduled uptime the statewide human resources management reporting (SHARE-Financials) is available during business hours	98.6%	98.9%	99.9%	99.6%	Y
Overall Program Rating					Y

Program Support. Collection of accounts receivable is cyclical, with increased collections typically occurring toward the end of the fiscal year. However, in FY13, collections within sixty days of the invoice due date never recovered toward the end of the year and remained well below FY12. The program reports efforts to work with agencies did not improve collections. The department implemented a new billing system in FY13 that consolidated the disparate and aged billing systems into a web-enabled system that provides improved customer access and accounts receivable capabilities. The department hired additional staff and a new manager to address collection issues.

Measure	FY11 Actual	FY12 Actual	FY13 Target	FY13 Actual	Rating
Percent of accounts receivable dollars collected within sixty days of the invoice due date	79%	81%	75%	45%	R
Dollar amount of accounts receivable over sixty days	\$7.6M	\$7.5M	\$7.5M	\$7.1M	G
Program Rating					Y

State IT Projects: Summary and Progress. Every quarter the DoIT provides a status summary for the ten state IT projects with the largest budgets. From that report and other documentation, such as independent verification and validation reports (IV&V), the LFC develops a report card for these projects. At the end of FY13, only four projects received a rating of "yellow" in a particular area; for example, the Department of Workforce Solutions received a functionality status of "yellow" due to outstanding findings in the July 2013 LFC performance evaluation. The full project report card is in Volume III.

New Mexico IT Projects by Agency - FY13 Year-End Status Report*

Agency	Project description	Total State Appropriations	Total Federal	Est. Total Cost	Spent to Date	Project Stage	Est. End Date	Milestone(s) achieved last quarter	Milestone goal(s) for next quarter	Project status	Budget	Schedule	Functionality
333 TRD	MVD Driver Reengineering: Replace the MVD Driver and Vehicle Systems with an integrated system.	\$16,000,000	\$0	TBA - contract in negotiation	\$20,000	Planning	6/30/2016	RFP was released January 2013.	Final contract award.	The TRD is working with a vendor to review contract requirements for the tentatively-selected contractor. Selection schedule is several months behind; however, additional work to ensure the best possible contract terms is a wise investment. The new schedule identifies project start 11/07/13. Estimated completion date for the driver side is 04/30/15; for the vehicle side 06/30/16. MVD processes continue to run on antiquated legacy applications and IT staff vacancies/ lack of expertise remain a risk. However, TRD management is highly motivated and involved. "Spent to date" for the new system is reset from the cancelled HP contract (May 2011); some of the \$4 million invested in the failed Milagro project can be leveraged for the new project. Approximately \$16.3 million in previous general fund appropriations is available for the new project. To date, the TRD spent approximately \$20 thousand for contractual services to aid with vendor selection.			
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 5) Improved reporting	\$6,230,000	\$0	\$6,230,000	\$4,604,094	Implement	6/30/2014	Phase I and II which includes refunds module, taxpayer access, and data warehouse (allows increased productivity, revenue streams on the audit and compliance side, and fraud prevention).	Phase III Business Credit Manager module to handle the ever increasing types of business credits	Project is within scope, schedule and budget. TRD reported \$5.8 million in increased revenue since it began the upgrade. General fund appropriation was \$6 million in 2012. In 2013 the department requested an additional \$1 million to purchase "enhanced maintenance" for the system, which includes 4 dedicated contract developers to support system upgrades and increased functionality such as improved fraud detection. The department states the total annual cost of maintenance for GenTax is \$2.75 million.			
333 TRD	ONGARD Mainframe Modernization: Full business process analysis and upgrade of oil and natural gas administration and revenue database system to the American Petroleum Institute standard (expand current well number by four digits and add additional processing logic for horizontal drilling)	\$6,100,000	\$0	\$4,000,000	\$0	Initiation	1/1/2015	Project charter and DoIT Project Certification Committee certification of funding for initiation.	Develop specifications and design documentation for American Petroleum Institute (API) number expansion and horizontal drilling requirements.	The appropriation for the ONGARD modernization project expires June 30, 2014; the TRD is expected to request an extension during the 2014 legislative session. In the long term modernization will include business process analysis, but this is currently on hold; the ONGARD steering committee directed the TRD to address industry changes including horizontal drilling and American Petroleum Institute (API) number expansion and the other tri-agency (State Land Office, Energy Minerals and Natural Resources Dept., TRD) system interfaces. The project's start date was July 8, 2013 and the DoIT Project Certification Committee certified \$90 thousand for the current phase.			
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 Abq and Santa Fe.	\$17,000,003	\$38,699,997	\$55,700,000	\$44,433,156	Implement	7/31/2013	Completed design and construction at 24 sites.	Follow schedule to complete ongoing site construction at five additional sites.	The independent verification & validation (IV&V) contractor downgraded the overall status from "green" to "yellow" in August 2013 because the project lacked both an updated project schedule and an executive steering committee. The DoIT states it is using an alternative method to track and maintain the project schedule and an abbreviated steering committee (of two) is closely monitoring the project--staff shortages necessitated the alternative management approaches. Fire dangers and the seasonal monsoon caused delays but project crews were able to visit sites. Project is tracking within budget and scope but is slightly behind schedule.			

Agency	Project description	Total State Appropriations	Total Federal	Est. Total Cost	Spent to Date	Project Stage	Est. End Date	Milestone(s) achieved last quarter	Milestone goal(s) for next quarter	Project status	Budget	Schedule	Functionality
361 DoIT	NM State Broadband Initiative: The New Mexico Broadband Program (NIMBBP) is mapping and planning 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 broadband adoption.	\$1,332,544	\$4,762,287	\$6,094,831	\$3,457,520	Implement	1/13/2015	Two New Mexico regional broadband implementation plan pilots selected: Northeast Economic Development Organization and Southwest NM Council of Governments. "Train the Trainer" training program completed	1) Mini-strategic broadband plans for telemedicine, education, and economic development; 2) development of a statewide broadband strategic plan; 3) collaborative regional broadband implementation pilots; assessment of a new broadband portal	The project is within scope, schedule and budget. Increased project activities led to higher demand on project manager for contract monitoring, deliverable review and other administrative functions. Issues are mitigated with bimonthly meetings with all contractors.			
361 DoIT	Narrowbanding: Migration from Wide Band to Narrow Band of statewide 2-way radio communications per FCC mandate. Narrowbanding ensures more efficient use of the spectrum and greater spectrum access for public safety and non-public safety users.	\$4,150,000	\$0	\$4,150,000	\$4,000,000	Implement	12/31/2013	Migration of fixed mountain top base station radio completed.	Re-programming of mobile and portable radios initiated.	Project is within scope, schedule and budget. DoIT monitors key indicators through periodic quality assurance reporting.			
341 DFA	SHARE Cash Reconciliation Project: Correct business processes and improve configuration of the original SHARE system which prevented timely and accurate cash reconciliation. An end goal for the DFA on this project is an audited Comprehensive Annual Financial Reports (CAFR)	\$654,086	\$0	Unknown	\$654,086	Implement	TBA	Close-out of Deloitte contract to correct business processes, reconfigure SHARE and train end users.	As identified to the LFC in its August 2013 update, the department continues standardization of business practices across agencies. End user training is ongoing.	A significant amount of progress has been made toward identifying and correcting the problem that the general ledger cash account balances do not match balances in the state's cash accounts at the bank. However, the department continues to work on outstanding issues identified in the contractor's close-out report and the goal of clean monthly cash reconciliations and an audited CAFR (for which the DFA states it will request funding). Note: contract cost information is included in the project funding columns but much ongoing work now is conducted by in-house staff and funded through the DFA operating budget and vacancy savings.			
361 DoIT	SHARE Replatform (hardware upgrade):	\$2,850,000	\$0	Unknown	\$2,850,000	Planning	TBA	The DoIT first anticipated testing the "cut-over" to the new hardware in July 2012. Testing was delayed several times and is now delayed for an unknown period.	DoIT will reassess with the help of a contractor and begin the planning phase anew.	In 2009 DoIT received \$1.7 million in severance tax bond revenue to design and equip a disaster recovery site for SHARE including hardware, software and network equipment. However, hardware purchased sat idle until this past year when efforts to move SHARE to the new hardware resulted in serious complications, much of which resulting from SHARE issues identified in the Cash Reconciliation projects (above). The project is delayed while the DoIT stabilizes the system and develops a new approach. It is unknown whether the state will be able to use the previously-purchased hardware.			
361 DoIT	SHARE Software Upgrade:	\$5,000,000	\$0	Unknown	Unknown	Planning	TBA	Contractor (Oracle) completed SHARE Financials Upgrade Project Upgrade Delta Analysis (needs assessment) July 2013	DoIT will reassess with the help of a contractor and begin the planning phase anew.	In February 2013 the DoIT made a special request for funding to stabilize and upgrade SHARE, noting in its business case there was a "clear and present danger" that required immediate action. \$5 million of the DoIT's \$8.8 million request was subsequently appropriated. The request came late and was not reviewed via the normal appropriation vetting process for large IT projects; however, the appropriation was contingent on monthly written status reports and IV&V reports to the DFA. Delay of this upgrade impacts other state IT systems such as the HSD ASPEN project, which require the completed upgrade for some necessary program interfaces.			

Agency	Project description	Total State Appropriations	Total Federal	Est. Total Cost	Spent to Date	Project Stage	Est. End Date	Milestone(s) achieved last quarter	Milestone goal(s) for next quarter	Project status	Budget	Schedule	Functionality
630 HSD	ISD2 Replacement (ASPEN): Replace Income Support Division (ISD), Integrated Service Delivery (ISD2) Systems into one integrated system: 1) Calculation Engine (ISD2) 2) Client Tracking System (CTS) 3) Claims System -Refunds and Intercepts 4) Incorporate Health Care Reform	\$18,497,513	\$96,389,438	\$114,886,951	\$56,274,500	Implement	2/1/2014	Development activities, Quality Acceptance Testing (QAT) and data conversion activities as scheduled.	Hardware and software set up/monitor progress of ASPEN pilot at Espanola office in Rio Arriba County.	The project moved from an overall status of "yellow" to "green" following the July 22, 2013 pilot of ASPEN in Rio Arriba County. Review and resolution of issues related to application errors continue. The independent verification & validation (IV&V) contractor monitors the status of the Wave 1 roll-out "go/no-go" checklist report as the primary indicator of the project's progress through implementation of Wave 1. The impact of the Health Insurance Exchange (HIX) continues to pose a risk to the ASPEN project; the largest amendment to the Deloitte contract involves development of critical interfaces between ASPEN and the HIX which must be completed by 12/27/13.			
630 HSD	MMIS Enhancements Project: 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 State Healthcare.	\$1,446,038	\$12,031,188	\$13,477,226	\$3,600,000	Implement	3/2/2015	Pharmacy benefits management system and fraud and abuse detection system.	Web portal upgrade.	While the IV&V has rated the overall status of the project "green," the trend for August reporting period is "static." The project team is developing a project management plan for the project which will address a major finding from previous IV&V reports. According to the IV&V contractor, business team resources continue to be stretched among several critical projects affecting the state's ability to review and approve documentation in a timely and thorough manner.			
631 DWS	UI Tax: Implementation of a new UI System that will replace the Tax, Claims, and Program Integrity applications.	\$0	\$48,902,806	\$48,884,811	\$48,902,806	Implement	12/31/2013	Go live January 2013	Manage funded enhancements and correct defects identified since the January 2013 launch.	While overall functionality of the application appears adequate, the project maintains a functionality status of "yellow" due to findings in the July 2013 LFC performance evaluation. Specifically, limited application testing, the lack of a contingency and disaster recovery plan, and the lack of independent IV&V throughout the implementation create conditions for on-going risks to the new UI system. The DWS system went live January 7, 2013, and was largely successful although not without issues, including long call center wait times and delays in UI claims determinations. A new CIO was hired in August 2013. Federal funding amounts are estimates; the WSD continues to receive funding for ongoing system enhancements beyond original project estimates.			
690 CYFD	EPICS is a multi-phase/multi year project to consolidate CYFD's legacy system (FACTS) and 25+ stand-alone systems into one enterprise-wide web application. The system will support program efforts to build a rapid response to federal, state and local requirements. A comprehensive view of clients and providers will increase productivity, direct client care and client safety.	\$4,826,700	\$5,680,067	\$10,506,767	\$1,607,075	Implement	6/30/2017	Pre-deployment internal training	Pre-deployment external training	In June 2013, the team was compelled to remove the planned automated SHARE interface from phase I of the project due to ongoing delays with efforts to update the states SHARE system; the CYFD has since implemented a contingency plan for manual reporting to the Department of Finance and Administration. DoIT's Project Certification Committee certified closure of Phase I, Provider Management; Phase II, Client Management, is currently underway (scope will be modified to include the SHARE interface); the Phase III service management planning phase will extend through September 2013 and implementation is expected to begin October 2013. Project is tracking within scope, budget and schedule.			

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

*IT projects with the largest budgets are included in this quarterly report.