



# Serving New Mexico's Families

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2010 Annual Report



**HSD** New Mexico Human Services Department

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## Message from the Secretary

Reflecting back on 2010, a lot of thoughts come to mind, but the strongest is how proud I am of the work of the Human Services Department employees during what was one of the most difficult economic years in recent history. The Human Services Department (HSD) saw a record number of New Mexico families turn to it for help, with more than 760,000 individuals in 320,000 households statewide who rely on our services to just help make ends meet each month. During this same time we saw an increase in our vacancy rate, which reached nearly 20 percent Department wide at one point, from a previous five percent a few years back. But that did not stop our staff from accomplishing HSD's mission: *reduce the impact on poverty on people living in New Mexico and to assure low-income and individuals with disabilities in New Mexico equal participation in the life of their communities.*

As a matter of fact New Mexico ranks **seventh** in the nation in timeliness for Supplemental Nutrition Assistance Program (SNAP) application processing. During any "normal" year this would be considered a terrific feat, but during these challenging times it is truly an outstanding accomplishment. Not only did our Income Support Division (ISD) staff process over 95% of applications "timely" they also managed to keep our negative error rate at 3.86%. Part of this success was the staff's willingness to deal with change. We changed the way we conduct business in our ISD offices to a Process Management Model, which streamlined the way our cases are handled, and couldn't have been implemented at a better time.

Another big accomplishment comes from the Child Support Enforcement Division (CSED) and their record amount of child support collections during the 2010 State Fiscal Year for a total of \$115.4 million. The CSED saw increased caseloads and requests for modifications of court-orders, which required the division to work more efficiently and effectively to ensure child support collections continued to flow to New Mexico's families.



The Behavioral Health Services Division assisted more people with services, such as the development of 170 supportive housing units, linking people with disabilities to support services and received the Mental Health Transformation Grant to continue its efforts. BHSD also received The Access to Recovery III Grant, which will allow the division to continue its client-centered, community based recovery program and actually expand it to serve more New Mexicans in the coming year.

The Medical Assistance Division served a record number of New Mexicans through Medicaid and other health care programs and received a grant to focus on uninsured children in Native American and Rural and Frontier areas. It was through these efforts that New Mexico, for a third year in a row, saw an increase in insured children in New Mexico, yet still remains second highest in the nation for uninsured. The Department has been working closely with advocates, tribal and health care delivery workgroups to find solutions in redesigning the Medicaid program and containing costs as we move forward with Health Care Reform.

Speaking of Health Care Reform the Human Services Department was tapped to take the lead for Executive Branch in developing a strategic plan and recommendations to prepare for the implementation of the Patient Protection and Affordable Care Act. *Implementing Federal Health Care Reform – A Roadmap for New Mexico* is just the beginning of a long road ahead in establishing policies, priorities and objectives for state government's comprehensive efforts in reaching the state's goals for implementation.

Needless to say it has been a very challenging year for almost everyone you talk with. Fortunately, in New Mexico we have some of the most dedicated employees working for the Human Services Department who are proud to assist New Mexicans and do everything they can to assure *Access, Quality and Accountability* in the services we provide day in and day out.

Sincerely,



Katie Falls  
Cabinet Secretary



## Behavioral Health Services Division (BHSD)

### Promising and Evidenced Based Practices Services

BHSD, as a member of the Behavioral Health Collaborative, has focused in 2010 on the development, enhancement and expansion of promising and evidenced based behavioral health practices to facilitate recovery and resiliency outcomes for persons with serious mental illness and/or substance dependency. Substance use in New Mexico has devastating effects in terms of loss of life, incarceration, domestic violence, unemployment and homelessness. Serious mental illness may precipitate hospitalization, homelessness and suicide. BHSD focused on the utilization of evidenced based and promising practices as the most cost effective avenues to promote personal recovery and mitigate the adverse consequences of mental illness and substance abuse.

Evidenced based and promising practices have included:

- ***Core Service Agencies:*** The Statewide Entity (SE) for the Collaborative designated 41 Core Service Agency (CSA) across the state in 2010. The CSA structure is based on the clinical home model that provides and coordinates integrated, essential services to children, youth and adults who have a serious behavioral health disorders. CSA's are

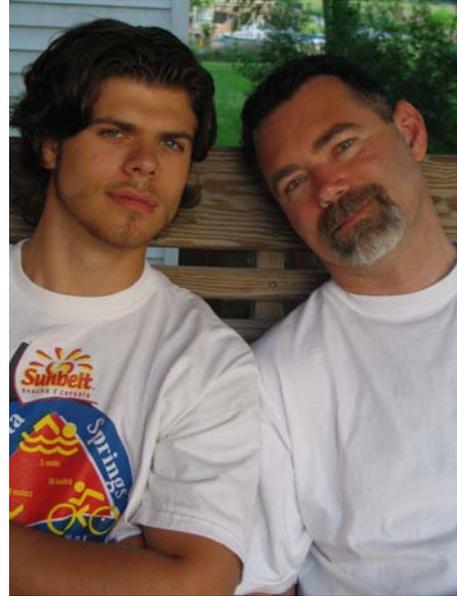
*BHSD focused in the development, enhancement and expansion of promising and evidenced based practices.*

tasked to provide care for persons with more severe disorders and are typically the providers of the promising and evidenced based practices.

- ***Supportive Housing:*** The Collaborative with BHSD as the lead continues to expand and enhance the evidenced based practice, Supportive Housing Program. Supportive Housing integrates housing and services that enable persons with behavioral health disorders to access and maintain permanent community housing. Housing is the cornerstone of recovery.
- ***Assertive Community Treatment (ACT):*** ACT is an evidence-based psychiatric rehabilitation practice that provides a comprehensive approach to service delivery to consumers with severe mental illness that had results in frequent hospitalizations. ACT uses a multidisciplinary team, which typically includes a psychiatrist, a nurse, and at least two case managers. BHSD has certified six ACT teams in New Mexico.
- ***Intensive Outpatient Program (IOP):*** IOP provides community based intensive treatment for persons with severe addiction disorders and allows them to participate in treatment while remaining in their home and continuing to meet the responsibilities to family, work and/or school. BHSD developed an IOP fidelity model tool based on the national evidenced based practice standards and certified all BHSD based on fidelity to the model.

*Supportive Housing integrates housing and services that enable persons with behavioral health disorders to access and maintain permanent community housing.*





- **Access to Recovery (ATR):** In 2010 BHSD was the recipient of the ATR III grant award which allows the Division to fund voucher based services for 3,000 persons a year with substance use disorders. ATR provides a vouchers based on an independent clinical evaluation that persons use to purchase clinical services integrated with recovery supports (such as mediation, yoga, faith based counseling, sweat lodge). Outcomes are closely monitored for efficacy.
- **Certified Peer Support Workers:** BHSD through the Office of Consumer Affairs has strongly promoted the employment of consumers within CSA's as agents for recovery anchored services. Over the past two years the OCA has provided trainings for 138 individuals to become certified as Certified Peer Support Workers. Of this number seventy-five percent are working in CSA agencies.

*BHSD through the Office of Consumer Affairs has strongly promoted the employment of consumers within CSA's as agents for recovery anchored services.*

The Collaborative completed its initial Strategic Plan in 2010 and is finalizing the FY11-FY14 Strategic Plan that continues the transformation of the system toward integrated systems of care that promote personnel recovery and resiliency.



## Child Support Enforcement Division

Despite budget cuts, imposed vacancy rates, and related freezes on hiring and spending, the Child Support Enforcement Division managed to improve performance in SFY10 with the aid of American Recovery and Reinvestment Act (ARRA) term employees. Although ARRA term positions have not been assigned caseloads, they are providing assistance so that caseworkers can address increasing caseloads.

**Collections.** The CSED collected a record \$115.4 million in child support in SFY10, which was \$10.4 million more than the state performance target goal of \$105.0 million and represents a nearly 3.8% increase over SFY09. \$13.3 million was collected in IRS intercepts, which was \$2.7 million more than in SFY09. Collections from unemployment insurance totaled \$8.3 million, an increase of 2.14% over SFY09.

**Paternity Establishment Percentage (PEP) Increase.** The CSED increased its PEP by 20.28% over FFY09. The increase is attributed to NM's changing the way PEP data is reported to the federal government, which now includes emancipated dependents on active cases. NM will now rank nationally in the middle of all states for this measure, rather

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*The CSED began performing a comprehensive review and update of the NM Administrative Code (NMAC).*

than at the bottom. This will mean additional federal incentive funds for CSED. The FFY10 PEP was 93.13%. (In FFY11, CSED will begin including all dependents that are born out of wedlock with paternity established on cases closing, which is expected to further increase NM's PEP.)

**Reorganization of the Albuquerque CSED Offices.** On May 3, 2010, CSED reorganized both Albuquerque offices to specialize in establishment (ABQ North) and enforcement (ABQ South) cases. Dedicating offices to establishment and enforcement will enable each office to assess cases more quickly and provide more comprehensive and timely service to our customers.

**Comprehensive Update to NM Child Support Regulations.** The CSED began performing a comprehensive review and update of the NM Administrative Code (NMAC) as it relates to the child support program. This is the first comprehensive update in almost 10 years. The updates included recent changes in federal and state laws and implementation of best practices to increase program efficiency.

**2010 Western Interstate Child Support Enforcement Conference (WICSEC) Held in NM.** After four years of planning, NM CSED hosted WICSEC in Santa Fe on November 7- 10. The Annual Training

Conference was attended by 422 child support professionals from across the county.

**Tribal Collaboration.** In 2010, the CSED continued to work with the Mescalero Apache Tribe and the Pueblo of Zuni CSE programs to establish a respective Governmental Services Agreement (GSA) regarding case management. The GSA will provide each tribe with jurisdiction over their respective cases with payments collected by the state sent directly back to the tribes. CSED also provided technical and logistic support to the Mescalero Apache Tribe during the 2010 National Tribal Child Support Association conference, which they hosted.

**Data Reliability Audit.** CSED successfully passed OCSE’s FFY09 Data Reliability Review (DRR), which was conducted after NM passed Data Reliability Audits in FFY04-09 for all five (5) performance measures. As a result, NM will continue to receive federal incentive funding.

*CSED continued to work with the Mescalero Apache Tribe and the Pueblo of Zuni CSE programs to establish a respective Governmental Services Agreement (GSA)*





## Putting Healthy Food Within Reach

*Even with these  
challenging times ISD has  
received awards and  
grants to help better  
serve the community.*

### Income Support Division

The Income Support Division continues to provide much needed services to more New Mexicans than ever before.

In October 2010, nearly 168,000 families were receiving SNAP and over 24,000 families were receiving some type of Cash Assistance (TANF, GA or Education Works.) The total number of persons served, including Medicaid cases, is over 760,000, or over 1 in 3 New Mexicans. The number of cases per actual caseworker is 993—the most it has ever been.

Even with these challenges, ISD has received some awards and grants to help better serve the community.

### **Awards and achievements:**

- Awarded Outstanding Achievement in Direct Certification by USDA, FNS, August 2010
- Awarded Outstanding Achievement in SNAP Ed by USDA, FNS, August 2010

- The New Mexico Human Services Department's San Juan County Income Support Division (ISD) office has been awarded the USDA 2010 Supplemental Nutrition Assistance Program (SNAP) Bronze Hunger Champion Award for its outreach activities that resulted in more eligible families participating in SNAP.
- New Mexico ranked seventh in the nation in SNAP application processing timeliness.

## Grants:

- The New Mexico Combined Application Project (NMCAP) was approved in June 2009 for a five year period. NMCAP for SNAP benefit assistance is authorized by a state demonstration project via a joint partnership with the Food and Nutrition Services (FNS) and social security administration (SSA). NMCAP increases the ability to purchase food and meet dietary needs for elderly and disabled populations receiving supplemental security information (SSI). New Mexico is the first Modified CAP (verify SSI with SSA interface) state to offer a program for clients age 22 and older.
- ISD has been awarded a three year grant in the amount of \$1,007,574.00 to increase SNAP Participation among Medicare's Extra Help population. HSD hopes to simplify the application process in order to increase SNAP participation within the population receiving assistance through one of Medicaid's Medicare Savings Programs (MSP). MSP includes the Qualified Medicare Beneficiaries (QMB), Specified Low-Income Medicare Beneficiaries (SLIMB), and Qualified Individuals 1 (QI1) programs. The goal of this project is to increase SNAP participation of eligible and disabled households within the pilot region by an additional five percent by FFY 2013.

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## Program Updates to Increase Participation and Access

- Increased federal poverty level for SNAP to 165%, allowing more families to receive SNAP.
- Eliminated the Asset test for SNAP Eligibility for most households.
- Simplified the income conversion calculation
- Modified the SNAP Employment and Training Program to be a voluntary program
- Issued the new Simplified Program Application.
- Created a Medicare Savings Programs (MSP) renewal unit to implement a simplified renewal process.
- Began the update, translation and implementation of all system issued notices to reflect the current New Mexico Administrative Code (NMAC) notices and reason codes into Spanish.

ISD's Work and Family Support Bureau (WFSB) administers the Community Services Block Grant (CSBG) program. CSBG is a block grant from US Department of Health and Human Services. Funding is provided to Community Action Agencies (CAAs) to combat the central causes of poverty in their local communities.

Between July 2009 and September 2010, six NM CAAs received a total of \$5,638,141 in CSBG American Recovery and Reinvestment Act (ARRA) funds. WFSB worked closely with each CAA to develop programs to reduce poverty and create economic growth, and to identify specific, measurable outcomes.

Here are examples of the results of those CSBG ARRA funded programs:

- 554 unemployed individuals obtained a job.
- 602 individuals completed course work or received certifications required for specific jobs.
- 1,618 individuals received ongoing food assistance.
- 529 individuals obtained safe and affordable housing.
- 400 individual obtained access to reliable transportation, or obtained a driver's license.
- 413 jobs were created or saved from elimination.
- 236 child care or child development placements were created or saved from elimination.



- 1,609 senior citizens received services enabling them to maintain independent living.
- 8,731 individual received one or more of the following emergency services: food, fuel/utility payments, rent/mortgage assistance.
- 118 children participated in preschool activities to develop school readiness skills.
- 33,078 food boxes (1,160,370 pounds of food) were distributed.

# New MexiKids



## Medical Assistance Division

The Medical Assistance Division (MAD) has been extremely busy this past year and is proud to report the following activities and accomplishments:

Due to the continued weaknesses in the economy and the job market, MAD has seen a significant increase in the number of applicants and enrollees in the Medicaid program. Enrollment increased to nearly 500,000 members during the 2010 calendar year which is over five percent greater than the beginning of the year. In addition, the Client Services Bureau used federal Children's Health Insurance Program Act (CHIPRA) funding to install 12 kiosks in rural and Native American locations where individuals can apply for Medicaid without having to go to an Income Support Division office. The *Insure New Mexico!* Bureau continues to oversee the *Insure New Mexico!* program that provides low cost health insurance to low income individuals through a partnership with employers; while enrollment has decreased some lately, at one point during the year, over 50,000 New Mexicans were covered by the program.

*The Medical Assistance Division has seen a significant increase in the number of applicants and enrollees in the Medicaid program.*

The Benefits Bureau has been extremely busy as well. It applied for and received \$579,800 of stimulus funds for planning for the implementation of New Mexico's Health Information Technology Plan for Medicaid. A key component of the plan is the adoption of Electronic Medical Records (EMR) and Health Information Exchange (HIE). Beginning in 2011, MAD will be able to distribute stimulus funds to New Mexico physicians and other providers who serve a significant number of Medicaid clients and use EMRs to improve the coordination and quality of care for their patients.

Additionally, the Benefits Bureau, in concert with the Contract Administration Bureau (CAB), implemented a new Outpatient Prospective Payment System (OPPS) for hospitals contracting with the Medicaid program. OPPS, which is the system used by CMS to reimburse hospitals under the Medicare program for the elderly, is predicted to both save the Medicaid program money as well as incentivize hospitals to be more efficient in coordinating care for patients across the hospital outpatient environment.

The Quality Assurance Bureau also contributed to Medicaid program savings through its audits and other activities, it identified approximately five million dollars in overpayments and other recoupable funds that had been paid out to providers due to incorrect billing practices on the part of the providers.

*The Insure New Mexico! Bureau continues to oversee the Insure New Mexico! program that provides low cost health insurance to low income individuals through a partnership with employers; while enrollment has decreased some lately, at one point during the year, over 50,000 New Mexicans were covered by the program.*





## Office of the Inspector General

The HSD Office of the Inspector General (OIG) Investigations Bureau (IB) completed 370 investigations. From those investigations, \$1,521,634 was identified for administrative claims and \$404,221 was identified as cost avoidance. The bureau met required Legislative Finance Committee (LFC) and USDA timeliness requirements for public assistance fraud investigations.

The Fair Hearings Bureau (FHB) continued their commitment to handle an ever increasing administrative hearing caseload in a professional and timely manner. Training of the administrative staff resulted in enhanced performance for processing of hearing requests and responding to client questions. The acting bureau chief designed an upgrade to the case tracking system resulting in an improved capacity to track the status of hearings and ensure deadlines are met.

*The Fair Hearings Bureau (FHB) continued their commitment to handle an ever increasing administrative hearing caseload in a professional and timely manner.*

The Internal Audit Bureau (IAB) conducted compliance reviews, internal audits, and special projects to prepare HSD divisions for federal external reviews and audits and to assist the HSD management in areas of immediate need such as the CSED born out of wedlock information, federal tax information safeguards, ARRA controls, ARRA sub-recipient monitoring, community service block grant contracts, Medicaid client medical travel, sub-recipient monitoring consultation, time reporting code payroll, LIHEAP client, vendor, and benefit validity, prior year invoice, Access to Recovery, CSED missing money, contracts review of Catholic Charities, Special Procurement Contract, SSIR State Dated Warrants, Tax Intercept, Office of General Counsel and more than 10 computer enumerations and reports. Additionally, IAB participated in assigned committees and assisted the OIG Investigations Bureau with financial reviews, data analysis, EBT reports and other technical assistance related to public assistance investigations.

*The Restitution Services Bureau continued to implement the Public Assistance Reporting Information System (PARIS) and the statewide implementation of the Interstate Match.*

The Restitution Services Bureau continued to implement the Public Assistance Reporting Information System (PARIS) and the statewide implementation of the Interstate Match. This resulted in cost avoidance and savings for the department of \$ 2,126,649.92 to date. The bureau also continued to administer Interim Assistance Reimbursement (IAR) collections resulting in the recovery of \$ 2,855,851 for SFY 2010. Those collections were up from prior year SFY2009 when the amount was \$2,533,185.





*HSD is developing a Request for Proposal (RFP) to replace the current eligibility system which provides eligibility determination for Medicaid, TANF, SNAP and state cash assistance for nearly 800,000 New Mexicans.*

## Information Technology Division

It was a very busy 2010 for the HSD Information Technology Division, as it implemented several projects with the focus on the replacing the 25+ year old Integrated Service Delivery System (ISD2) at the top of its “to do” list. Below is a summary of those projects.

- ISD2R Project Management Office (PMO) RFP - HSD issued an RFP for professional services for a PMO. HSD selected Dewpoint, a MI corporation, who has extensive experience in implementing large scale eligibility systems such as ISD2. The PMO will provide HSD with continuity of leadership and project management for the project to ensure a successful implementation that is on time and on budget.
- ISD2R RFP - HSD is developing a Request for Proposal (RFP) to replace the current eligibility system which provides eligibility determination for Medicaid, TANF, SNAP and state cash assistance for nearly 800,000 New Mexicans. The anticipated completion date for the RFP is scheduled for mid to late December 2010.
- Behavioral Health Data Warehouse (BHDW) Phase I - Phase I of the BHDW created the infrastructure to support the project and included the collection of four years of data from the outgoing Statewide Entity (SE), ValueOptions New Mexico. Phase I was completed in January 2010.

- CR702 is a Child Support related project that put into place a state and federally mandated process that provides the mechanism to “pass-through” \$100 to the custodial parent who is also a current client of the ISD receiving TANF. This work was completed on September 1, 2010.
- Client Tracking System (CTS) was created for the Income Support Division (ISD) field offices to track client movement through the system, and is designed so that any case worker across the state can access and assist any client. It provides the necessary software to implement the ISD process model and is being evaluated by other states considering the New Mexico model. Approximately 90% of the state is using CTS which is now in 35 offices/units.
- FIXED Asset Management System (FAMS) – In August 2010, the Joint Accounting System (JAS) was replaced by the FAMS. The FAMS allowed HSD to retire a mainframe application that no longer met the business needs while saving the Department the annual JAS maintenance fees. GSD is also interested in the FAMS for their Department’s fixed assets requirements.
- ITD has virtualized 70% of its servers reducing server refresh costs by more than 70%.

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*With offices located statewide and over 1,900 employees, ASD provides centralized support services.*

### **Administrative Services Division**

Support services and financial control and reporting activities for a \$4 billion plus department are provided by the Administrative Services Division (ASD). With offices located statewide and over 1,900 employees, ASD provides centralized support services including property management, loss control and disaster preparedness for the agency, and financial processing/management and federal reporting to each agency program to ensure accountability and compliance with state and federal mandates. FY 2010 was marked by significant cost containment activities and process improvements including:

- An unqualified opinion on the FY 2009 audit with no material weaknesses.
- Reduced FY 2010 budget by \$31.9 Million, \$29.3 Million in GF and \$2.6 million in Tobacco Settlement Revenue. The one percent reduction to Medicaid was partially offset by replacement of GF with: \$12 Million in American Recovery and Reinvestment Act (ARRA) funds, \$4.5 Million in reauthorized GF for Medicaid and \$4 Million in Tobacco Settlement Funds. Reduction strategies in FY 10 included: furloughs implemented statewide (five days); Medicaid cost containment – renegotiated MCO contracts, implemented rate reductions and SCI waiting list.

- Decreased booked uncollectible accounts receivable in the Child Support Enforcement Fund by over \$1 Million.
- Improved Year-end cash balances by 123%; from negative cash position of \$122 Million 6/30/2009 to a positive cash position of \$28.7 Million 6/30/2010 due to improved timeliness of federal reimbursement (62.1% timely in FY 2009 and 94.5% FY 2010.)
- Continued improvement in invoice processing from an average of 78% paid within 30 days of receipt in FY 2008 to 93% in FY 2009 and 97% in FY 2010.
- Implemented standards for sub-recipient monitoring and provided training to program managers.
- Improved billing collections (83.72% of invoices paid in FY 2009 compared to 89.59% in FY 2010) by 7%.

*FY 2010 was marked by significant cost containment activities and process improvements.*



## 2010 Balance Sheet—DRAFT

STATE OF NEW MEXICO  
HUMAN SERVICES DEPARTMENT  
GOVERNMENTAL FUNDS BALANCE SHEET  
June 30, 2010

	General (052)	ARRA (890)	Processing Appropriations (901)	Income Support L Warrants (974)	Income Support N Warrants (975)	Medical Assistance (976)	Total Governmental Funds
<b>ASSETS</b>							
Cash	\$ 500	\$ 2,453,065	\$ 3,703,085	\$ 75,558	\$ 4,389,967	\$ 24,316,632	\$ 34,938,808
Receivables							
Accounts Receivables - net	\$ 465,994	\$ -	\$ -	\$ -	\$ 9,779	\$ 19,985,711	\$ 20,461,484
Due From Other Funds	\$ 1,099,211	\$ 187	\$ 791	\$ 32,567	\$ 535,310	\$ 4,904,405	\$ 6,572,471
Due From Other State Agencies	\$ 699,052	\$ -	\$ -	\$ -	\$ -	\$ 14,222,030	\$ 14,921,082
Due From Federal Government	\$ 48,057,999	\$ 21,455,111	\$ 374,105	\$ 364,216	\$ 5,144,488	\$ 176,612,660	\$ 252,008,578
Net Receivables	\$ 50,322,256	\$ 21,455,298	\$ 374,895	\$ 396,783	\$ 5,689,576	\$ 215,724,806	\$ 293,963,614
Supplies and Commodities Inventory	\$ 187,063						\$ 187,063
<b>Total Assets</b>	<b>\$ 50,509,819</b>	<b>\$ 23,908,363</b>	<b>\$ 4,077,980</b>	<b>\$ 472,341</b>	<b>\$ 10,079,543</b>	<b>\$ 240,041,438</b>	<b>\$ 329,089,484</b>
<b>LIABILITIES AND FUND BALANCES</b>							
Accounts Payable and Accrued Expenses	\$ 15,079,585	\$ 212,033	\$ 52,397	\$ 160	\$ 4,838,652	\$ 1,668,347	\$ 21,851,173
Healthcare Services Payable		\$ 19,732,728				\$ 191,191,549	
Cash Advance from STO	\$ 3,730,274	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,730,274
Due To Other Funds	\$ 2,523,126	\$ 3,963,602	\$ 92	\$ 218,379	\$ 40,903	\$ 923,022	\$ 7,669,125
Due To Other State Agencies	\$ 24,450,090	\$ -	\$ -	\$ 253,802	\$ -	\$ 654,566	\$ 25,358,458
Due To State General Fund	\$ 3,837,383	\$ -	\$ 64,001	\$ -	\$ 3,947,075	\$ 25,026,555	\$ 32,875,015
Due To Federal Government	\$ 143,489	\$ -	\$ -	\$ -	\$ 92,039	\$ 68,179,157	\$ 68,414,684
Deferred Revenues	\$ 38,525	\$ -	\$ -	\$ -	\$ -	\$ 40,606,477	\$ 40,645,002
Other Liabilities	\$ 370,487		\$ 4,209	\$ -	\$ 21,912	\$ 199,326	\$ 595,934
<b>Total Liabilities</b>	<b>\$ 50,172,960</b>	<b>\$ 23,908,362</b>	<b>\$ 120,700</b>	<b>\$ 472,341</b>	<b>\$ 8,940,580</b>	<b>\$ 328,448,998</b>	<b>\$ 412,063,941</b>
Commitments and Contingencies							
Fund Balances (deficit)							
Reserved For Inventory	\$ 187,063	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 187,063
Reserved For Special Program	\$ 149,799		\$ 3,957,280		\$ 1,138,963	\$ -	\$ 5,246,041
Unreserved - undesignated (deficit)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (88,407,560)	\$ (88,407,560)
<b>Total Fund Balances (deficit)</b>	<b>\$ 336,861</b>		<b>\$ 3,957,280</b>		<b>\$ 1,138,963</b>	<b>\$ (88,407,560)</b>	<b>\$ (82,974,456)</b>
<b>Total Liabilities and Fund Balance (deficit)</b>	<b>\$ 50,509,821</b>	<b>\$ 23,908,362</b>	<b>\$ 4,077,980</b>	<b>\$ 472,341</b>	<b>\$ 10,079,542</b>	<b>\$ 240,041,438</b>	<b>\$ 329,089,485</b>

**DRAFT**



## **Mission**

To reduce the impact of poverty on people living in New Mexico and to assure low income and individuals with disabilities in New Mexico equal participation in the life of their communities.

## **Goals and Values**

Our goals reflect our commitment to providing the best service possible to our clients through three core values: Access, Quality and Accountability. Together, these values represent our fundamental goals, expectations and vision for the programs we administer.

## **Access**

The Department strives for access to support and services for New Mexicans to move toward self-sufficiency in life.

## **Quality**

The Department commits to quality by providing services in a respectful manner and services that produce results.

## **Accountability**

The Department engages in accountability to all of our customers (clients, employees, the public and taxpayers) through monitoring, careful explanations and correct decisions.