
GENERAL INFORMATION MEMORANDUM

ISD GI 13-26

To: ISD staff

From: Ted Roth, Director

Date: May 1, 2013

RE: ASPEN Implementation Expectations

As ASPEN go-live dates draw near, things will be changing in all ISD offices. Employees can expect to see new faces in their offices. These individuals will have specific roles and will be there to provide support during the transition from ISD2 to ASPEN. Please make these folks feel welcome.

There are other changes that have been planned, including reducing lobby hours and implementing mandatory overtime. While some of these temporary changes may not be easy, they have been deemed necessary for a successful implementation. Please read about each of these changes below.

Staff Support

Site-Support: These specialists will be deployed 30 days before go-live for each wave and remain in the office through the 30 days following ASPEN implementation. Site Support will be responsible for oversight of the remaining office readiness activities, communicate new system information and answer questions, resolve issues and manage the help desk escalation process.

ITD, ASPEN Project and Central Office Staff: These staff members may be in and out of your offices and are available to assist with information technology, system and software issues, help with policy questions or other central office functions that may be required during implementation.

SWAT Units: In order to continue to provide our customers with high standards of service, a SWAT team, made up of ISD employees, will provide back-office support for ISD offices during the training period in each wave. These employees may be deployed locally or work will be transferred to these units.

Lobby Hours

Thirty days from the date of implementation of ASPEN for your wave (i.e., pilot July 22 to August 22), ISD offices will have modified lobby hours. Offices will be open to the public from 9:00 AM to 4:00 PM to ensure that our work can be completed timely, while allowing offices sufficient time to adjust to the new system and receive and learn any system changes or updates. Posters will be sent to be placed in the lobby one month prior to the change in hours. Depending on how each office progresses after implementation, management may decide to return to normal lobby hours earlier than scheduled.

Mandatory Overtime

During the implementation period, we must make some temporary adjustments to our normal business operations and overtime will be mandatory. All ISD employees will be required to work up to 80 hours of overtime over a two-month period. The overtime could start as early as two weeks prior to your office's conversion week and up to 30 days following each office's implementation start date. Based on the needs of an office, overtime can be from 1-2 hours per day or up to 8 hours on a given Saturday. The County Director, with approval of the ROM, will be allowed to authorize overtime for data clean-up items, processing of cases, or minimizing pending cases two weeks prior to conversion. County Directors may request up to an additional two-weeks of overtime from the ROM and the ASPEN Executive Leadership Team as appropriate for business needs. The exact dates and times for mandatory overtime will vary depending on the specific needs of the office or group of offices in each wave.

Overtime will be handled in the same fashion as the overtime accrued for training. FLSA-covered employees will be reimbursed for overtime that is in excess of 40 hours in a week for ASPEN implementation activities authorized by their ROM at one and a half times their current hourly rate, within the parameters of any leave taken in the same week (i.e., if administrative or sick leave is used in the same week, employees can only earn straight time up to 40 hours and then anything over 40 hours is calculated at 1.5 times.) FLSA-exempt employees will be provided with compensatory time that is in excess of 80 hours in a pay period for ASPEN implementation activities authorized by their ROM. Compensatory time will be authorized for these employees on a straight time basis. All employees will code implementation overtime as XHRSWK in SHARE.

Any employee that may have a medical issue that interferes with completing 80 hours of mandatory overtime for any reason must contact the Human Services Department, Office of Human Resources' Medical Issues Coordinator immediately.

I appreciate all your efforts. I know change is hard but the reward will be well worth it. ASPEN will increase efficiencies in our office operations and streamline and improve services for New Mexicans.