

New Mexico

CORRECTIONS DEPARTMENT



Annual Report
2009-2010



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This Publication was prepared by the

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Public Information Office

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VISION *Statement*

The New Mexico Corrections Department commits to public safety by operating a professional corrections system that provides programs for habilitation and rehabilitation whereby offenders have opportunities to return as productive members of society.

MISSION *Statement*

The New Mexico Corrections Department will provide a balanced system approach to corrections from incarceration to community-based supervision with training, education, programs and services that provide opportunities for offenders to transition to communities.

SECRETARY of Corrections



Joe R. Williams
Secretary of Corrections

Final Thoughts from Secretary Williams

I will begin by saying that it has been an honor to serve as your secretary of corrections for the past eight years. On December 31, 2010, I will retire after working for this department for close to 29 years. I started my career as a correctional officer at the “old main” in 1982, when the penitentiary was still a dangerous place to work – two years *after* the riot. A lot has changed in this department since 1982 and I’m proud to say I played a part in making the department what it is today-- a much safer place for everyone to work.

Since 2003, when I took over as secretary of corrections, I have been on a mission to make officer safety and emergency preparedness two of my top priorities. Correctional officers in this department are better off today than they were eight years ago. Today, every correctional officer now has a working radio, chemical spray, and a stab-proof vest. And, all of our employees have been trained on emergency preparedness and use-of-force. We also have standardized CERT teams at each prison and a specialized SORT team that can respond to any emergency, at any prison or Probation and Parole office, at any time.

Working conditions for our probation and parole officers have also improved over the years. The pay for probation and parole officers still isn’t what it should be, but our PPOs are a little better paid than they used to be and they’re receiving more specialized training to help them do their jobs more effectively.

And, doing our jobs at a high professional standard is what being accredited is all about. This department made history a few years ago when we earned the American Corrections Association’s Eagle Award. You earn the Eagle Award by having all areas of the department accredited. This could not have happened without your cooperation and dedication.

In fact, nothing that this administration set out to do could have been achieved without your support and hard work. Thank you for getting on board and working with me, the past eight years, to make this department the type of agency that you, the employees, and the citizens of New Mexico can be proud of.

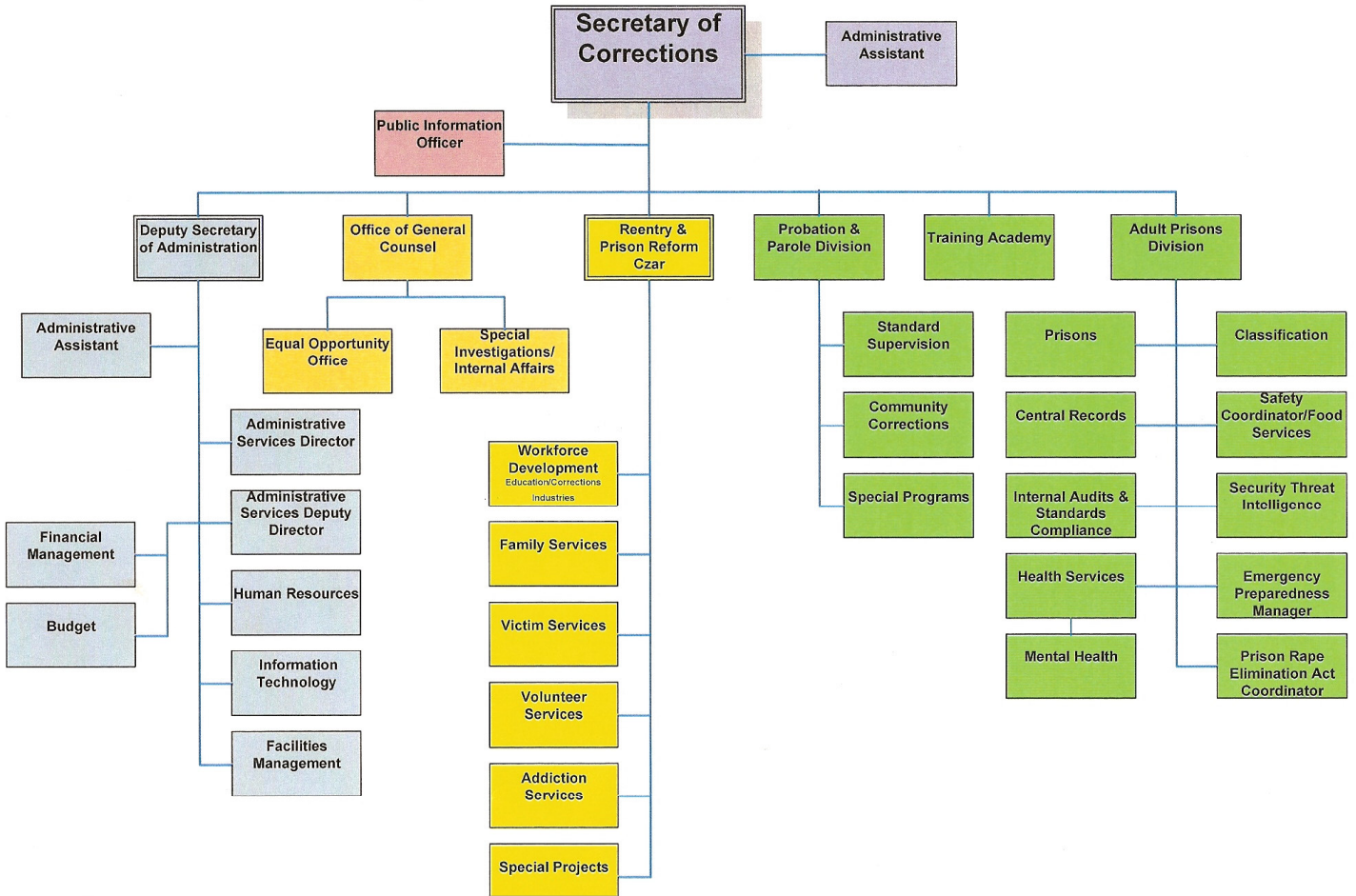
God bless you and your families. Have a safe holiday season and a prosperous new year.

Very truly yours,

A handwritten signature in black ink, appearing to read "Joe Williams", written in a cursive style.

Joe R. Williams
Secretary of Corrections

ORGANIZATIONAL Chart



KEY PERFORMANCE Measures

Key Performance Measures Fiscal Years 2004 through 2010 compared to Fiscal Year 2010 Targets

Performance Measures	FY04 July 1, 2003 - June 30, 2004	FY 05 July 1, 2004 - June 30, 2005	FY 06 July 1, 2005 - June 30, 2006	FY 07 July 1, 2006 - June 30, 2007	FY 08 July 1, 2007 - June 30, 2008	FY 09 July 1, 2008 - June 30, 2009	FY 10 July 1, 2009 - June 30, 2010	FY10 Target
Percent of inmates testing positive in monthly drug test	1.33%	2.19%	2.06%	1.61%	2.09%	2.20%	1.83%	<= 2%
Percent turnover of correctional officers	11.80%	10.80%	20.91%	13.86%	12.60%	10.01%	11.88%	<= 13%
Average standard caseload per probation and parole officer*	92	98	109	120	93	91	95	92 +/- (3)
Profit / loss margin of the Corrections Industries Division	-6.21%	2.09%	-8.60%	-4.29%	-12.66%	-7.67%	TBD	>= 0%
Number of inmate-on-inmate serious assaults	11	18	24	16	20	19	19	<= 23
Number of inmate-on-staff serious assaults	7	7	7	7	4	7	6	<= 6
12 - month recidivism rate	30.5%	26.5%	30%	32%	28.5%	29.46%	32.37%	<= 35%
24 - month recidivism rate	38.22%	42%	38%	42%	42%	39.34%	40.45%	<= 41%
36 - month recidivism rate	43.11%	45.81%	46.5%	43%	46%	46.34%	43.58%	<= 47%

*Note: In FY 08, the decrease is attributed to a change in how offenders were counted, from dual to distinct.

NMCD Divisions

Administrative Services Division

The **Administrative Services Division (ASD)** is comprised of three bureaus: the Budget Bureau, the Financial Management Bureau, and the Human Resources Bureau. ASD delivers guidance, information and expertise in the administrative support areas to ensure the New Mexico Corrections Department meets statutory, regulatory and internal administrative requirements. A priority of the division is to ensure professional service, excellence, accountability, and integrity in fiscal management and human resources. In fiscal year 2009-2010, ASD identified funding resources and worked closely with the department's facilities manager and business managers to complete critical-maintenance projects and purchase needed capital outlay items at the public prisons.

HUMAN RESOURCES BUREAU

The **Human Resources Bureau** coordinates personnel matters for approximately 2,500 department employees. Also, the bureau administers department-wide personnel projects, recruitment and payroll and benefits processing. The bureau provides direct personnel services to approximately 200 employees within the central administration, develops policies and procedures to support human resource actions, and provides oversight to the prison roster management coordinators and the collective bargaining agreement.

BUDGET BUREAU

The **Budget Bureau** coordinates and directs the preparation and submission of the annual appropriation request, and is responsible for the establishment and execution of the operating budget. Additionally, the bureau provides budgetary control and analysis for the department and is responsible for compiling, evaluating and reporting inmate statistical information and program performance measures. The bureau also assists the education, addiction services, and mental health bureaus in grant applications.

FINANCIAL MANAGEMENT BUREAU

The **Financial Management Bureau** ensures compliance with all Department of Finance and Administration rules and regulations, as well as those of other state and federal entities concerning expenditure and accountability of funds. The bureau keeps the official accounting records for the department and prepares the financial statements for the annual financial and compliance audit. The bureau is also responsible for federal grant monitoring and reporting, and the operation of the inmate trust accounting system.

Some of the projects the Administrative Services Division assisted with include:

- Repaired sidewalks throughout the Central Administration/ Training Academy Complex
- Installed new internet protocol based security camera system at the Central Administration/Training Academy Complex
- Installed new internet protocol based security camera system at Roswell Correctional Center
- Completion of medical modular unit at the Roswell Correctional Center
- Purchased data storage server to initiate migration of data storage to the Department of Information Technology pursuant to the Governor's mandate
- Repairs and upgrades to fire alarms and sprinkler systems at Western New Mexico Correctional Facility, Central New Mexico Correctional Facility and Roswell Correctional Center
- Began retrofitting two housing units to expand bed capacity at Springer Correctional Center
- Purchased kitchen, laundry and security capital outlay

HIGHLIGHTS

- Submitted annual financial and compliance audit by the Office of the State Auditor deadline—Report received an unqualified, or “clean,” opinion expressed by the Independent Public Account (IPA); maintained minimal non-material audit findings
- Processed 15,346 payment vouchers, 5,722 purchase documents, 20 professional service contracts and 34 inter-governmental agreements, joint powers agreements and memorandums of understanding
- Established a cost-effective purchasing price in natural gas expenses that saved the department more than \$69,000 in fiscal year 2009-2010
- Audited miscalculations of annual leave balances of employees
- Streamlined the organizational listing for all divisions resulting in a clearer vision of the staff's reporting structure
- Prepared and submitted the fiscal year 2010-2011 operating and fiscal year 2011-2012 request budgets to the State Budget Division and Legislative Finance Committee by the statutory deadlines
- Implemented the 4.0 percent budget cuts which amounted to \$11.4 million and 5 furlough days for all non-security staff which amounted to \$1.2 million for an overall budget cut of \$12.6 million
- Entered into talks with medical contract vendor to reduce inmate medical contract in excess of \$2.0 million.
- Entered into an agreement with the New Mexico Sentencing Commission to perform inmate population projection for the department
- Processed a \$20.0 million budget adjustment request to budget funds from an American Recovery and Reinvestment Act (ARRA) federal grant known as the State Fiscal Stabilization Fund – Government Services award to fund the New Mexico Corrections Department for government services in a swap for \$20.0 million in general fund to be reverted back to the state general fund
- Provided sufficient data to the Association of State

Correctional Administrators (ASCA) with respect to performance measurers to be in full compliance with ASCA requirements

Information Technology Division

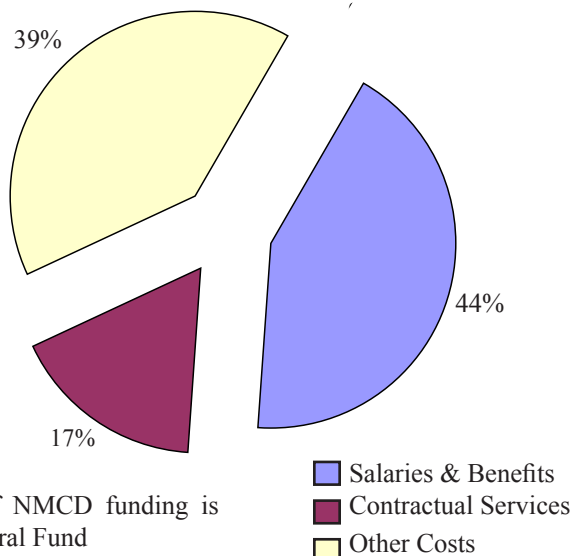
2009-2010 OPERATING BUDGET

Operating Budget			
July 1, 2009 - June 30, 2010			
(In thousands of dollars)			

Entity	Amount	% of Total Budget	Full-Time Employees
Administrative Services Division	\$ 5,200.7	2%	64
Information Technology Division	\$ 3,706.2	1%	32
Education Bureau	\$ 7,454.5	2%	109.5
Health Services Bureau	\$ 53,657.2	17%	83
Adult Prisons Division	\$ 80,776.0	26%	47
Training Academy Division	\$ 3,826.0	1%	23
Addiction Services Bureau	\$ 2,292.4	1%	35
Western New Mexico Correctional Facility	\$ 12,850.1	4%	197
Southern New Mexico Correctional Facility	\$ 21,132.3	7%	336
Penitentiary of New Mexico	\$ 30,123.1	10%	472
Central New Mexico Correctional Facility	\$ 32,046.0	10%	488
Roswell Correctional Center	\$ 5,442.7	2%	79
Springer Correctional Center	\$ 7,280.9	2%	116
Probation and Parole Division	\$ 32,081.6	10%	392
Community Corrections	\$ 4,378.4	1%	17
Corrections Industries Division	\$ 4,637.9	2%	42
TOTAL	\$ 306,886		2,532.5

* Figures based on initial operating budget before 4% cuts

OPERATING BUDGET BY CATEGORY



*92.7% of NMCD funding is from General Fund

The **Information Technology Division (ITD)** is responsible for implementing and supporting the technology applications and infrastructure for the New Mexico Corrections Department. ITD provides daily technical support for approximately 2,000 NMCD users, 300 private facility users, and over 400 users on a separate, secure inmate distant learning network. The primary application at NMCD is the Criminal Management Information System (CMIS), which tracks and assists staff with monitoring over 26,000 offenders, including probationers and parolees. ITD continues the project to move the CMIS application from its present day client-server technology to that of a web-based application. This project includes the functional enhancement of existing modules to the implementation of new modules. NMCD belongs to a consortium of states that share efforts to evolve the common Offender Management System used by member states.

The department's use of technology includes the tracking and storing of information, office automation, opening and securing prison doors, video surveillance, prison canteen purchasing, global positioning system monitoring, video conferencing for offender re-entry, inmate family visiting, statewide staff training, parole hearings, court hearings, and staff meetings.

HIGHLIGHTS

- Implemented a pilot for a commissary and warehouse solution for the Central New Mexico Correctional Facility
- Successfully completed two-year engagement with a vendor to migrate client-server code to Java. Successfully closed out the project with DOIT, the LFC and DFA. Independent Validation and Verification closed out the project with a rating of green
- Customized and enhanced five web-based CMIS modules with new functionality requested by business owners
- Began the process of implementing an electronic medical record system for the Health Bureau
- Completed a proof of Concept for an Electronic Content Management system to include installation, training, production scanning of policies and ACA standards documentation to create an online policy/ACA standards library for faster response to Legal/Courts on agency policy issues, scanned secondary documentation to allow auditors faster access to ensure agency compliance
- ACA Tracking Completion of Business Requirements and Technical Specifications to position NMCD to develop code to address business need to gather and store audit-related data and policy forms
- Built an interface with the Department of Public Safety to share NMCD Offender data.
- Successfully tested Data Replication on Informix Database to create off-site back-up for Disaster Recovery and Business Continuity of CMIS data
- Implementation of QMOE and MPLS to increase video conferences from two days to five days a week. Increased bandwidth in locations that required more
- Replaced end of life NAS/SAN. Located new device at DOIT datacenter in compliance with the Governor's consolidation

directive

- Purchased new VMware environment; setting up virtual servers in the DOIT datacenter to replace physical servers at NMCD to comply with consolidation directive
- Installed new Video Surveillance systems at Roswell Correctional Center and Central Office to replace old analog video with an IP solution which increased the amount of video storage and improved video quality for investigation purposes
- Built an interface for our roster management system (Intime) to Share which saves NMCD \$115K per year in staff labor costs

Office of General Counsel

The **Office of General Counsel** manages all legal affairs for the New Mexico Corrections Department. The Office provides legal advice on a wide variety of topics to NMCD administrators as well as to employees in the field. It also provides legal representation to NMCD or its employees in several types of cases, including employment and labor law, civil rights, tort claims, and miscellaneous civil and criminal matters.

Attorneys in the Office of General Counsel provide training to correctional officer cadets on a regular basis and specialized training to other employees on an as-needed basis, as well as reviews and approves professional services agreements and is involved in negotiating many of the most important NMCD contracts. Additional responsibilities include reviewing and approving NMCD policies and procedures, assisting in providing responses to requests made pursuant to the Inspection of Public Records Act, and supervising NMCD's Special Investigations/Internal Affairs unit and its Equal Employment Opportunity officer.

HIGHLIGHTS

- Prevailed in a court action filed by this Office to prevent a high profile inmate from continuing his hunger strike, and to prevent the inmate from jeopardizing prison safety and security by having his family bring in his own meals
- Prevailed in a Court of Appeals appeal filed by this Office to prevent a state court judge from calculating back pay and benefits in a State Personnel Board employee disciplinary case, and affirming that the State Personnel Board is the proper entity to determine back pay and benefits in those cases
- Represented NMCD in 7 disciplinary arbitrations
- Represented NMCD in 3 collective bargaining act arbitrations, and 1 prohibited practices complaint
- Successfully defended several cases throughout the state involving convicted sex offenders' attempts to have their probation supervision levels lowered
- Represented NMCD in 26 State Personnel Board appeals of employee disciplinary actions
- Defended NMCD in 17 inmate pro se civil lawsuits
- Represented NMCD's interests on the New Mexico Sentencing Commission's legislative committee and Sentencing Reform committee
- Represented NMCD's interests on the Sex Offender Management Board
- Represented NMCD's interests in numerous legislative committee hearings

Training Academy Division

The **Training Academy Division** is responsible for the recruitment, screening, selection and training of all correctional officers for the public prison facilities in the New Mexico Corrections Department. The Training Academy is also available to privately-operated facilities; staff is equipped to conduct satellite academy classes away from Santa Fe, wherever and whenever the training is needed. The Training Academy utilizes effective recruitment strategies to promote a positive image and to recruit highly qualified individuals for the position of correctional officer. The Training Academy is also responsible for providing current, thorough and standardized training for all Corrections Department personnel to include wardens, classification officers, administrators, and support staff. The academy accomplishes this by continually updating policies and procedures, training plans, prison materials and entrance requirements to keep current with changing trends.

HIGHLIGHTS

- Graduated 170 correctional officers
- Graduated 152 international instructor/correctional officers from Mexico, Belize, Guatemala, and Honduras
- Assisted in the operations of the first ever corrections training academy in Mexico
- Utilized academy instructors at satellite academies
- Introduced the first K-9 cell phone detection program in state of New Mexico
- Continued to support the government's of Mexico, Honduras, Belize, and Guatemala in efforts to improve their penitentiary systems



Belize, NMCD, and Mexico honor guard stand together during a Training Academy graduation

Corrections Industries Division

The **Corrections Industries Division**, an agency within the New Mexico Corrections Department, was established by an act of the New Mexico Legislature in 1978. As a business, Corrections Industries is committed to maintain and expand inmate work training programs which develop marketable skills, instill and promote positive work ethics, minimize inmate idleness and reduce the tax burden of the Corrections Department.

Corrections Industries is a unique blend of business and government, using private industry tools and techniques to provide a public service. The Division is financed through a revolving fund, from which all operating expenses are paid. Operations within the correctional facilities are supported by sales from state agencies, schools, county and local governments, and not-for-profit organizations. Hundreds of inmates gain work experience and training as they produce high quality, competitively priced products. The Division employs 22 staff and supervisory personnel to manage an average of 200 inmates in 11 programs at seven different facilities around the state.

The Corrections Industries Division is governed by an oversight commission with advisory authority. The Commission's seven volunteer members are appointed by the governor with the advice and consent of the New Mexico Senate for staggered terms of four years or less; the governor designates one member as the chair.

HIGHLIGHTS

- Designed and built custom furniture for several state agencies
- Working with Taxation and Revenue to explore the return of license plate production to New Mexico
- Consolidated both furniture shops and relocated all of the furniture program to the Central New Mexico Correctional Facility

2009-2010 COMMISSION MEMBERS:

-CHAIR-
George Marquez
Blewater

Nick Brown
Clayton

John Serrano
Santa Rosa

Michele Marshall
Las Cruces

Jay Armijo
Williamsburg

Mark T. Sanchez
Hobbs

CORRECTIONS INDUSTRIES 2009-2010 FINANCIAL STATEMENT							
	Central New Mexico Correctional Facility	Southern New Mexico Correctional Facility	NM Women's Correctional Facility	Lea County Correctional Facility	Penitentiary of New Mexico	Guadalupe County Correctional Facility	Central New Mexico Correctional Facility
	Furniture	Furniture	Telemarketing/ Textiles/Micro	Textiles	Data Entry	Print Shop	Farm Operations
Revenue from Goods & Services	\$424,756	\$48,130	\$376,101	\$989,546	\$110,000	\$143,740	\$171,880
Cost of Raw Materials	\$233,981	\$138,393	\$42,463	\$500,932	\$0	\$72,934	\$28,964
Direct Labor Inmate Pay	\$38,998	\$11,887	\$29,085	\$100,083	\$16,279	\$10,473	\$32,020
Manufacturing Overhead	\$251,211	\$138,748	\$194,568	\$146,131	\$53,760	\$94,183	\$94,870
Gross Profit (Loss)	(\$82,797)	(\$494,793)	\$76,757	\$284,197	\$27,423	(\$31,430)	\$16,026
Allocated Overhead	(\$100,728)	(\$25,606)	(\$59,958)	(\$252,247)	(\$30,930)	(\$28,918)	(\$73,225)
Net Income (Loss)	(\$183,526)	(\$520,399)	\$16,798	\$31,950	(\$3,507)	(\$60,348)	(\$57,199)
	Western New Mexico Correctional Facility	Western New Mexico Correctional Facility	Sales and Marketing	Distribution	Central Office Administration	Total	
	Plastics/Cleaning Products	Textile Operations					
Revenue from Goods & Services	\$375,008	\$244,661	\$0	\$736,151	\$0	\$3,619,973	
Cost of Raw Materials	\$187,178	\$152,199	\$0	\$460,817	\$34	\$1,817,895	
Direct Labor Inmate Pay	\$7,811	\$0	\$0	\$4,977	\$340	\$251,953	
Manufacturing Overhead	\$76,845	\$152,335	\$216,926	\$224,759	\$489,216	\$1,980,978	
Gross Profit (Loss)	\$85,411	\$97,253	(\$217,861)	\$45,597	(\$491,898)	(\$686,115)	
Allocated Overhead	(\$38,371)	(\$20,444)	217,861	(\$55,054)	\$491,898	\$24,276	
Net Income (Loss)	\$47,040	\$76,809	\$0	(\$9,457)	\$0	(\$661,839)	

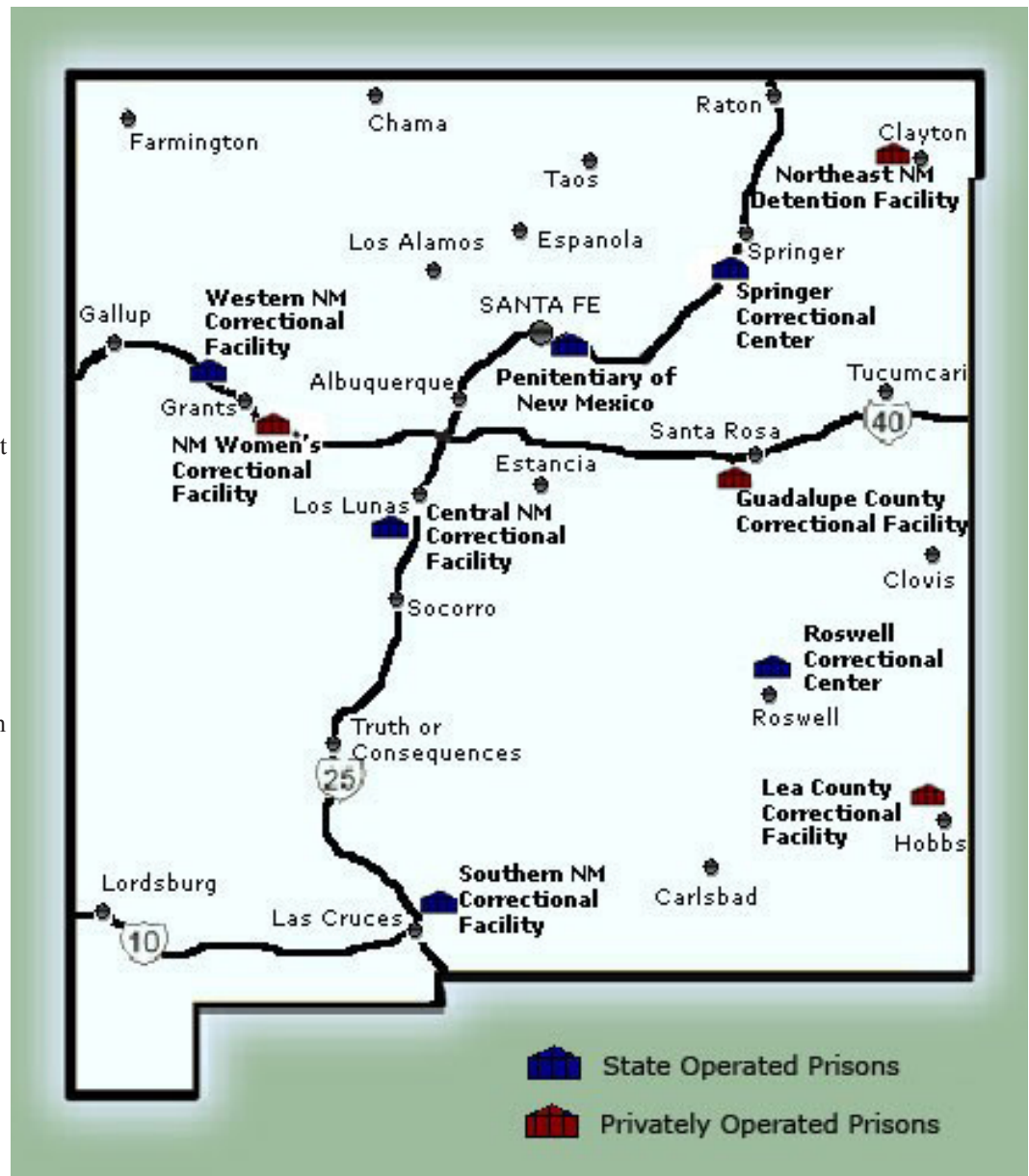
Adult Prisons Division

The **Adult Prisons Division** provides administrative oversight to six state-operated and four privately-operated prisons. Adult Prisons oversees prison security systems, emergency preparedness, the Records Bureau, the Classification Bureau, the Security Threat Intelligence Unit, as well as the Health Services Bureau, which includes the Mental Health Services and Addiction Services programs.

During 2009-2010, the department's inmate population experienced a .05 percent increase in the average daily offender population. In 2008-2009, the average daily offender population was 6350 total inmates, and in fiscal year 2009-2010, the average daily offender population increased to 6657. This represents a .05 percent increase for female offenders, from 568 to 594, and a .05 percent increase for the male offenders, from 5782 to 6063. This stands in stark contrasts to reductions in budget allocations resulting from shrinking state revenues.

The inmate population continues to remain below our capacity, and prisons continued to be calmer and safer for the staff and offenders. Nonetheless, the department continued its commitment to emergency preparedness by maintaining the emergency response team, specifically trained to respond to severe emergencies. The Special Operations Response Team (SORT) is comprised of correctional officers from all state-operated prisons, but the team responds to emergency situations at both state and privately-operated prisons. During 2009-2010 fiscal year, the Springer Correctional Center was reaccredited by the American Correctional Association. Accreditation ensures that the Corrections Department maintains the highest level of professionalism in the industry, while safeguarding the safety, health, and legal rights of offenders.

Budget constraints continued to remain an obstacle to offender reentry and reform efforts for the Department during fiscal year 2009-2010. Renewed emphasis on prisoner reentry efforts shifted toward more modest goals. The Adult Prisons Division continues offender assessments using the Correctional Offender Management Profile for Alternative Sanctions (COMPAS) assessment tool and has refined the department's Offender Management Program (OMP), a data management system. With these assessment tools, NMCD can better assess the offender population's substance abuse treatment needs, as well as his education, vocational, mental health, and security needs, providing direction for department efforts in developing cost efficient programs to assist offenders for their return to the community with the skills that will keep them from returning to prison.



CENTRAL NEW MEXICO CORRECTIONAL FACILITY

The **Central New Mexico Correctional Facility**, located in Los Lunas, is the largest prison in the state, housing offenders of every custody level, as well as serving as the intake point for every male offender entering the prison system. There are three units at CNMCF. They include the Mental Health Treatment Unit, the Long Term Care Unit-for offenders with chronic health needs, a recently expanded Geriatric Unit, as well as the high security Alternative Placement area. The Level II Unit houses low-risk inmates with medical or mental health restrictions and has a medical clinic to provide 24-hour medical care. The Level I Unit houses low-risk inmates that qualify for participation in off-site work programs that facilitate offender re-entry into the community.

Opened:	1939
Levels	I, II, III, IV, V, VI (Males)
Capacity	1,287
Average Daily Population	1,163
ACA Accredited:	2009

HIGHLIGHTS

- Scored 99.3 on the American Correctional Association re-accreditation audit
- Integrated water and wastewater treatment systems to Los Lunas municipal services
- Implemented new initiatives for family involvement in inmate re-entry committees
- Implemented a Project ECHO (Extended Community Health Outcomes) training program funded by the Department of Health to increase inmate awareness of infectious diseases
- Expanded housing for the growing geriatric population

LEA COUNTY CORRECTIONAL FACILITY

The **Lea County Correctional Facility** is a privately-operated prison managed by the GEO Group, Inc. LCCF is a Level III medium-security prison located in Hobbs. In operation for 12 years, LCCF's mission is to provide correctional security consistent with sound correctional practice, providing programs that contribute to the re-entry of offenders into the community. There are approximately 60 inmates employed in the Corrections Industries programs, and LCCF has initiated a new vocational program to complement existing education programs and the Therapeutic Community. LCCF has successfully achieved re-accreditation by the National Commission on Correctional Health Care and the American Correctional Association.

Opened:	1998
Levels	III (Males)
Capacity	1264
Average Daily Population	1122
ACA Accredited:	2009

HIGHLIGHTS

- Increased the number of electronic surveillance cameras for improved security
- Initiated the first MP3 system for offenders in the state
- Graduated 20 offenders from the Barber Training Program, all of them passing state licensing boards
- Graduated 56 offenders from the Therapeutic Community program
- Raised \$2,818.00 for the Relay for Life

GUADALUPE CORRECTIONAL FACILITY

The **Guadalupe County Correctional Facility** is owned and operated by the GEO Group Inc. GCCF is a Level III medium-security prison, in Santa Rosa. The mission of the Guadalupe County Correctional Facility is to provide for public safety, as well as the safety of its employees and inmates, through a continuum of security, programming and re-entry services. GCCF continues to expand its vocational and academic programs, and provides offenders an accredited cosmetology class through the Luna County Community College.

Opened:	1999
Levels	III (Males)
Capacity	601
Average Daily Population	533
ACA Accredited:	2010

HIGHLIGHTS

- Graduated eight inmates with associate degrees
- Received a 100 percent score on the American Correctional Association re-accreditation audit
- Initiated seven Youth Awareness Programs, with an attendance of 71 students and 47 chaperones
- Inmate groups raised \$2,356 for charities and local scholarships
- Awarded forty \$300 college scholarships to high school seniors

WESTERN NEW MEXICO CORRECTIONAL FACILITY

The **Western New Mexico Correctional Facility** is a multi-custody level facility located in Grants. WNMCF houses a high-risk prison gang population that requires an increased level of supervision, and intensive Security Threat Intelligence Unit monitoring. WNMCF also provides a continuum of vocational training services, self-improvement programs, and educational opportunities that promote offender re-entry into the community. WNMCF is committed to providing for public safety by operating a safe, secure, and accredited correctional facility for offenders committed to the New Mexico Corrections Department.

Opened:	1984
Levels	II, III, & IV (Males)
Capacity	440
Average Daily Population	407
ACA Accredited:	2008

HIGHLIGHTS

- Celebrated the 25th anniversary of WNMCF
- Coordinated with the District Attorney’s Office to prosecute criminal acts by offenders in prison
- Graduated four offenders with GED diplomas and 22 offenders for completion of Moral Reconciliation, Inside Out Dads, Charting a New Course, Computer Classes, and Civics
- Graduated one offender with an Associate of Arts degree
- Completed the upgrade to the fire suppression system and fire alarm panels in all offender housing units, control panels, and administrative buildings

SOUTHERN NEW MEXICO CORRECTIONAL FACILITY

The **Southern New Mexico Correctional Facility** complex is located west of Las Cruces. The Main facility houses up to 480 moderate to high risk offenders classified Level III, Level IV and interim Level VI. Due to the high concentration of prison gang members at the facility, the security systems at SNMCF provide for increased supervision, small group controlled movement and intensive monitoring by the Security Threat Intelligence Unit. The Level II facility holds a maximum of 288 low-risk offenders.

Opened:	1983
Levels	II, III, IV, VI (Males)
Capacity	768
Average Daily Population	706
ACA Accredited:	2008

HIGHLIGHTS

- Integrated wastewater system to the City of Las Cruces wastewater treatment system
- Initiated heating and air conditioning unit replacement project
- Renovated firearms training range to include a shaded staging area
- Initiated green retrofit lighting project in housing units and both gyms
- Implementation of In-2-Work education program for culinary arts

PENITENTIARY OF NEW MEXICO

The **Penitentiary of New Mexico** is located south of Santa Fe. The complex is comprised of three units, a Level II, Level IV/V, and a Level VI. The Main unit was closed in 1998, as a result

of the termination agreement of the Duran Consent Decree, but continues to serve as a multi-agency tactical training area. The officers and staff of PNM are committed to providing for public safety through a continuum of security and offender programs.

Opened:	1956
Levels	II, IV, V, VI (Males)
Capacity	906
Average Daily Population	872
ACA Accredited:	2009

HIGHLIGHTS

- Installed high security fencing at the Level VI facility for increased containment and control in recreation yard. Enhanced green energy conservation efforts by installing 7000 energy efficient lights and ballasts with photocells and timers
- Upgraded the penitentiary’s primary water source by replacing obsolete water well control equipment with modern wireless water well equipment controllers
- Retrofitted all inmate showers at the Level II facility with environmentally safe laminated siding that reduces bacteria growth.
- Implemented a Project ECHO (Extended Community Health Outcomes) training program funded by the Department of Health to increase inmate awareness of infectious diseases

NORTHEAST NEW MEXICO DETENTION FACILITY

The **Northeast New Mexico Detention Facility**, operated by the GEO Group Inc., is a Level III facility located in Clayton. NENMCF is committed to sound correctional operations that contribute to the safety of its employees, inmates, and community. NENMDF offers educational classes and adult learning assistance, as well as a number of vocational programs. Mesalands Community College offers offenders college-level education opportunities, including green technology classes through a wind energy program. NENMDF continues to improve the facility’s operations by contributing to the rehabilitation of offenders.

Opened:	2008
Levels	III (Males)
Capacity	625
Average Daily Population	603
ACA Accredited:	2010

HIGHLIGHTS

- Received the Community Service award from the Clayton/Union County Chamber of Commerce

- Scored 100 percent on first American Correctional Association audit in February, 2010
- Provided inmate work opportunity to refurbish the Luna Theatre's historic marquee in cooperation with Clayton's downtown revitalization program
- Awarded twelve \$900 scholarships to local graduating high school seniors
- The prisons major scholarship fundraiser was expanded to include a Texas Hold'em Tournament operated by Clayton Main Street Association and a novice rodeo in addition to the original poker run

NEW MEXICO WOMEN'S CORRECTIONAL FACILITY

The **New Mexico Women's Correctional Facility**, owned and operated by the Corrections Corporation of America, is the longest operating private facility holding NMCD inmates in New Mexico. NMWCF is a multi-custody facility located on the eastern edge of Grants, and provides for public safety by operating a safe, secure, constitutionally sound and accredited correctional facility for adult female offenders committed to the Corrections Department.

Opened:	1989
Levels	I, II, III, IV, V, VI (Females)
Capacity	606
Average Daily Population	583
ACA Accredited:	2009

HIGHLIGHTS

- Conducted research with the female population at the NMWCF through the Behavioral Health Research Center of the Southwest
- Implemented a Mental Health Unit which has decreased the number of suicide watches
- PLC upgrades of new locking systems and control monitors
- Conducted a Sexual Assault Vulnerability Assessment
- Partnered with Albuquerque Sex Coalition to conduct training for inmates and staff

ROSWELL CORRECTIONAL CENTER

The **Roswell Correctional Center**, located in Hagerman, was established in 1978 as a Level I prison, but expanded to include Level II offenders in response to population growth rates. In 2004, the department's first DWI treatment unit was established at RCC and is capable of housing and providing treatment for up to one hundred offenders. The officers and staff of RCC are committed to providing public safety by operating a professional corrections system that provides rehabilitative programs for successfully returning offenders to the community.

Opened:	1978
Levels	II, (Males)
Capacity	340
Average Daily Population	306
ACA Accredited:	2009

HIGHLIGHTS

- Graduated 50 inmates from Phase III of DWI Therapeutic Community program and graduated 20 inmates from Phase IV
- Graduated 20 inmates with GEDs; graduated three inmates with associate degrees from Eastern New Mexico University-Roswell
- Graduated 11 inmates from the welding program with American Welding Society
- Completed construction on a new medical unit
- Trained offenders as volunteer firefighters for Roswell District Eight Firehouse, known as "The Fighting Eighth"

SPRINGER CORRECTIONAL CENTER

The **Springer Correctional Center**, consists of 36 buildings on 40 acres of land located two miles north of the town of Springer. The prison was formerly operated as the New Mexico Boys' School. SCC began operations as an adult Level I and Level II facility with 25 offenders in 2007. Since then, the offender population at SCC has grown to nearly 280 offenders. To better serve the offender population, the prison has expanded offender programs to include substance abuse treatment and work skill development opportunities for offenders.

Opened:	2007
Levels	I, II (Males)
Capacity	296
Average Daily Population	280
ACA Accredited:	2010

HIGHLIGHTS

- Received ACA accreditation in August, 2010
- Upgraded security alarms in two housing units, and increased the number of monitors in master control to manage new security cameras
- Repaired roofs on six housing units, laundry facility, education and programs, gym, and administrative buildings
- Added a third Therapeutic Community offender program
- Renovated facility infrastructure to include new water heaters, furnaces, and plumbing fixtures in housing units

Probation and Parole Division

The **Probation and Parole Division (PPD)** contributes to public safety through supervision enforcement and program services. Probation and Parole provides offenders with opportunities to succeed as they transition back into society, and continues to promote proactive community supervision to all staff. This year, PPD has assisted 19,400 offenders to become law-abiding citizens.

The Institutional Probation/Parole officer participates in multi-disciplinary committees that address pre-parole inmates' needs and develops community reentry plans. A Transitional Coordinator is a field officer specifically devoted to ease the transition process through appropriate parole placement, and creating employment and counseling opportunities for inmates upon release. The Institutional Probation/Parole officer and Transitional Coordinator work closely together to make valuable community resources and other treatment services available to the offender population.

In an effort to address growing caseloads statewide, the Probation and Parole Division created the Response Center, a call-in phone center for minimum risk offenders who only report in person once every 3 months. Additionally, the Response Center was tasked with data entry of field contacts on behalf of officers in the field and monitoring sex offenders through GPS units. The Response Center is also a communication center where law enforcement, offenders, judicial staff and the public can obtain contact with the Probation and Parole Division 24 hours a day, 7 days a week, including all holidays.

Specialized caseloads such as intensive supervision, extreme high risk, sex offenders, community corrections, DWI, gender specific as have proven invaluable for effective supervision of offenders that require additional attention. The officers that are assigned to carry these unique caseloads receive specialized training that enables them to identify, address and most effectively meet the special needs of these high-risk offenders.

The Probation and Parole Division participated in a unique sex offender management effort by locating the Sex Offender Unit in the same building with the Bernalillo County Sheriff's Office, the Sex Offender Registration Team and community treatment providers to ensure that no offenders "slip through the cracks" and that they attend regular status hearings. Additionally, the Probation and Parole Division initiated Active/Real-Time GPS monitoring of sex offenders, enabling immediate tracking upon release and eliminating gaps associated with the timeframe between release and initial reporting to Probation and Parole.



REGION I

Average number of offenders supervised monthly	4,485
Average number of Parolees	429
Average number of Probationers	4,056
Average number of Intensive Supervision	64
Average Community Corrections	397
Average Sex Offenders	12
STATISTICS	
Pre-Sentence Reports	129
Post-Sentence Reports	1,743
In-State/Out-of-State Investigations	384
Violation Reports	1,571
Executive Clemency Applications	34
Hearings	2,997
Parole Plan Investigations	656
FEES COLLECTED	
Restitution	\$ 140,821.53
Supervision Fees	\$ 367,770.27
GPS Fees	\$ 27,249.00
Community Corrections Fees	\$ 8,815.00
Other Fines, Fees, DNA and Court Costs	\$ 103,359.16
TOTAL:	\$ 648,014.96

HIGHLIGHTS

- Participated in a DWI Pilot Project in collaboration with San Juan County, the District Attorney's office, and treatment providers
- Conducted annual Halloween Operation to monitor restrictions placed on sex offenders: early curfew, no lights, no decorations and no handing out candy
- Conducted Family Reunification Seminars and Life Skills workshops for offenders
- Participated in the annual Special Olympics torch run
- Continued active involvement in Community Policing through meeting participation with various task forces and law enforcement special committees

REGION II-STANDARD SUPERVISION

Average number of offenders supervised monthly	5,752
Average number of Parolees	751
Average number of Probationers	5,001
Average number of Intensive Supervision	185
Average Community Corrections	0
Average Sex Offenders	0
STATISTICS	
Pre-Sentence Reports	553
Post-Sentence Reports	2,727
In-State/Out-of-State Investigations	540
Violation Reports	2,081
Executive Clemency Applications	21
Hearings	2,239
Parole Plan Investigations	483
FEES COLLECTED	
Restitution	\$ 139,988.30
Supervision Fees	\$ 274,617.30
GPS Fees	\$ 215.00
Community Corrections Fees	\$ 4,367.75
Other Fines, Fees, DNA and Court Costs	\$ 101,702.04
TOTAL:	\$ 520,890.40

HIGHLIGHTS

- Introduction of the Rocket Docket to expedite violation hearings through an agreed upon alternate course of action, in lieu of revocation
- Participated in developmental stages of Reentry Committee-Relational Diagonal Work Group to develop a manual to engage families in reentry meetings that occur at the facility prior to the inmate being release on parole
- Collaborated with the Family Justice Program to improve release planning and transition to probation and parole, by involving families and social networks in the process
- Met with MATS Treatment Program and UCLA Pacific Coast Research Center to discuss a pilot study to determine a decline of recidivism rates of offenders who receive addiction pharmacotherapy
- Created an Interstate Compact Unit to manage these special caseloads and provide consistency in interstate case management

REGION II-SPECIAL PROJECTS

Average number of offenders supervised monthly	3902
Average number of Parolees	976
Average number of Probationers	2926
Average number of Intensive Supervision	320
Average Community Corrections	245
Average Sex Offenders	533
STATISTICS	
Pre-Sentence Reports	172
Post-Sentence Reports	334
In-State/Out-of-State Investigations	443
Violation Reports	1880
Executive Clemency Applications	13
Hearings	2905
Parole Plan Investigations	1666
FEES COLLECTED	
Restitution	\$ 73,935.34
Supervision Fees	\$ 173,251.70
GPS Fees	\$23,903.51
Community Corrections Fees	\$7,011.00
Other Fines, Fees, DNA and Court Costs	\$ 50,046.30
TOTAL:	\$ 326,368.84

HIGHLIGHTS

- Established a 65% decrease in GPS costs by inventory accountability and decreasing lost and damaged equipment
- Increased the collection of restitution, fines and fees by 20%
- Volunteered in the Big Brothers/Big Sisters Bowl For Kids' Sake and collected the second highest donation amount in the State
- Confiscated 23 firearms throughout the year
- Conducted home visits on every high-risk sex offender on Halloween to ensure compliance and making law enforcement presence visible

REGION III

Average number of offenders supervised monthly	4854
Average number of Parolees	263
Average number of Probationers	707
Average number of Intensive Supervision	83
Average Community Corrections	147
Average Sex Offenders	138
STATISTICS	
Pre-Sentence Reports	645
Post-Sentence Reports	139
In-State/Out-of-State Investigations	539
Violation Reports	1641
Executive Clemency Applications	21
Hearings	3773
Parole Plan Investigations	695
FEES COLLECTED	
Restitution	\$ 182,806.69
Supervision Fees	\$ 440,883.39
GPS Fees	\$ 21,408.00
Community Corrections Fees	\$ 4,720.00
Other Fines, Fees, DNA and Court Costs	\$ 124,651.45
TOTAL:	\$ 774,469.53

HIGHLIGHTS

- Participated in sex offender/warrant roundup with local and federal law enforcement. This operation included participation in the annual Halloween operation, where officers and law enforcement monitored the streets and sex offender residences to assure sex offenders were home by curfew, all exterior lights were out and no candy was handed out to children
- Sponsored an Enchilada Dinner with 100% of the proceeds (\$2,000.00) donated to local charities and families during the Holiday Season
- Participated in the Special Olympics Torch Run
- Maintained a working relationship with local universities' criminal justice departments to strengthen the internship program within the offices
- Initiated Intel meetings where law enforcement agencies and the Division can collaborate efforts through information sharing and strategic planning to address specific public safety issues in Southern New Mexico

REGION IV

Average number of offenders supervised monthly	2,679
Average number of Parolees	436
Average number of Probationers	2,268
Average number of Intensive Supervision	375
Average Community Corrections	60
Average Sex Offenders	118
STATISTICS	
Pre-Sentence Reports	223
Post-Sentence Reports	1,332
In-State/Out-of-State Investigations	505
Violation Reports	1,678
Executive Clemency Applications	32
Hearings	1,215
Parole Plan Investigations	505
FEES COLLECTED	
Restitution	\$ 154,430.00
Supervision Fees	\$ 479,321.00
GPS Fees	\$ 18,057.00
Community Corrections Fees	\$ 13,682.00
Other Fines, Fees, DNA and Court Costs	\$ 112,091.00
TOTAL:	\$ 777,581.00

HIGHLIGHTS

- Continued collaborate with the Health Department combining expertise to make presentations within the community
- Officers apprehended a parolee two hours after he escaped from Curry County Detention Center while being transported to the hospital
- Conducted Operation Alien 2009 in Roswell where staff and other law enforcement performed 50 field contacts targeting high-risk offenders
- Held mandatory Halloween “parties” for sex offenders throughout the region, keeping them 100% supervised until the streets were clear of children
- Region staff and local law enforcement conducted a criminal gang training at the International Law Enforcement Academy in Roswell

RESPONSE CENTER

The **Response Center** expanded their staff to a total of 1 supervisor, 14 officers, including 3 lead officers, one for each shift. The provision of services has also expanded by assisting with the managing of Minimum Cases for the entire state. Offenders on minimum level of supervision report by phone monthly to the Response Center, of which they update information and status of the offender and alert any concerns or issues to the assigned District, and Region. The Response Center has assisted statewide with conducting agent/supervisor desktop audits, and statistical reports services to the Region Managers and District Supervisors providing an overview of case management and office operations.

The Response Center continues to provide real-time Global Positioning Systems (GPS) monitoring of all sex offenders released on parole and respond to any violations. All general information and/or emergency calls are also handled by the Response Center, providing accessibility for offenders, law enforcement, outside agencies and the public to make direct contact with Probation and Parole before or after normal business hours.

HIGHLIGHTS

- Received and handled 6,313 general information or emergency calls
- Initiated 5,623 collateral contacts
- Received and responded to 19,483 electronic GPS violations
- Sent 15,109 email communications to officers, attorneys, and courts
- Entered information in department’s database for 28,855 field contacts
- Conducted 14,985 audits of offender information in database
- Made 18,052 telephone monthly reports by minimum supervision offenders
- Made 4,282 telephone contacts, separate from minimum supervision offenders calling in to report
- Issued 2,457 arrest orders and 1,983 cancellations
- Received and classified 3,020 Judgement and Sentence orders

COMMUNITY CORRECTIONS PROGRAMS

The **Community Corrections** programs primarily serve offenders that are assessed as presenting a higher risk for reoffending and who have multiple barriers to success in the community. Community Corrections programs address behavioral health and life maintenance issues that have proven to be a challenge for these offenders in the past. Programs require close collaboration between Probation/Parole officers and community treatment providers. Programs serve to divert offenders who may otherwise be incarcerated. Community Corrections also serves as a release mechanism for high risk/high needs offenders returning to the community after prison.

HIGHLIGHTS

- Managed the New Mexico Men’s Recovery Academy serving male offenders with substance abuse disorders. This is a mandatory six-month structured residential setting
- Managed the New Mexico Women’s Recovery Academy serving female offenders with substance abuse and mental health disorders, and some who desire reunification with their children. The New Mexico Women’s Recovery Academy is a mandatory six-month residential treatment program. There is also a 12-bed halfway house on-site for female offenders in transition
- Presented proactive community supervision classes for Probation/Parole officer cadets to teach positive working relationships with offenders
- Provided oversight and training for Institutional Probation/Parole officers and transitional coordinators
- Sponsored job readiness seminars to assist offenders with interviews, job applications, and resume development
- Sponsored seminars for offenders in recovery and resiliency, family reunification, and children of incarcerated parents

MANAGED BY OPTUM	CASE LOAD	VENDOR	FUNDING
Alamogordo	30	NAVA	\$ 63,000.00
Roswell	30	Counseling Associates	\$ 45,000.00
Clovis/Portales	30	Teambuilders, Inc.	\$ 45,000.00
Silver City	30	Border Area Mental Health	\$ 45,000.00
Hobbs	30	The Guidance Center	\$ 45,000.00
Los Lunas	30	La Buena Vida	\$ 45,000.00
Bernalillo	30	La Buena Vida	\$ 45,000.00
Rio Rancho	30	La Buena Vida	\$ 45,000.00
Grants	30	Family Connections	\$ 45,000.00
Gallup	30	Connections, Inc.	\$ 45,000.00
Espanola	30	Human Resource Dev. Associates	\$ 45,000.00
Taos	30	Human Resource Dev. Associates	\$ 45,000.00
Raton	30	Human Resource Dev. Associates	\$ 45,000.00
Las Vegas	30	Human Resource Dev. Associates	\$ 45,000.00
Socorro	30	Socorro Mental Health	\$ 45,000.00
Carlsbad	30	Carlsbad Mental Health	\$ 45,000.00
Albuquerque	240	UNM ASAP	\$ 90,000.00
		LaPasada	\$ 27,000.00
		Paso Nuevo Counseling	\$ 72,000.00
		Forensic Behavioral Health	\$ 72,000.00
		UNM Mental Health Center	\$ 46,080.00
Farmington	60	Dismas House	\$ 111,150.00
Farmington	60	Presbyterian Medical Services	\$ 54,000.00
Las Cruces	60	NAVA	\$ 63,000.00
Santa Fe	65	The Life Link	\$ 63,000.00
Statewide	N/A	Eagles Unlimited – Financial Asst.	\$ 205,200.00
RESIDENTIAL			
Men’s Recovery Academy	84	Community Education Centers – Men’s Residential	\$1,103,818.00

DRUG COURTS

New Mexico **Drug Courts** assist offenders in abstaining from drugs and alcohol abuse in order to cease their criminal behavior. Drug Courts are highly structured with a team-approach that includes judges, probation officers, and treatment providers. While in the program, offenders must participate in substance abuse counseling, and meet regularly with probation officers and judges to monitor their progress. Drug Court clients are comprised of first-time offenders whose charges are dismissed after successful completion, offenders convicted of drug crimes and sentenced to Drug Court or ordered to attend Drug Court prior to sentencing, offenders already on probation for drug-related convictions and who have committed new drug crimes or violated conditions of probation because of their addiction.

DRUG COURT	LOCATION	OFFENDERS SERVED
First Judicial District	Santa Fe, Espanola, Los Alamos	126
Second Judicial District	Albuquerque	406
Third Judicial District	Las Cruces	77
Sixth Judicial District	Lordsburg, Silver City	50
Seventh Judicial District	Socorro, Truth or Consequences	38
Eighth Judicial District	Taos, Raton	13
Ninth Judicial District	Clovis	29
Eleventh Judicial District	Farmington	205
Twelfth Judicial District	Alamogordo	35
Thirteenth Judicial District	Grants	15
Total		994

BUREAUS & Services

Volunteer Services

The New Mexico Corrections Department's **Volunteer Services** oversees the participation of over 1200 community volunteers. The volunteers are concerned citizens from across our state who provide encouragement to our incarcerated men and women with the hope that they will become productive, law-abiding citizens upon their return to the community. This is done primarily through faith-based programs, family and aftercare/mentor programming, Alcoholics Anonymous and Narcotics Anonymous prison-based and community follow-up programs.

HIGHLIGHTS

- Facilitated annual Volunteer Appreciation Conference to recognize volunteers for their service to the inmates and their families
- Facilitated Angel Tree, an inmate family project that provided Christmas gifts to 3,070 children of incarcerated parents networking with 79 Prison Fellowship Angel Tree churches
- Provided administrative support to the following faith-based programs: "Crossings", a faith-based living unit program, "Thresholds" mentor program, "Kairos Spiritual Formation Weekends" and "Wings Family Ministry"
- Facilitated quarterly networking meetings between community volunteer program leaders and prison chaplain/volunteer coordinators
- Made presentations to pastors and community leaders on opportunities for volunteer involvement and justice reform

Addictions Services Bureau

The **Addictions Services Bureau** provides a comprehensive spectrum of substance abuse treatment services in all NMCD prisons ranging from addiction screening to inpatient treatment. The Addictions continuum of services includes addiction screening, assessment, intensive and psycho-educational outpatient treatment, Therapeutic Community programming, 12-step services, relapse-prevention, re-entry planning, volunteer services, infectious-disease prevention, and continuity of care services. Addiction Services utilizes research and data analysis in order to identify specific populations that require specialized treatment approaches. Addiction Services provides culturally sensitive, gender specific treatment approaches designed to diminish barriers and enhance recovery from substance dependence.

Additional Therapeutic Community and intensive outpatient treatment services are planned for the Native American population and the female population. A focus over the past year has been conducting Quality Improvement studies, conducting program reviews, and working with experts in reviewing the treatment delivery system. Co-occurring disorders, community re-entry,

and transitional services have been earmarked as significant components in the reduction of recidivism.

HIGHLIGHTS

- Instituted an Addictions Services screening and assessment protocol at the Reception and Diagnostic Center (RDC) unit, utilizing the nationally recognized Correctional Offender Management Profile for Alternative Sanctions (COMPAS)
- Addiction Services expanded treatment programming to include DWI programs at the Roswell Correction Center and the Springer Correctional Center. Fifty six Therapeutic Community program beds were implemented at the Northeast New Mexico Detention Facility
- Integrated the Addiction Services and Education Bureaus under the newly created ReEntry and Prison Reform Bureau and integrated volunteer and Native American services into the Addiction Services Bureau
- Received increase funding from the US Department of Justice for the Federal Residential Substance Abuse Treatment (RSAT) Grant in FY 2010
- Developed a gender-responsive Therapeutic Community Addictions program at the New Mexico Women's Correctional Facility
- Awarded an FY 2010 Congressional Earmark Re-Entry designated to develop a program for high risk, maximum security inmates transitioning to the community
- Provided Motivational Interviewing training to all state and private NMCD addiction providers
- Implemented videoconferencing for Bureau monthly managers meeting thus reducing travel costs and improving program communication

Mental Health Services Bureau

The **Mental Health Services Bureau** provides all mental health services, except for psychotropic medication, for inmates incarcerated in the New Mexico Corrections Department. The bureau ensures compliance with mental health accreditation standards established by the American Correctional Association, and National Commission for Correctional Health Care. The bureau also provides quarterly quality assurance reports, and maintains an extensive statistical database to track provision of services.

Approximately 25 percent of all inmates are actively engaged in mental health treatment at any given time. The high numbers of inmates requiring mental health treatment in NMCD are consistent with national statistics on psychiatric needs of the incarcerated population in the U.S.

Mental health services include screening at two Reception and Diagnostic Centers for all inmates entering NMCD custody. The bureau also provides 60-day pre-sentence reports for all New Mexico district courts; diagnostic assessments and treatment plans for all inmates in need of mental health treatment; individual and group therapy; crisis calls on 24/7 basis; inpatient mental health treatment at the department's Mental Health Treatment Center; mental health rounds on disciplinary special housing units and maximum- security housing units;

intensive sex offender treatment programming at the Community Reintegration Unit at the Penitentiary of New Mexico; and discharge planning for pre-release and transitional services.

HIGHLIGHTS

- Maintained high quality sex offender treatment programming for 96 inmates incarcerated at Penitentiary of New Mexico Level II facility
- Continued to deliver comprehensive mental health services at all prison sites despite a high vacancy rate (40%) in clinical, direct patient care positions
- Successfully recruited three social work interns for placement at the Central New Mexico Correctional Facility
- Instituted bi-monthly video-conferencing between all mental health managers thereby facilitating communication and training in a cost effective manner that eliminated the need for travel
- Trimmed costs by increasing efficiency of on-call crisis services at all prison facilities

Education Bureau

The **Education Bureau** is committed to providing quality educational and career/technical programs, transitional and library services that will assist the incarcerated individual in pursuing viable employment and education goals upon release.

Education programs include academic, cognitive, career/technical, college, family reunification, and re-entry courses. In addition, the Education Bureau continues to maintain the highly successful re-entry program, Project SOAR (Success for Offenders After Release). Project SOAR, a cooperative venture with the New Mexico Department of Workforce Solutions and other community agencies, assists qualifying inmates in transitioning to pro-social, law abiding productive community members.

The Education Bureau takes a proactive stance in the development, implementation and support of programs showing the most promise of producing successful transitions back to the community, family, and workplace.

HIGHLIGHTS

- Provided Adult Basic Education to 1981 inmates statewide and assisted 235 inmates in obtaining their GED
- Implemented first state-managed College Level Examination Program (CLEP) site and administered 22 CLEP tests
- Trained 10 Motivational Interviewing coaches pursuing national membership to facilitate in-house programming and initiated MI training at Academy for new Probation and Parole staff
- Executed the third year of the \$876,000 Career Pathways Initiative federal grant, including funding the risk and needs assessment--Correctional Offender Management Profiling for Alternative Sanctions pilot project at the men's and women's prison intake/reception centers
- Enrolled 544 inmates in Project SOAR; 180 were released

from prison after successfully completing the program. Verified a 79 percent employment rate and a 33 percent recidivism rate for all 1,250 SOAR offenders released from prison since inception of the program in 2000

- Awarded 24 associate degrees and 57 technical certificates through Eastern New Mexico University at Roswell and Mesalands Community College
- Partnered with Probation and Parole, Federal Probation and Pretrial, and NM Department of Workforce Solutions to host third annual offender job fair and to prepare offenders for other local job fairs. Developed curriculum for Offender Employment Specialist workshops in partnership with the National Institute of Corrections; delivered 4 state trainings
- Awarded and implemented Family Justice technical grant
- Collaborated with NMCD's Information Technology Division on development of the Offender Management Plan module
- Established the Office of Offender Workforce Development to facilitate community reentry programming in partnership with NIC, US Probation and Pretrial services and non-profit community agencies. Conducting monthly Reentry/Retention Programs in the community
- Expanded partnership with NIC for Regional Training Initiative. Trained 303 Law Enforcement Agents on Mexican Drug Cartel awareness

All programs below are offered at all prisons statewide. Program definitions:

- **Adult Basic Education:** Basic academic skills preparation for GED testing, career/technical and college readiness with Special Education and adult literacy assistance. Instructional delivery methods include classroom, one-to-one, and small group instruction, community volunteer and peer tutoring, computer-aided instruction, cell-to-cell instruction, and educational television
- **Family Reunification:** Incarcerated parents programs: Inside Out Dad, Prisoner Outreach Program, (partnered with NM Child Support Enforcement Division), PS I Love You and Fathers as Readers are literacy-based programs. The offender reads a story via audio/videotape, writes child a letter; letter, tape and new book are sent to the child
- **Re-entry Programming:** Transitional/career advisement programming is offered at every prison to all inmates, including pre-release programming
- **Cognitive:** Program assisting offenders in recognizing destructive behavior patterns and developing positive, pro-social thinking habits in all areas of their lives. Courses include Moral Reconciliation Therapy, Moral Reconciliation Therapy-Domestic Violence, Moral Reconciliation Therapy-Driving the Right Way, Truththoughts, and Breaking Barriers
- **Project SOAR:** Job planning/placement to begin transition back to their communities
- **Career/Technical:** Formerly known as vocational programming. Provides knowledge/skills for a released offender to obtain viable employment in career fields that are in demand in NM: pre-Apprenticeship and technology-based courses in electrical,
- C-tech cabling, carpentry, welding, auto mechanics, web

- design and computer applications, and others.
- College: Courses are offered via correspondence and distance learning. Certificates leading to labor market driven occupations and associates degrees in Business or University Studies from Mesalands or ENMU-Roswell are given

Security Threat Intelligence Unit

The **Security Threat Intelligence Unit** serves both the Adult Prisons Division and the Probation and Parole Divisions by monitoring activities of Security Threat Groups (prison gangs) and street gangs. STIU also provides input into the offender classification process and the prison unit management teams in decisions involving the custody, housing and program assignments of gang members. The STIU conducts narcotics and weapons trafficking interdiction within the prison inmate population, and monitors offenders in community supervision. Furthermore, STIU K-9 units have been actively involved in the community by assisting local Law Enforcement entities in the seizure of drugs and apprehension of absconders. STIU serves as a liaison to correctional agencies nationwide and is an active participant in the New Mexico Gang Task Force, Drug Enforcement Advisory Council and the High Intensity Drug Trafficking Association.

HIGHLIGHTS

- Concluded an assessment of the California Surenos gang and its' operations within our prisons and in New Mexico communities, and identified all pertinent members with influence within the inmate population and separated them to alternate housing status
- Initiated and updated threat assessments of potential new prison gangs
- Continued monitoring of approx. 2,400 total gang members in the prisons and approximately 1,100 gang members in the community
- Assisted in the court action involving an offender in the murder of a Bernalillo County Sheriff's Deputy
- Continued with cooperative efforts between the Albuquerque Police Department, Probation and Parole, and the Corrections Department's Special Investigations/Internal Affairs Unit as well as other Law Enforcement entities within the State and Federal Bureau of Prisons
- Validated three female offenders as Security Threat Group members of the Sindicato Nuevo Mexico (SNM)

Classification Bureau

The **Classification Bureau** is an integral part of the Adult Prisons Division. Classification is responsible for the decision-making process used to categorize and manage inmates. Classification fulfills a wide range of correctional purposes including preserving order in the prisons; sustaining inmate discipline; assessing inmates' needs, and assigning inmates to appropriate programs. The Classification Bureau decides the inmates' custody level, where they serve time, and the type of

programs they enroll in. The classification system considers the risk assessment and needs assessment of inmates using objective criteria that are consistent with well-structured initial and reclassification instruments. Classification, in conjunction with the Probation and Parole Division, introduced, developed and implemented re-entry planning policy and procedure at all facilities to ensure that the needs of inmates are addressed following their release from incarceration. The Classification Bureau uses an automated data system, which allows for systematic and ongoing monitoring of inmate classification.

HIGHLIGHTS

- Maximized the use of state-operated beds by re-designating certain housing units at Western New Mexico Correctional Facility, Roswell Correctional Center and Springer Correctional Center, thereby reducing the number of inmates at the privately-operated facilities
- Assisted the NMCD Information Technology Division in the development of the Criminal Management Information System (CMIS) modules for release planning, booking and good time modules
- Placed elderly inmates in the newly expanded Central New Mexico Correctional Facility's Geriatric Unit to better address these inmates' medical needs
- Participated in transforming department's CMIS into a web-enhanced format that can be accessed via the internet
- Conducted an in-depth revision of the special management policy to clarify the methods by which high security inmates can progress to general population

Family & Constituent Services Bureau

The **Constituent Services & Correspondence Office** serves the growing number of families directly affected by the incarceration of a loved one. This office serves as the central point of contact between the New Mexico Corrections Department and prisoners' children and family members. The objective is to promote open lines of communication. We provide relevant information to questions or concerns via the Web site, phone calls, correspondence, and in-person appointments. We utilize a family-focused approach to support and encourage strong family and community ties that promote the inmate's reentry success. This office also responds to numerous inquiries sent to the Governor's Office. The Constituent Services & Correspondence office provides assistance to New Mexico constituents, legislative entities, interdepartmental state agencies, and the general public.

HIGHLIGHTS

- Assisted 4,120 clients with inquiries/complaints via the website; a 35 percent increase over last fiscal year
- Assisted 6,281 clients with inquiries/complaints via the telephone, correspondence and in-person appointments; a 51 percent increase over last fiscal year
- Answered 279 Corrections Department inquiries sent to the Governor's Office, within five-day turn-around; a 34 percent increase over last fiscal year

- Continue to maintain an assessment survey to track performance and obtain clients' feedback

Records Bureau

The **Records Bureau** is part of the Adult Prisons Division. It was created in 2007 to assist prison records staff with managing complex judgment and sentence orders from the courts. The bureau is also tasked with untangling inmate good-time issues, which often require legal interpretation or direction. Records staff are trained to properly interpret judgment and sentence orders; review good-time applications and inmate release procedures. An inmate's file is audited when the prisoner first gets to prison and is periodically reviewed until the inmate is released from prison. The Records Bureau is also responsible for processing "pen packets." Pen packets assist nationwide law enforcement agencies in prosecuting habitual offenders. The packets consist of fingerprints, photographs and judgment and sentence orders.

HIGHLIGHTS

- Conducted monthly videoconference meetings/trainings with Records Managers
- Assigned to the CMIS Working Council to provide input, decisions, resources, and expertise to CMIS Projects
- Continued to assist in the development of the good time/sentencing modules for CMIS

Victim Services

Victim Services serves as a direct point of contact for crime victims and their families who have concerns related to offenders who are in the custody or under the probation and/or parole supervision of the New Mexico Corrections Department. Victim Services provides comprehensive information, assistance and support services to crime victims and their families. Services include assistance to crime victims and their families during the parole board hearing process. In fiscal year 2009-2010 Victim Services assisted 140 crime victims and their families during the parole board hearing process. Victim Services also provides assistance to the New Mexico Adult Parole Board, statewide district attorneys' office victim advocates and victim advocacy organizations in addressing crime victims' needs. Victim Services continues to maintain a nationwide toll-free victim assistance number. In fiscal year 2009-2010, Victim Services responded to 5,940 inquiries from crime victims, their families, concerned community members, victim advocacy organizations and statewide district attorneys' office victim advocates via telephone; a 55 percent increase over last fiscal year. Victim Services also responded to 1,110 inquiries from crime victims, their families, concerned community members, victim advocacy organizations and statewide district attorneys' office victim advocates via the Corrections Department's web site. Additionally, Victim Services continues to provide education about victims' rights awareness and sensitivity to probation and parole officers.

HIGHLIGHTS

- Participated as a victim's representative for the New Mexico State Council for Interstate Compact
- Served on the New Mexico Domestic Violence Leadership Commission
- Coordinated statewide tree planting ceremonies at the public and private prisons in honor of National Crime Victims' Rights Week
- Collaborated with the New Mexico Coalition of Sexual Assault Programs Inc. and provided victims' rights, domestic violence, stalking and sexual assault training to 193 inmates and 164 staff at the New Mexico Women's Correctional Facility
- Recognized by the New Mexico Crime Victims Reparation Commission for outstanding services in assisting victims of crime in fiscal year 2009-2010

Internal Audits & Standards Compliance

The **Internal Audits and Standards Compliance (IA&SC)** Bureau is responsible for providing clear, concise executive direction, monitoring, auditing and corrective action follow-up to all New Mexico Corrections Department (NMCD) entities. This includes correctional facilities, Parole and Probation, Correction Industries, Training Academy and Central Office. The focus of the Internal Audits and Standards Compliance Bureau is contract compliance with the private facilities, American Correctional Association (ACA) compliance, Quality Assurance (QA) and accreditation of all divisions within NMCD. The bureau is also responsible for NMCD policy revisions and compliance efforts related to prevention of major prison litigation.

HIGHLIGHTS

- Received accreditation of three facilities and Central Office, Training Academy, Correction Industries, and Probation and Parole through the accreditation process for American Correctional Association Accreditation
- Continue to annually revise NMCD policies for the Department
- Reduced NMCD exposure to litigation by conducting annual audits of all facilities and enforcing adherence to NMCD policies and ACA standards
- Conducted compliance audits of private facilities to ensure accountability of contract requirements in the areas of programs, services, conditions of confinement, and security practices
- Ensure the Bureau is meeting the states' restricted budget constraints and maintain compliance

Safety Programs

The mission of the **Fire and Safety Programs** Office is to ensure that federally and locally enacted safety standards are met within facilities that are under the jurisdiction of the Corrections Department. The Fire Safety Programs administrator monitors compliance with the food service standards, promulgated by the Environmental Improvement Division, building codes established by the Construction Industries Division, fire codes established by the state Fire Marshal's Office, environmental standards established by the American Correctional Association, Loss prevention measures established by the Risk Management Division and American with Disability Act established by Governor's Commission on Disability. A comprehensive and systematic series of regularly scheduled and unscheduled assessments, inspections, and follow-up actions assure that the prisons meet health and safety standards and compliance requirements established by these regulatory agencies.

HIGHLIGHTS

- Performed annual assessments of public and private prisons to ensure compliance with standards in the areas of food service, environmental conditions, and fire safety
- Extending the Fire & life fire safety programs to all entities of the Department (such as Probation & Parole field offices and Corrections Industries field programs)
- Monitored monthly loss control meetings at public prisons to assess insurance loss issues, injuries and corrective action plans
- Provided advanced education and training to prison Fire Safety Officers and Loss Control Coordinators to ensure a safe work environment
- Updated department's policies on fire & life safety programs
- Assisted the prisons and other department entities with preparing for American Correctional Association audits

Facilities Management

Facilities Management's role is to assist facility Wardens/ Management in the development, contracting, implementation of construction projects and upgrades for all state-owned prisons statewide. The Facilities Manager will utilize his/her experience in ensuring the scope of services and project proposals are complete and contain sufficient details to ensure facilities needs are met and success of the project. Public facilities incorporate over one million square feet of utilized space, with facility operations running 24 hours a day, 7 days a week. The facilities manager prioritizes maintenance and security projects to ensure that safety guidelines are met on a daily basis.

HIGHLIGHTS

Central Office

- Completed the re-roofing of Central Office Building A
- Replaced the entire camera system and updated to digital at Central office
- Replaced the Heating, Ventilation, and Air Condition at

Central Office

- Replaced all lights fixtures to LED energy saving fixtures at Central Office

Penitentiary of New Mexico

- Replaced all lights fixtures to LED energy saving fixtures at PNM Level II, V, and VI.

Southern New Mexico Correctional Facility

- Started Phase I of the Heating, Ventilation and Air Condition System
- Completed the connection of the waste water system to the City of Las Cruces

Central New Mexico Correctional Facility

- Started the Phase I of the Heating, Ventilation and Air Condition System
- Continue working on the wastewater connection to the Town of Los Lunas

Springer Correctional Center

- Completed the re-roof on two main buildings
- Did minor roof repairs to the other that needed.

Roswell Correctional Center

- Completed the upgrading of the Security Camera system
- Completed the new Medical Modular
- Started the Kitchen Remodel

Western New Mexico Correctional Facility

- Continue doing repairs of the Boilers and return lines until funds are available to upgrade to HVAC

Public Information

The **Public Information** office manages internal and external communications for the New Mexico Corrections Department. The department is media-friendly and handles many requests for information from local, national and international media. The Public Information officer is the department's public records custodian, responsible for responding to information inquiries from the general public in a timely manner. The Public Information office coordinates the Corrections Department's participation in community charity events and serves as the department's primary resource for disseminating information to employees about important department initiatives.

HIGHLIGHTS

- Served as department's public records custodian, answering numerous formal and informal requests for information from the general public, employees and inmates
- Provided supervision and guidance to facility public information officers and others who speak on behalf of the department
- Evaluated prison documentary proposals and coordinated local, national and international media access to prisons
- Published NMCD annual report for 2009-2010

Parole Board

The New Mexico **Adult Parole Board** is an independent, quasi-judicial entity responsible for paroling persons incarcerated within the New Mexico Corrections Department, and regulating their post-prison supervision. The board also, at the request of the Governor, will research, investigate and provide recommendations concerning petitions for executive clemency.

The board's 15 volunteer members are appointed by the governor with the consent of the New Mexico Senate; the Governor designates one member as the chair. A director, also appointed by the Governor, manages the board with the assistance of a small dedicated and professional staff.

The board seeks to conduct timely and judicious hearings; provide for public safety; assist parolee in a successful reintegration into the community; and address victim needs and concerns. The board interacts closely with NMCD, victim service groups, the courts, various treatment providers, educational services, prosecuting authorities, sister agencies in other jurisdictions and more.

HIGHLIGHTS

- Continued to expand video hearing capability with the assistance of NMCD
- Held 3,843 individual parole hearings
- For the first time, conducted hearings for several inmates serving Life Sentences pursuant to current indeterminate statutes
- Processed 148 petitions for executive clemency
- Issued 2,457 certificates of parole, 1,281 certificates of parole discharge, and processed 926 facility discharges
- Continued involvement with individual victims and victim support organizations, providing service to ever-increasing numbers of victims and their families
- Prepared for implementation of expanded sex offender legislation requirements; heightened sex offender awareness through education and training; contributed to Sex Offender Management Board; developed hearing policies and procedures in cooperation with the Office of the Attorney general and Public Defender
- Contributed to ongoing legislative and statutory review
- Continued training in cooperation with other local and national agencies with an emphasis on "best practices"
- Increased membership and participation in national professional organizations

