



HUMAN SERVICES  
DEPARTMENT

Susana Martinez, Governor  
Brent Earnest, Secretary Designate  
Marilyn Martinez, Acting Director

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## General Information Memorandum

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**ISD-GI 15-05**

**TO: ISD Employees**

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

**RE: New Supplemental Nutrition Assistance Program (SNAP) Poster Procedures**

**DATE: February 12, 2015**

As part of the corrective action to our recent Food and Nutrition Services (FNS) Civil Rights Review, all SNAP related flyers, handouts, posters, and brochures must contain the current Nondiscrimination Statement. This would include SL Start posters or notices, outside agency flyers, and community partner notices.

To ensure all new information regarding SNAP or SNAP related activities are in compliance, the item must go through Central Office for approval prior to posting. In order to expedite the process, the information may be sent directly to Carolyn Craven at [carolyn.craven@state.nm.us](mailto:carolyn.craven@state.nm.us) or Kathy Blea at [kathya.blea@state.nm.us](mailto:kathya.blea@state.nm.us). The ISD Quality Assessment Bureau (QAB) will review all SNAP related items to verify the current Nondiscrimination Statement is included on the poster, brochure, flyer, etc. Once verified, the following approval label will be affixed to the document and it can be posted in the office at that time.

This document has been reviewed/approved by the HSD/ISD Quality Assessment Bureau.

Approval Signature: \_\_\_\_\_

Date: \_\_\_\_\_

If you have questions regarding this GI, the contact person is Carolyn Craven at (505) 827-7224 or email at [carolyn.craven@state.nm.us](mailto:carolyn.craven@state.nm.us).

Attachment:

Nondiscrimination Statement

## Your Civil Rights Nondiscrimination Statement

This institution is prohibited from discriminating on the basis of race, color, national origin, disability, age, sex and in some cases religion and political beliefs.

The U.S Department of Agriculture also prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.) If you wish to file a Civil Rights program complaint of discrimination with USDA, complete the USDA Program Discrimination Complaint Form, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov). Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). For any other information dealing with Supplemental Nutrition Assistance Program (SNAP) issues, persons should either contact the USDA SNAP Hotline Number at (800) 221-5689, which is also in Spanish or call the State Information/Hotline Numbers (click the link for a listing of hotline numbers by State); found online at [http://www.fns.usda.gov/snap/contact\\_info/hotlines.htm](http://www.fns.usda.gov/snap/contact_info/hotlines.htm). To file a complaint of discrimination regarding a program receiving Federal financial assistance through the U.S. Department of Health and Human Services (HHS), write: HHS Director, Office for Civil Rights, Room 515-F, 200 Independence Avenue, S.W., Washington, D.C. 20201 or call (202) 619-0403 (voice) or (800) 537-7697 (ITY). USDA and HHS are equal opportunity providers and employers. (Revised 07/15/14)