

**Susana Martinez, Governor**

**Sidonie Squier, Secretary**

**Marilyn Martinez, Acting ISD Director**

**ASPEN FACT SHEET**

1. **Why are we changing how we do business?**

* We are implementing a new integrated eligibility computer system called ASPEN (Automated System Program and Eligibility Network) to replace the Department’s current one, which is over 26 years old. This is the system we use to determine eligibility for services and issues benefits for the following programs:
  + SNAP
  + Cash Assistance (TANF, General Assistance)
  + Medicaid
  + LIHEAP

- HSD has made the replacement of HSD’s eligibility system a top priority and has been developing the system, with the system integrator Deloitte, since September 2011.

* In addition to a new eligibility system, there will be two additional customer service features:
  + Self-Service Website (Yes-NM) – allows New Mexicans to apply for benefits online at [www.yes.state.nm.us](mailto:doit-web@state.nm.us) (Effective October 1, 2013)
  + Interactive Voice Response System (IVR) – an automated system that allows New Mexicans to use their phones to inquire on the status of their benefits (Effective February 2014)

1. **How is the system funded? How much does it cost?**

* The system is funded by state and federal funds.
* The total budget is $118,760,732 million, of which $19,466,925 is state funding and $99,293,807 is federal funding.
* This is the largest Information technology (IT) project in the state’s history.

1. **What is the project timeline?**

* The overall project timeline is an aggressive one, given the size and the high degree of complexity that comes with the replacement of an integrated eligibility system.
* ASPEN implementation was scheduled for four phases across the state:
  + Pilot (Rio Arriba County) – went 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) - went 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) - went live on November 18, 2013.
  + Wave 3 (Bernalillo county – 4 largest offices in the state) – go live on January 21, 2014.
* Beginning with pilot and each subsequent wave, recipients attached to related cases in that wave may be converted ahead of schedule due to conversion rules.
* During the system rollout (July 2013 – January 2014), HSD’s ability to generate reports will be very limited as information will have to be manually generated and combined from multiple legacy systems and ASPEN.

1. **What are the benefits of the new system to New Mexico?**

* The system integrates six legacy systems into one, reducing the need to maintain multiple systems.
* Once fully implemented, the system will bring increased efficiencies in office operations across the state.

1. **What are the benefits to our constituents?**

**Increase accessibility** Recipients will have additional avenues to apply for benefits.In addition to HSD’s traditional service delivery model (fax, mail, and walk-in), recipients will be able to apply for assistance from a computer at an ISD office, at home, or at a community partner site (library, meal site, etc.).

**Access to case information 24 hours a day** Recipientscan get case information via a self-service website (YES-NM) and by an Interactive Voice Response system (IVR).

**Increased privacy** Case information will be linked to a personal ID number. Social Security Numbers will no longer be used to identify New Mexicans.

**More detailed notices** Case information will be provided in a more thorough, reader friendly format.

**Customer service** New business processes, such as electronic document management and new office roles to assist recipients who have questions or who are not computer savvy, will streamline services to New Mexicans.

1. **Contact Information**

As with any large implementation project, initially there may be a lot of questions.  If you receive inquiries or questions about the new system (ASPEN), please direct the questioner to call the Income Support Division’s Customer Service Center at 1-800-283-4465, or visit the HSD’s website at <http://www.hsd.state.nm.us/>