

# *New Mexico* Corrections Department



**Annual Report**  
*2008-2009*

# *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.



**Joe R. Williams**  
Secretary of Corrections

# Secretary of Corrections

The New Mexico Corrections Department is responsible for the care and custody of 6,400 inmates and 19,000 offenders on community supervision. Public safety is our number one priority. I am proud to say that our staff has done a good job of meeting the needs of our offenders, despite tough economic times and budget cuts that have taught us all how to do more with less.

To save money in our budget, the department has implemented a number of cost-saving measures. To maximize the use of state beds, the department has reduced the inmate population at two privately-operated prisons. Approximately 240 male inmates were moved to state-operated prisons that could absorb additional inmates. The department also reduced the contract amounts of two vendors responsible for providing medical and food services to the inmate population. There are many other administrative initiatives in place to help us overcome the budget shortfall.

While work on the budget was extremely important, it wasn't the only project on the department's priority list for fiscal year 2008-2009. Governor Richardson's Task Force on Prison Reform convened and adopted several recommendations that the department is now implementing. System-wide, the Corrections Department is restructuring its approach to reentry, so that greater emphasis is placed on equipping offenders with the necessary tools they need to manage their lives in such a way that doesn't lead them back to prison.

We continue our efforts toward maintaining safe and secure prisons. This past fiscal year, we created a Special Operations Response Team. The SORT team is a specialized group of correctional officers that can respond to any emergency at any prison at any time. Emergency preparedness also includes training good officers. We are especially proud of our training academy for not only training our own correctional officers but for also being the first corrections academy in the United States to establish an international correctional academy, training cadets from Mexico and Central America.

Looking ahead to 2009-2010, we will continue to make progress because there is still much to achieve. We have resourceful staff that persevere through challenging times to meet the needs of our offenders, while also keeping the public's safety in mind.

Very truly yours,

A handwritten signature in blue ink, appearing to read "Joe Williams", written over a light blue rectangular background.

**Joe R. Williams**  
Secretary of Corrections

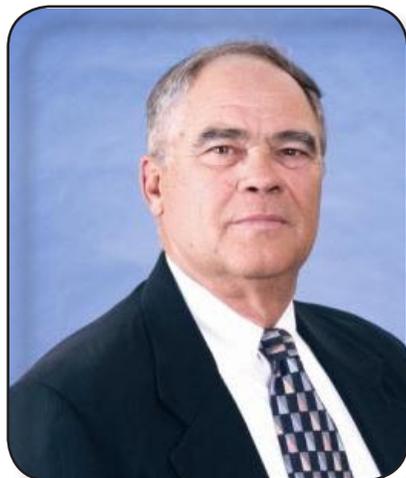
# *Deputy Secretaries*



**Jolene Gonzales**  
Deputy Secretary of  
Administration

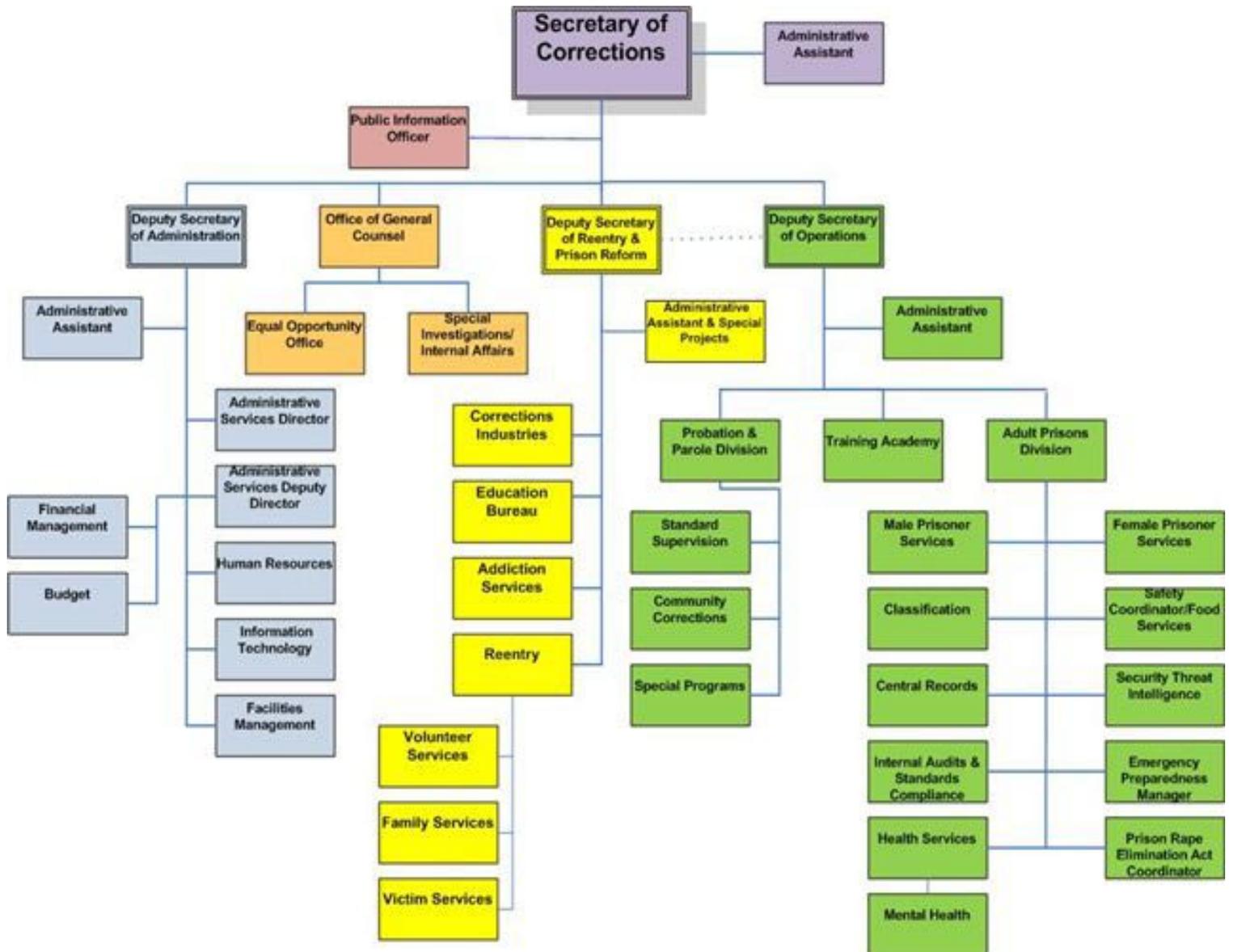


**Gail Oliver**  
Deputy Secretary of  
Reentry and Prison  
Reform



**Tim LeMaster**  
Deputy Secretary of  
Operations

# Organizational Chart



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<p>This Publication was prepared by the</p> <p>New Mexico Corrections Department Public Information Office</p> <hr/> <p><b>BILL RICHARDSON</b> Governor</p> <p><b>JOE R. WILLIAMS</b> Secretary of Corrections</p> <p><b>Tia Bland</b> Public Information Officer</p> <hr/> <p>New Mexico Corrections Department 4337 State Road 14 P.O. Box 27114 Santa Fe, New Mexico 87502-0116 (505) 827-8600 Fax (505) 827-8533</p> <p><a href="http://www.corrections.state.nm.us">www.corrections.state.nm.us</a></p>	Secretary of Corrections	3	Reentry Bureau	30
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# Key Performance Measures

## Key Performance Measures Fiscal Years 2003 through 2009 compared to Fiscal Year 2009 Targets

Performance Measures	FY03 July 1, 2002 - June 30, 2003	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	FY09 Target
Percent of inmates testing positive in monthly drug test	0.92%	1.33%	2.19%	2.06%	1.61%	2.09%	2.20%	<= 2%
Percent turnover of correctional officers	9.97%	11.80%	10.80%	20.91%	13.86%	12.60%	10.01%	<= 13%
Number of regular caseloads of probation and parole officers *	77	92	98	109	120	93	91	92
Profit / loss margin of the Corrections Industries Division	N/A	-6.21%	2.09%	-8.60%	-4.29%	-12.66%	7.67%	>= 0%
Number of inmate-on-inmate serious assaults	N/A	11	18	24	16	20	19	<= 24
Number of inmate-on-staff serious assaults	N/A	7	7	7	7	4	7	<= 7
12 - month recidivism rate	N/A	30.5%	26.5%	30%	32%	28.5%	29.46%	<= 30%
24 - month recidivism rate	N/A	N/A	42%	38%	42%	42%	39.34%	<= 38%
36 - month recidivism rate	N/A	N/A	N/A	46.5%	43%	46%	46.34%	<= 47%

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

# Administrative Services Division



**Tony Marquez**  
Director



**Pat Lopez**  
Deputy Director

The Administrative Services Division (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. ASD provides services in budget, financial management and human resources. In fiscal year 2008-2009, ASD identified funding 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 state-operated prisons. Some of the items include:

- Connecting the water and sewer systems of Central New Mexico Correctional Facility (CNMCF) to the Village of Los Lunas due to arsenic problems
- Replacing boilers at CNMCF, Penitentiary of New Mexico (PNM) and Western New Mexico Correctional Facility (WNMCF)
- Repairing roofs at the Roswell Correctional Center (RCC), Springer Correctional Center (SCC), PNM and CNMCF
- Replacing fire alarms and sprinkler systems at PNM and CNMCF
- Replacing cell door control panels at WNMCF
- Purchasing medical modular unit at RCC
- Purchasing kitchen, laundry and security capital outlay
- Retrofitting various buildings and units

The Budget Bureau is responsible for coordinating and directing the preparation and submission of the appropriation request, and the establishment and execution of the operating budget. 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 monitors and researches available federal grants.

The Financial Management Bureau is responsible for ensuring compliance with all Department of Finance and Administration (DFA) rules and regulations, as well as those of other state and federal entities concerning expenditure and accountability of funds. The bureau is responsible for keeping the official accounting records for the department and preparing 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.

The Human Resources Bureau is responsible for coordinating all personnel matters within the department for more than 2,500 employees. The bureau coordinates department-wide personnel projects, recruitment and payroll and benefit processing, provides direct personnel services to approximately 200 employees within the central administration, develops policy and procedures to support human resource actions, and provides oversight to the prison roster management coordinators and the collective bargaining agreement.

# Administrative Services Division

## 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 Accountant; maintained minimal non-material audit findings
- Processed 19,621 payment vouchers, 7,267 purchase documents, 19 professional service contracts and 21 inter-governmental agreements, joint powers agreements and memorandums of understanding
- Supplied continued training in the Statewide Human Resources, Accounting and Management Reporting (SHARE) system to the department’s finance, budget and human resource staff
- Prepared and submitted the fiscal year 2009-2010 operating and request budgets to the State Budget Division and Legislative Finance Committee by the statutory deadlines
- Worked with the Legislative Finance Committee and State Budget Division budget analysts to obtain special appropriations for capital outlay replacements
- Assisted the Corrections Industries Division with managing its financial difficulties
- Began strategizing and planning in anticipation for major budget cuts for fiscal year 2009-2010
- Provided timely reporting of all performance measures in accordance with the Accountability in Government Act
- Established a cost-effective purchasing price in natural gas expenses that saved the department more than \$186,000
- Gathered and began utilizing data in defining and measuring the department’s performance in Corrections to comply with the Association of State Correctional Administrators
- Implemented the “bridge” between the In-Time Payroll System (roster management scheduling) and SHARE to expedite the processing of payroll for correctional officers, which reduced overtime for payroll officers
- Conducted human resource audits and corrected 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
- Enacted an arbitration ruling that led to correctional officer specialists obtaining sick leave incentives
- Implemented alternative work schedules allowing 10-hour workdays for appropriate personnel



**Francis Page**  
Budget Bureau Chief



**Raphael Torres**  
Finance Bureau Chief

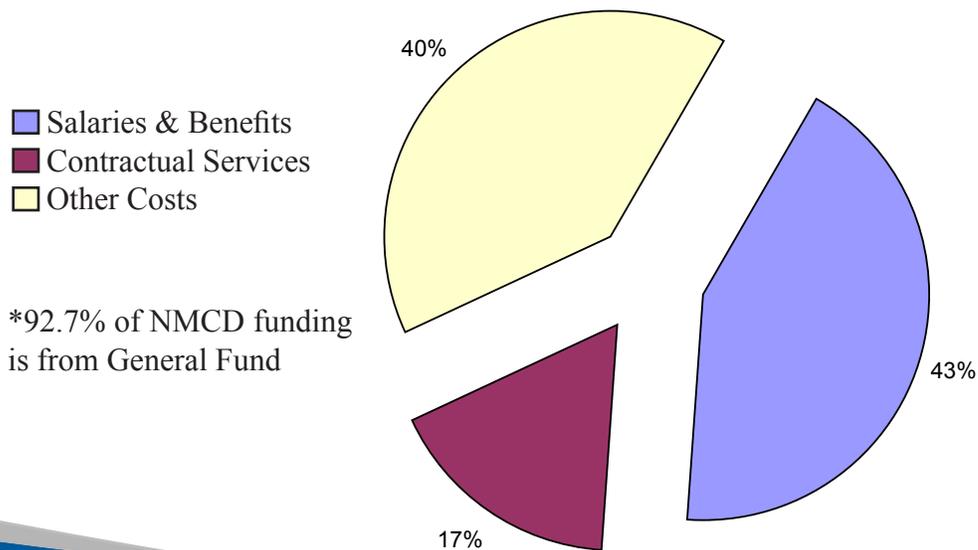


**Elona Cruz**  
Human Resources Bureau  
Chief

# 2008-2009 Operating Budget

Operating Budget			
July 1, 2008 - June 30, 2009			
(In thousands of dollars)			
Entity	Amount	% of Total Budget	Full-Time Employees
Administrative Services Division	\$ 5,523.3	2%	64
Information Technology Division	\$ 3,369.6	1%	32
Education Bureau	\$ 7,555.8	2%	109.5
Health Services Bureau	\$ 57,517.3	18%	83
Adult Prisons Division	\$ 84,281.0	26%	47
Training Academy Division	\$ 3,773.7	1%	23
Addiction Services Bureau	\$ 2,949.0	1%	35
Western New Mexico Correctional Facility	\$ 13,116.2	4%	197
Southern New Mexico Correctional Facility	\$ 21,316.7	7%	336
Penitentiary of New Mexico	\$ 30,577.9	10%	472
Central New Mexico Correctional Facility	\$ 32,702.7	10%	488
Roswell Correctional Center	\$ 5,565.2	2%	79
Springer Correctional Center	\$ 7,953.3	2%	116
Probation and Parole Division	\$ 33,058.9	10%	392
Community Corrections	\$ 4,527.9	1%	17
Corrections Industries Division	\$ 6,726.6	2%	42
<b>TOTAL</b>	<b>\$ 320,515.1</b>		<b>2,532.5</b>

## Operating Budget By Category



# *Training Academy Division*

The Training Academy Division is responsible for the recruitment, screening, selection and training of all correctional officers for the state-operated prison facilities in the New Mexico Corrections Department (NMCD). The Training Academy is also available to NMCD privately-operated facilities; staff are 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

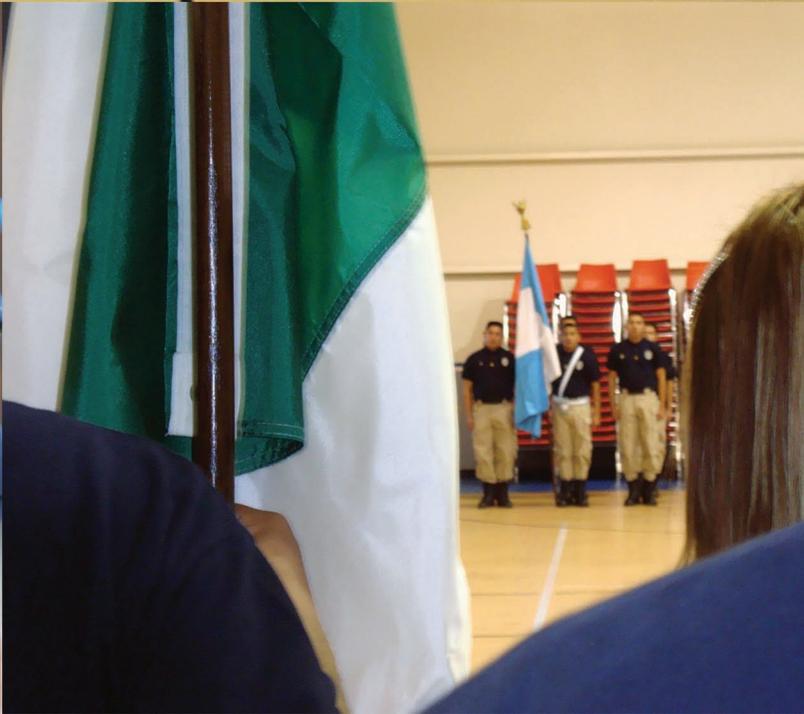
- Graduated a total of 247 correctional officers for fiscal year 2008-2009
- Graduated 54 international instructor/correctional officers from Mexico
- Assisted in opening the first ever corrections training academy in Mexico
- Equipped all academy buildings with emergency back up generators
- Upgraded all dormitory rooms to include furnishings, air conditioning and heating units
- Added a new laundry facility to dormitory building
- Utilized academy instructors at five satellite academies
- Introduced the first K-9 cell phone detection program in state of New Mexico
- Continued to support the Mexican government's efforts to improve its penitentiary system



**Fernando Gallegos**  
Director

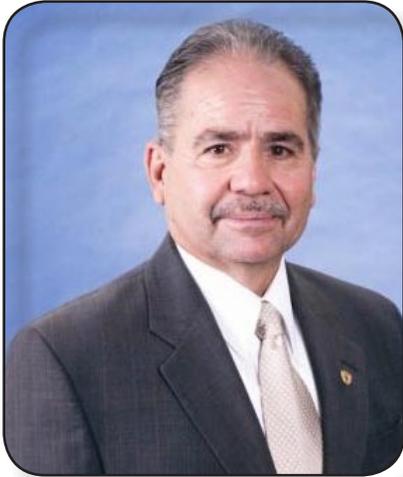


**Patrick Apodaca**  
Deputy Director





# Corrections Industries Division



**Willie Marquez**  
Director

The Corrections Industries Division (CID) was established by an act of the New Mexico Legislature in 1978 to enhance the rehabilitation, education and vocational skills of inmates through productive involvement in enterprises and public works of benefit to state agencies and local public bodies to minimize inmate idleness.

CID is self-supporting and is administered without direct general fund appropriations. The division is financed through a revolving fund, from which all operating expenses are paid.

As the manufacturing and services arm of the Corrections Department, the division employs 36 staff and supervisory personnel to manage an average of 325 inmates in 13 programs at eight different facilities around the state.



**Anna Martinez**  
Deputy Director

The Corrections Industries Commission 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

- Restructured to become part of the reentry and prison reform initiative
- Designed and built custom furniture for several state agencies
- Renovated the old tag plant at Penitentiary of New Mexico to work with Taxation and Revenue to explore the return of license plate production

## 2008-2009 Commission Members:

George Marquez, Chair, Bluewater, NM  
Nick Brown, Clayton, NM  
Mark Jaramillo, Los Lunas, NM  
John R. Holler, Hobbs, NM  
Barri Roberts, Albuquerque, NM  
John Serrano, Santa Rosa, NM  
Michele Marshall, Las Cruces, NM

# Corrections Industries Division

## CORRECTIONS INDUSTRIES 2008-2009 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	Textiles	Data Entry	Print Shop	Farm Operations
Revenue from Goods & Services	\$510,369	\$772,438	\$309,993	\$1,187,369	\$105,000	\$173,388	\$167,504
Cost of Raw Materials	\$125,199	\$341,944	\$81,349	\$468,116	\$0	\$75,573	\$34,328
Direct Labor Inmate Pay	\$55,170	\$70,778	\$29,6730	\$121,072	\$16,364	\$16,724	\$29,369
Manufacturing Overhead	\$247,246	\$301,122	\$181,739	\$190,235	\$52,650	\$116,475	\$111,899
Gross Profit (Loss)	\$259,931	\$52,307	\$35,537	\$137,008	\$35,221	(\$17,510)	(\$8,092)
Allocated Overhead	(\$155,975)	(\$204,968)	(\$77,586)	(\$345,074)	(\$40,003)	(\$48,053)	(\$84,456)
Net Income (Loss)	\$103,956	(\$152,661)	(42,049)	(\$208,067)	(\$4,781)	(\$65,563)	(\$92,548)
	Western New Mexico Correctional Facility	Springer Correctional Center	Sales and Marketing	Distribution	Central Office Administration	Total	
	Plastics/Cleaning Products	Farm Operations					
Revenue from Goods & Services	\$518,715	\$116,664	\$0	\$538,175	\$0	<b>\$4,399,615</b>	
Cost of Raw Materials	\$308,628	\$0	\$0	\$201,375	\$0	<b>\$1,636,512</b>	
Direct Labor Inmate Pay	\$9,652	\$2,881	\$0	\$15,023	\$109	<b>\$366,815</b>	
Manufacturing Overhead	\$73,901	\$34,522	\$269,710	\$209,253	\$882,168	<b>\$2,669,837</b>	
Gross Profit (Loss)	\$112,572	\$77,414	(\$269,710)	\$112,409	(\$896,449)	<b>(\$369,362)</b>	
Allocated Overhead	(\$45,049)	(\$15,860)	\$269,710	(149,135)	\$896,449	<b>0</b>	
Net Income (Loss)	\$67,523	\$61,554	\$0	(\$36,726)	\$0	<b>(\$369,362)</b>	

# Information Technology Division



**Larry Pacheco**  
Director

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 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 reentry, inmate family visiting, statewide staff training, parole hearings, court hearings, and meetings.

## HIGHLIGHTS

- Created a project management office to prioritize and initiate the department's information technology projects
- Placed into production the offender management programming application. Allows for the tracking of participation and success of various educational and vocational programs for offenders
- Increased the number of photos taken per offender so that department staff can stay current with checking offender scars, marks and tattoos
- Developed security procedures for the department's main offender tracking system, CMIS
- Developed a tracking project to create an online system for NMCD's Internal Audits and Standards Compliance Bureau. System will store and process data related to facility audits, reaccreditations, policy reviews and updates
- Replaced Central Office router and over 40 remote location routers no longer supported by the manufacturer
- Installed new Qwest metropolitan over ethernet technology at eight sites throughout the state
- Implemented new video conferencing network to allow five days a week video conferencing to state-operated prisons and over 10 Probation and Parole offices
- Implemented Qwest multiprotocol label switching technology statewide
- Upgraded database environments, including development, quality assurance and production, to latest version of Informix, Informix 11.50.fc3

# 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, as well as supervising NMCD's Special Investigations/Internal Affairs unit and its equal employment opportunity officer.



**James Brewster**  
General Counsel

## HIGHLIGHTS

- Negotiated a new contract with the owner of the New Mexico Women's Correctional Facility, saving NMCD thousands of dollars annually due to the removal of consumer price index increases and limiting the payment rates for gross receipts taxes
- Prevailed in the New Mexico Supreme Court in a high profile inmate case where the inmate alleged that NMCD should immediately release him from prison without having an approved parole plan or the Parole Board's approval
- Successfully defended several cases throughout the state involving convicted sex offenders' attempts to have their probation supervision levels lowered
- Represented NMCD in 37 State Personnel Board appeals of employee disciplinary actions
- Defended NMCD in 26 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

# Adult Prisons Division



**Don Dorsey**  
Deputy Director

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 2008-2009, the department's inmate population experienced a 2.5 percent decrease in the average daily offender population. In 2007-2008, the average daily offender population was 6,512 total inmates. In fiscal year 2008-2009, the average daily offender population dropped to 6,350. This represents a 1.4 percent decrease for women offenders, from 576 to 568, and a 2.6 percent decrease for the men, from 5,936 to 5,782.

When the inmate population is below capacity, prisons are calmer and safer for the staff and offenders, which generally results in fewer disturbances. Nonetheless, the department continued its commitment to emergency preparedness by investing in the development and training of a new emergency response team, specifically trained to respond to severe emergencies. The Special Operations Response Team (SORT) is comprised of correctional officers from state facilities, but the team responds to emergency situations at both state and privately-operated prisons.

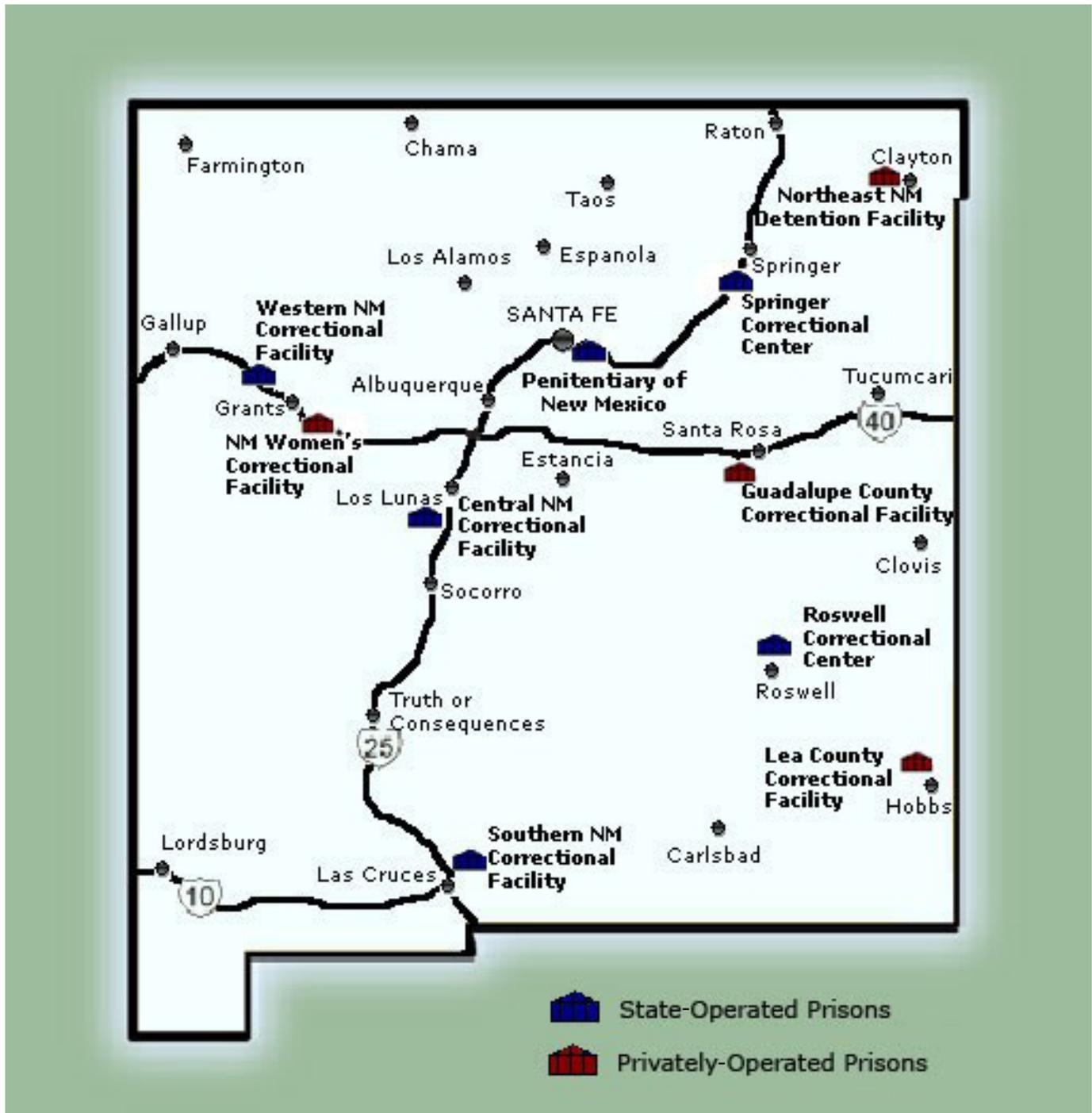


**Helen Carr**  
Deputy Director

During 2008-2009, two prisons were reaccredited by the American Correctional Association: the Penitentiary of New Mexico and the Central New Mexico Correctional Facility. The Adult Prisons Division also assisted the Roswell Correctional Center, the Guadalupe County Correctional Facility, Probation and Parole, NMCD Training Academy, Corrections Industries, and Central Office with preparation for re-accreditation in fiscal year 2009-2010. 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.

Offender reentry and reform became a top priority for the department during fiscal year 2008-2009. Renewed emphasis on prisoner rehabilitation shifted department goals and objectives toward better meeting offenders' needs. Adult Prisons was integrally involved in the process of implementing recommendations from Governor Richardson's Task Force on Prison Reform. For example, to make a more detailed assessment of an offender's needs, Adult Prisons initiated the Correctional Offender Management Profile for Alternative Sanctions (COMPAS) assessment tool and integrated it with the department's Offender Management Program (OMP), a data management system. With these assessment tools, NMCD can better assess an offender's substance abuse treatment needs, as well as his or her education, vocational, mental health, and security needs, with an emphasis on preparing offenders for their return to the community, possessing the skills that will keep them from returning to prison.

# Prison Facility Locations



# Central New Mexico Correctional Facility



**Robert Ulibarri**  
Warden

Opened:	Main (1983), Level II (1989), Level I (1939)
Levels:	I, II, III, IV, V, VI (Males)
Capacity:	1,287
Average Daily Population:	1,163
ACA Accredited:	2009

The Central New Mexico Correctional Facility is located in Los Lunas. CNMCF is the largest prison facility in the system. The facility houses every custody level and serves as the inmate point for every adult male inmate entering the New Mexico Corrections Department. The complex is comprised of three individual facilities. The Level I houses minimum-security inmates that qualify for participation in off-site work programs that facilitate offender reentry into the community. The Level II unit houses minimum-restrict inmates with medical or mental health concerns, and has a medical clinic to providing 24-hour medical care. The main facility includes the reception and diagnostic center, mental health treatment center, the long term care unit, a geriatric unit for elderly offenders, and the alternative placement area for special management inmates with additional mental health needs.

## HIGHLIGHTS

- Earned a score of 99.3 on the American Correctional Association re-accreditation audit
- Upgraded water and sewer system by connecting to municipal services
- Upgraded HVAC systems and roofing on the Level II and III Units
- Initiated family involvement in inmate reentry committees
- Initiated youth awareness program for at-risk youth and first-time offenders

# Lea County Correctional Facility

Opened: 1998  
Levels: III (Males)  
Capacity: 1,264  
Average Daily Population: 1,244  
ACA Accredited: 2009



**James Janecka**  
Warden

The Lea County Correctional Facility is privately owned and operated by the GEO Group, Inc. LCCF is a Level III medium-security prison on 134 acres, located three miles northwest of Hobbs. In operation for 11 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. There are approximately 80 inmates employed in Corrections Industries programs, and LCCF has initiated a new vocational program to complement existing education programs and the Therapeutic Community. LCCF has successfully achieved reaccreditation by the National Commission on Correctional Health Care and the American Correctional Association.

## HIGHLIGHTS

- Upgraded housing unit controls for improved security
- Upgraded segregation showers for better security and safety
- Initiated new horticulture and building trades vocational programs for offenders
- Graduated 27 offenders from the Therapeutic Community program
- Raised \$7,600 for the New Mexico Special Olympics

# Penitentiary of New Mexico



**George Tapia**  
Warden

Opened:	Main (1956, closed: 1998), Level VI (1985), Level V (1987), Level II (1990)
Levels:	II, V, VI (Males)
Capacity:	906
Average Daily Population:	872
ACA Accredited:	2009

The Penitentiary of New Mexico is located along the old Turquoise Trail south of Santa Fe. PNM is the department's supermax, housing the highest security risk offenders. The complex is comprised of three facilities. The Level II houses minimum-restrict inmates and includes a sex offender treatment program. The Level IV/V houses high security and special management inmates and the Level VI houses special management inmates that require very high security. The PNM Main unit ceased prison operations in 1998 and currently serves as a multi-agency tactical training area. Additionally, due to the historical significance of the "old main," the building has become a popular location for use by the film industry. "Felon," "Conspiracy," and "Horror Chronicles" are among the films produced at the "old main."

## HIGHLIGHTS

- Upgraded perimeter lighting throughout facility
- Replaced traffic control building with new building to include electrical, heating/cooling and running water
- Renovated the exterior area of each unit to include painting, landscaping, and new fencing
- Roofing project completed at Levels V and VI
- Replaced boiler systems and water lines at Levels II, V, & VI

# *Southern New Mexico Correctional Facility*

Opened:	1983
Levels:	II, III, IV & VI (Males)
Capacity:	810
Average Daily Population:	740
ACA Accredited:	2008



**Mike Heredia**  
Warden

The Southern New Mexico Correctional Facility is located in Las Cruces. The SNMCF complex is comprised of two facilities and has a 480-bed Main Unit, holding Levels III, IV, and VI offenders, along with a 330-bed unit holding Level II minimum-restrict offenders. The Level IV high-risk prison gang population requires an increased level of supervision, small group controlled movement and intensive Security Threat Intelligence Unit monitoring. The Level II Unit houses low-risk offenders who are assigned to community work details.

## HIGHLIGHTS

- Upgraded fencing for K-9 kennels and secured parking area for state vehicles
- Completed a modular duplex for inmate family visiting
- Commenced wastewater connection with the City of Las Cruces
- Commenced HVAC renovations in four housing units
- Issued new radios to all correctional officers, maintenance specialists and classification officers

# Guadalupe County Correctional Facility



**Erasmo Bravo**  
Warden

Opened:	1999
Levels:	III (Males)
Capacity:	601
Average Daily Population:	589
ACA Accredited:	2007

The Guadalupe County Correctional Facility is owned and operated by the GEO Group Inc. GCCF is a Level III medium-security prison, located on 440 acres, two miles south of Santa Rosa. As an integral part of the criminal justice system, 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. In 2009, GCCF celebrated its 10th anniversary.

## HIGHLIGHTS

- Graduated seven inmates with associate degrees
- Prepared for August 2009 American Correctional Association reaccreditation audit
- Initiated eight youth awareness programs, with an attendance of 82 students and 44 chaperones
- Inmate groups raised \$3,311 for charities and local scholarships
- Fourteen \$600 college scholarships were given out to high school seniors

# New Mexico Women's Correctional Facility

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



**Arlene Hickson**  
Warden

The New Mexico Women's Correctional Facility is located in Grants. NMWCF is owned and operated by the Corrections Corporation of America, and it's the longest-operating private facility contracted to house NMCD inmates in New Mexico. NMWCF is a multi-custody facility that has adopted an inmate management style specifically designed to meet the unique needs of women inmates. NMWCF's mission is to provide for public safety by operating a safe, secure, constitutionally sound and accredited correctional facility for adult women offenders committed to the New Mexico Corrections Department.

## HIGHLIGHTS

- Scored 100 percent on the American Correctional Association audit
- Held four academy training classes and graduated 33 correctional officers
- Added a reentry class that teaches soon-to-parole inmates how to job search and manage their money once they're released from prison
- Designated a staff member to serve as facility's Prison Rape Elimination Act coordinator
- Coordinated with the Mind Institute, allowing research on offender psychopathy

# Northeast New Mexico Detention Facility



**Tim Hatch**  
Warden

Opened:	2008
Levels:	III (Males)
Capacity:	625
Average Daily Population:	600
ACA Accredited:	First audit scheduled in 2010

The Northeast New Mexico Detention Facility is owned by the Town of Clayton, New Mexico, and operated by the GEO Group, Inc. It's a Level III medium-security prison on 70 acres. The staff has spent its first year building a comprehensive program that includes classes in pre-GED, English as a Second Language, Special Education and Adult Learning Assistance, as well as Automotive Technology and Building. A post-secondary education program through MesaLands Community College offers Algebra, English, Anthropology, Microbiology, and Business 101. Pre-release classes are offered to help transition offenders into the community. NENMDF's mission is to maintain a level of security that will ensure the safety of its employees, offenders, and community.

## HIGHLIGHTS

- Held five training academy classes that graduated 108 correctional officers
- Graduated five offenders with GEDs
- Awarded \$1,000 scholarships to 10 local graduating high school seniors in 2009
- Named Rookie Business of the Year by Clayton/Union County Chamber of Commerce
- Hosted New Mexico Legislative Courts, Corrections & Justice Committee in August 2008

# Western New Mexico Correctional Facility

Opened:	1984
Levels:	II, III, & IV (Males)
Capacity:	428
Average Daily Population:	368
ACA Accredited:	2008



**Anthony Romero**  
Warden

The Western New Mexico Correctional Facility is located in Grants. WNMCF is a multi-custody level facility housing custody Levels II, III, and IV. The Level IV unit 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 remanded to the New Mexico Corrections Department.

## HIGHLIGHTS

- Earned accreditation from the National Commission on Correctional Health Care for medical and mental health services to offenders
- Installed 96 additional security cameras and replaced analog system with digital system
- Held two training academy classes that graduated 13 correctional officers
- Upgraded fire suppression system and fire alarm panels in all offender housing units. Upgraded control panels to increase security in inmate living areas
- Installed a high efficiency hot water system, and a boiler for heating and cooling

# Roswell Correctional Center



**Lupe Martinez Marshall**  
Warden

Opened:	1978
Level:	II (Males)
Capacity:	312
Average Daily Population:	306
ACA Accredited:	2007

The Roswell Correctional Center is located in Hagerman, on the site of an old U.S. Air Force facility. RCC was established in 1978 as a Level I prison, but in 2000, it became a Level II minimum-restrict facility. In 2004, the department's first DWI treatment unit was established at RCC. Seventy-two inmates are housed there. The RCC staff is committed to providing public safety by operating a professional corrections system that provides rehabilitative programs for successfully returning offenders to the community.

## HIGHLIGHTS

- Graduated 50 inmates from Phase III of DWI Therapeutic Community program; graduated 20 inmates from Phase IV
- Graduated 25 inmates with GEDs; graduated three inmates with associate degrees from Eastern New Mexico University-Roswell
- Graduated seven inmates from the welding program with American Welding Society certifications
- Completed re-roofing of control center, administration and food service buildings
- Upgraded fire alarm system in housing unit, food service, inmate store and family visiting trailer

# Springer Correctional Center

Opened: 2007  
Levels: I, II (Males)  
Capacity: 264  
Average Daily Population: 195  
ACA Accredited: First audit scheduled in 2010



**Mike Martinez**  
Warden

The Springer Correctional Center is located two miles north of the town of Springer. Before becoming the Springer Correctional Center, SCC was the site of the New Mexico Boys' School, a juvenile detention facility. SCC began operations as an adult Level I and Level II facility with 25 offenders in 2007. The offender population at SCC has grown to nearly 200 offenders. To better serve inmates, the prison has expanded its substance abuse programs and work opportunities for offenders. The main compound consists of 36 buildings, established on 40 acres. Eight of the 10 buildings are open dormitories that house approximately 28 prisoners in each building.

## HIGHLIGHTS

- Increased electronic surveillance by adding cameras in weight room, library, auditorium and two housing units
- Upgraded door alarms in two housing units, and added new monitors in master control to manage new security cameras
- Replaced and repaired roofs on six housing units and the laundry facility
- Added a second Therapeutic Community unit
- Improved sidewalks, drainage culverts, water heaters, furnaces and plumbing fixtures throughout the complex

# Reentry Bureau



**Bernie Lieving**  
Bureau Chief

The mission of the Reentry Bureau is to reduce the potential for re-incarceration by providing prisoners in state custody, and former prisoners on parole or probation, with the comprehensive programming and support services necessary to prepare for, and maintain, successful community reentry and reintegration. The Reentry Bureau's philosophy is that reentry begins the first day of incarceration, and the bureau is using a multi-faceted approach to comprehensive institutional change. This includes a renewed commitment to research and outcome measures, correctional best practices, and evidence-based research and outcome measures. Moreover, NMCD is focusing on the enhancement of professional staff training, and the concentration of pre-existing resources on prisoners identified as high risk and high need by a holistic battery of assessments and the Correctional Offender Management Profile for Alternative Sanctions (COMPAS) risk and needs assessment. These tools will directly affect service and programming decisions, and their sequence and duration for maximum impact on public safety and recidivism reduction.

## HIGHLIGHTS

- Implemented COMPAS Risk and Needs Assessment pilot project at the intake/reception and diagnostic centers for men and women in Los Lunas and Grants
- Completed three hepatitis C peer education training projects at Central New Mexico Correctional Facility and Penitentiary of New Mexico, in collaboration with University of New Mexico Expansion for Community Healthcare Outcomes (ECHO) project
- Working with PNM prisoners who participate in Fathers As Readers program, and other prisoners in maximum security, to write and illustrate a children's book called "On the Day I Come Home"
- Participated in the New Mexico Hepatitis C Reentry Collaborative, a NMCD partnership with Project ECHO, Department of Health, and Correctional Medical Services
- Created the Executive Reentry Council and two reentry steering committees that focus on employment and addictions issues

# Volunteer Services

The New Mexico Corrections Department's Volunteer Services oversees the participation of over 1,000 community volunteers. The volunteers are members from the community who continue their efforts to encourage incarcerated men and women to become better citizens upon returning to the community. This is done primarily through faith-based prison, family and aftercare/mentor programming, Alcoholics Anonymous and Narcotics Anonymous prison-based 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 thousands of children of incarcerated parents
- Provided administrative support to the following faith-based programs: Crossings, Thresholds, Kairos , Encuentro and Wings
- Facilitated quarterly networking meetings between community volunteer program leaders and prison chaplain/volunteer coordinators
- Facilitated ex-inmate participation in community recovery group meetings
- Facilitated communication between aftercare/mentor volunteers and probation/parole officers



**Homer Gonzales**  
Coordinator

# Education Bureau



**Johannes Hedrich**  
Bureau Chief

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 2,863 inmates statewide and assisted 232 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
- Executed the second year of the \$876,000 Career Pathways Initiative federal grant, including funding the risk and needs assessment--Correctional Offender Management Profiling for Alternative Sanctions (COMPAS) pilot project at the men's and women's prison intake/reception centers
- Enrolled 569 inmates in Project SOAR; 138 were released from prison after successfully completing the program. Verified a 79 percent employment rate and a 33 percent recidivism rate for all 1,200 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

# Education Bureau

## Education Programs offered in 2008-2009 (by facility)

	Adult Basic Education	Cognitive Education	Project SOAR	Career/ Technical	College	Reentry	Family Reunification
CNMCF	X	X	X	X	X	X	X
PNM	X	X	X	X	X	X	X
RCC	X	X	X	X	X	X	X
SNMCF	X	X	X	X	X	X	X
WNMCF	X	X	X	X	X	X	X
GCCF	X	X	X	X	X	X	X
LCCF	X	X	X	X	X	X	X
NMWCF	X	X	X	X	X	X	X
SCC	X	X	X	X	X	X	X
NENMDF	X		X	X	X		

### 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, Charting a New Course, 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, 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

# Addiction Services Bureau



**Charles A. King**  
Bureau Chief

The NMCD Addiction Services Bureau provides a comprehensive spectrum of substance abuse treatment services in all NMCD prisons, ranging from addiction screening to inpatient treatment. The bureau's continuum of services includes addiction screening, assessment, intensive and psycho-educational outpatient treatment, Therapeutic Community (TC) programming, 12-step services, relapse-prevention, reentry 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 facilitate engagement and enhance recovery from substance dependence. Addiction Services maintains all existing TC treatment programming throughout NMCD.

Treatment programming was expanded to include 52 beds at the DWI TC at the Springer Correctional Center, and 56 TC beds at the Northeastern New Mexico Detention Facility in Clayton. Additional Therapeutic Community and intensive treatment services are planned for the department's Native American population and the women prisoners.

Addiction Services is participating in the department's prison reform and reentry efforts. We have collaborated on initiatives for federal grant funding, Native American concerns, community reentry, and transitional services aimed at reducing recidivism.

## HIGHLIGHTS

- Instituted Addiction Services screening and assessment protocol, to include housing and treatment recommendations at prison intake/reception center for men prisoners
- Collaborated and established a gender-sensitive TC program at the New Mexico Women's Correctional Facility
- Provided motivational interviewing training to all NMCD addiction providers
- Facilitated and participated in research studies on veterans, critical time intervention, and brain imaging studies of addiction treatment
- Collaborated with UNM Department of Internal Medicine ECHO Project in providing hepatitis-C peer education workshops for inmates

# Health Services Bureau

The mission of the Health Services Bureau is to ensure that the medical and psychiatric services, that are delivered to the inmates by the medical vendor, meets the quality standards as outlined by the National Commission on Correctional Health Care, American Correctional Association and other community standards in the most cost-effective manner.

## HIGHLIGHTS

- Developed and improved specific quality control audits and measures of department-based and vendor-based delivery of services
- Improved cost-conscious prescribing of medication for NMCD inmates
- Developed evaluation methods for the use of controlled substances/medications in treating chronic anxiety and chronic pain
- Continued development planning for special care needs of elderly and infirm inmates, and those at the end of life due to terminal disease
- Participated in interstate development of resources and cost-containment strategies between state prison systems
- Progressed toward integrated medical records development and implementation
- Collaborated with Probation and Parole and Reentry Bureau in developing systemic planning model for ensuring continuity of multidisciplinary care for the released prisoner
- Maintained standardized excellence of care under guidelines of the American Correctional Association and the National Commission on Correctional Health Care
- Collaborated with Dept. of Health, the University of New Mexico Expansion for Community Healthcare Outcomes (ECHO) program in telemedicine, and hepatitis C care
- Improved best-practices model for HIV care, modeled on the Federal Bureau of Prisons medical guidelines for HIV care
- Negotiated contract duties and needs with contractor, focusing on service delivery and cost control
- Pursued release planning for medical needs in conjoint planning with the New Mexico Department of Health, the Reentry Bureau and Probation and Parole



**Dr. Stephen Vaughn**  
Chief Medical Administrator

# Mental Health Bureau



**Dr. Bianca McDermott**  
Bureau Chief

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.

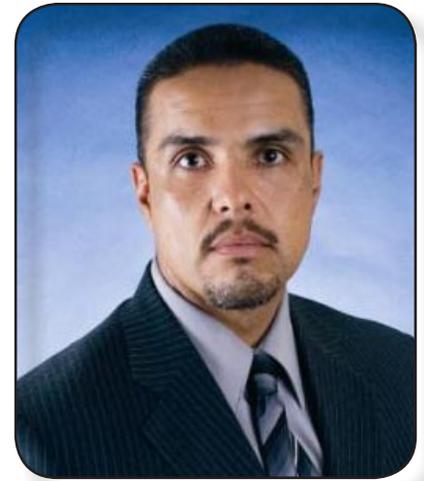
Mental health services include screening at two intake/reception centers for all inmates entering NMCD custody. The bureau also provides 60-day pre-sentence reports for all New Mexico district courts; diagnostic assessments and treatment plans for all inmates in need of mental health treatment; individual 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

- 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 (26%) in clinical, direct patient care positions
- Several social workers completed sufficient supervisory hours to progress toward sitting for the Licensed Independent Social Work (LISW) licensure examination. One of them has recently passed his LISW exam

# Security Threat Intelligence Unit

The Security Threat Intelligence Unit serves both Adult Prisons and Probation and Parole by monitoring activities of Security Threat Groups, which are prison 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 interdictions within the prison inmate population, and monitors offenders in community supervision. 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.



**Dwayne Santistevan**  
Administrator

## HIGHLIGHTS

- Concluded an assessment of the Sindicato Nuevo Mexico gang and its' operations within our prisons and in New Mexico communities
- Initiated and updated threat assessments of new prison gangs
- Monitored 2,357 total gang members in the prisons and approximately 1,100 gang members in the community
- Assisted in the final court action involving the offender convicted of the 1999 murder of a correctional officer at the Guadalupe County Correctional Facility
- Initiated new cooperative efforts between the Albuquerque Police Department, Probation and Parole, and the Corrections Department's Special Investigations/Internal Affairs Unit

# Classification Bureau



**Jeff Serna**  
Bureau Chief

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 reentry 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

- Developed policy and established procedures for implementation of the Transition Accountability Plan (TAP), in conjunction with the Reentry Bureau
- Assisted the NMCD Information Technology Division in the development of the Offender Management Plan (OMP) module
- Piloted the Correctional Offender Management Profile for Alternative Sanctions (COMPAS) needs assessment
- Provided on-site training to all classification staff at each facility on the use of the COMPAS and OMP modules, as well as the TAP process, in order to better assess the needs of inmates, assign programs based on those needs and track the participation of inmates in their assigned programs
- Maximized the use of state-operated beds by re-designating the security levels of certain housing units at Southern New Mexico Correctional Facility and the Penitentiary of New Mexico, thereby reducing the number of inmates at the privately-operated facilities
- Participated in transforming department's Criminal Management Information System (CMIS) into a web-enhanced format that can be accessed via the internet

# 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.



**Cathy Catanach**  
Bureau Chief

## HIGHLIGHTS

- Continued quarterly meetings to advise and train prison records staff on policy and practice revisions
- Assisted the Information and Technology staff with developing booking and release modules
- Conducted follow-up audits of inmate records based on quality assurance monthly audit reports
- Conducted in-depth audits of inmate records at all NMCD facilities

# Victim Services



**Francine Garcia**  
Coordinator

Victim Services serves as a direct point of contact for crime victims and their families who have concerns related to prisoners and/or parolees on community supervision. Victim Services is committed to providing comprehensive information, assistance, advocacy and support services to those harmed by crime. Services include assistance to crime victims during the parole board hearing process and assistance to the New Mexico Adult Parole Board, statewide district attorneys' office victim advocates and victim advocacy organizations in addressing victims' needs. Victim Services continues to maintain a nationwide toll-free victim assistance number. Victim Services also provides education about victims' rights awareness. Victim Services continues to support statewide domestic violence efforts. In fiscal year 2008-2009, Victim Services participated in the New Mexico Attorney General's Office Task Force for arrest policies and enforcement of protection orders and in the New Mexico Crime Victims' Reparation Commission Violence Against Violence Women grant implementation team.

In fiscal year 2008-2009, Victim Services assisted in the development and continuation of community restorative justice panels (CRJP) in New Mexico communities. The CRJP panels consist of community volunteers who visit with female offenders after they are released from prison, as a way to assist them with their reentry back into the community. In 2006, the first CRJP was implemented in Albuquerque. Victim Services continues to assist the Santa Fe community with the implementation of a CRJP.

## HIGHLIGHTS

- Assisted 3,840 clients with inquiries via telephone, correspondence and in-person appointments; a 9.7 percent increase over last fiscal year
- Assisted 192 crime victims during the parole board hearing process; a 9 percent increase over last fiscal year
- Served as a commissioner on the governor's New Mexico Domestic Violence Leadership Commission
- Presented at the 2009 New Mexico Crime Victims' Reparation Commission 14th Annual Advocacy in Action Conference
- Participated in New Mexico Women's Correctional Facility reentry classes for inmates and provided victim awareness education to over 100 inmates

# *Family & 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 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.



**Rachel Rodriguez**  
Coordinator

## HIGHLIGHTS

- Assisted 3,053 clients with inquiries/complaints via the Web site; a 25 percent increase over last fiscal year
- Assisted 4,160 clients with inquiries/complaints via the telephone, correspondence and in-person appointments; a 73 percent increase over last fiscal year
- Answered 207 Corrections Department inquiries sent to the Governor's Office, within five-day turn-around; a 46 percent increase over last fiscal year
- Maintained an assessment survey to track performance and obtain clients' feedback

# *Internal Audits & Standards Compliance*



**Paula Burns**  
Bureau Chief

The Internal Audits and Standards Compliance 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, Probation and Parole, Corrections 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 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 two correctional facilities in obtaining American Correctional Association Accreditation
- Continue to revise and convert standard operation policy 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

# Facilities Management

Facilities Management oversees construction projects and upgrades for all state-owned prisons statewide. State-operated 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

- Installed over 3,000 lineal feet of water and sewer line to allow the Central New Mexico Correctional Facility to connect to the Village of Los Lunas' wastewater treatment services and city water
- Completed overhaul to outdated fire alarm system at Central New Mexico Correctional Facility
- Made extensive roof repairs at Western New Mexico Correctional Facility, Central New Mexico Correctional Facility, Roswell Correctional Center, Springer Correctional Center and Penitentiary of New Mexico
- Renovated housing control panels at Western New Mexico Correctional Facility
- Updated perimeter detection systems and upgraded wastewater treatment system at Southern New Mexico Correctional Facility
- Implemented new closed circuit TV coverage at Western New Mexico Correctional Facility and Central New Mexico Correctional Facility
- Replaced boilers at Central New Mexico Correctional Facility, Penitentiary of New Mexico and Western New Mexico Correctional Facility



**Laurie Chapman**  
Manager

# Safety Programs



**Mike Armijo**  
Administrator

The mission of the 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 Marshall, environmental standards established by the American Correctional Association, and loss prevention measures established by the Risk Management Division. A comprehensive and systematic series of regularly scheduled and unscheduled assessments, inspections, and follow-up actions assure that the prisons meet health standards and compliance requirements established by these regulatory agencies.

## HIGHLIGHTS

- Performed annual assessments of state and private prisons to ensure compliance with standards in the areas of food service, environmental conditions, and fire safety
- Monitored monthly loss control meetings at state prisons to assess insurance loss issues, injuries and corrective action plans
- Provided advanced education and training to prison fire safety officers to ensure a safe work environment
- Updated department's policies on fire safety programs
- Assisted the prisons and other department entities with preparing for American Correctional Association audits

# *Probation and Parole Division*

The mission of the Probation and Parole Division (PPD) is to provide for public safety through a balance between supervision enforcement and provision of program services to increase the probability of offenders becoming law-abiding citizens. To enhance public safety and increase the effectiveness of supervising its 19,400 offenders, PPD continues to review its organization making specialized staff available wherever necessary to meet the special needs of the offender population.

Over this past year, PPD has experienced tremendous success with the gender-specific pilot program and intends to expand this program statewide in the coming year. This expansion will entail a gender-specific officer in each region that will supervise a specialized caseload comprised of 50 women offenders with high or special needs. This will allow the officer to focus on meeting the specific needs of women offenders.

The Probation and Parole Division offers regular basic training classes for newly-hired officers and yearly refresher trainings for all other staff to ensure that continuous and updated job-specific training is provided to all staff statewide. In an effort to accomplish this, in light of budget restrictions, PPD now provides weekly staff meetings and seminar-style trainings via videoconference. PPD has provided its staff with statewide training on best practice use of Global Positioning System (GPS) equipment and supervision of sex offenders.

PPD is able to promote a safer community overall by continuing to participate in collaborative special operations with local, state and federal law enforcement. Sex offenders and gang members are the primary focus of these coordinated efforts. As a result of the collaborative partnerships, probation/parole officers in the field discovered that a number of sex offenders were engaging in inappropriate behaviors and the violators were subsequently arrested. Offenders identified as gang members are now more closely supervised.

The division is participating in the creation of a DWI offender pilot program in San Juan County to provide better resources and treatment for offenders with DWI convictions.



**Charlene Knipfing**  
Director



**David Jablonski**  
Deputy Director

# Response Center

The Response Center continued the expansion of its 24-hour-a-day operation by taking on additional duties and responsibilities in a continuing effort to lighten the caseload for probation/parole officers statewide. The most significant expansion during fiscal year 2008-2009 has been the additional task of reviewing Judgment and Sentence documents from Bernalillo County, the largest judicial district in the state. Doing so has removed this very time consuming responsibility from officers, allowing them to focus on meeting the needs of their offender caseload. In addition, through this review, Probation and Parole is able to ensure the proper placement of the offenders and equalize caseload assignments.

The Response Center continues to provide real-time Global Positioning System (GPS) monitoring of all sex offenders released on parole. The Response Center also runs a daily check on all offenders arrested in the four most populous counties in the state. When an offender is arrested on new charges, the Response Center issues an arrest and hold order and sends notifications to interested parties, such as the supervising officer and various members of the judicial system.

All general information and/or emergency calls are also handled by the Response Center, providing around-the-clock accessibility for law enforcement to make direct contact with Probation and Parole before or after normal business hours.

## HIGHLIGHTS

- Received and handled 15,264 general information or emergency calls
- Received and responded to 18,887 electronic GPS violations
- Sent 15,837 email communications to officers, attorneys, courts
- Entered information in department's database for 33,036 field contacts
- Conducted 26,414 audits of offender information in database
- Made 11,348 telephone monthly reports by minimum supervision offenders
- Made 8,523 telephone contacts, separate from minimum supervision offenders calling in to report
- Issued 2,543 arrest orders
- Received and classified 3,020 Judgment & Sentence orders

# Region I

## HIGHLIGHTS

- Realized 25 percent decrease in GPS cost by improving collection of fees from offenders required to wear GPS units, while also requiring stricter accountability of equipment
- Utilized video conferencing for region-wide probation/parole officer refresher training, which reduced travel expense without compromising staff participation
- Created gender-specific caseload to provide women offenders with greater opportunity for reentry success
- Participated in the Taos Reparative Pilot Project Panel
- Participated in federal probation's sex offender task force in Northern New Mexico
- Gallup, Espanola, and Taos offices relocated to new office space



**Rose Bobchak**  
Manager

District Offices: Santa Fe, Espanola, Las Vegas, Raton, Taos, Gallup, Farmington, Grants

Total Number of Offenders	4,439		
Parolees	710		
Probationers	3,729		
Intensive Supervision Offenders	34	FEES COLLECTED	
High-Risk Offenders	417	Restitution	\$150,946
Community Corrections Offenders	257	Supervision Fees	\$378,255
Sex Offenders	231	GPS Fees	\$41,943
		Community Corrections Fees	\$10,605
		Other Fines, Fees, DNA & Court costs	\$116,941
		<b>TOTAL:</b>	<b>\$698,691</b>
<b>STATISTICS</b>			
Pre-Sentence Reports	101		
Post-Sentence Reports	2,097		
Out-of-State Investigations	133		
Violation Reports	1,621		
Executive Clemency Applications	16		
Hearings	2,834		

# Region II - Standard Supervision



**Elsie Duran**  
Manager

## HIGHLIGHTS

- Participated in a multi-agency network designed to coordinate treatment, education, job placement, tattoo removal and dental services for high risk/high needs offenders
- Arrest of probationer on new murder charges in the highly publicized 'East Mountain Triple Homicide'
- Participated in special operations to identify and validate gang members, apprehend fugitives, and make contact with known offenders to ensure compliance
- Participated in community sponsored fundraisers such as Muscular Dystrophy Association Telethon and Making Strides Against Breast Cancer

## District Office: Albuquerque

Total Number of Offenders	5,775		
Parolees	751		
Probationers	5,024		
High-Risk Offenders	185		
Community Corrections	0		
Offenders			
Sex Offenders	0		
		<b>FEES COLLECTED</b>	
		Restitution	\$130,240
		Supervision Fees	\$286,582
		GPS Fees	\$500
		Community Corrections Fees	\$7,770
		Other Fines, Fees, DNA & Court costs	\$91,912
		<b>TOTAL:</b>	<b>\$517,005</b>
<b>STATISTICS</b>			
Pre-Sentence Reports	201		
Post-Sentence Reports	2,332		
Out-of-State Investigations	43		
Violation Reports	2,030		
Executive Clemency Applications	17		
Hearings	2,534		

# Region II - Special Programs

## HIGHLIGHTS

- Opened new district office in Rio Rancho to provide supervision to approximately 300 offenders in Rio Rancho and Village of Corrales
- Moved Los Lunas district office to a more centralized location, serving approximately 400 offenders
- Increased the number of sex offenders placed on active GPS monitoring by 39 percent
- Created a rover probation/parole officer position to focus on training, specialized audits and other operational needs
- Maximized existing resources by improving collaboration with federal, state and local agencies



**Gary Carson**  
Manager

## District Offices: Albuquerque, Los Lunas, Rio Rancho, Bernalillo

Total Number of Offenders	7,762		
Parolees	746		
Probationers	2,016	FEES COLLECTED	
Intensive Supervision Offenders	268	Restitution	\$73,112
Community Corrections Offenders	189	Supervision Fees	\$127,431
Sex Offenders	466	GPS Fees	\$24,372
		Community Corrections Fees	\$855
		Other Fines, Fees, DNA & Court costs	\$49,269
		TOTAL:	\$275,040
<b>STATISTICS</b>			
Pre-Sentence Reports	170		
Post-Sentence Reports	331		
Out-of-State Investigations	54		
Violation Reports	1,387		
Executive Clemency Applications	16		
Hearings	3,113		

# Region III



**Robert May**  
Manager

## HIGHLIGHTS

- Conducted video conferences with inmates and their families to discuss parole plans
- Arranged for supervisors to attend two leadership seminars
- Collaborated with local law enforcement agencies on special gang identification project
- Offenders performed community service by participating in graffiti cleanup project spearheaded by the local Sheriff's Office
- Worked with local law enforcement on a sex offender validation project
- Worked with U.S. Immigration and Customs Enforcement to track adjudicated offenders who may be deportable

District Offices: Las Cruces, Silver City, Socorro, Alamogordo, Anthony, Deming, Lordsburg, Moriarity, Truth or Consequences, Ruidoso

Total Number of Offenders	4,714		
Parolees	1,037		
Probationers	3,677		
High-Risk Offenders	310		
Community Corrections Offenders	177		
Sex Offenders	232		
STATISTICS			
Pre-Sentence Reports	797		
Post-Sentence Reports	162		
Out-of-State Investigations	87		
Violation Reports	1,388		
Executive Clemency Applications	28		
Hearings	3,495		
		FEES COLLECTED	
		Restitution	\$206,890
		Supervision Fees	\$395,888
		GPS Fees	\$22,790
		Community Corrections Fees	\$4,705
		Other Fines, Fees, DNA & Court costs	\$125,151
		<b>TOTAL:</b>	<b>\$755,424</b>

# Region IV

## HIGHLIGHTS

- Relocated the Clovis district office to a new building
- Staff from Portales district office continued to travel to Tucumcari to assist that office with its offender caseload. Tucumcari office has staff shortages
- Conducted operational audits at all region offices
- Participated in the US Marshals' special operation targeting wanted fugitives and absconders



**Tim Olsen**  
Manager

District Offices: Roswell, Carlsbad, Artesia, Hobbs, Clovis, Portales, Tucumcari

Total Number of Offenders	2,991		
Parolees	688		
Probationers	2,303		
High-Risk Offenders	244		
Community Corrections Offenders	104		
Sex Offenders	102		
<b>STATISTICS</b>			
Pre-Sentence Reports	129		
Post-Sentence Reports	1,246		
Out-of-State Investigations	132		
Violation Reports	1,292		
Executive Clemency Applications	9		
Hearings	1,703		
		<b>FEES COLLECTED</b>	
		Restitution	\$171,022
		Supervision Fees	\$455,405
		GPS Fees	\$27,540
		Community Corrections Fees	\$18,502
		Other Fines, Fees, DNA & Court costs	\$118,726
		<b>TOTAL:</b>	<b>\$791,196</b>

# Community Corrections



**Michael Estrada**  
Administrator

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

- Coordinated and managed the relocation of the New Mexico Men's Recovery Academy from Ft. Stanton to the state training campus in Los Lunas, NM
- Coordinated and managed the relocation of the New Mexico Women's Recovery Academy from Los Lunas to Albuquerque. This site required considerable property improvements in order to accommodate women offenders and their children
- Maintained ongoing representation of Probation and Parole interests at the Behavioral Health Purchasing Collaborative meetings
- Maintained ongoing management of Community Corrections funds that serve offender treatment services
- Provided oversight and training of institutional probation/parole officers and transitional coordinators
- Presented proactive community supervision classes for probation/parole officer cadets to teach positive working relationships with offenders
- Sponsored job readiness seminars to assist offenders with job application preparation and resume development
- Sponsored seminars for offenders in recovery and resiliency, family reunification, and children of incarcerated parents
- Community Corrections program manager received certificate in basic crisis negotiations to participate with the Bernalillo County crisis negotiations team
- Collaborated with University of New Mexico Hospital to provide on-site referrals for offender medical care and clinic linkage through UNM Cares indigency program

## FUTURE RECOMMENDATION

It is in the best interest of NMCD to continue working with state agencies in the behavioral health collaborative to promote improved access to behavioral health care services for our offenders, their families and the community

# Community Corrections

## Community Corrections Programs

Managed by Optum	Caseload	Vendor	Funding
Alamogordo	30	NAVA	\$ 50,000.00
Roswell	30	Counseling Associates	\$ 50,000.00
Clovis/Portales	30	Teambuilders, Inc.	\$ 50,000.00
Silver City	30	Border Area Mental Health	\$ 50,000.00
Hobbs	30	The Guidance Center	\$ 50,000.00
Los Lunas	30	La Buena Vida	\$ 50,000.00
Bernalillo	30	La Buena Vida	\$ 50,000.00
Rio Rancho	30	La Buena Vida	\$ 50,000.00
Grants	30	Family Connections	\$ 50,000.00
Gallup	30	Connections, Inc.	\$ 50,000.00
Espanola	30	Human Resource Dev. Associates	\$ 50,000.00
Taos	30	Human Resource Dev. Associates	\$ 50,000.00
Raton	30	Human Resource Dev. Associates	\$ 50,000.00
Las Vegas	30	Human Resource Dev. Associates	\$ 50,000.00
Socorro	30	Socorro Mental Health	\$ 50,000.00
Carlsbad	30	Carlsbad Mental Health	\$ 50,000.00
Albuquerque	240	UNM ASAP	\$ 100,000.00
		LaPasada	\$ 30,000.00
		Paso Nuevo Counseling	\$ 80,000.00
		Forensic Behavioral Health	\$ 80,000.00
		UNM Mental Health Center	\$ 51,200.00
		Dismas House	\$ 123,500.00
Farmington	60	Presbyterian Medical Services	\$ 60,000.00
Las Cruces	60	NAVA	\$ 70,000.00
Santa Fe	65	Ayudantes	\$ 70,000.00
Statewide	N/A	Eagles Unlimited – Financial Asst.	\$ 228,000.00
<b>RESIDENTIAL</b>			
Fort Stanton	84	CEC/ CiviGenics – Men’s Residential	\$1,161,913.00

# 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 offenders 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	45
Second Judicial District	Albuquerque	198
Third Judicial District	Las Cruces	36
Fifth Judicial District	Hobbs	9
Sixth Judicial District	Lordsburg, Silver City	29
Seventh Judicial District	Socorro, Truth or Consequences	20
Eighth Judicial District	Taos	19
Ninth Judicial District	Clovis	29
Eleventh Judicial District	Farmington	205
Twelfth Judicial District	Alamogordo	10
<b>Total</b>		<b>600</b>

# Adult Parole Board

The New Mexico Adult Parole Board (the board) is an independent, quasi-judicial entity responsible for paroling persons incarcerated within the New Mexico Corrections Department (NMCD), 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

- With the assistance of NMCD, continued to expand video hearing capability
- Held 3,808 individual hearings
- Processed 150 petitions for executive clemency
- Issued 2,529 certificates of parole, 1,170 certificates of parole discharge, and 479 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
- Increased training with an emphasis on "best practices"; instituted a board retreat featuring training by a nationally-recognized parole expert, in addition to other trainings on national and local levels
- Increased membership and participation in national professional organizations



**Ella Frank**  
Executive Director



**Sandy Dietz**  
Board Chair

# Public Information



**Tia Bland**  
Public Information Officer

The Public Information office manages internal and external communications for the New Mexico Corrections Department (NMCD). 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 13 news releases and published six department newsletters
- 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 and offenders
- Published NMCD annual report for 2007-2008

