



HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Sidonie Squier, Secretary
Marilyn Martinez, Acting Director

General Information Memorandum

ISD-GI 14-08

TO: ISD Employees

FROM:  **Marilyn Martinez, Acting Director, Income Support Division**

RE: Required Posters; ADA Client Information

DATE: January 29, 2014

In order to meet the requirements of the Americans with Disabilities Act of 1990 (ADA), the following posters must be posted in a prominent location in the lobby and other customer areas in your offices.

- Notice under the Americans with Disabilities Act (ISD 670 English and ISDSP 670 Spanish) outlines what is covered by the Americans with Disabilities Act
- Grievance Procedures under Americans with Disabilities Act (ISD 672 English and ISDSP 672 Spanish) outlines the procedures of how to file a complaint.

Please use the attached copies of the required posters.

If you have any questions regarding this GI, please contact Carolyn Craven, Quality Assessment Bureau Chief, at 505-827-7224, or at Carolyn.craven@state.nm.us.

Attachments:

ISD 670 and ISDSP 670 Notice under the ADA
ISD 672 and ISDSP 672 Grievance Procedure under the ADA
Updated Required Posters List



Notice under the Americans with Disabilities Act

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), the Income Support Division (ISD) will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: The Income Support Division does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.

Effective Communication The Income Support Division will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in Income Support Division's programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: The Income Support Division will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in Income Support Division offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the Income Support Division, should contact the office of *Eluid Martinez, ADA Coordinator*, (505) 490-2763, as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the Income Support Division to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of the Income Support Division is not accessible to persons with disabilities should be directed to *Eluid Martinez, ADA Coordinator*, (505) 490-2763.

The Income Support Division will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

Noticia Debajo

La Ley de Estadounidenses con Discapacidades

De acuerdo con los requisitos del título II de la Ley de Estadounidenses con Discapacidades de 1990 ("ADA"), la División de Asistencia Económica (ISD) no discriminar a las personas calificadas con discapacidad sobre la base de la discapacidad en sus servicios, programas o actividades.

Empleo: la División de Asistencia Económica no discrimina sobre la base de la discapacidad en sus prácticas de contratación y de empleo y cumple con todas las regulaciones promulgadas por la Comisión para la Igualdad de Oportunidades en el Empleo de EE.UU. bajo el Título I de la ADA.

Comunicación Efectiva: por la División de Asistencia Económica, generalmente, previa solicitud, proporcionará ayudas y servicios apropiados que conducen comunicación efectiva para las personas calificadas con discapacidades para que puedan participar de manera equitativa en los programas, los servicios y actividades de la División de Asistencia Económica incluidos los intérpretes de lengua de signos cualificados, documentos en braille y otras formas de hacer que la información y las comunicaciones sean accesibles a las personas con impedimentos del habla, auditivos o de visión.

Modificaciones a las Políticas y Procedimientos: La División de Asistencia Económica hará todas las modificaciones razonables a las políticas y programas para asegurar que las personas con discapacidad tengan igualdad de oportunidades para disfrutar de todos sus programas, servicios y actividades. Por ejemplo, las personas con los animales de servicio son recibidos en las oficinas de La División de Asistencia Económica, aun cuando las mascotas están generalmente prohibidas.

Cualquier persona que necesita una ayuda o servicio auxiliar para la comunicación efectiva, o una modificación de las políticas o los procedimientos para participar en un programa, servicio o actividad de la División de Asistencia Económica, debe comunicarse con la oficina del Eluid Martínez, Coordinadora de ADA, (505) 490-2763, tan pronto como sea posible pero no más tarde de 48 horas antes del evento programado.

La ADA no requiere que la División de Asistencia Económica toma ninguna acción que altere fundamentalmente la naturaleza de sus programas o servicios, ni impone una carga financiera o administrativa excesiva.

Las quejas de que un programa, servicio o actividad de la División de Asistencia Económica no es accesible para las personas con discapacidades deben ser dirigidas a Eluid Martínez, Coordinador de ADA, (505) 490-2763.

La División de Asistencia Económica no pondrá una sobrecarga en un individuo particular con una discapacidad o cualquier grupo de personas con discapacidad para cubrir el costo de la prestación de ayudas / servicios auxiliares o modificaciones razonables de la política, tales como la recuperación de los artículos en lugares que están abiertos a la pública, pero no son accesibles para personas que usan sillas de ruedas.



Income Support Division Grievance Procedure under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Income Support Division. The Income Support Division's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Eluid Martinez
Office of the Secretary
P.O. Box 2348
Santa Fe, NM 87504

Within 15 calendar days after receipt of the complaint, Eluid Martinez or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Eluid Martinez or his designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Income Support Division and offer options for substantive resolution of the complaint.

If the response by Eluid Martinez or his designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to:

Office of Adjudication
U.S. Department of Agriculture
1400 Independence Ave., S.W.
Washington, D.C. 20250

All written complaints received by Eluid Martinez or his designee, appeals to the Office of Adjudication and responses from these two offices will be retained by the Income Support Division for at least three years.



División de Asistencia Económica Procedimiento de Quejas Debajo La Ley de Estadounidenses con Discapacidades

Este procedimiento de quejas se estableció para cumplir con los requisitos de la Ley de Estadounidenses con Discapacidades de 1990 ("ADA"). Puede ser utilizado por cualquier persona que desee presentar una queja de discriminación sobre la base de la discapacidad en la prestación de los servicios, actividades, programas o beneficios por parte de la División de Asistencia Económica. Las políticas de recursos humanos de la División de Asistencia Económica gobiernan las denuncias de la discriminación por discapacidad relacionadas con el empleo.

La queja debe ser por escrito y contener información acerca de la supuesta discriminación, tales como nombre, dirección, número de teléfono del denunciante y la ubicación, la fecha y la descripción del problema. Medios alternativos de presentación de quejas, tales como entrevistas personales o una grabación de la queja serán puestos a disposición de las personas con discapacidad que lo soliciten.

La queja debe ser presentada por el querellante y / o su designado tan pronto como sea posible pero no después de 60 días calendarios después de la supuesta violación a:

Eluid Martinez
Office of the Secretary
P.O. Box 2348
Santa Fe, NM 87504

Dentro de los 15 días calendarios siguientes a la recepción de la queja, Eluid Martínez o su delegado se reunirán con el demandante para hablar de la queja y las posibles soluciones. Dentro de los 15 días calendarios a partir de la cita, Eluid Martínez o su designado responderá por escrito, y cuando sea apropiado, en un formato accesible para el reclamante, tales como letra grande, braille o cinta de audio. La respuesta explicará la posición de la División de Asistencia Económica y ofrecerán opciones para la resolución de la queja.

Si la respuesta de Eluid Martínez o su designado no resuelve satisfactoriamente el problema, el demandante y / o su designado puede apelar la decisión dentro de los 15 días calendario después del recibimiento de la respuesta a:

Office of Adjudication
U.S. Department of Agriculture
1400 Independence Ave., S.W.
Washington, D.C. 20250

Todas las quejas escritas que son recibidas por Eluid Martínez o su designado, apelaciones a la Oficina de Derechos Civiles y respuestas de estas dos oficinas serán retenidos por la División de Asistencia Económica durante al menos tres años.

Required:	Display:
<i>And Justice for All Poster</i> <i>Revised 12/99</i>	Post on a prominent bulletin board in the lobby waiting area.
<i>Application Flowchart</i> <i>ISD 410 Revised 11/12/02 & ISDSP 410 Revised 5/20/03</i> <i>See ISD-GI 03-20 dated 07/28/03</i>	Must be in English and Spanish posted side by side. Post on same bulletin board with <i>And Justice for All</i> poster if at all possible.
<i>FOOD STAMP RIGHTS poster.</i> <i>FSP440 and FSP440</i>	Must be in English and Spanish posted side by side. Post on same bulletin board with <i>And Justice for All</i> and <i>the Application Flowchart</i> poster if at all possible.
<i>ABC's for Applying for Assistance Poster</i> <i>ISD 625 & ISDSP 625 Revised 07/01/03</i> <i>See ISD-GI 03-20 dated 07/28/03</i>	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.
<i>Serving New Mexico Families (pamphlet)</i> <i>ISD 600 Revised 07/10/08 & ISD 601 Revised 04/01/09 See ISD-MR 08-08 dated 09/18/08</i>	Must be in English and Spanish. Should be available in lobby area near <i>Application for Assistance</i> or with other pamphlets on display.
<i>DHG Agreement</i> <i>Dated 8/21/98</i>	<u>Must be displayed near the ABCs for Applying for Assistance</u> and must be readily available for review (not behind a barrier).
<i>Voter Registration Poster</i> <i>ISD-MR 11-16(Amended) dated 1/7/13</i>	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.
<i>EBT Poster</i> <i>EBT 605 & EBTSP 605 Revised 09/01/10</i> <i>See ISD-MR 10-14 dated 9/27/10</i>	Must be in English and Spanish posted side by side. Post on a prominent bulletin board in the lobby waiting area. Can be placed near the Reception/Greeter/Intake window. Multiple posters are acceptable.
<i>CTS Language Link</i> <i>See ISD-GI 13-23 dated 02/22/13</i>	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.
<i>Fair Hearings Poster</i> <i>ISD 616 & ISDSP 616 Issued 03/04/10</i> <i>See ISD-GI 10-17 dated 03/04/10</i>	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.
<i>Fair Hearings Brochure</i> <i>ISD 615 & ISDSP 615 Revised 01/13/2013</i> <i>See ISD GI 10-31 dated 05/10/2010</i>	Must be in English and Spanish side by side. Display brochures so they are available to clients in the lobby area.
<i>Action Against Threats</i> <i>ISD 620</i> <i>See ISD MR 12-19 dated 9/24/12</i>	Must be in English and Spanish. Post in lobby so that it is easily visible to clients.
<i>Diversion Payment Poster</i> <i>ISD 627 Revised 3/1/2013</i> <i>See ISD MR 13-07 dated 3/8/2013</i>	Must be in English and Spanish. Post in office lobby.
<i>Kiosks Poster</i> <i>See GI 13-50 dated 9/30/13</i>	Must be in English and Spanish. Post in lobby above or inside each kiosk.
<i>Paper Applications Poster</i> <i>See GI 13-50 dated 9/30/13</i>	Must be in English and Spanish. Place in a prominent location in the lobby and other customer service areas in the office.

<p><i>Grievance Procedure under The ADA (Americans with Disabilities Act)</i> <i>ISD 672 and ISDSP 672 Issued 1/27/14</i> <i>See GI 14-08 dated 1/27/14</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>Notice under The Americans with Disabilities Act</i> <i>ISD 670 and ISDSP 670 Issued 1/27/2014</i> <i>See GI 14-08 dated 1/27/14</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>

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