
General Information Memorandum

ISD GI 18-13

TO: ISD Employees

FROM:  **Mary Brogdon, Division Director, Income Support Division**

RE: Required ISD Office Postings

DATE: April 6, 2018

The purpose of this memorandum is to replace all previous information regarding required posters to include ISD-GI 16-46, and previous GIs and MRs.

Attached is an updated list of required lobby and office posters and pamphlets. Please post both the English and Spanish posters side by side in a prominent location in the lobby. They must be posted in an area that is easily visible to lobby visitors. The attached listing includes the poster name and the required posting location. Please ensure that posters are only posted in specified locations listed on the attachment.

Any other poster not listed must be reviewed by the Director's Office before being posted.

The County Director is responsible for reviewing their lobbies monthly for poster compliance and reporting results to their Regional Operations Manager.

Instruction:

- 1. Remove all previous versions of the posters and replace where applicable, with revised version:**

Remove: ISD 800 Children in Lobby (Revised 10/22/14)
ISDSP 800 Children in Lobby SPANISH (Revised 10/22/14)

No replacement

Remove: ISD 620 Action against Threats (Revised 09/24/12)
ISDSP 620 Acciones Sobre Amenazas (Revised 09/24/12)

No replacement

Remove: Education Works Program (Poster with stick figure sitting on diploma)
No replacement

Remove: ISD GI 15-17 Electronic Cigarette Notice English/Spanish (Revised 03/26/15)
No replacement

Remove: ISD MR 13-07 Diversion Payment Poster (Revised 03/01/13)
No replacement

Remove: Lobby Hours (Horizontal separate Spanish and English)
Replace: ISD 806 Lobby Hours (Vertical bilingual) (Revised 03/30/18)

Remove: ISD GI 03-20 ISD 625 ABC's Applying for Assistance and Application
Processing Flow Chart (Revised 07/28/03)
Replace: ISD GI 17-50 ISD 625 ABC's Applying for Assistance (Revised 12/22/17)

Remove: ISD GI 03-20 ISDSP 625 ABC's Applying for Assistance and Application
Processing Flow Chart (Revised 07/28/03)
Replace: ISD GI 17-50 ISDSP 625 ABC's Applying for Assistance (Revised 12/22/17)

Remove: ISDB 721 No Weapons (Revised 04/05/16)
Replace: ISDB 721 No Weapons (Revised 03/30/18)

Remove: ISD MR 11-16 Voter Registration Poster (Amended 01/07/13)
Replace: ISDSP 705 Voter Registration Poster (Revised 03/30/18)

Remove: ISD MR 14-07 EBT Cash Transactions (Revised 03/20/14)
Replace: FAP 616 EBT Cash Transactions (Revised 03/30/18)

2. **Add:** HSD Safety Poster (Issued 11/17/17)

3. **Remain Posted:**

ISD 801 IEVS Poster (Revised 11/02/17)
ISD 410 Application Flowcart (Dated 11/12/02)
ISDSP 410 Application Flowchart (Dated 11/12/02)
DHG Agreement (Dated 08/21/98)
ISDB 721 (Dated 08/25/17)
And Justice For All (Revised 1/19/16)
FSP 440 & FSPSP 440 SNAP Rights (Revised 05/19/15)
IPRA 001 & IPRASP 001 (Issued 02/16/16)
ISD 616 & ISDSP 616 Fair Hearings (Revised 09/06/17)
ISD 670 & ISDSP 670 Notice Under The Americans with Disabilities Act (Revised 04/1/16)
ISD 672 & ISDSP 672 Grievance Procedure under the AD (Revised 04/1/16)
ISD 436 & ISDSP 436 SNAP/Food Assistance Benefit Issuance Schedule (Revised 09/6/17)
Education Works Program (With Graduate pictured)
CTS Language Link (Dated 2/22/13)

CTS Language Link (Dated 2/22/13)
Kiosk Posters
YesNM Self-Service Portal Flyer (Dated 09/30/13)

4. Brochures No Replacements

HSD 600 & HSDSP 600 We Can Help (Revised 12/1/15)
ISD 615 & ISDSP 615 Fair Hearing Brochure (Revised 9/6/17)
EBT 001 & EBT 002 Informational Brochure

If you have questions regarding the list or need posters, the contact person is Carolyn Craven at (505) 827-7224 or email at carolyn.craven@state.nm.us

Attachment:

Required Lobby Posters Checklist Revised 03/30/18
ISD 806 Lobby Hours Revised 03/30/18
ISDB 721 No Weapons Revised 03/30/18
FAP 616 EBT Cash Transactions Revised 03/30/18
ISDSP 705 Voter Registration Poster Revised 03/30/18

Income Support Division Required Posters

Required:	Display:	Verified:
MAIN ENTRANCE		
Lobby Hours ISD 806 Revised 3/30/18 <u>See ISD-GI 17-14 dated 4/14/17</u>	Must be in English and Spanish Post on front Lobby door. <ul style="list-style-type: none"> USDA Program Access Renew Guide Tools for FNS Regional offices Page 21/22 	
No Weapons ISDB 721 dated 03/30/18	Must be in English and Spanish Post on front Lobby door. If your office already has a No Weapons sign on the building or lobby doors, do not post this poster. <ul style="list-style-type: none"> 18 USC §930 	
HSD Safety Poster See directive issued by HSD LPC Coordinator November 17, 2017	Must be in English and Spanish Post at each public entrance of HSD building.	
[REDACTED]	The posters listed below should be placed together.	
DHG Agreement Dated 08/21/98	<u>Must be displayed near the ABCs for Applying</u>	
Application Flowchart ISD 410 Revised 11/12/02 & ISDSP 410 Revised 05/20/03 <u>See ISD-GI 03-20 dated 07/28/03</u>	Must be in English and Spanish posted side by side.	
And Justice for All Poster Revised 1/19/2016 <u>See ISD-GI 16-05 dated 1/19/2016</u>	Post on a prominent bulletin board in the lobby waiting area below the Application Flowchart. Please do not post Xerox copy of the poster. <ul style="list-style-type: none"> 7 CFR 272.6(f) 	
ABC's for Applying for Assistance Poster ISD 625 Revised 12/22/17 & ISDSP 625 Revised 07/01/03 <u>See ISD-GI 17-50 dated 12/22/17</u>	Must be in English and Spanish posted side by side. Should be posted in prominent location as close to the <i>Application for Assistance</i> as possible.	
SNAP Rights Poster FSP 440 & FSPSP 440 Revised 05/19/15 <u>See ISD-MR 15-06 dated 06/24/15</u>	Must be in English and Spanish posted side by side. Post on same bulletin board with <i>And Justice for All</i> and the <i>Application Flowchart</i> poster if at all possible. <ul style="list-style-type: none"> 7 CFR 273.2 (c)(4) 	
SNAP/Food Assistance Benefit Issuance Schedule ISD 436 Revised 9/6/17 <u>See ISD-MR 18-04 dated 1/2/18</u>	Must be in English and Spanish. Place in a prominent location in the lobby.	
Notice of Right to Inspect Public Records IPRA 001 & IPRASP 001 Issued 2/16/16 <u>See ISD-MR 16-06 dated 2/25/16</u>	Must be in English and Spanish. Place in a prominent location in the lobby.	
Fair Hearings Poster ISD 616 & ISDSP 616 Revised 9/6/17 <u>See ISD-MR 18-08 dated 1/4/18</u>	Must be in English and Spanish posted side by side. Post on a prominent bulletin board in the lobby waiting area. <ul style="list-style-type: none"> 7 CFR 273.15 (i)(1) 	
EBT Cash Transactions FAP 616 Revised 3/30/18 <u>See ISD-MR 17-29</u>	Must be in English and Spanish. Place in a prominent location in the lobby. <ul style="list-style-type: none"> Middle Class Tax Act of 2012 §4004 	

<p>Notice under The Americans with Disabilities Act <i>ISD 670 & ISDSP 670 Revised 04/1/16</i> <i>See ISD-MR 16-08 dated 04/01/16</i></p>	<p>Must be in English and Spanish. Place in a prominent location in the lobby. <ul style="list-style-type: none"> • 28 CFR 35.106 </p>	
<p>Grievance Procedure under The ADA (Americans with Disabilities Act) <i>ISD 672 & ISDSP 672 Revised 5/2/17</i> <i>See ISD-MR 17-05 dated 5/2/17</i></p>	<p>Must be in English and Spanish. Place in a prominent location in the lobby. <ul style="list-style-type: none"> • 28 CFR 35.106 </p>	
<p>Voter Registration Poster <i>ISDSP 705 Revised 3/30/18</i></p>	<p>Must be in English and Spanish Post on a prominent bulletin board in the lobby waiting area. <ul style="list-style-type: none"> • 42 USC 191.399.3, 191.399.5 </p>	
<p>Lobby Hours <i>ISD 806 Revised 3/29/18</i> <i>See ISD-GI 17-14 dated 4/14/17</i></p>	<p>Must be in English and Spanish Post on front Lobby door. <ul style="list-style-type: none"> • USDA Program Access Renew Guide Tools for FNS Regional offices Page 21/22 </p>	
<p>Education Works Program <i>See ISD-GI 16-14 dated 7/11/16</i></p>	<p>Must be in English and Spanish. Place in a prominent location in the lobby.</p>	
<p>CTS Language Link <i>See ISD-GI 13-23 dated 02/22/13</i></p>	<p>One copy should be posted at a location which is the first line of sight upon entering the office, usually the Greeter window. <ul style="list-style-type: none"> • FNS 113-1/7 CFR 272.4 (b) </p>	
<p>[REDACTED]</p>		
<p>Kiosks Posters <i>See ISD-GI 13-50 dated 09/30/13</i></p>	<p>Must be in English and Spanish. Post in lobby above the kiosk area. <ul style="list-style-type: none"> • USDA Program Access Review Guide Tools for FNS Regional Offices- Page 25 </p>	
<p>YES-NM Self-Service Portal Flyer <i>See ISD-GI 13-50 dated 09/30/13</i></p>	<p>Must be in English and Spanish. Post in lobby above the kiosk area.</p>	
<p>[REDACTED]</p>		
<p>IEVS Poster <i>ISD 801 Revised 11/2/17</i> <i>See ISD-MR 17-27 dated 12/6/17</i></p>	<p>English Only Post near all network printers/copy machines in the office used by ISD employees. Please do not post in lobby. <ul style="list-style-type: none"> • 7 CFR 272-45 CFR 262 </p>	
<p>Brochures</p>		
<p>We Can Help (pamphlet) <i>HSD 600 Revised 12/1/15 & HSDSP 600 Revised 12/1/15</i> <i>See ISD-MR 15-18 dated 12/4/15</i></p>	<p>Must be in English and Spanish. Should be available in lobby area near <i>Application for Assistance</i> or with other pamphlets on display. <ul style="list-style-type: none"> • USDA Program Access Review Guide Tools for FNS Regional Offices- Page 23 </p>	
<p>Fair Hearings Brochure <i>ISD 615 & ISDSP 615 Revised 9/6/17</i> <i>See ISD-MR 18-03 dated 1/2/18</i></p>	<p>Must be in English and Spanish side by side. Should be available in lobby area near <i>Application for Assistance</i> or with other pamphlets on display. <ul style="list-style-type: none"> • 7 CFR 273.15 (i)(1) </p>	
<p>EBT Informational Brochure <i>EBT001 & EBT002 Issued 04/2015</i> <i>See ISD-MR15-12 dated 10/23/15</i></p>	<p>Must be in English and Spanish side by side. Should be available in lobby area near <i>Application for Assistance</i> or with other pamphlets on display.</p>	



Office Hours

8:00 AM-4:30 PM

Closed Weekends and Holidays

Horario de Oficina

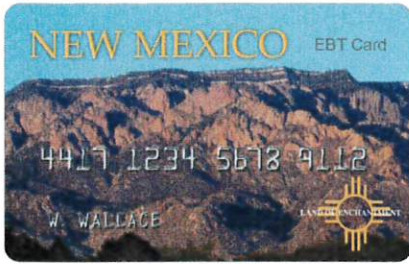
8:00 AM-4:30 PM

**Cerrada los fines de semana y
los días de celebración**

**NO FIREARMS OR
WEAPONS ALLOWED IN
THIS BUILDING**



**NO SE PERMITEN
ARMAS OR ARMAS DE
FUEGO EN ESTE
EDIFICIO**



IMPORTANT NOTICE

You can't make purchases or use an ATM for your cash benefits at the following locations:

A liquor store, gambling casino or gaming establishment; or retail establishment which provides adult entertainment involving disrobing or nudity.

Doing so can result in loss of your benefits.

For more information about where you can use your cash benefits call 1-800-283-4465.

NOTICIA IMPORTANTE

Es ilegal usar un cajero automático (ATM) o realizar compras con sus beneficios de dinero en los siguientes lugares:

Una licorería, un casino; o un establecimiento que ofrece entretenimiento para adultos que implica desnudarse o desnudez.

Si lo hace, puede ocasionar la pérdida de sus beneficios.

Para obtener más información acerca de dónde puede usar sus beneficios de dinero llame al 1-800-283-4465.

Register to Vote

Voter Registration Assistance Available

**Ask an ISD employee how to register to vote today or
register online at:**

www.sos.state.nm.us

For more Election information contact your local County
Clerk or call The Office of the Secretary of State at:

1 (800) 477-3632

Registrarse para Votar

Asistencia para el registro de votantes disponible.

**Pregunte a un empleado de ISD cómo registrarse para
votar hoy o registrarse en línea en:**

www.sos.state.nm.us

Para más información sobre la elección, comuníquese con
su secretario local del condado o llame a la Oficina del
Secretario de Estado en:

1 (800) 477-3632