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Hundreds of HSD employees help improve the ASPEN system

Santa Fe, N.M. – The Human Services Department is pleased to publicly acknowledge and thank hundreds of employees who have contributed to improving the ASPEN system. ASPEN is the acronym for the Automated System Program and Eligibility Network that was rolled out in January of 2014. The system tracks customer’s eligibility and benefits for services like Medicaid, Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance to Needy Families (TANF), and also handles MCO enrollment for the Medicaid Centennial Care 2.0 program.

Implementing any new technology can be frustrating and the implementation of ASPEN has had its challenges, which is why it is important to recognize those who have identified inefficiencies and helped resolve thousands of irregularities.

“Front-line employees are key to HSD’s success in finding and solving system issues,” said David R. Scrase, M.D., HSD cabinet secretary. “Going forward, we encourage staff to identify the workflows that slow them down, or aren’t functioning properly, and we ask for their feedback on how these issues can be fixed.”

Since ASPEN’s inception HSD employees have identified 3,842 inefficiencies and 3,550 have been resolved.

Two thumbs up to HSD employee Benjamin Sosa-Ventura for creating the most work and change requests, 59 in total. You are a winner!

Kudos to HSD employees: Kimberly Wafer, Lorelei Kellogg, Miles Begay, Rebecca Caswell, Maria Garcia, Jamie Rico-Suina and Tamara Sanchez for creating 40 or more work and change requests.

“Your contribution of time, energy, and commitment makes a difference in improving our processes and our success in ensuring that every New Mexican who is entitled to benefits and support services receives them,” said Scrase.

Below are the names of HSD employees our system could identify who reported work and change requests. We know there are some employees we couldn’t identify, but we recognize that you took the time – and that has made all the difference. If your name is not on the list but you did submit a request, we thank you. Our system tracks only the first employee who reports the issue. In the future, we will be recognizing an individual employee *each time* they are the first to submit a change request when the change goes into production.

Thank you, to each one of you, for your contribution, caring about the well-being of the New Mexicans we serve and for your involvement in the overall success of HSD. Your involvement in this process is important, it matters and is appreciated. Thank you.

Linda Aceves
Tina Aldaz
Analisa Aranda
Gavino Archuleta
Veronica Archuleta
Mark A. Arguello
Veronica Armenta
Kari Armijo
Bryan Ashbaugh
Jessica Atencio
Laura Baca
Jerri Barela
Jordan Barela
Edmundo Barraza
Jennifer Barton
Pamela Barton
Jessica Bates
Charlotte Bazan
Miles Begay
Jennifer Benally-Woody
Krista Berger
Adele Blue-Sky
Kristen Borders-Wood
Jill Bowles
Chester G. Boyett
Andrea Brill
Sharon Burrell
Roy Burt
Lowell Burton
Roberta Busich
Olivia Calderon
Mary Camacho
Michelle Campos
Linda Candelaria
Dolores Carabajal
Janeé Casaus
Rebecca Caswell
Amanda Chavez
Brenda M. Chavez
Catrina Chavez
Sylvia Chavez
Shelleen Christy
Michelle Cisneros
Dolly A. Comanche
Jennifer Conkle
Seth Conkle
Andrea Cordero
Carolyn Craven
Francine Crespín
Sean Curry
Susan DeHart
Deanna DeHerrera
Marva Dennis-Drigo
Ashley Deubel

Lori Duran-Baca
Suzanne Duran-Vigil
Janie Dutchover
Cara Entwisle
Melissa Ervin
Barbara Escudero
Melinda A. Espinoza
Jessica Esplain
Kayleen Evans
Barbara Fajardo
Veronica Fank
Ramona J. Flores
Vivian Flores
Rachel Franco
Adrian Gallegos
Charlotte Gallegos
Chris Garcia
Chris A. Garcia
Christina E. Garcia
Debra Garcia
Elizabeth Garcia
Evangeline Garcia
Jaclyn Garcia
Leroy Garcia
Maria Garcia
Steven Garcia
Yvette Garcia
Maria Ghahate
Jennifer Goble
Anabel Gomez
Jessica F. Gomez
Darlene Gonzales
Joshua S. Gonzales
Dora Gonzalez
Carolee A. Graham
Farrah Gray
Veronica Griego
Stephanie Griffith
Jason Grinage
Sujatha Gudoor
Tashi Gyalkhar
Fertisha Hall
Linda Hall
Shanita Harrison
Ronald L. Hedquest
Teresa Henke
Fabian Hernandez
Victoria Hernandez
Valerie Herrera
Nicole Holguin
Jeffrey Horn
Huffman, Christine K.
Stephanie Ingram
Elenna Jaramillo

Lisa Jaramillo
Denise Jeantete
Mary R. Jimenez
Prescilla Jiron
Eyvette Joe-Nih
Bernina Johnson
Michelle R. Jojola
Ella Jones
Joey Kellenaers
Lorelei Kellogg
Michael Kennedy
Melissa King
Amanda Kinsel
Laurie Kraw
Melissa Larson
James Leach
Sandra Leos
Brenda Leyba
Joshua Lies
Victoria (Torie) Lies
Maygen Lilly
Elizabeth Limones
Cynthia Longwell
Janice Lopez
Tina M. Lopez
Cynthia Lozano
Rita Lucero
Suzanne Lucero
Jeanette Lujan
Susan MacGregor
Deborah Madrid
April Maestas
Roberta Marquez
Sergio Marquez
Victoria A. Marquez
Adam A. Martinez
Arleen Martinez
Jeremy Martinez
John Martinez
Karmela Martinez
Maria Martinez
Yvonne J. Martinez
Alex Maynez
Betina G. McCracken
Maryanne McIntyre
Claudia Medina
Vanessa Medina
Rebecca Mendoza
Olga Meraz
Melissa Merinda
Eltima Mobley
Adrian Montes
Otilio Montoya
Stephanie V. Moore-Combs

David Morales
Marilyn C. Newton-Wright
Brian Nix
Michael Norero
Esli Ornelas
Victoria Ortega
Kristen R. Ortiz
Louis Ortiz
Lourdes Ortiz
Paula Ortiz
Stephanie Pacheco
Angela Padilla
Michael Padilla
Rita Paz
Sean Pearson
Samuel Peinado
Lori Pena
Isela M. Perez
Sonya Pierce
Anjali Pulagala
Belia Ramirez
Sharon Rehders
Jamie Rico-Suina
Edward Rivera
Lorrina Rivera
Marcos Rivera
Sharon M. Rivera
Amanda Roach
Chrissie Rodriguez
Camerina Rojas
Diane Romero
Diego Romero
Jason Romero
Jeanette Romero
Kelly Romero
Sandra Saiz
Alex J. Salcedo
Sarah Salcido
Jennifer Sanchez
Tamara Sanchez
Kristal V. Sanchez-Munoz
Diane Sanders
Julie Sanders
Roger Sanders
Brandi E. Sandoval
Elizabeth Sandoval
Stacy A. Schell
Rebecca Schuyler-Avila
Mark Shepherd
Rudy J. Sias
Kathy Slater-Huff
Greg Soriano
Benjamin Sosa-Ventura
Cerule Stauch

Shilo Stewart
Suzanne Suazo-Martinez
David Sweeney
Vida Tapia-Sanchez
Melissa Tellez
Karen Thomas
Russell Toal
Amy Torres
Lila Torres
Rosemary Torres
Rose Mary Torrez
Jeremy Toulouse
Jose Tovar
Arthur Trujillo
Cherie Tucker
Vivian Ulibarri
Enriqueta M. Urueta
Nakomi Valdez
Colleen Valentine
Leticia Valenzuela
Francisca A. Velasquez
Jocelyn Vigil
Marisa Vigil
Kimberly Wafer
Timothy Walker
Kelly Whitechurch
Desiree Whitfill
Michael Williams
Stephen Williams
Keven Woods
Michael Q. Yee
Jennifer Zamora
Michael Zimmerman