

General Information Memorandum

ISD GI 16-29

TO: ISD Employees

FROM:  Marilyn Martinez, Director, Income Support Division

RE: Required Postings

DATE: April 18, 2016

This memorandum is to replace ISD-GI 16-18. Please remove and replace with the following information.

Attached is an updated list of required lobby posters and pamphlets. Please post both the English and the Spanish posters next to each other in a prominent location in the lobby that is easily visible to clients. Desired locations for posting are included in the attached list. Please ensure that posters are only posted in specified locations listed on the attachment.

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 Listing Revised 4/5/2016

Income Support Division Required Posters

Required:	Display:	Verified:
<p><i>Application Flowchart</i> <i>ISD 410 Revised 11/12/02 & ISDSP 410 Revised 05/20/03</i> <u>See ISD-GI 03-20 dated 07/28/03</u></p>	<p>Must be in English and Spanish posted side by side. Post on same bulletin board with <i>And Justice for All</i> posters if at all possible.</p>	
<p><i>ABC's for Applying for Assistance Poster</i> <i>ISD 625 & ISDSP 625 Revised 07/01/03</i> <u>See ISD-GI 03-20 dated 07/28/03</u></p>	<p>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.</p>	
<p><i>DHG Agreement</i> <u>Dated 08/21/98</u></p>	<p><u>Must be displayed near the ABCs for Applying for Assistance</u> and must be readily available for review (not behind a barrier).</p>	
<p><i>And Justice for All Poster</i> <i>Revised 1/19/16</i> <u>See ISD-GI 16-05 dated 1/19/16</u></p>	<p>Post on a prominent bulletin board in the lobby waiting area. Please do not post Xerox copy of the poster.</p>	
<p><i>SNAP Rights Poster</i> <i>FSP 440 and FSPSP 440 Revised 05/19/15</i> <u>See ISD-MR 15-06 dated 06/24/15</u></p>	<p>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.</p>	
<p><i>SNAP/Food Assistance Benefit Issuance Schedule</i> <i>ISD 436 and ISDSP 436 Revised 05/19/2015</i> <u>See ISD-MR 15-06 dated 06/24/15</u></p>	<p>Must be in English and Spanish. Place in a prominent location in the lobby and other customer service areas in the office.</p>	
<p><i>We Can Help (pamphlet)</i> <i>HSD 600 Revised 12/1/15 & HSDSP 600 Revised 12/120/15</i> <u>See ISD-MR 15-18 dated 12/4/15</u></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.</p>	
<p><i>Voter Registration Poster</i> <u>ISD-MR 11-16(Amended) dated 01/07/13</u></p>	<p>Must be in English and Spanish posted side by side. Post on a prominent bulletin board in the lobby waiting area or at the Reception/Greeter window.</p>	
<p><i>CTS Language Link</i> <u>See ISD-GI 13-23 dated 02/22/13</u></p>	<p>One copy should be posted at a location which is the first line of sight upon entering the office, usually the Guard's desk or Greeter window. A second poster should be displayed prominently in the lobby waiting area.</p>	
<p><i>Fair Hearings Poster</i> <i>ISD 616 & ISDSP 616 Revised 12/31/15</i> <u>See ISD-MR 15-21 dated 1/20/16</u></p>	<p>Must be in English and Spanish posted side by side. Post on a prominent bulletin board in the lobby waiting area or at the Reception/Greeter window.</p>	
<p><i>Fair Hearings Brochure</i> <i>ISD 615 & ISDSP 615 Revised 12/31/15</i> <u>See ISD-MR 15-21 dated 1/20/16</u></p>	<p>Must be in English and Spanish side by side. Display brochures so they are available to clients in the lobby area.</p>	
<p><i>Action Against Threats</i> <i>ISD 620 & ISDSP 620</i> <u>See ISD-MR 12-19 dated 09/24/12</u></p>	<p>Must be in English and Spanish. Post in lobby so that it is easily visible to clients.</p>	
<p><i>Kiosks Poster</i> <u>See ISD-GI 13-50 dated 09/30/13</u></p>	<p>Must be in English and Spanish. Post in lobby above or inside each kiosk.</p>	
<p><i>YES-NM Self-Service Portal Flyer</i> <u>See ISD-GI 15-12 dated 03/09/15</u></p>	<p>Must be in English and Spanish. Place in a prominent location in the lobby and other customer service areas in the office.</p>	

<p><i>Grievance Procedure under The ADA (Americans with Disabilities Act)</i> <i>ISD 672 and ISDSP 672 Revised 4/1/16</i> <i>See ISD-MR 16-08 dated 4/1/16</i></p>	<p>Must be in English and Spanish. Place in a prominent location in the lobby and other customer service areas in the office.</p>	
<p><i>Notice under The Americans with Disabilities Act</i> <i>ISD 670 and 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 and other customer service areas in the office.</p>	
<p><i>Notice of Right to Inspect Public Records</i> <i>IPRA 001 and IPRASP 001 Issued 2/16/16</i> <i>See ISD-GI 16-06 dated 2/25/16</i></p>	<p>Must be in English and Spanish. Place in a prominent location in the lobby and other customer service areas in the office.</p>	
<p><i>Children in Lobby</i> <i>ISD 800 and ISDSP 800 Issued 10/22/14</i> <i>See ISD-GI 14-62 dated 12/04/14</i></p>	<p>Must be in English and Spanish. Place in a prominent location in the lobby and other customer service areas in the office.</p>	
<p><i>Electronic Cigarette Notice</i> <i>See ISD-GI 15-17 dated 03/26/15</i></p>	<p>Must be in English and Spanish. Place in a prominent location in the lobby and other customer service areas in the office.</p>	
<p><i>Diversion Payment Poster</i> <i>ISD 627 Revised 03/01/13</i> <i>See ISD-MR 13-07 dated 03/08/13</i></p>	<p>Must be in English and Spanish. Post in office lobby.</p>	
<p><i>IEVS Poster</i> <i>ISD 801 dated 05/15/15</i> <i>See ISD-GI 15-27 dated 5/15/15</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.</p>	
<p><i>Lobby Hours</i> <i>See ISD-GI 15-69 dated 1/8/16</i></p>	<p>Must be in English and Spanish Post in a prominent location in the lobby and other customer service areas in the office.</p>	
<p><i>No Weapons</i> <i>ISDB 721 dated 04/05/16</i> <i>See ISD-MR 16-10 dated 4/5/16</i></p>	<p>Must be in English and Spanish Post in a prominent location at the main lobby entrance.</p>	
<p><i>Office Closure Poster</i> <i>See ISD-GI 16-33 dated 4/18/16</i></p>	<p>Must be in English and Spanish Post in a prominent location in the lobby and other customer service areas in the office.</p>	
EBT Required Posters		
<p><i>EBT Cash Transactions</i> <i>FAP 615 and FAPSP 615</i> <i>See ISD-MR 14-07</i></p>	<p>Must be in English and Spanish. Place in a prominent location in the lobby and other customer service areas in the office.</p>	
<p><i>EBT Informational Brochure</i> <i>EBT001 & EBT002 Issued 04/2015</i> <i>See ISD-MR15-12 dated 10/23/2015</i></p>	<p>Must be in English and Spanish posted side by side. Place in a prominent location in the lobby and other customer service areas in the office.</p>	