

ASPEN Project Overview

Legislative Health and Human Services Committee
HSD Deputy Secretary Charissa Saavedra
September 12, 2012



ASPEN Project Overview

- ▶ **ISD 2 History**
 - ASPEN Timeline to Date
- ▶ **ASPEN Benefits and Functionality**
 - For HSD Recipients
 - For HSD Employees
- ▶ **ASPEN Budget**
- ▶ **ASPEN Schedule and Implementation**



ISD2 History

History

- Current Income Support Division (ISD), Integrated Services Delivery (ISD2) System manages benefits for over 800,000 clients who receive Supplemental Nutrition Assistance Program (SNAP), Energy Assistance, Medicaid, and Cash Assistance
- System deployed in New Mexico in 1986
- Paper based manual work processes
- Limits workflows or integration of assistance programs /services
- Will not conform to the Centers for Medicare and Medicaid (CMS) seven standards and conditions as required for the enhanced federal funding



ASPEN Timeline to Date

Timeline

- 11/15/2010 – Dewpoint contract completed and Project Management Office (PMO) initiated
- 12/27/2010 – RFP released for replacement system and vendor
- 03/23/2011 – Implementation Advance Planning Document (IAPD) approved by feds
- 08/18/2011 – Deloitte contract signed
- 09/06/2011 – ASPEN development begins with transfer system from Michigan
- 04/03/2012 – Project Baseline & Architecture Review (Federal Gate Review)
- 08/14 & 15/2012 – Preliminary Design Review (Federal Gate Review)



ASPEN Project Management Office

Current ASPEN Dedicated Staff

State Business: 30
 State Technology: 7
 Contract: 96

Executive Sponsor
 Charissa Saavedra



Executive Steering Committee

Sidonie Squier
 Charissa Saavedra
 Brent Earnest
 Danny Sandoval
 Ted Roth
 Stephen Klump
 Mark Pitcock
 Sean Pearson
 Penny Jimerson
 Randy Scott
 Milton Sanchez

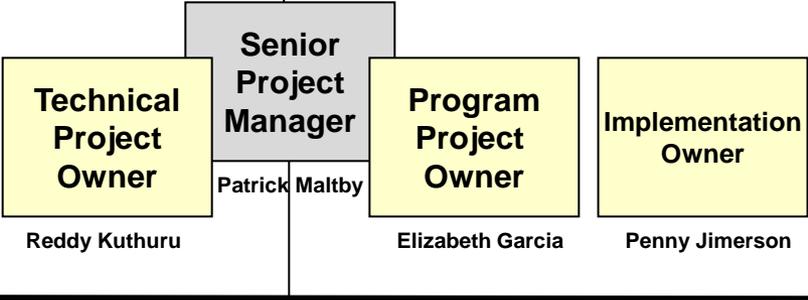
**Executive Owner
 ITD / CIO**
 Sean Pearson

Executive Business Owner
 Ted Roth

Strategic

Tactical

PMO Leadership Team



PMO Leads

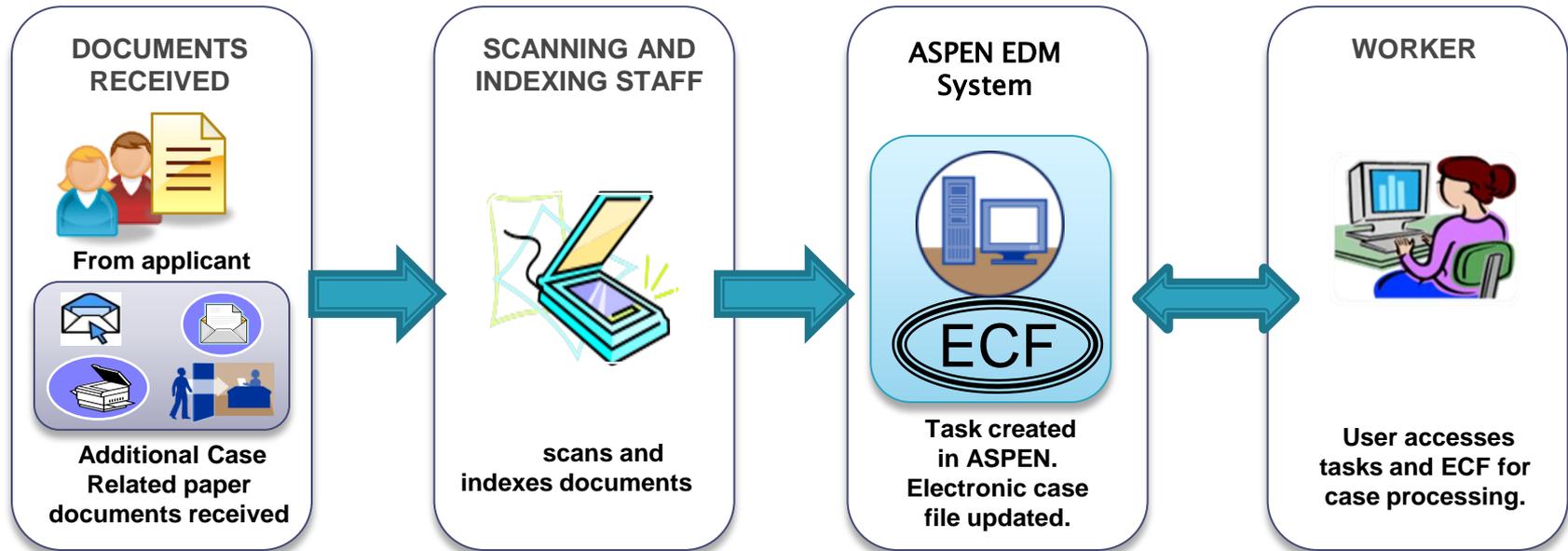
Network Lead	Application Lead	Program & Policy Leads	MAD Policy	Project Management	Business Technical Support	Integration Vendor	Budget & Contracts
TBD	Reddy Kuthuru	Karmela Martinez John Garcia	Liz Martinez	Mary White	Merv Jersak Bill Kennedy Bob Nemeth	Umesh Jadhav	John D'Ornellas Steve Riggs

- Contract Staff
 - State Staff

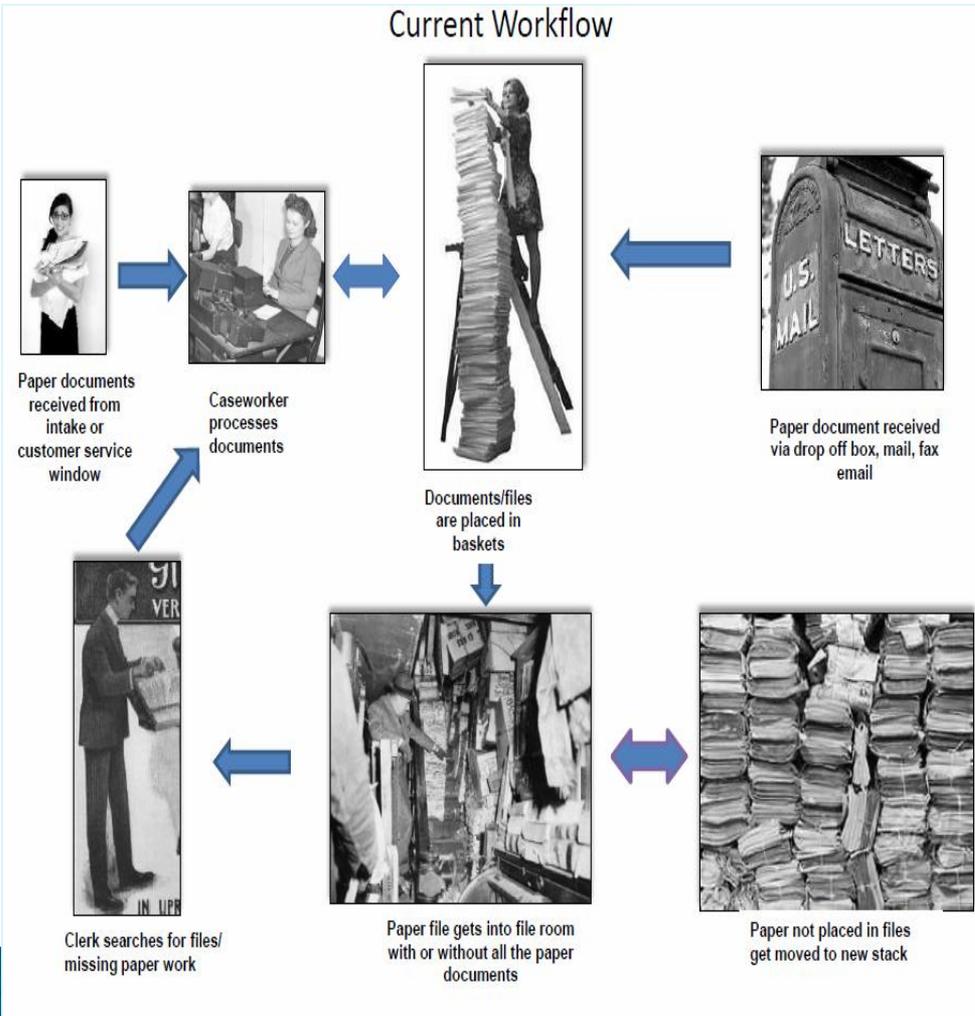
ASPEN Benefits and Functionality

- Allows for citizens to access services through a common portal via the Internet.
- Provides integrated verification and eligibility determinations.
- Increased benefit issuance accuracy, and simplified case processing by integrating eligibility determination
- Improved case and client tracking, case file management and correspondence through the merging of multiple eligibility systems and programs (LIHEAP, ISD2, Claims, etc.)
- Electronic document management (EDM) and centralized scanning
- Building a technology platform for future enhancements
- ASPEN supports HM 18
- Conform to the CMS seven standards and conditions as required for the enhanced federal funding

Electronic Data Management (EDM) Workflow



Benefits of Electronic Document Management (EDM)



EDM Advantages

Elimination of paper files

Universal access to case information

Consistent workflow and task management

Time saving

Reduction in lost documents

Allows for redistribution of workloads

Simplified processes (e.g. case transfer)

Increased efficiency



ISD2 versus ASPEN

The image displays two overlapping web browser windows. The background window is the ASPEN system interface, which includes a navigation menu on the left, a search bar at the top right, and several data panels. The foreground window is a terminal-style interface with a menu of options in green text.

ASPEN System Interface:

- Navigation Menu: BRIDGES Home, Reception Log, EDM, Application Registration, Self Service, Front Desk, Scheduling, Data Collection, Eligibility, Case Maintenance, Simulation, Benefit Issuance, Benefit Recovery, Correspondence, Redetermination, Interfaces, Security, Inquiry, Tasks/Reminders, Provider Management, Manage Office, Resources, Reference Tables, Reports, Batch Reports, Case Reads, Quality Control, Conversion, Hearing, Help Manager, Batch Administration.
- Search Bar: Search By APPLICATION
- My Tasks and Reminders:

Date Due	Case #	Tasks/Reminders
11/17/2011	T14089941	External User - This must be completed
- My Schedule:

Duration	Case No/Client name	Appt Type
- Caseload Statistics (As of 02/21/2012):

Days Old	New	Started	Total	Applications
- EDM Statistics (As of 02/21/2012):

Days Old	New	Started	Total	Applications

Terminal-style Interface (Foreground):

- SELECTION:
- CLIENT:
- CASE-LOAD:
- CASE-DATA-UPDATE
- A. REGISTRATION
- B. REG A PERSON
- C. R/R INIT
- D. CASE CHANGES
- E. INTERIM REPORT
- F. REDETERMINE/RECERTIFY
- G. INTERVIEW
- H. APPL FINAL
- I. APPL CHANGE
- J. REINSTATEMENT
- K. APPLICANT INQUIRY
- L. APPLICANT UPDATE
- Z. CREATE CASE
- "ENTER" KEY = CONTINUE

ASPEN Provides New Channels of Access for Recipients

Enhanced YES New Mexico – Self Service Portal allows recipients to:

Apply Online

Recertify Benefits

Check Case Status

View Pending Verification(s)

Check Benefit Issuance

View Notices Online

View Scheduled Appointments

Get General Program Information

Telephonic Inquiries - Interactive Voice Response system allows recipients to:

Check Case Status

Hear Pending Verification(s)

Check Benefit Issuance

Find out What's Due

Hear Scheduled Appointments

Get General Program Information



Login to Your Eligibility System



* User ID

* Password

User Login

Forgot your password?
Please enter your User ID
and [Click Here](#)

Forgotten User ID? Please
[Click Here](#)

Community Partners Login



Am I Eligible?

- > Screening Tool

Apply For Benefits

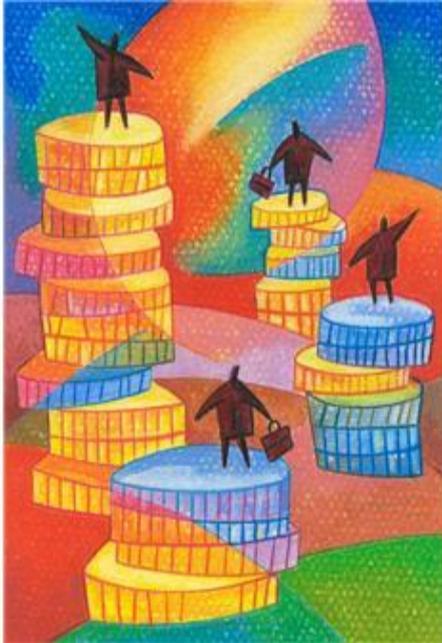
- > Food Assistance (SNAP)
- > Medical Assistance
- > Cash Assistance
- > Energy Assistance (LIHEAP)

View My Case

- > Check My Benefits
- > Report My Changes
- > Renew My Benefits
- > Upload Documents

If you do not have a user id and password, click on 'Apply For Benefits' or 'View My Case' to create an account.
If you have not used a computer very much and would like to practice before you get started, [Click here](#).
To see office closures or delays, [Click here](#).
To access external links that may be helpful click on 'Other Resources.'

ASPEN Implementation Budget = \$105 million



ASPEN Project Match Rates

- ▶ Original
Federal: 29% State: 71%
- ▶ Current
Federal: (82%) State: 18%
Federal Share: \$86,107,768
State Share: \$18,952,244
Total Budget: \$105,060,012

Changes to Match Rate

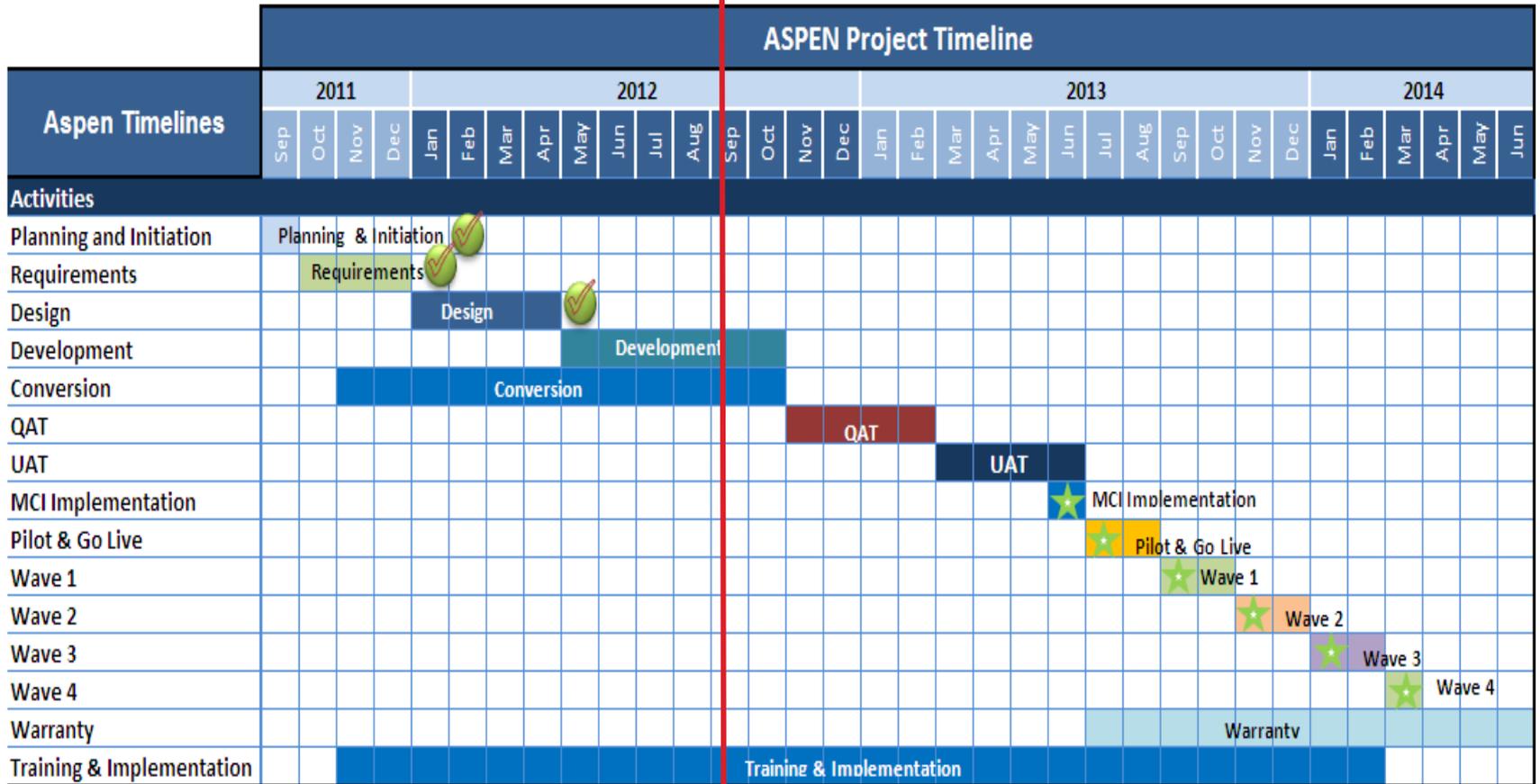
- ▶ New cost allocation (enhanced funding)
- ▶ Exception to OMB Circular A-87

Seven Standards & Conditions

- CMS Seven Standards and Conditions as required for the enhanced federal funding
 1. Modularity Standard
 2. MITA Condition
 3. Industry Standards Condition
 4. Leverage Condition
 5. Business Results Condition
 6. Reporting Condition
 7. Interoperability Condition

ASPEN Schedule

We are here



- Pilot Date – 07/22/2013
- Pilot County – Rio Arriba / Española Office

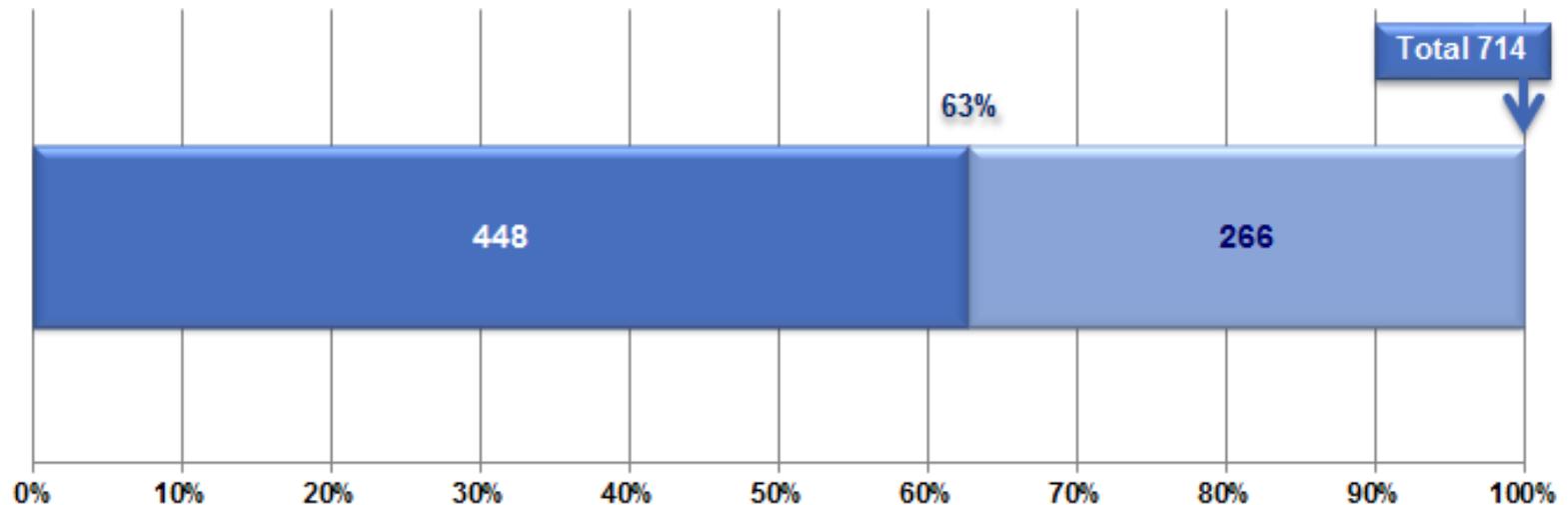
ASPEN Project Status

Week Ending 9/7/12

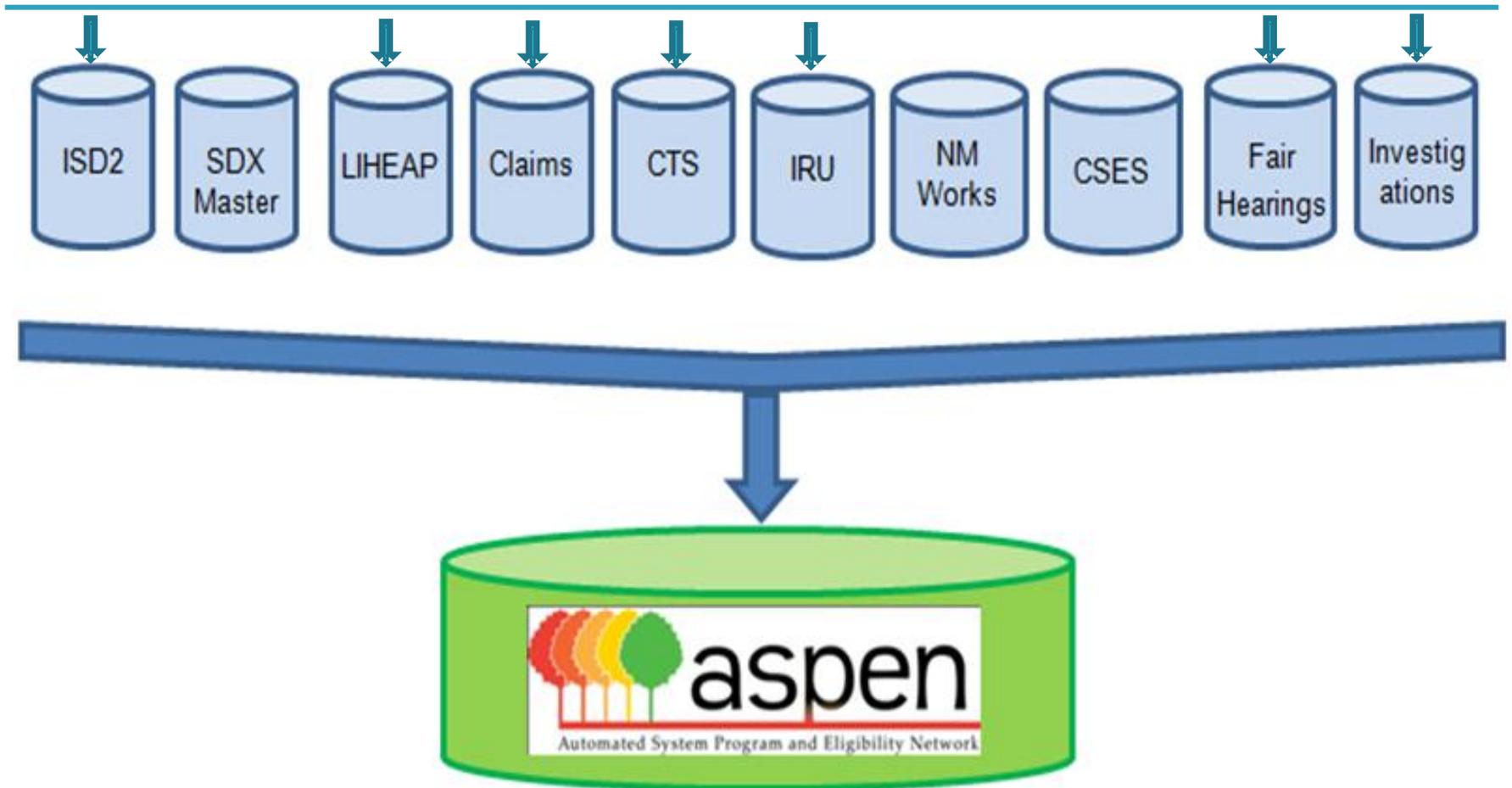
Development Phase Scorecard Sep 09, 2012

Development Progress

- Completed
- Remaining

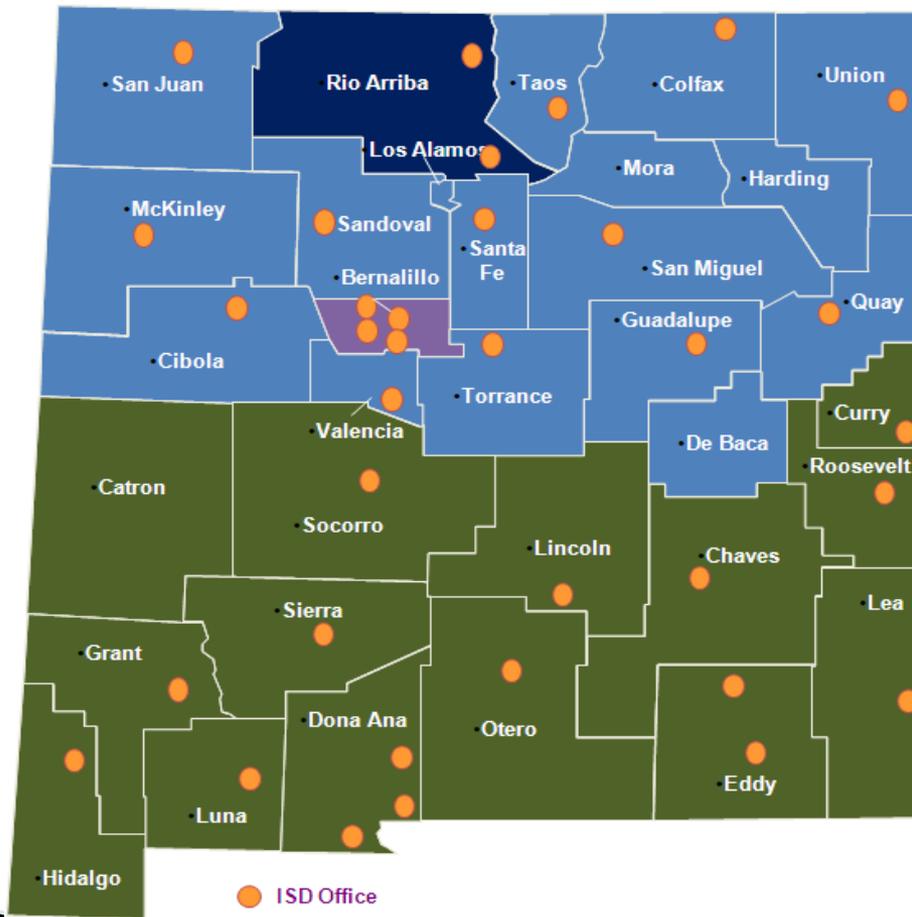


Data To Convert



↓ = Replaced with ASPEN

Conversion & Implementation Schedule



• **Pilot (Rio Arriba)**

- Caseload: 14,500 (3%)
- Employees: 26

• **Wave 1 (South)**

- Caseload: 157,000* (31%)
- Employees: 273

• **Wave 2 (North)**

- Caseload: 153,000 (30%)
- Employees: 255

• **Wave 3 (Bernalillo)**

- Caseload: 146,000 (29%)
- Employees: 218

• **Centralized Units and Central Office**

- Employees: 170

Some Implementation Activities

- Monthly Newsletter
- ASPEN Website
- Ideal Office Committee
- Change Readiness Committee
- ASPEN Change Experts
- Site Support
- Help Desk

ASPEN Team Contacts

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