

General Information Memorandum

ISD-GI 19-33

TO: ISD and MAD employees
FROM: Karmela Martinez, Acting Division Director, Income Support Division 
RE: QuiKGuide is your Quick Knowledge Guide (Phase II) Statewide Rollout
DATE: May 30, 2019

Change is Coming!

Changes in the way that you receive and access information and important updates are happening! You will now have one centralized location to access information that you need to be efficient and effective at your jobs, daily.

You are probably wondering, “How will I know when there is an update or a change?” Great question! You will now receive an “Announcement email”. This email will contain a link that takes you directly to the information within the **QuiKGuide**; the **QuiKGuide** replaces our “Forms Drive” or our “L-Drive”.

The **QuiKGuide** is your Quick Knowledge Guide, your centralized location to all information.

On March 18, 2019, Phase I of the **QuiKGuide** was piloted with 6 field offices, individuals from MAD and ISD Central Office. Through the pilot, very informative and useful feedback was received which helped the **QuiKGuide** team identify areas within the **Field Operations Guide** that needed improvement.

Phase I of the **QuiKGuide** included the following library:

- **Field Operations Guide**

While all elements of the **Field Operations Guide** are equally important and will be required to be accessed and utilized by all staff, during Phase I we emphasized the following elements within the **Field Operations Guide**:

- **Field Operations Guide Tutorial; and**
- **Important Benefit Information (GI 19-25)**

On May 31, 2019, Phase II of the **QuiKGuide** begins. The QuiKGuide will be released statewide and all ISD offices will have access.

Phase II of the **QuiKGuide** includes the following libraries (these libraries will continue to expand in the future):

- **Field Operations Guide**
- **Community Resource Guide**
- **Tutorials**
- **Clarifications (formerly known as PC's)**
- **Interim Business Processes (IBP)**
- **State Plans**
- **ASPEN Release Notes**
- **Trainings**
- **GIs**
- **MRs**
- **IPPs**
- **Job Aids**
- **YesNM Release Notes**
- **Forms**

Prior to utilizing the **QuiKGuide**, each employee, who was not part of the **QuiKGuide** pilot, will be required to review the **Field Operations Guide Tutorial** and the **How to Use Guide** within the **Field Operations Guide**. This will give a brief explanation of how to use the **QuiKGuide** and how to navigate the **Field Operations Guide** and all other libraries. It is mandatory that the **QuiKGuide** be utilized daily and it is important that everyone has a full understanding of it.

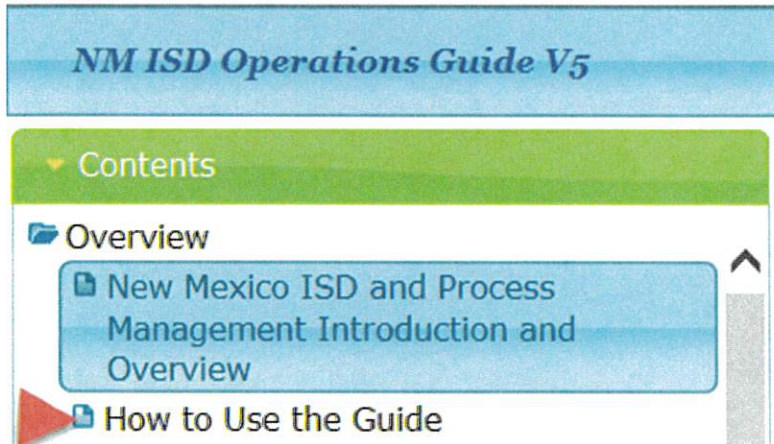
GI 19-25 Important Benefit Information, must also be reviewed by all offices who were not part of the **QuiKGuide** pilot. **The Important Benefit Information**, previously known as Rights and Responsibilities or FSP/FAP 013, will now be located within the **Field Operations Guide**.

Beginning the week of June 24, 2019, the Policy and Program Development Bureau (PPDB) will begin visiting with all ISD field offices either in person or via video conference. PPDB will coordinate with each office to ensure that the office is able to maintain proper coverage. During the visits, PPDB will provide a brief explanation and some important items of the **QuiKGuide** that everyone will be utilizing on a regular basis.

The **QuiKGuide** is located within the HSD SharePoint. To access the **QuiKGuide**, follow these steps:

1. Save the following link to your favorites:
<https://nmhsd.sharepoint.com/sites/isdcollab/fog/SitePages/Home.aspx>
You may be prompted to log in Username: yourNTusername@nmhsdonline.com
Password: your NT password
2. Locate the **Field Operations Guide Tutorial** button and watch the short video.
3. Locate the **Field Operations Guide** button.

4. Review the **How to Use the Guide** folder.



5. Begin familiarizing yourself with all the processes within the **Field Operations Guide**; this is the new County Plan of Operations for all offices.
6. Locate and review the **Important Benefit Information** within the **Field Operations Guide**. This will need to be reviewed with each customer at initial application and recertification of SNAP and Cash interviews; this can be done conversation style.
7. Review all other libraries listed above. NOTE: these libraries are currently being built and you will see additional items added to them in the future.

The **QuiKGuide** continues to grow as we receive feedback or find other information that will be useful. So, keep an eye out for exciting updates!

We want feedback and input on the **QuiKGuide**, our new tool. It is very important to us that the **QuiKGuide** be as useful and effective as possible, but this is only possible with your help.

To provide feedback or if you need assistance with the **QuiKGuide** please contact the **QuiKGuide** team at the following email address HSD-ISDQuiKGuide@state.nm.us. You can also click on the email button located within the **Field Operations Guide** (located at the top of the screen). You will receive a response within 5 working days of your email.



If you try to access the **QuiKGuide** and are denied access, please contact the HSD Network Helpdesk via e-mail at HSD-NetworkHelpDesk@state.nm.us.

Attached to this GI is an Acknowledgement of Receipt and Discussion to be signed by all staff and emailed to Maria Ghahate no later than June 10, 2019.

If you have any questions regarding this GI, please contact Maria Ghahate at 505-827-7754 or Maria.Ghahate@state.nm.us.

