





New Mexico Human Services Department

Bill Richardson, Governor
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**MEDICAL ASSISTANCE DIVISION
INTRADEPARTMENTAL MEMORANDUM
MAD-GI -07-03
DATE: September 4, 2007**

TO: ISD ROM's and ISD CD's

From:  Carolyn Ingram, Director
Medical Assistance Division
 Frederick Sandoval, Director
Income Support Division

Through:  Robert Beardsley
Client Services Bureau Chief

By: Robyn Reede, Trainer 

RE: SCI, SEIP, PAK, PAM Training for Front Line Workers

While workers receive training in all facets of Medicaid, seldom is the front line clerical and administrative staff provided with that opportunity.

Front line workers are critical to the success of all of our programs, especially about being informed of new products the Department offers. Front line workers are the client's first contact and sometimes only contact, and it is critical that they be familiar with all programs available to the public.

A training schedule has been developed to train clerical and other administrative support staff, as deemed appropriate, in the new programs being offered including SCI, SEIP, PAK and PAM.

Please complete the attached Training Roll-Out Registration form and return it to Robyn Reede no later than September 7th, 2007 (robyn.reede@state.nm.us or fax to 505-476-6825) with a list of all clerical and administrative staff who will attend these trainings from your office. It is mandatory that all staff in these positions attend 1 two-hour training. We have taken into account travel time and are offering 3 classes a day over 2 days in 4 different parts of the state. This should allow almost every ISD office the chance to send all of their clerks to at least one of these and still provide coverage in the office.