



New Mexico Human Services Department

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INTERDEPARTMENTAL MEMORANDUM

ISD GI 12-41

DATE: July 6, 2012

TO: ISD STAFF

FROM:  Ted Roth, Director
Income Support Division

SUBJECT: Preparation for Data Conversion

In an effort to transfer all data into the ASPEN system efficiently and accurately, the ASPEN Team is currently preparing Legacy Systems (ISD2, LIHEAP, Claims, CTS, IRU, NM Works, etc.) for data conversion. This will require automated or manual changes to the ISD2 system and possibly other Legacy Systems. As different elements that require changes are identified, every effort will be made to ensure minimal impact on our customers and field staff.

The intention is for the ASPEN Team Members to perform all of the manual changes within the Legacy Systems. If the ASPEN Team is unable to complete the manual changes, and assistance is needed from the field staff, instructions will be sent to the County Directors and the ACE representative detailing the assistance needed in order to execute the change. Any changes made to cases in the Legacy Systems will be documented in the Client Tracking System (CTS) by ASPEN Team Members.

The field office will be responsible for any adjustments, claims, fair hearings, or fraud investigations that occur as a result of this effort, in accordance with established policies and office procedures. Any questions that arise from a customer or customer representative will be answered by field staff. No customers or representatives should be directed to call the ASPEN Team.

If you have questions regarding this GI please contact Debra Garcia, ASPEN Business Conversion Team Lead at (505) 490-4240.