



HUMAN SERVICES
DEPARTMENT

Michelle Lujan Grisham, Governor
David R. Scrase, M.D., Secretary
Karmela Martinez, Acting ISD Director

General Information Memorandum

ISD-GI 19-14

TO: ISD, MAD & SL Start Employees
FROM: Karmela Martinez, Acting Division Director, Income Support Division
RE: QuiKGuide is your Quick Knowledge Guide (Phase I)
DATE: 04/08/2019

The New Mexico Human Services Department (NMHSD) Income Support Division (ISD) is excited to unveil the first phase of our newest tool, the QuiKGuide (QKG). The QKG is your Quick Knowledge Guide to access information in one location. This tool brings efficiency and effectiveness by providing uniformity of policies and procedures to staff.

Phase I of the QKG is the **Field Operations Guide**. This guide provides you with standardized step-by-step processes. Below are the processes provided to you in the QKG:

- Lobby Greeter **Procedures**
- Lobby Application Registration Queue **Procedures**
- Lobby Recertification Queue **Procedures**
- Lobby Customer Service Queue **Procedures**
- Back Office Applications Registration **Procedures**
- Back Office Recertification Queue **Procedures**
- Back Office Processing Queue **Procedures**
- Back Office Scheduled Interviews
- TANF Liaison **Procedures**
- Local Office Switchboard **Procedures**
- Customer Service Center **Procedures**
- Fair Hearing **Procedures**
- Family Assistance Analyst **II (Lead Workers)**
- Supervisors
- County Directors

Later phases will include:

- ASPEN Clarifications
- ASPEN Updates
- NMAC
- Updated IPPs
- Office Procedural Changes
- Interim Business Processes
- Policy Clarifications
- Trainings
- Updated GIs
- Updated MRs
- ISD Forms
- Job Aids

Beginning the Week of March 18th, six (6) pilot offices, individuals from Central Office and MAD began experiencing the benefits of the QKG. The following offices were selected to pilot:

1. N. Valencia
2. SW Bernalillo
3. W. Dona Ana
4. Lea
5. Santa Fe
6. San Miguel CPU
7. Select individuals from Central Office and MAD

The QKG team will be visiting the pilot offices and discussing the successes of the guide and any improvements that may be requested. This is a team effort and we will be actively seeking input by conversing with you on how to make it a better tool. Your feedback will support the rest of the state and will help develop, add and modify the QKG to meet your needs.

It is anticipated that the pilot will go through April 19, 2019 and then rolled out statewide soon after. As it is rolled statewide, we will continue to solicit feedback. This is your tool and our goal is to make it useful to all.

The QKG is located within the HSD SharePoint. A link along with guidance and a tutorial will be provided statewide once the pilot is complete.

Keep an eye out for further updates on the exciting QKG and the progress on your knowledge-based tool.

To provide feedback or need assistance with the guide please contact the QKG team at the following email address HSD-ISDQuiKGuide@state.nm.us. You will receive a response within 5 days of your email.

If you try to access the QuiKGuide and are denied access, please contact the HSD Network Helpdesk via e-mail at HSD-NetworkHelpDesk@state.nm.us. Note: Only the listed pilot offices will be allowed access until statewide rollout.

If you have any questions regarding this GI, please contact Maria Ghahate at 505-827-7754 or Maria.Ghahate@state.nm.us.