

GENERAL INFORMATION MEMORANDUM

ISD GI 13-12

TO: ISD Employees

From:  Ted Roth, Director, Income Support Division

Re: Selection of New Bureau Chief for ISD

Date: February 4, 2013

This memorandum is to announce the selection of Beverly Gomez as the Bureau Chief for the newly created Field Support Bureau in the ISD central office. This Bureau will consist of the ISD2/ASPEN Help Desk, the Training Unit, and the Albuquerque-based EBT office/Call Center.

Beverly brings 16 years of experience in the area of call center and project development, including training material and manuals, deployment and evaluation. She has extensive experience in developing procedures, staffing and scripts for the Department of Workforce Solutions (DWS) Call Center and Claims sections. Beverly has also been heavily involved in the development of DWS new web based computer system from a requirements, design, testing and implementation perspective. She brings with her experience in both technical and administrative areas.

Beverly will begin her new position with ISD effective February 18, 2013. Please join me in congratulating and welcoming Beverly to her new position with ISD.