



STATE OF NEW MEXICO  
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## FOR IMMEDIATE RELEASE

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## **New Mexico Human Services Department publishes departmental Performance Scorecard**

*Using data to drive decision making*

SANTA FE – The New Mexico Human Services Department (HSD) announced Monday the online publication of its [Department Performance Scorecard](#) – designed to demonstrate transparency and show the public its priorities and performance as it strives to achieve its mission:

- To transform lives. Working with our partners, we design and deliver innovative, high quality health and human services that improve the security and promote independence for New Mexicans in their communities.

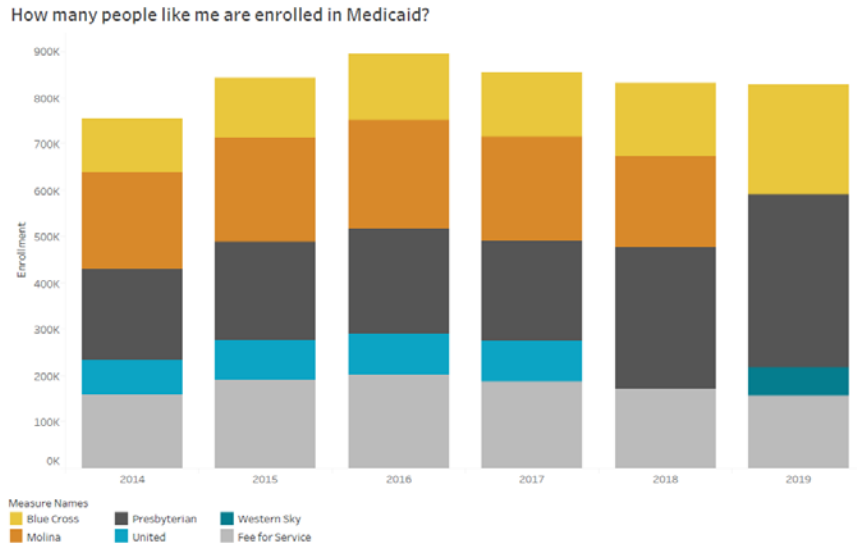
The department's \$7.5 billion budget state and federal combined for fiscal year 2021 serves more than 1 million New Mexicans through its various programs. Its budgetary and policy decisions have long-term effects on both state spending and its customers. As a result, HSD is deeply committed to incorporating the principles of evidence-based governance, using data to drive decision making that achieves optimal results aligned to strategic priorities.

“We are excited to be more transparent about our performance and answer questions with data about what the department is doing and how well we are doing it,” said New Mexico Human Services Sec. David R. Scrase, M.D. “Some of the metrics show opportunities for improvement, and we are hoping New Mexico will use this data to focus further discussion on how we can return even more value for every taxpayer dollar.”

The Scorecard is a strategic management performance tool used to identify and improve various internal business functions and their resulting outcomes, and provide feedback to key stakeholders, including HSD customers and the public. The Scorecard also is a vehicle whereby the public can hold the department accountable to its performance.

With a total of 31 measures, the Scorecard categorizes measures among the department's four goals outlined in the [HSD 2020 Strategic Plan](#).

- **HSD Goal 1:** Improve the value and range of services we provide to ensure that every qualified New Mexican receives timely and accurate benefits.
- **HSD Goal 2:** Create effective, transparent communication to enhance the public trust.
- **HSD Goal 3:** Successfully implement technology to give customers and staff the best and most convenient access to services and information.
- **HSD Goal 4:** Promote an environment of mutual respect, trust and open communication to grow and reach our professional goals.



How many people like me are enrolled in Medicaid?						
Description	Reports	Numerator	Denominator	Target	Data Source	Comments
Count of Medicaid enrollees by reporting period	Annual	Number of Medicaid customers by MCO and FFS	No denominator	N/a	MER-by Managed Care Organization-Fee-for-Service	

The Scorecard will be updated regularly and includes a feedback form for questions and suggestions for improvement.

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