



Corrections **D**epartment
New Mexico
2010-2011 Annual Report



“Any intelligent fool can make things bigger, more complex, and more violent. It takes a touch of genius – and a lot of courage – to move in the opposite direction.” - E.F. Schumacker

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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

To the citizens of the State of New Mexico,



The New Mexico Corrections Department is responsible for the care and custody of 6,400 inmates and 17,000 offenders on community supervision. Public safety is our #1 priority. Each day the men and women of the NMCD pursue our goal of public safety through a number of objectives and implementing activities, ranging from checking the perimeter of a prison facility fence line to providing leadership and supervision for offenders, within the walls of our prisons, as well as within the neighborhoods and communities of our State.

As economic difficulties have continued, many governmental agencies have been faced with having to reduce core services and, in extreme cases, reducing the size of their individual agencies. The continued depressed economic environment has also moved the NMCD toward similar turning points in policy that will require careful management of the future. Your expectations of our State for public safety will not be lowered just because we may experience a continued economic downturn over the next 5 to 10 years. Consequently, doing less while waiting for a recovery is simply not an option for the NMCD. As we face this apparent contradiction, we will seek to manage our public safety responsibilities with the courage and honesty to constantly re-examine our existing business models to assure sound stewardship of the limited resources your tax dollars have provided the Department.

Accordingly, in the ensuing year, through professional and community collaboration, we will actively pursue new approaches that are both tough and smart, based on the most recent and relevant research aimed at improving our State's public safety return for its limited resources. While a sound level of intolerance for those who victimize our citizens clearly sets the civility of our country and culture apart from many other societies, if we chose to only warehouse offenders the efforts of our police and courts partners shall be in vain. Consequently, evidence based planning, aimed at reducing criminal recidivism, offers a sound return on the investment of our resources. Any reduction in criminal offending we may achieve addresses both our overarching public safety concerns while reducing the fiscal burden for our State's limited resources.

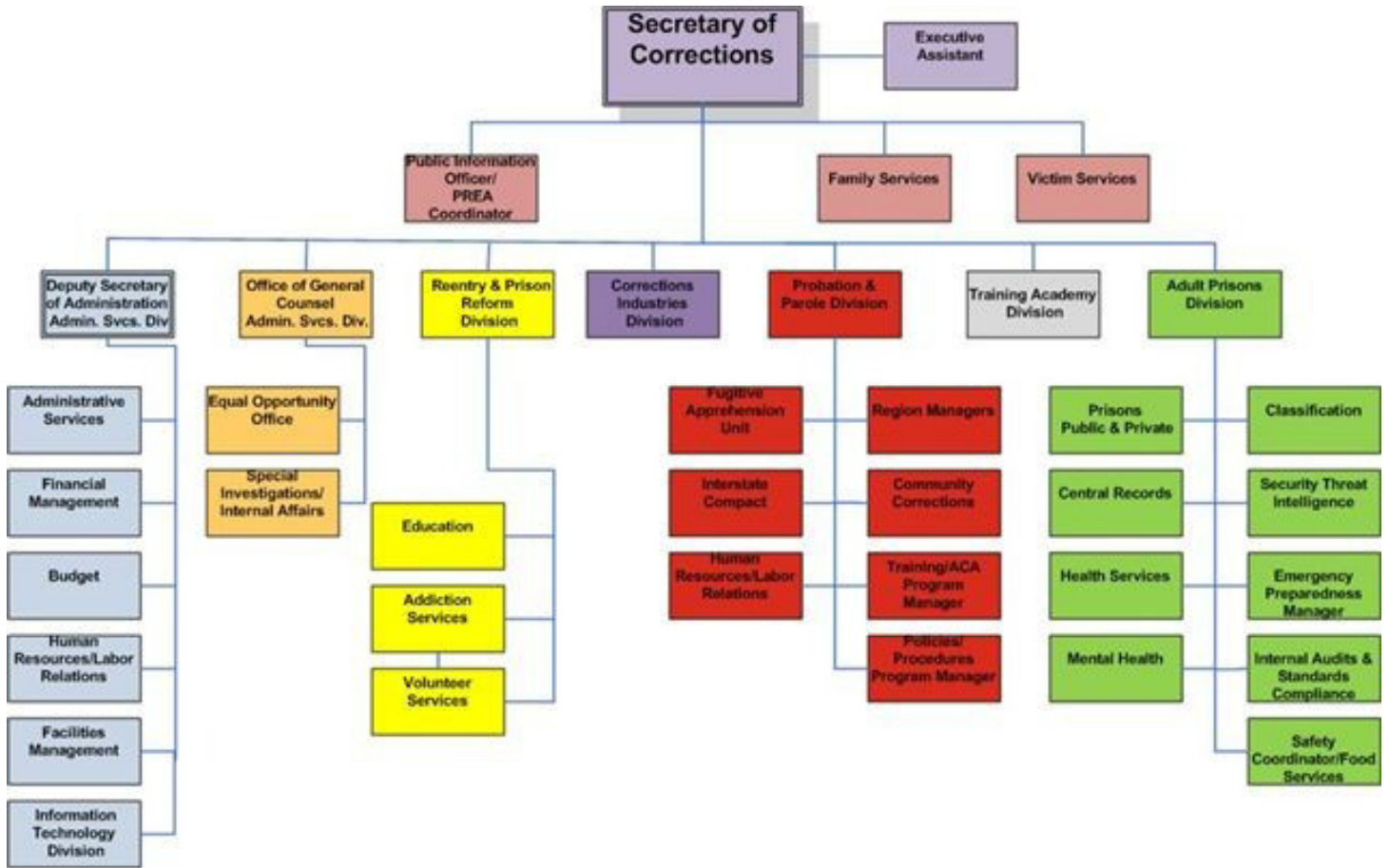
In closing, clearly these are challenging times and you, as taxpayers, have both a constitutional and rightful expectation to remain protected and secure. This is why the NMCD's responsibility to be forward thinking and prepare for the weeks, months, and years ahead is even more critical than the past. As I write this letter, I have recently accepted the appointment to serve you and the men and women of the New Mexico Corrections Department in this capacity. Public safety service delivery in today's world is as challenging as we have ever seen it. Quite frankly, at times, it can seem overwhelming. At the same time, based on the nature of our work we understand that the discomfort of crisis frequently stimulates growth and tends to bring out the best in the professionals in our ranks. History has shown us that some of the more innovative thinking about public safety has emerged from such crisis situations. This is why we are prepared, able and accepting of this challenge.

Looking ahead to 2012-2013 I have reminded the fine men and women of our organization that there will be no shortages of challenges we will be asked to confront to assure the safety and security of our State's neighborhoods. Such an abundance of challenges will not be an issue. It will be simply how we chose to respond to them. Our resourcefulness, creativity, and our State's and Nation's Constitutions shall be our only boundaries. Thank you for allowing us to serve you. Your trust is our greatest strength as we move into the future together. Semper fidelis!

Respectfully,

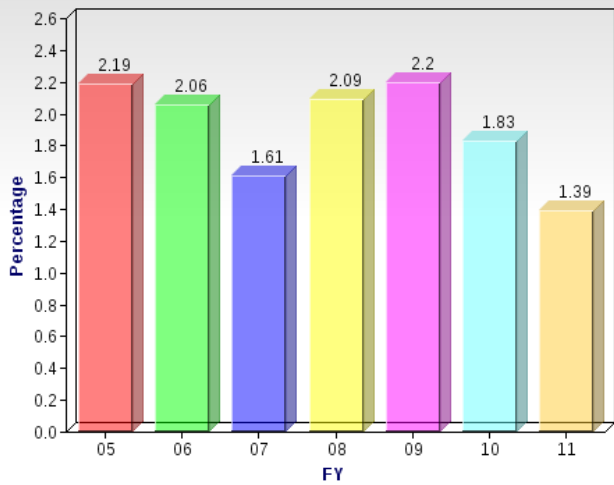
Gregg Marcantel
Secretary of Corrections Designate

Organizational Chart

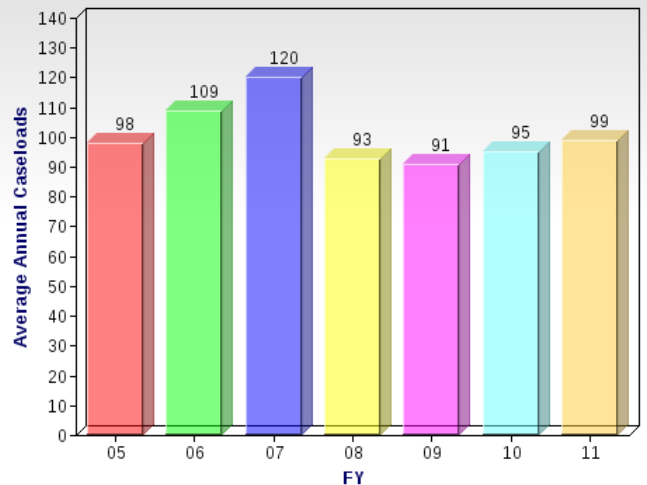


Key Performance Measures

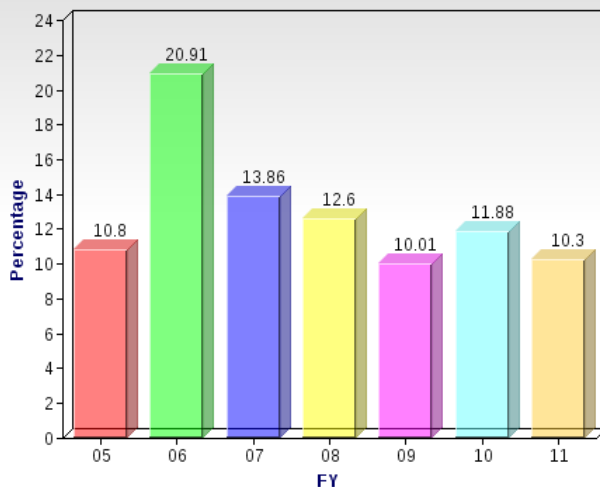
Percent of inmates testing positive in monthly drug test



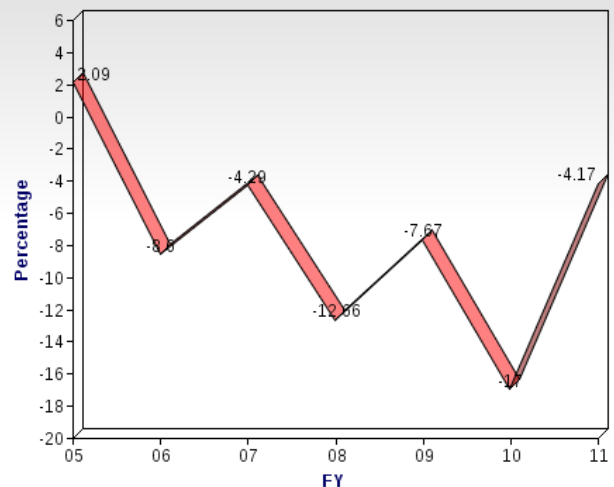
Average standard caseload per Probation/Parole officer



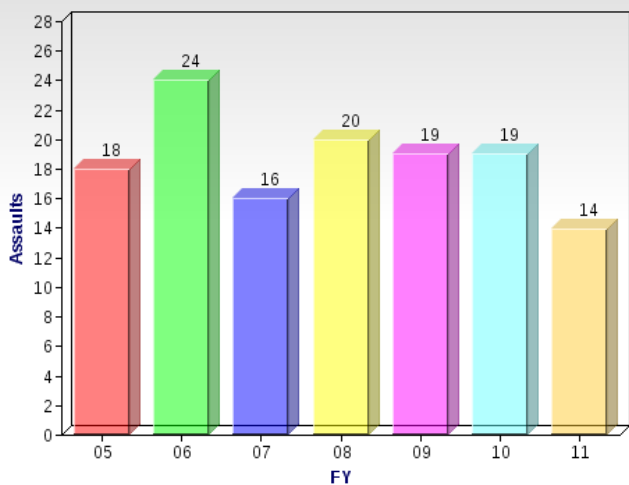
Percent turnover of Correctional Officers



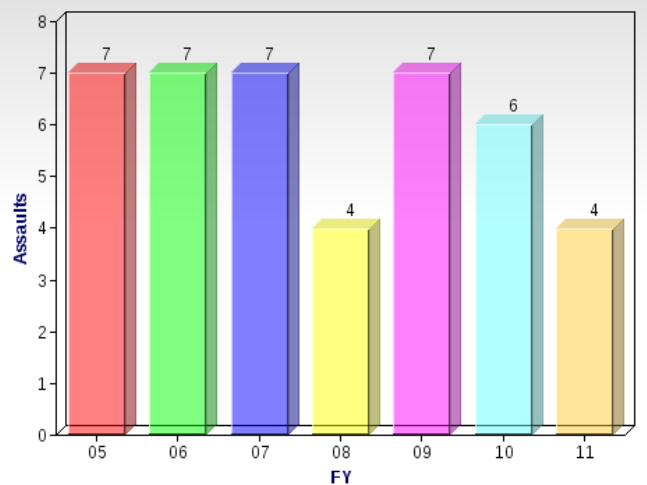
Profit/loss margin of the Corrections Industries Division



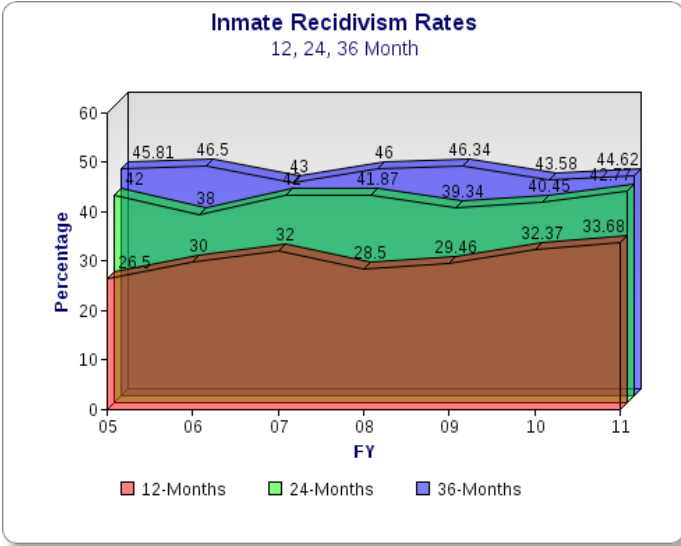
Number of inmate-on-inmate serious assaults



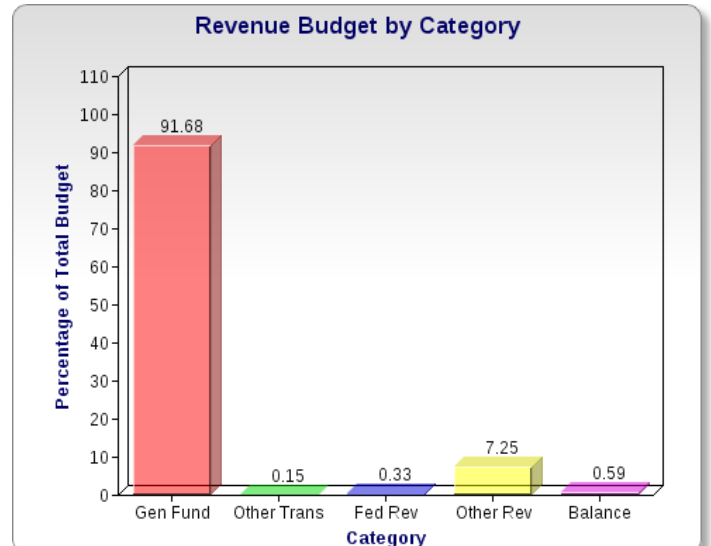
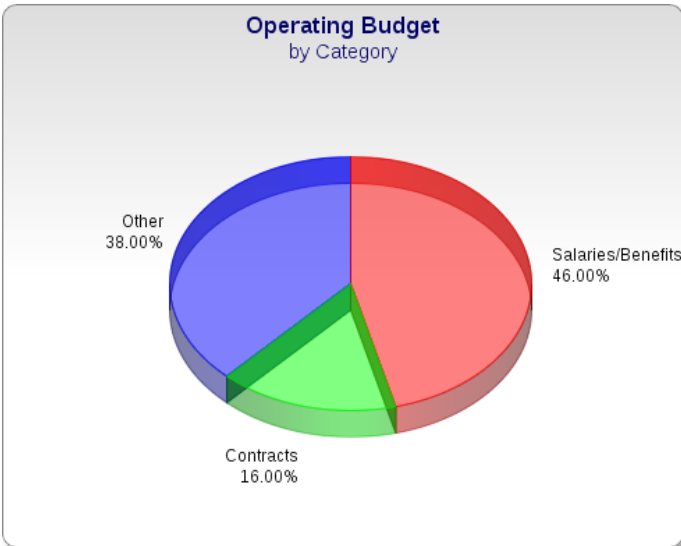
Number of inmate-on-staff serious assaults



Key Performance Measures



Budget



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 2010-2011, 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.

Operating Budget

July 1, 2010 - June 30, 2011

Entity	Amount	Percent of Total Budget	Full-Time Employees
Administrative Services	\$ 4,970,000.80	2%	64
Information Technology	\$ 3,397,000.40	1%	32
Education Bureau	\$ 7,416,000.30	3%	109.5
Health Service Bureau	\$ 50,872,000.30	17%	83
Adult Prisons Division	\$ 74,237,000.20	25%	47
Training Academy	\$ 3,492,000.20	1%	23
Addiction Services Bureau	\$ 2,551,000.00	1%	35
Western New Mexico Correctional Facility	\$ 12,940,000.50	4%	197
Southern New Mexico Correctional Facility	\$ 21,248,000.70	7%	336
Penitentiary of New Mexico	\$ 31,191,000.00	11%	472
Central New Mexico Correctional Facility	\$ 31,768,000.10	11%	488
Roswell Correctional Center	\$ 5,154,000.00	2%	79
Springer Correctional Center	\$ 7,190,000.10	2%	116
Probation & Parole	\$ 30,675,000.10	10%	392
Community Corrections	\$ 3,829,000.20	1%	17
Reentry Program	453,000.00	0%	0
Sierra Blanca Womens CC	121,000.10	0%	0
Corrections Industries	\$ 4,742,000.50	2%	42
TOTAL	\$ 296,250,000.50		2,532.5

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:

- 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 14,488 payment vouchers 4,907 purchase documents, 17 professional service contracts and 25 inter-governmental agreements, joint powers agreements and memorandums of understanding
- Prepared and submitted the fiscal year 2011-2012 operating budget and fiscal year 2012-2013 budget request to the State Budget Division and Legislative Finance Committee by the statutory deadlines
- Completion of kitchen remodel at Roswell Correctional Center (RCC)
- Completed retrofitting two housing units to expand bed capacity at Springer Correctional Center
- Repairs to gas lines for Penitentiary of New Mexico (PNM) staff housing
- Repairs of evaporative coolers for inmate housing units at PNM
- Emergency roof repairs at PNM Level VI
- Continuation of HVAC upgrades at Southern New Mexico Correctional and Central New Mexico Correctional Facility
- Emergency boiler system repairs at Western New Mexico Correctional Facility (WNMCF)
- Emergency evaporative cooler repairs for inmate housing units at WNMCF
- Purchased kitchen, laundry and security capital outlay
- Continued to monitor the department’s budget closely to reduce costs
- The department’s total appropriated budget for fiscal year 2011 was decreased by 3.5 percent to \$296.3 million

Information Technology Division

The **Information Technology Division (ITD)** is responsible for implementing and supporting the technology applications and infrastructure for the New Mexico Corrections Department (NMCD). 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 to migrate 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 centralized commissary and warehouse software solution for the Penitentiary of New Mexico, Central New Mexico Correctional Facility, Southern New Mexico Correctional Facility, Western New Mexico Correctional Facility, Roswell Correctional Center and Springer Correctional Center.
- Customized and enhanced two additional web-based CMIS modules with new functionality requested by business owners.
- Continued the process of implementing an electronic medical record system for the Health Bureau.
- Implemented new VMware environment; setting up virtual servers in the DOIT datacenter to replace physical servers at NMCD to comply with consolidation directive.
- Successfully co-located production servers to DoIT datacenter.
- Upgraded Informix databases from version 11.50.fc5 to version 11.70.fc3 to utilize new and improved database functionality.
- Replaced end of life and end of support web server load balancers with new F5 BIG-IP LTM1600 appliances.
- Implemented two data de-duplication appliances to replace daily tape backups. Data is backed up to disk and then is replicated to an offsite location.
- Replaced end of life firewalls at all public prisons.
- Continue to implement QMOE and MPLS telecommunications when it becomes available from CenturyLink.
- Replaced servers at eleven major prison and probation and parole offices throughout the state.

Office of General Counsel

The **Office of General Counsel** manages all legal affairs for the New Mexico Corrections Department (NMCD). 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 also provide training to correctional officer cadets on a regular basis and specialized training to other employees on an as-needed basis. The Office also 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

- Represented NMCD in 11 disciplinary arbitrations
- Represented NMCD in 2 collective bargaining act arbitrations, and in 5 prohibited practices complaints
- Represented NMCD in 24 State Personnel Board appeals of employee disciplinary actions
- Defended NMCD in 40 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 during this year's 60-day legislative session
- Prepared a written bill analysis for each of the more than 250 bills impacting NMCD during this year's 60-day legislative session

First inmate class graduated from Aramark's Culinary Academy



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 (NMCD). The Training Academy is also available to NMCD 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 New Mexico 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 a total of 107 correctional officers during the fiscal 2010-2011
- Graduated 164 International instructor/correctional officers from Mexico, Guatemala, Honduras, and Belize
- Utilized academy instructors at satellite academies
- Continued to support the governments of Mexico, Honduras, Belize, and Guatemala in efforts to improve their penitentiary systems
- Open the first ever International K-9 Academy with an inaugural class of 10 International K-9 Officers and 10 K-9's.
- Continued to meet high recruitment levels despite local and national budget restraints
- Implemented a state wide firearms curriculum and policy

NMCD and International Cadets train at the Training Academy



Corrections Industries Division

The **Corrections Industries Division (CID)**, 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 corrections department.

CID 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 to 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 16 staff and supervisory personnel to manage an average of 150 inmates in 9 programs at six different facilities around the state.

2010-2011 COMMISSION MEMBERS:

-CHAIR-
George Marquez
Blewater

Nick Brown
Clayton

John Serrano
Santa Rosa

Michele Marshall
Las Cruces

Jay Armijo
Williamsburg

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
- Continued to work with Taxation and Revenue to explore the return of license plate production back to New Mexico
- Moved part of the textile program to both the women's and men's facilities in Grants to streamline deliveries

CORRECTIONS INDUSTRIES 2010-2011 FINANCIAL STATEMENT*							
	Central New Mexico Correctional Facility	NM Women's 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	Textiles	Telemarketing	Textiles	Data Entry	Print Shop	Farm Operations
Revenue from Goods & Services	\$268,694	\$331,462	\$144,809	\$438,163	\$110,000	\$92,884	\$185,500
Cost of Raw Materials	\$120,523	\$ 130,338	\$ 264	\$147,910	\$0	\$51,424	\$32,338
Direct Labor Inmate Pay	\$ 28,691	\$12,572	\$17,111	\$54,659	\$14,702	\$8,880	\$25,910
Manufacturing Overhead	\$238,659	\$78,435	\$107,134	\$129,647	\$47,008	\$49,716	\$72,465
Gross Profit (Loss)	(\$146,807)	\$114,320	\$20,512	\$3,106	\$48,244	(\$17,259)	\$54,788
Allocated Overhead	(\$65,018)	(\$36,162)	(\$33,025)	(\$121,220)	(\$28,375)	(\$20,473)	(\$58,768)
Net Income (Loss)	(\$211,825)	\$78,158	(\$12,513)	(\$118,114)	\$19,869	(\$37,731)	(\$3,981)
	Western New Mexico Correctional Facility	Western New Mexico Correctional Facility	Sales and Marketing	Distribution	Central Office Administration	Total	
	Plastics/Cleaning Products	Textiles					
Revenue from Goods & Services	\$410,992	\$468,602	\$0	\$559,177	\$0	\$3,010,283	
Cost of Raw Materials	\$216,373	\$314,674	\$19	\$364,251	\$413	\$1,378,527	
Direct Labor Inmate Pay	\$7,490	\$3,107	\$0	\$1,451	\$2,186	\$176,759	
Manufacturing Overhead	\$56,530	\$21,157	\$103,726	\$175,985	\$342,501	\$1,422,962	
Gross Profit (Loss)	\$136,676	\$162,389	(\$103,745)	\$17,490	(\$345,920)	(\$56,206)	
Allocated Overhead	(\$29,208)	(\$28,131)	\$103,745	(\$20,291)	\$345,920	\$8,994	
Net Income (Loss)	\$107,467	\$134,259	\$0	(\$2,801)	\$0	(\$47,212)	

Adult Prisons Division

The **Adult Prisons Division** of the New Mexico Corrections Department (NMCD) 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 mental health and addiction services programs.

During 2010-2011, the department's inmate population experienced a slight decrease in the average daily offender population. In 2009-2010, the average daily offender population was 6657 total inmates. In fiscal year 2010-2011, the average daily offender population decreased to 6603. However there was an increase for average daily female offender population, from 594 to 608, and a .02 percent increase.

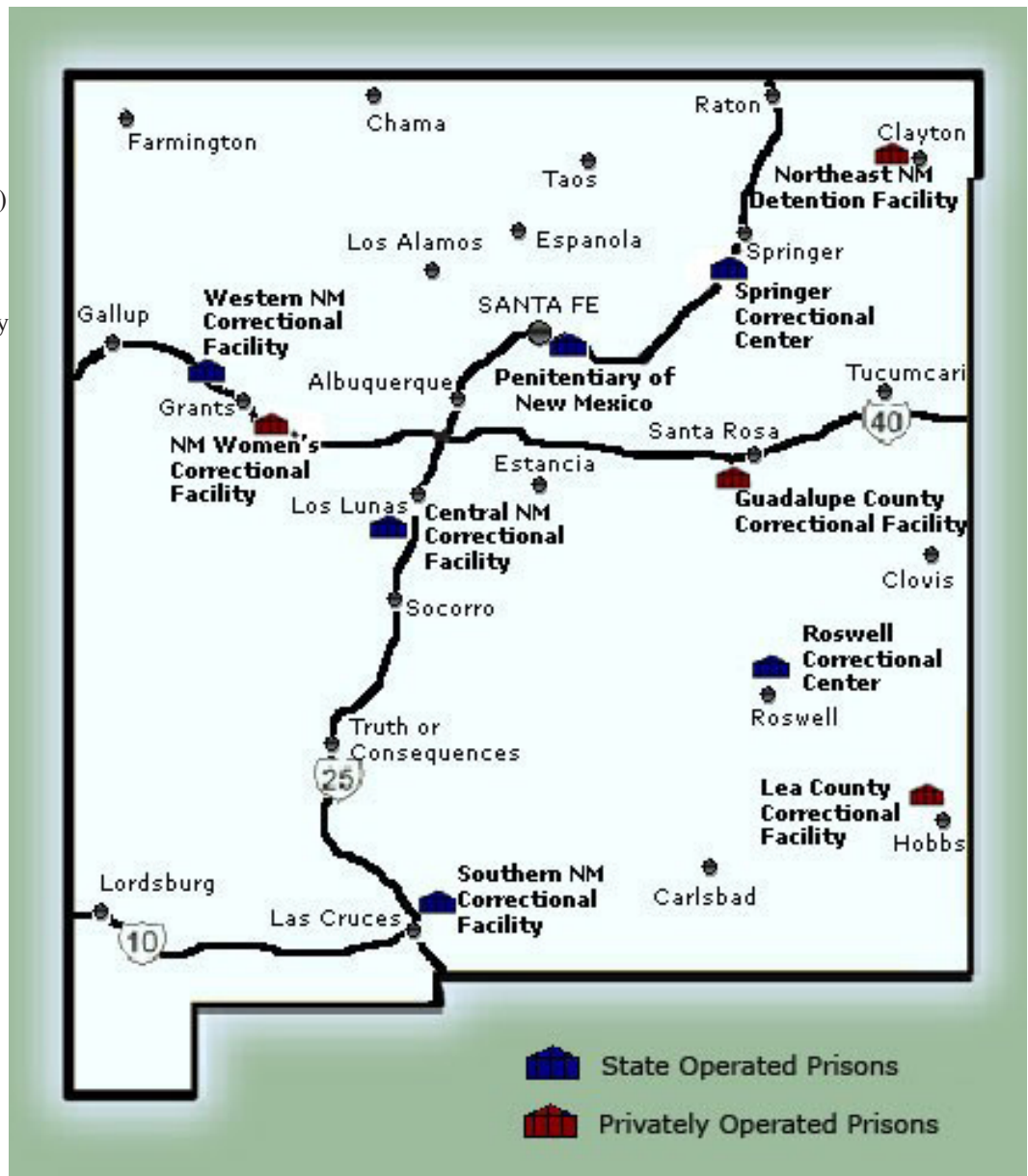
The inmate population continues to remain below our capacity. Prisons continue to meet the needs of public and institutional safety. The department continued its commitment to emergency preparedness by maintaining the emergency response team, specifically trained to respond to severe emergencies. The Special Operations Response Team (SORT) is comprised of correctional officers from state facilities. The team responds to emergency situations at both state and privately operated prisons.

During 2010-2011, the Southern New Mexico Correctional Center and the Western New Mexico Correctional Facility were reaccredited by the American Correctional Association. Accreditation ensures that the New Mexico Corrections Department maintains the highest level of professionalism in the industry, while safeguarding the safety, health, and legal rights of offenders. Also both facilities received 100% scores on all standards showing these facilities excel in performance.

Budget constraints continued to remain an obstacle for offender reentry and reform efforts for the Department during fiscal year 2010-2011. 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.

Budget constraints in fiscal year 2010-2011 also have impacted the physical plant and the staffing of the State facilities. Despite the budget constraint challenge managers, supervisors and staff at the facilities have superbly kept the prisons safe and secure for staff, inmates and the public.



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 and processing point for every male offender entering the New Mexico Department of Corrections. The CNMCF Main facility includes the Reception and Diagnostic Center, Mental Health Treatment Center; the Long Term Care Unit for offenders with chronic health needs, a recently expanded Geriatric Unit, 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 reentry into the community.

Opened:	1939
Levels	I, II, III, IV, V, VI (Males)
Capacity	1,302
Average Daily Population	1,199
ACA Accredited:	2009

HIGHLIGHTS

- Preparing for the American Correctional Association re-accreditation audit.
- Integrated wastewater treatment systems to Los Lunas municipal services.
- Implemented new initiatives for family involvement in hospice care for inmates housed at LTCU who are in the end stage of life
- Implemented a Project ECHO (Extended Community Health Outcomes) training program funded by the Department of Health to increase inmate awareness of infectious diseases.
- Remodeling Geriatric housing for the growing geriatric population.
- Replaced HVAC Systems in 1A, 1B housing units
- Implemented a new menu for the Main Facility in order to comply with the New Mexico Environmental Departments Requirements
- Implemented multi-disciplinary and multi-site meeting between CNMCF, MHTC, APA and PNM Level VI to discuss mental care of inmates upon discharge and receipt
- Implemented the 287(g) program with ICE which identifies foreign born inmates

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 13 years, LCCF's mission is to provide correctional security consistent with sound correctional practice, providing programs that contribute to the reentry of offenders into the community. 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	1100
ACA Accredited:	2009

HIGHLIGHTS

- Increased the number of electronic surveillance cameras for improved security. Began providing direct/live feed video college courses from New Mexico Junior College to the inmates.
- LCCF awarded ten (10) one thousand (\$1,000.00) dollar college scholarships to Lea County High School Graduates.
- LCCF graduated 60 offenders from the Therapeutic Community program.
- Raised \$6,000.00 for the Relay for Life.
- LCCF provided thousands of man hours of community service labor to the local schools and non-profit organizations

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 reentry services. GCCF continues to expand its vocational and academic programs, and provides offenders an accredited cosmetology class through the Luna County Community College and a weaving class through Mesalands Community College.

Opened:	1999
Levels	III (Males)
Capacity	601
Average Daily Population	557
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 80 students and 30 chaperones.
- Awarded thirty \$500 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 reentry 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:	2011

HIGHLIGHTS

- Celebrated the first re-accreditation score of 100% on all mandatory and non-mandatory American Correctional Association standards.
- Graduated 18 offenders with GED diplomas and 72 offenders for completion of Moral Reconation, Inside Out Dad, Charting a New Course, and Computer Classes.
- Started a new program (ECHO) to teach the inmates about the spread of disease and proper hygiene. It has been very successful and has made a big impact on the inmates and facility as a whole.
- Received certification from the Fire Marshall on a 100% working fire suppression and fire alarm system in all offender housing units, and administrative buildings.
- Was able to become more energy efficient through elimination of the steam boiler for heating the inmate housing units and prison complex buildings.

SOUTHERN NEW MEXICO CORRECTIONAL FACILITY

The **Southern New Mexico Correctional Facility** complex is located near Las Cruces in South-Central New Mexico; the second largest and fastest growing city in New Mexico with a population of approximately 97,618. SNMCF Level III (main) facility is composed of three different custody levels housing a capacity of 480 inmates; Level III General Population, Level IV Close Custody and the interim Level VI Segregation. The Level IV is a segment of the prison population that has been classified as close custody, which requires increased supervision, small group controlled movement and intensive Security Threat Intelligence Unit (STIU) monitoring. The Level II facility holds a maximum of 288 inmates.

Opened:	1983
Levels	II, III, IV, VI (Males)
Capacity	768
Average Daily Population	706
ACA Accredited:	2011

HIGHLIGHTS

- Completion of repairs to fire alarm system ensuring a fully functional system.
- Continuation of the HVAC unit replacement project.
- Passed ACA audit with a perfect score of 100% on both mandatory and non-mandatory files.
- Completed repairs on the sensor detection system that allows for one less vehicle patrol unit.

PENITENTIARY OF NEW MEXICO

The **Penitentiary of New Mexico** is a facility for adult male offenders, and is located along the old turquoise Trail south of Santa Fe, the Capital City in New Mexico. PNM is the home of the Department's only super-max facility, housing the highest security classification of offenders in the state of New Mexico. The PNM Complex is comprised of three facilities: Level-II, a minimum-restrict unit, Level-IV/V and Level-VI, which house the highest security classification of offenders. The Penitentiary of New Mexico continues to maintain its national accredited status by the American Correctional Association and continues to intensify its efforts to achieve the mission of the Corrections Department by providing 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. The Main unit was closed in 1998, as a result of the termination agreement of a federal court order known as the Duran Consent Decree, but continues to serve as a multi-agency tactical training area.

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

HIGHLIGHTS

- In consultation with the Departments Budget Bureau's office a plan for reducing FY 2011/2012 Budget expenditures by \$2,916.2 has been finalized. A reduction of this magnitude represents a 9.3% decrease in spending for the coming fiscal year. Approval and appropriations of funding the Budget for the Penitentiary of New Mexico fiscal year 2011/2012 has been accomplished.
- The Budget for the Penitentiary of New Mexico includes funding of \$4,275.1 for other costs to maintain minimum levels of operations. The agency's FY 2011/2012 - 9.3% reduction approved includes a reduction of \$481.2 thousand dollars for other cost.
- Funding approved for employee salary & benefits is

\$23,971.8 million dollars, approximately \$2,437.8 million dollars less than the current budget.

- Funding approved for overtime is \$1,831.2 million dollars resulting in a \$1,124.2 million dollars in reduction from the current budget.
- All gas lines were replaced at PNM housing on grounds in order to be in compliance within federal regulations/code for pipeline safety.
- Body armor purchased as a requirement for the life safety of all Correctional staff.
- Four (4) Boss Chairs were purchased for the control of contraband and/or disturbances within the institution to enhance a more secure and safe working environment.
- Lighting throughout the Complex (all buildings) was updated with new lights and fixtures. Lights were changed from T-12 bulbs and fixtures to T-8 lights and ballasts for money savings.
- Roof repairs at the Level-VI in the amount of approximately \$88,000.00 were funded by General Services / Property Control Division.

NORTHEAST NEW MEXICO DETENTION FACILITY

The **Northeast New Mexico Detention Facility**, operated by the GEO Group Inc., is a Level III medium-security facility located in Clayton. NENMDF is committed to sound correctional operations that contribute to the safety of its employees, inmates, and community. NENMDF offers classes in Pre-GED, English as a Second Language, Special Education and Adult Learning Assistance, as well as PC MOUS, PC Maintenance, Automotive Technology, and Building Trades in its Vocational Program. A post-secondary program through Mesalands Community College offers offenders college level education opportunities. Pre-release classes are offered to reduce recidivism. 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	619
ACA Accredited:	2010

HIGHLIGHTS

- Graduated nine inmates with Associate Degrees from MesaLands Community College.
- Inmates contributed to community improvement projects by refurbishing two dinosaur statues for the Clayton Chamber of Commerce (these dinosaurs are major tourist attractions that draw people into the community); landscaping the Clayton Golf Course; helping the Police Department haul away debris during Clayton Clean-up Week; cleaning Clayton Lake State Park following the annual Trout Derby; and continuing the restoration of the historic downtown Luna Theatre.
- Awarded ten \$1,000 scholarships to local graduating high school seniors in 2011.

- Sponsored prison ministry performance by Sheila Raye Charles, daughter of singer Ray Charles, and her husband, Tony Steptoe.
- The facility's major scholarship fundraiser, the Rabbit Ear Run, included a professional and novice rodeo, bike rodeo, and Texas Hold'Em tournament in addition to the original motorcycle 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, New Mexico and provides for public safety by operating a safe, secure, constitutionally sound and accredited correctional facility for adult female offenders committed to the New Mexico Corrections Department.

Opened:	1989
Levels	I, II, III, IV, V, VI (Females)
Capacity	606
Average Daily Population	603
ACA Accredited:	2009

HIGHLIGHTS

- Physical plant improvements, New Roofs installed above A, B and C units, New Boilers installed throughout the facility, New Water Softening systems installed, New Camera upgrade and Computer upgrade.
- Increased staffing in Segregation Unit
- Heeling Hearts – Dog Obedience program has served 58 dogs in FY 2011 an increase from FY 10 of 46 – a 26% increase over 2010
- Establishment of honor pods in A and G units
- Approval of Veterinary Assistant program which is beginning in FY 12
- Over 30 women a semester attend ENMU-R and Mesalands Community College courses
- An increase by 30% in the number of vocational certificates obtained,
- Decrease of Critical Incidents from FY 2010 – 68 Incidents to FY 2011 – 44 Incidents a 35% reduction
- Decrease of Inmate Misconduct Reports from FY 2010 – 1,340 reports to FY 2011 – 956 reports a 29% reduction
- Recidivism Reduction Program started in April 2011 in conjunction with Addiction Services – 63 offenders completed the program in FY 2011
- New Mexico State University-Grants has provided an instructor to provide Parenting and Family Reunification classes
- DADA dolls were contributed to area law enforcement agencies
- New for 2011 DADA dogs and bears

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. A new kitchen expansion/renovation was completed and opened on July 1, 2011. 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 60 inmates from Phase III of DWI Therapeutic Community program and graduated 25 inmates from Phase IV.
- Graduated 40 inmates with GEDs.
- Graduated 11 inmates from the welding program with American Welding Society.
- Completed construction/renovation on the new kitchen.
- Trained offenders as volunteer firefighters for Roswell District Eight Firehouse, known as "The Fighting Eighth."

SPRINGER CORRECTIONAL CENTER

The **Springer Correctional Center**, consisting of 36 buildings on 40 acres formerly operated as the New Mexico Boys' School, is located two miles north of the town of Springer. 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.

Staff at LCCF remember Fallen Heros from 1999 prison riot.



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 over 19,000 offenders in becoming law-abiding citizens.

The Institutional PPO (IPPO) participates in multi-disciplinary committees that address pre-parole inmates' needs and develops community reentry plans. A Transitional Coordinator (TC) 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 IPPO and TC 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/Parole Division created the Response Center, a call-in phone center that now supervises the state's minimum risk offenders to allow field officers to focus their efforts more on higher-risk offenders. 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, and gender specific 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 PPD 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, PPD 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	4,504
Average number of Parolees	458
Average number of Probationers	4,046
Average number of Intensive Supervision	40
Average Community Corrections	435
Average Sex Offenders	218
STATISTICS	
Pre-Sentence Reports	121
Post-Sentence Reports	1,481
In-State/Out-of-State Investigations	394
Violation Reports	1,380
Executive Clemency Applications	13
Hearings	2,502
Parole Plan Investigations	751
FEES COLLECTED	
Restitution	\$ 203,895.00
Supervision Fees	\$ 392,824.65
GPS Fees	\$ 29,451.83
Community Corrections Fees	\$ 13,677.00
Other Fines, Fees, DNA and Court Costs	\$ 95,640.15
TOTAL:	\$ 732,488.63

HIGHLIGHTS

- The Santa Fe Districts and the Region was selected to participate in a research study being conducted by UCLA. The study focus is on medicated assistance treatment and supervision of offenders. It is still ongoing.
- Participated in No More Fiesta and Safe Zozobra Multi-Jurisdictional Operations as part of fugitive apprehension and community safe pro-active operations in the Region.
- Coordinated and participated in Multi-Jurisdictional Operations on sex offenders as part of pro-active operations in the community. The focus of the operations was to review and monitor computers for possible cyber violations of supervision through programming available by NMSP.
- 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	4,881
Average number of Parolees	350
Average number of Probationers	3,878
Average number of Intensive Supervision	653
Average Community Corrections	0
Average Sex Offenders	0
STATISTICS	
Pre-Sentence Reports	421
Post-Sentence Reports	2,768
In-State/Out-of-State Investigations	687
Violation Reports	2,034
Executive Clemency Applications	7
Hearings	2,085
Parole Plan Investigations	94
FEES COLLECTED	
Restitution	\$ 143,440.92
Supervision Fees	\$ 297,320.06
GPS Fees	\$ 225.63
Community Corrections Fees	\$ 3,983.75
Other Fines, Fees, DNA and Court Costs	\$ 90,378.54
TOTAL:	\$ 535,348.90

HIGHLIGHTS

- Participated in a panel meeting that was held at CNM for developing a curriculum for Probation/Parole Officers.
- Conducted meetings with District Judges, the District Attorney's Office, the Public Defender's Office, the Criminal Division of the District Court to create the Pro-Tem Docket.
- Attended and presented at the 3rd Annual Users' Training Summit.
- Participated in numerous special operations, working with local and federal law enforcement to monitor offender compliance, search for fugitive offenders, and protect public safety.
- Participated and represented the NMCD in numerous community events throughout the year, including the Making Strides for Breast Cancer Walk, the Law Enforcement Torch Run for Special Olympics, and the Big Brothers/Big Sisters Bowl-A-Thon.

REGION II-SPECIAL PROJECTS

Average number of offenders supervised monthly	4146
Average number of Parolees	1866
Average number of Probationers	2220
Average number of Intensive Supervision	340
Average Community Corrections	255
Average Sex Offenders	550
STATISTICS	
Pre-Sentence Reports	134
Post-Sentence Reports	323
In-State/Out-of-State Investigations	565
Violation Reports	2032
Executive Clemency Applications	7
Hearings	2925
Parole Plan Investigations	2871
FEES COLLECTED	
Restitution	\$ 64,584.59
Supervision Fees	\$ 164,977.58
GPS Fees	\$ 19,373.13
Community Corrections Fees	\$ 9,466.00
Other Fines, Fees, DNA and Court Costs	\$ 52,326.37
TOTAL:	\$ 307,747.67

HIGHLIGHTS

- 32 Officers over a 7-Day period participated in a multi-jurisdictional operation at the New Mexico State Fair.
- Conducted a major Halloween operation with the US Marshals, the FBI, Bernalillo County Sheriff's Officers and the Albuquerque Police Department on Halloween night.
- Participated in the New Mexico Tribal-State Judicial Consortium.
- Conducted and participated in 25 Special Operations.
- Officers confiscated 14 firearms.
- Conducted 26, 481 field visits over the course of the year.
- Participated in the Big Brothers Big Sisters Bowl-A-Thon, The Law Enforcement Torch Run for Special Olympics, and the Lock Up for the Muscular Dystrophy Association.

REGION III

Average number of offenders supervised monthly	4414
Average number of Parolees	332
Average number of Probationers	3033
Average number of Intensive Supervision	98
Average Community Corrections	158
Average Sex Offenders	147
STATISTICS	
Pre-Sentence Reports	370
Post-Sentence Reports	170
In-State/Out-of-State Investigations	789
Violation Reports	1860
Executive Clemency Applications	16
Hearings	3385
Parole Plan Investigations	721
FEES COLLECTED	
Restitution	\$ 272,618.14
Supervision Fees	\$ 473,927.97
GPS Fees	\$ 19,385.00
Community Corrections Fees	\$ 7,742.50
Other Fines, Fees, DNA and Court Costs	\$ 101,406.55
TOTAL:	\$ 875,080.16

HIGHLIGHTS

- Participated in warrant round-ups, sex offender operations, knock-and-talks with gang members, and Halloween operations.
- The Anthony office held numerous community service projects for offenders.
- Several Job Skills workshops were held to assist offenders in the Re-Entry process.
- Conducted video conferences with inmates and their families to help prepare the inmates for their upcoming parole periods.
- Participated in the Law Enforcement Torch Run for Special Olympics.
- Maintains a good working relationship with local University Internship Programs at New Mexico State University and Western New Mexico University. The partnership is greatly valued, and has resulted in the hire of many staff from the intern pool generated.

REGION IV

Average number of offenders supervised monthly	2,120
Average number of Parolees	411
Average number of Probationers	1,697
Average number of Intensive Supervision	382
Average Community Corrections	106
Average Sex Offenders	103
STATISTICS	
Pre-Sentence Reports	170
Post-Sentence Reports	1,410
In-State/Out-of-State Investigations	244
Violation Reports	1,694
Executive Clemency Applications	20
Hearings	1,186
Parole Plan Investigations	384
FEES COLLECTED	
Restitution	\$ 174,440.21
Supervision Fees	\$ 489,521.59
GPS Fees	\$ 27,039.00
Community Corrections Fees	\$ 18,666.40
Other Fines, Fees, DNA and Court Costs	\$ 90,322.37
TOTAL:	\$ 809,989.57

HIGHLIGHTS

- The Roswell District Office met with State Representative Dennis Kintigh to work on making positive changes for the community and the partnership.
- Participated in numerous special operations with local and federal law enforcement, resulting in numerous arrests for offender non-compliance.
- The Artesia sub-office moved into the Artesia Public Safety Complex in May 2011.
- June 2011, Forensic Therapy Services of Albuquerque expanded their sex offender therapy program to offenders in Clovis, Portales and Tucumcari. The program evaluates all sex offenders, assigning a level of risk and makes use of frequent polygraph testing.

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 supervising Minimum-assessed cases for the entire state. Offenders on minimum level of supervision report by phone monthly to the Response Center, during which they update the 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 12,035 general information or emergency calls
- Initiated 7,176 collateral contacts
- Received and responded to 19,404 electronic GPS violations
- Sent 8,286 email communications to officers, attorneys, courts
- Entered information in department's database for 14,983 field contacts
- Conducted 6,204 audits of offender information in database
- Made 7,818 telephone monthly reports by minimum supervision offenders
- Made 26,722 telephone contacts, separate from minimum supervision offenders calling in to report
- Issued 2,663 arrest orders and 2,496 cancellations
- Received and classified 2,892 J&S orders
- The Response Center supervises 480 minimum level offenders
- Daily monitoring of arrest logs for Sandoval, San Juan, Cibola, Bernalillo, Santa Fe and Dona Ana counties

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
Roswell	30	Counseling Associates	\$ 40,000.00
Clovis/Portales	30	Teambuilders, Inc.	\$ 46,400.00
Silver City	30	Border Area Mental Health	\$ 26,400.00
Hobbs	30	The Guidance Center	\$ 16,400.00
Bernalillo	30	La Buena Vida	\$ 36,400.00
Rio Rancho	30	La Buena Vida	\$ 36,400.00
Grants	30	Family Connections	\$ 21,400.00
Gallup	30	Connections, Inc.	\$ 40,000.00
Espanola	30	Human Resource Dev. Associates	\$ 46,400.00
Taos	30	Human Resource Dev. Associates	\$ 36,400.00
Raton	30	Human Resource Dev. Associates	\$ 45,000.00
Las Vegas	30	Human Resource Dev. Associates	\$ 36,400.00
Socorro	30	Socorro Mental Health	\$ 24,850.00
Carlsbad	30	Carlsbad Mental Health	\$ 26,400.00
Albuquerque		UNM ASAP	\$ 52,800.00
		LaPasada	\$ 27,800.00
		Paso Nuevo Counseling	\$ 74,200.00
		Forensic Behavioral Health	\$ 114,000.00
		UNM Mental Health Center	\$ 47,500.00
	240	Dismas House	\$ 114,600.00
Farmington	60	Presbyterian Medical Services	\$ 35,700.00
Las Cruces	60	NAVA	\$ 64,900.00
	65	The Life Link	\$ 25,647.00
Santa Fe	Referred by PPO	Ernesto Santistevan	\$20,000.00
Statewide	N/A	Eagles Unlimited – Financial Asst.	\$ 211,500.00

RESIDENTIAL			
Men’s Recovery Academy	84	Community Education Centers – Men’s Residential	\$ 700,000.00

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	115
Second Judicial District	Albuquerque	327
Third Judicial District	Las Cruces	56
Sixth Judicial District	Lordsburg, Silver City	40
Seventh Judicial District	Socorro, Truth or Consequences	39
Eighth Judicial District	Taos, Raton	67
Ninth Judicial District	Clovis	29
Eleventh Judicial District	Farmington	389
Twelfth Judicial District	Alamogordo	22
Thirteenth Judicial District	Grants	18
Total		1111

Reentry & Prison Reform Division

The **Reentry & Prison Reform Division's** (Reentry Division) mission is to reduce the potential for offender reincarceration. This is done by providing offenders in and out of prison, with the comprehensive programming and support services necessary to prepare for, and maintain, successful community reentry and reintegration.

In response to the passing of the Second Chance Act in 2008, a Reentry Task Force was created to examine prison reform efforts for New Mexico. After its initial study, the task force made many recommendations, and soon thereafter, the Reentry and Prison Reform Division was created. A reentry plan was created utilizing the Transition from Prisons to Community (TPC) model. This model was chosen because it focused on risk-reduction and was based on the premise that offenders are capable of change. The University of New Mexico (UNM) was contracted to conduct a careful review of NMCD practice to identify the gaps existing between current practices, resources, policies, and perspectives and those implicit in the TPC model.

Addiction Services, the Education Bureau, Native American Services and Volunteer Services are under the umbrella of the Reentry Division.

HIGHLIGHTS

- A prison program resource manual was created that lists each program, separated by prison facility, and includes relevant information such as a summary of the purpose for each program, the number of inmates enrolled as well as the graduation or completion rate, the eligibility criteria and whether a lump sum of good time is awarded for completion. This resource manual allows for a quick assessment of how well we are using existing resources as well as overall program effectiveness.
- A recidivism reduction program was created and is now being delivered at five prisons. This is a 100 hour, 21 module pre-release preparation program designed to place the inmate's focus on areas he or she will face as they reenter the community so that they may establish a self-sustaining and law-abiding life. This program was evaluated by UCLA.
- Reentry has recently developed a partnership with Amity, a community nonprofit organization, to provide additional pre and post-release reentry and specialized case management services to high risk women discharging in the Albuquerque metropolitan area. This partnership will begin to bridge the gap that occurs between case management throughout incarceration and community supervision.
- As mentioned in UNM's analysis report, full implementation of the TPC model will include many other changes that will require more time, effort, resources, stakeholder buy-in, and even legislation. In addition to strengthening the programs and services currently offered, a shift must occur from the exclusive focus on custody, security, and surveillance to a broader focus that engages offenders in a process of change. With the full support of the Secretary of Corrections, Reentry will promote this shift by providing a statewide training that will communicate the operational requirements necessary to fully implement this reentry process. This training will be provided to all prison administrators.

"We all lose when released inmates fail to properly reenter society. It's paramount that we create these opportunities for those who are motivated to return to a positive and productive life outside of custody. If we don't, our jails will continue to overflow, requiring the early release of inmates which fuels recidivism." **Santa Barbara Sheriff, Bill Brown**

Education staff work one-on-one with inmates in the prisons.



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 reentry courses. In addition, the Education Bureau continues to maintain the highly successful reentry 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 2,239 inmates statewide and assisted 305 inmates in obtaining their GED. Compared to the previous year, in FY 11 the Education Bureau served 221 more students, increased post-testing rates from 45% to 72%, and improved total educational gains from 24% to 49%, with 25% less staff.
- Implemented first state-managed College Level Examination Program (CLEP) site and administered 29 CLEP tests
- Began training Motivational Interviewing (MI) for PPD cadets at initial Academy training. Two classes for approximately 36 staff. Trained 18 new classification officers in MI. Preparing to train 20 MI coaches for PRI grant. This will provide NMCD staff more opportunities to be trained in MI.
- Executed NMDPS Justice Assistance Grant, part of US American Recovery and Reinvestment Act funding. There was \$249,000 provided for training, resources, and funded a UNM Research project on NMCD's advance to meet the national Transition from Prison to Community Initiative model (TPCI).
- Enrolled 790 inmates in Project SOAR; 150 were released from prison after successfully completing the program. Verified a 79.5 % employment rate and a 33 % recidivism rate for all 1,290 SOAR offenders released from prison since inception of the program in the year 2000
- Awarded 16 associate degrees 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 prepare offenders for employment. Participated in quarterly "Gobs of Jobs" job fair with Workforce Links. Delivered 3 Offender Employment Specialist workshops involving state, federal and private agencies.
- Expanded partnership with NIC for Regional Training Initiative. Trained 250+ Law Enforcement Agents from over 20 agencies on "Active Shooter" awareness.

- Collaborated with NMCD's Information Technology Division and fully implemented the Offender Management Plan (OMP) 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. Expanded partnership with NIC for Regional Training Initiative.
- Eleven AmeriCorps volunteers served 656 inmates providing tutoring and workshops at all custody levels.

Education Programs offered in all prisons:

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.

Reentry 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, Truthoughts, and Breaking Barriers. Were approved by NIC for a cooperative agreement to include "Thinking for a Change" cognitive program for NMCD (awaiting federal funding on NIC's part).

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 are awarded. In addition, Associate of Arts degrees in Business Administration and University Studies from ENMU-Roswell are awarded. Mesalands Community College awards Associate of Arts degrees in Liberal Arts and Associate of Applied Science

VOLUNTEER SERVICES

The **Volunteer Services** oversees the participation of approximately 1100 community volunteers throughout the prison system. The volunteers are concerned citizens from across our state who provide encouragement to the incarcerated men and women and their families with the hope that they will become productive, law abiding citizens upon their return to the community. This is done primarily through faith-based prison, 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 incarcerated and their families.
- Facilitated Angel Tree inmate family project that provided Christmas gifts to over three thousand children of incarcerated parents networking with approximately eighty Prison Fellowship Angel Tree churches.
- Provided administrative support to the following faith-based programs: Crossings 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.

NATIVE AMERICAN SERVICES

The State-Tribal Liaison and administrative staff maintain a current list of contact information for Tribal and Pueblo Leaders statewide. Staff attended the pilot State-Tribal Collaboration Act training and the State-Tribal executive planning session to participate in the cultural competency curriculum development.

Native American Services, through the NMCD Addiction Services Bureau, has acquired culturally responsive resources from White Bison Inc., including program manuals and films, designed to address substance abuse programming for Native American populations, using traditional approaches including the Talking Circle.

HIGHLIGHTS

- Facilitated Native American spiritual practices including sweat lodges, talking circles, and spiritual traditions made available to every inmate, all levels, who have prior enrollment to a tribal with census number or verification letter indicating census number.
- Promoted effective communication and collaboration between the state agency and Indian nations, tribes or pueblos;
- Promoted positive government-to-government relations between the state and Indian nations, tribes or pueblos;
- Promoted cultural competency in providing effective services to American Indians or Alaska Natives (AI/AN)
- Established a method for notifying employees of the state agency of the provisions of the STCA.

ADDICTION SERVICES

degrees.

The **NMCD Addictions Services Bureau** provides a comprehensive spectrum of substance abuse treatment services in all NMCD institutions 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 Services, focusing on the NMCD Native American population, are being planned for the Western New Mexico Correctional Facility. A focus over the past year has been expanding and implementing a randomized evaluation study of the Recidivism Reduction program, providing staff training, improving data management capabilities, and increasing coordination with volunteer and Native American services. Addiction Services continues to obtain significant support from Federal Residential Substance Abuse Treatment grants.

HIGHLIGHTS

- Developed a Native American culturally sensitive TC program at the Western Correctional Facility to begin operations in September, 2011. Implementation included hiring of staff, development of curriculum, obtaining culturally sensitive resource materials and initiation ceremony.
- Conducted an evaluation study using national-level program research experts of our Recidivism Reduction Program. Study was conducted utilizing experimental procedures and included targeted treatment for over 80 inmates close to release.
- Developed a database, utilizing a data management expert, to capture over 6500 inmates who were screened at the Reception and Diagnostic Center for substance abuse issue.
- Provided extensive training to addictions staff in cultural competency, ethics, clinical supervision and Therapeutic Community treatment.
- Received continued funding for the FY 2011 Federal RSAT grant with a significant increase over current funding
- Increased involvement and focus of our volunteer coordinator and Native American Spiritual Advisor on programming and re-entry resources for inmates.

Bureaus & Programs

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 (NMCD). The bureau ensures compliance with mental health accreditation standards established by the American Correctional Association, and National Commission for Correctional Health Care; the bureau 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 intake/reception 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

- 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 two social work interns and one psychology graduate student to work at internship placements at Central New Mexico Correctional Facility
- Utilized monthly video-conferencing between all mental health managers thereby facilitating communication and training in a cost effective manner that eliminated the need for travel

Security Threat Intelligence Unit

The **Security Threat Intelligence Unit** serves the Adult Prisons Division 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 also works to prevent narcotics, weapons, and other contraband from entering prison facilities. 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

- Initiated an assessment of Albuquerque-based street gangs in the prison population and evaluated how they organize to conduct criminal activities within NMCD facilities.
- Attended the Western States Gang Intelligence Association quarterly meeting as an invited guest.
- Continued monitoring of approx. 2,400 total gang members in the prisons and approximately 1,100 gang members in the community
- Assisted in court security operations for high-risk transports and high-profile appearances involving violent offenders.
- Assisted with investigations involving the Albuquerque Police Department, Bernalillo County Sheriff's Office, the Las Cruces Police Department, the Dona Ana County Sheriff's Office, the NMCD Probation and Parole Division, the Federal Bureau of Investigation, and the NMCD Special Investigations/Internal Affairs Unit.

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

Constituent Services

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 website, 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 4,804 clients with inquiries/complaints via the Web site; a 17 percent increase over last year
- Assisted 6,670 clients with inquiries/complaints via the telephone, correspondence and in-person appointments; a 6 percent increase over last year
- Answered 382 Corrections Department inquiries sent to the Governor's Office, within five-day turn-around; a 37 percent increase over last year

Records Bureau

The **Records Bureau** is part of the Adult Prisons Division. It was created in 2007 to assist records staff at the prisons 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. 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. Victim Services provides educational outreach to statewide district attorneys' office victim advocates and victim advocacy organizations about the services provided by the program. Additionally, Victim Services continues to provide education about victims' rights awareness and sensitivity to probation and parole officers and classification officers.

HIGHLIGHTS

- Collaborated with the New Mexico Coalition of Sexual Assault Programs Inc. and provided victims' rights, domestic violence, stalking and sexual assault education to 144 inmates and 33 staff at the New Mexico Women's Correctional Facility.
- Assisted 134 crime victims and their families during the parole board hearing process.
- Responded to 6,240 inquiries from crime victims, their families, concerned community members, victim advocacy organizations and statewide district attorneys' office victim advocates via telephone; a 5 percent increase over last fiscal year.
- Responded to 1,562 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; a 40 percent increase over last year.

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

- Assisted the Southern New Mexico Correctional Facility in obtaining American Correctional Association Accreditation
- Continue to revise and convert Standard Operation Policy (SOP) materials into NMCD policies for the Department

- Reduced NMCD exposure to litigation by conducting audits and enforcing adherence to NMCD policies and ACA standards
- Conducted contract 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 federal, state and local Fire and Safety Standards are met within the jurisdiction of the New Mexico Corrections Department. The Fire Safety Programs administrator monitors the following: 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 national standards, remedy deficiencies, and upgrade the quality of correctional programs and services.
- Extending the 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.

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

- Issued 17 news releases and published three department newsletters
- Served as department's public records custodian, answering over 100 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 2010-2011

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, 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. 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

- With NMCD's assistance, continued to expand video hearing capability
- Held 3,818 individual hearings
- Addressed increasing numbers of hearings for inmates serving life sentences under current indeterminate statutes
- Processed 9 petitions for executive clemency
- Issued 2,504 certificates of parole, 1,005 certificates of parole discharge including 10 EMD requests for early parole release
- Further expanded involvement with individual victims and victim support organizations, providing service to nearly 200 victims and their families; enhanced cooperative efforts with state-wide victim advocates
- Prepared for implementation of expanded sex offender legislation requirements; heightened sex offender awareness through education and training; contributed to Sex Offender Management Board; continued the development of hearing policies and procedures in cooperation with the Office of the Attorney general and Public Defender
- Trained staff in cooperation with local and national agencies
- Continued membership and participation in national professional organizations
- Improved standards for legal implementation of parole violation proceedings

