




HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Sidonie Squier, Secretary
Ted Roth, Director

ISSUED ELECTRONICALLY
INTRA-DEPARTMENTAL MEMORANDUM
ISD-GI 12-67
DATE: October 18, 2012

TO: All ISD Employees
FROM:  Ted Roth, Director
Income Support Division
RE: Interactive Interview

With the implementation of the ASPEN system just months away, we want to ensure that all available technology currently in the county offices are being used effectively and efficiently. This will aid in a smooth transition into the ASPEN system for all ISD staff.

Each ISD staff member has access to the Client Tracking System (CTS). Please ensure that this tool is being used effectively according to GI 12-24. Information placed on CTS will be transferred into the ASPEN system; therefore it is imperative that any interaction with a client be tracked on the CTS system.

Pending Applications/Cases need to run through the H Function completely in order to have the best conversion results in ASPEN. If only the G Function has been run, or the H is on hold for review, the pending application will convert to ASPEN, but all data collection for the household will have to be reviewed and updated, requiring the user to visit all ASPEN Screens with converted data.

This review and validation is necessary as some of the data in the pending application converted to ASPEN could be from a previous ISD2 denial or ISD2 closed case. In summary, pending Applications/Cases will convert, but all information will need to be re-validated in ASPEN before Eligibility Determination – Benefit Calculation (EDBC) and Disposition. Please save yourself some time and completely disposition all the cases that are ready to be processed (without a pending HUMAD) prior to conversion.

If you have questions regarding this GI, please contact your county office Aspen Change Expert (ACE) or Brandi E. Sandoval @ 505-827-7289 or brandi.sandoval@state.nm.us.