

**M E M O R A N D U M**

**DATE:** September 24, 2020

**TO:** Job Center Directors, Supplemental Nutrition Assistance Program  
(SNAP) Center Directors, Regional Managers

**FROM:** James K. Whelan, Executive Deputy Commissioner  
Office of Policy, Procedures, and Training

**SUBJECT:** Displaying Employee Identification Cards

The purpose of this memorandum is to inform HRA Family Independence Administration Center staff that they must wear and visibly display their HRA Employee Identification Cards (IDs) while servicing applicants and participants.

Section (F) of HRA Executive Order No. 726 ("Code of Conduct for HRA Employees"), dated January 15, 2020, states: "Official identification provided by the Agency shall be carried at all times and shall be exhibited by the employee upon request in the field or when otherwise appropriate." To ensure compliance with this requirement, enhance FIA staff accountability, professionalism, and excellence, as well as to provide applicants/participants an opportunity to know whom they are interacting with, all FIA Center staff must always wear and visibly display their HRA IDs while working in an HRA Center. Failing to do so may be considered a violation of the Code of Conduct.

**Related Item:**  
**HRA Executive Order # 726      Code of Conduct for HRA Employees**