



HSD DATA BOOK INTRODUCTION

SECTION 1A

The New Mexico Human Services Department (HSD) is pleased to present the State of New Mexico Data Book, a summary of social, economic, and health statistics of our state. The Data Book presents, in one reference document, a diversity of information and is designed to facilitate comparisons of national, state, and county-level data. The Data Book contains various sections, representing the types of information most frequently requested by a broad range of stakeholders. Section 1A includes the Table of Contents, Letter from the Secretary, HSD Mission Statement and Strategic Goals, and a guide to using this Data Book.

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Section 1 | **THANK YOU** FOR WORKING WITH US!

Dear Legislator, Customer, Colleague, Key Partner, or Friend.

This Data Book is the second edition published by the Human Services Department (HSD). Our department's mission is:

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

Although we are not physically present with members of our community due to the COVID-19 pandemic, we strive to find innovative ways to deliver our benefits and services to our customers and to connect with the communities we serve. Through a variety of programs described herein, we are deeply honored to serve more than half of all New Mexicans.

The 2021 Data Book is designed to provide you with national data that compares New Mexico to other states. Further, it also provides county-level information that is already used by HSD and can be used by you to identify our state's areas of greatest need and to develop policy solutions that address these needs. This year, in line with our broader vision of interagency collaboration, we have included data not only from HSD but also from sister health agencies, such as the Aging and Long-Term Services Department (ALTSD) and the Children, Youth and Families Department (CYFD). The 2021 Data Book is intended to help you easily identify "hot spots" needs in our state using data, which is important for evidence-based policy making. The Pew Foundation has published extensive data on evidence-based policy making, outlining five key components that each require evidence. In addition to the Data Book, HSD launched a Departmental Performance Scorecard, available publicly online as of October 2020, which supports the Department in all five areas outlined by Pew: program assessment, budget development, implementation oversight, outcome monitoring, and targeted evaluation. At HSD we place a very high priority on using data to identify key priorities, track our progress, and prove the effectiveness of the investments that the Legislature makes in our Department and its programs every year.

The 2021 Data Book and the new Departmental Performance Scorecard are part of HSD's broader strategy for business transformation and for being trusted fiduciaries of tax payer dollars, striving to leverage federal funding where appropriate to transform lives. The COVID-19 pandemic has provided HSD with an unexpected opportunity to dramatically modify our business model. Specifically, HSD has 1,665 employees, of which 90% were rapidly moved to working from home and office hours in over 40 offices were reduced by at least 75% to reduce potential transmission of COVID-19. This move resulted in significant increases in employee productivity and both customer and employee satisfaction. This is a model we want to sustain going forward, and while there may be some minimal return to an office-based environment, we plan to preserve the home-based call center model and work-at-home efficiencies we have captured.

We thank you for your confidence in HSD and hope that you will find the 2021 Data Book contains an abundance of information that can be used to drive evidence-based policy and legislation to positively transform the lives of New Mexicans.

Sincerely, and on behalf of all 1,619 Human Service Department employees,

David R. Scrase M.D.
Cabinet Secretary
New Mexico Human Services Department

OUR 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.

GOALS



Goal 1: We help **NEW MEXICANS**

Improve the value and range of services we provide to ensure that every qualified New Mexican receives timely and accurate benefits.



Goal 2: We communicate **EFFECTIVELY**

Create effective, transparent communication to enhance the public trust.



Goal 3: We make access **EASIER**

Successfully implement technology to give customers and staff the best and most convenient access to services and information.



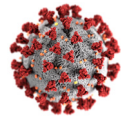
Goal 4: We support **EACH OTHER**

Promote an environment of mutual respect, trust and open communication to grow and reach our professional lives.

Guide to Using this | DATA BOOK

INFORMATION AT YOUR FINGERTIPS

The New Mexico Human Services Department (HSD) is pleased to present the State of New Mexico Data Book, a summary of social, economic, and health statistics of our state. The Data Book presents, in one reference document, a diversity of information and is designed to facilitate comparisons of national, tribal, state, and county-level data.



You will see this image of the COVID-19 virus near the colored rectangle (top/bottom left hand side) for data reflecting State activities in response to the COVID-19 pandemic.

The Data Book contains various sections, representing the types of information most frequently requested by a broad range of stakeholders:

AGENCY HIGHLIGHTS

This section highlights significant efforts of the Human Services Department (HSD), Aging and Long Term Services Department (ALTSD), and Children, Youth and Families Department (CYFD) from 2020 including efforts to support New Mexicans during the COVID-19 pandemic.

U.S. & NEW MEXICO DEMOGRAPHIC MAPS

This section provides information and statistics across a range of demographic, health, and socioeconomic indicators. U.S. maps are broken out by state, and New Mexico maps are presented at the county-level. A text box on the bottom right of each table provides information important for correct interpretation of the table. In many tables, details will not add exactly to the totals and subtotals shown because of rounding.

HEALTH & HUMAN SERVICES PROGRAM MAPS

New Mexico's health and human services (HHS) agencies serve more than half of New Mexicans. Program Enrollment data illustrate the number of people served by major HHS agencies (HSD, CYFD, and ALTSD) as well as the total program expenditures by county.

FISCAL YEAR 2022 BUDGET REQUEST FACTSHEETS

Each fact sheet highlights one of 11 significant budget requests in a clear and concise format by summarizing the request, proposed funding, and benefits to New Mexico. The Fiscal Year (FY) 2022 HSD budget request is \$7.782 billion, with a 15.72 percent (\$1.225 billion) request from the state general fund. Nearly 85 percent of HSD's budget is funded by federal matching funds from a variety of programs. For every additional dollar of new general fund, HSD will earn ~\$2.52 in additional federal funds. Over the last several years, HSD has managed its programs with little to no new general fund appropriations. The fiscal year 2022 request reflects the administration's efforts to invest in these critical and important programs.

COUNTY FACTSHEETS

This section provides comparable information and statistics across a range of demographic and socioeconomic indicators, HHS program information, as well as information related to community resources.

DEPARTMENTAL PERFORMANCE SCORECARD

This section showcases the new, online and publicly accessible HSD Department Performance Scorecard organized by the HSD strategic goals. Included are graphs and descriptions of all 31 measures.

ACRONYMS AND ACKNOWLEDGEMENTS

This section defines acronyms used in the Data Book and acknowledges those who contributed to the book's creation.

DATA NOTE

Every effort is made to ensure the accuracy of the data presented in the Data Book. However, the Data Book relies on various sources for national and state reporting, with the most recent reporting year often varying. Nevertheless, HSD has used data from the most recent year available.