

FREQUENTLY ASKED QUESTIONS

The following are some Frequently Asked Questions about “ASPEN” the Income Support Division’s (ISD) new computer eligibility system:

- **QUESTION:** *When will ASPEN be implemented in New Mexico?*
Answer: ASPEN will be implemented in four phases across the State.
 - **Pilot** (Rio Arriba County) – go live on July 22, 2013.
 - **Wave 1** (14 Southern Counties: Catron, Socorro, Lincoln, Chaves, Curry, Roosevelt, Grant, Sierra, Otero, Eddy, Lea, Hidalgo, Luna, N Dona Ana, & S Dona Ana) - go live on September 23, 2013.
 - **Wave 2** (16 Northern counties: San Juan, Taos, Colfax, Union, McKinley, Sandoval, Santa Fe, San Miguel, Cibola, Torrance, Valencia, Guadalupe, Quay, De Baca, Mora, & Harding) - go live on November 18, 2013.
 - **Wave 3** (Bernalillo county – 4 largest offices in the state) – go live on January 21, 2014
- **QUESTION:** *Can I still see/speak to a caseworker?*
Answer: Yes, you are welcome to visit an ISD office anytime during business hours to see a caseworker. Additionally, you may contact ISD’s Customer Service Center at 1-800-283-4465 for any inquiries you may have.
- **QUESTION:** *Can I still use hand written applications?*
Answer: Yes, you may submit a handwritten application to ISD by mail, fax, or drop-off.
- **QUESTION:** *Why do I have to mail my paperwork to another city?*
Answer: All paperwork submitted to ISD will be mailed to our central scanning center in the Town of Bernalillo. Your paperwork will be scanned into ASPEN, where it will be available for review by a caseworker who processes your case. **Do Not Send Originals!** The only mail that will be returned to you, if accidentally sent, is an original birth certificate, driver’s license or social security card.
- **QUESTION:** *Am I going to be able to get copies of documents from my file?*
Answer: Yes, you still will be able to receive copies of documents from your file to help you prepare for a fair hearing. However, ISD will no longer provide courtesy copies from your case file, such as birth certificates, social security cards, and driver’s license.
- **QUESTION:** *Will my benefits still be issued on the same day?*
Answer: Yes, ASPEN will not change the date or the method in which your benefits are currently issued.
- **QUESTION:** *Will ISD’s office hours change?*

Answer. ISD's Offices will reduce lobby hours to 9:00 AM to 4:00 PM for one month during implementation of ASPEN for that office. Otherwise, office hours will remain 8:00 AM to 4:30 PM Monday through Friday. Any changes in lobby hours will be posted in prominent locations in our offices 30 days prior to the change.

- **QUESTION:** *Will someone be available to assist with online applications in the offices?*

Answer. Yes, when visiting ISD, friendly staff members will be on hand to assist with applying for benefits through computer stations located in the lobby.

- **QUESTION:** *If I apply online, how will I be able to get copies of my check stubs to your office?*

Answer. All documentation may be uploaded using your home scanner to ISD's self-service website, YES-NM. You may also mail or fax documentation to the Income Support Division's central scanning center or drop-off the documentation at your local county office.

- **QUESTION:** *Why do I have a new case number or individual identification number with ASPEN?*

Answer. For your security, ASPEN will no longer identify your case with your Social Security number. You will be assigned an individual number that is unique to you and will better protect your identity when interacting with our office or when sending correspondence.

- **QUESTION:** *Why are ASPEN recipient notices so much longer?*

Answer. ASPEN will provide you with more detailed explanations of program decisions that affect you. You will now receive a summary of the outcome for each category of assistance you have applied for, a list of individuals that are included or excluded from a category of assistance, the budget used to determine your eligibility, your benefit amount, the date of the month and method you will receive it, your certification period, and all the standard language you are used to seeing on previous notices.