

FAMILY INDEPENDENCE ADMINISTRATION

Seth W. Diamond, Executive Deputy Commissioner



James K. Whelan, Deputy Commissioner Policy, Procedures and Training

Lisa C. Fitzpatrick, Assistant Deputy Commissioner Office of Procedures

# POLICY DIRECTIVE #07-10-OPE

(This Policy Directive Replaces PD #05-13-OPE)

## MANDATED SIGNAGE

<b>Date:</b> March 30, 2007	Subtopic(s): Posters/Notices/Information					
AUDIENCE	The instructions in this policy directive are for Job Center Directors and Non-Public Assistance Food Stamp (NPA FS) Office Site Managers and are informational for all other staff.					
REVISION TO ORIGINAL DIRECTIVE	<ul> <li>This policy directive includes the following revisions:</li> <li>Instructions for posting signage at locations having more than one area designated for "prominently displayed" signage have been added;</li> <li>Instructions for posting signage in the employee lounge have been added;</li> <li>Information on special display provisions for particular posters has been added;</li> <li>Directions for acquiring signage based on the information in the Center Director (CD) memo have been added;</li> <li>The process for ordering an initial or replacement stock of signage from the Office of Purchasing and Materials Management (OPMM) has been revised. Additionally, instructions on replacing signage not stocked by OPMM have been added;</li> <li>The steps on accessing mandated signage on the FIAweb have been updated.</li> </ul>					

<b>POLICY</b> Definition	<ul> <li>Mandated signage refers to written information or messages in the form of either notices or posters that must be displayed in Job Centers and/or NPA FS Offices as a result of litigation, State or Federal regulations or HRA/FIA policy. In this policy directive, the words "signage," "notices" and "posters" will be used interchangeably.</li> <li>Each mandated poster must be displayed in one or more of the following areas of the Job Center and/or NPA FS Office, as specified on the CD memo announcing the poster and the mandated signage lists:</li> <li>All applicant/participant waiting areas;</li> <li>Prominently displayed;</li> <li>Employee lounge.</li> </ul>
REQUIRED	The two mandated signage lists are the Mandated Job Center Signage (M-98c) for Job Centers and Mandated NPA Food Stamp Office Signage (M-98d) for NPA FS Offices. The lists include a brief description of the signage, their identification number and the location(s) where the signage must be displayed. The M-98c and M-98d are revised each time a mandated poster is added or removed from the lists. Staff must be sure to obtain the lists from the FIAweb to make certain that s/he is accessing the most up-to-date signage information. A CD memo will be issued each time there is a poster change, thereby alerting Center Directors/Site Managers that one or both of the lists has been revised.
Signage displayed in Job Centers/NPA FS Offices must be authorized.	With the exception of signage authorized by the Center Director/Site Manager related to staff, facilities or issues (e.g., job fair flyers), Center Directors/Site Managers must obtain prior approval from the Deputy Commissioner of Operations in order to display any signage that does not appear on the attached lists. All requests for approval must be submitted through the Regional Manager's office. Any unauthorized signage currently posted must be removed. Job Center Directors and NPA FS Office Site Managers are required to compare the signs on the list to the signage currently on display at their respective Center/Office and take note of posters
	that are missing, damaged or outdated. Posters that are missing or damaged must be replaced. Posters that are outdated must be removed.

Center Directors/Site Managers must ensure that English and Spanish versions of the same posting are placed near each other in an orderly fashion.

- Applicant/Participant Where the CD memo and list indicate that signage must be posted in applicant/participant waiting areas, the signage must be placed in <u>all</u> applicant/participant waiting areas of the Center/Office.
- "Prominently Signage that is to be "prominently displayed" must be posted in a prominent area with high visibility within the Center/Office. Locations that have more than one area designated for "prominent displayed" signage must display such signage in all these areas.
- Co-Location If co-located Job Centers and NPA FS Offices share a main entrance or an area that all applicants/participants for both locations pass through, the "prominently displayed" items need to be posted only once in that common area, as long as all mandated signage from the <u>M-98c</u> and **M-98d** is included. If the location has separate entrances or, if not all applicants/participants pass through the same common area (e.g., a Center/Office has extended hours and applicants/participants use an alternative entrance after hours), the "prominently displayed" signage must be posted once at each entrance.
- Employee Lounge Signage designated for display in the employee lounge must be posted in all employee lounges if the Center/Office has more than one.
- Special DisplayIf a poster has any special display provisions, this information will<br/>be detailed in the CD memo announcing the poster as well as<br/>footnoted on the M-98c and/or M-98d. Examples of such provisions<br/>include:
  - "Do not post at Model Centers or sites that do not accept applications";
  - "May be posted outside of designated signage boards (e.g., on walls or easels)."

#### Annotate the **FIA-8** and **FIA-8 (S)** Site Managers or designees must annotate the Food Stamp Information poster (<u>FIA-8</u> and <u>FIA-8 [S]</u>) with a telephone number for contacting a Mail Processing Unit Representative regarding any problems related to filing an application at an NPA FS Office.

### PD #07-10-OPE

Receiving New or Revised Signage When a CD memo announces newly mandated or revised signage, information will be provided regarding how the signage will be sent to the locations. For example, if the memo states that the sign will be "sent under separate cover," Center Directors/Site Managers can expect delivery of the sign to their location without having to place an order.

Ordering/Replacing OPMM is required to stock the following types of mandated signage:

- signage larger than 11-by-17 inches; and
- signage mandated to be displayed in color at all times (this will be mentioned in the CD memo announcement specific to the sign).

To obtain an initial or replacement stock of signage from OPMM, the Center Director/Site Manager or designee must submit a separate order for each sign on the HRA Requisition System and include the following information:

- identification number;
- title of poster;
- number of copies requested.

**Note**: The Item column on the **M-98c** and **M-98d** is used for the sequential numbering of signage for tracking purposes only. It is <u>not</u> to be used for ordering purposes.

To replace signage that is 11-by-17 inches or smaller and not mandated to be displayed in color, locations are to produce their own copy of the sign obtained via Print-on-Demand or the FIAweb. Posting black and white signage is acceptable unless the CD memo instructs otherwise and as long as the mandated size requirement is met.

Mandated signage can be accessed on the FIAweb can be used for identifying as well as generating a copy of the most current version of the mandated signage. The signage included on the lists is available on the FIAweb by the following method:

Use the code in the

additional posters.

Identification Number

column when ordering

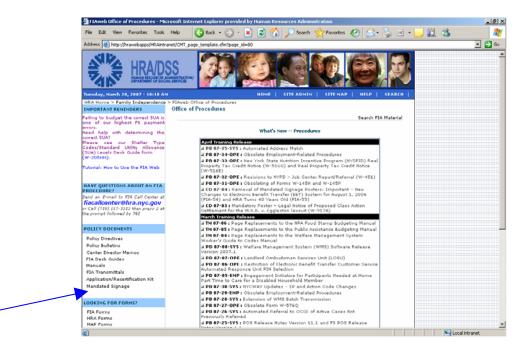
• Go to the HRA home page, locate Program Areas and click on **FIA.....Family Independence** from the menu.



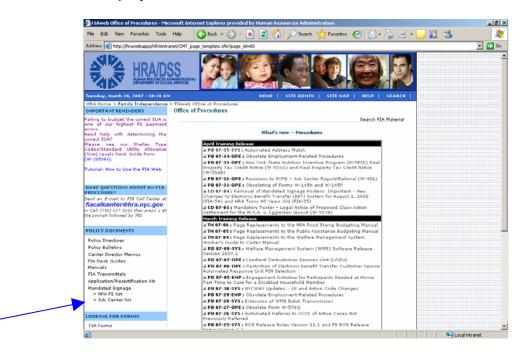
• Click on **Procedures** in the FIA Program Areas section.



• Click on Mandated Signage in the left column.



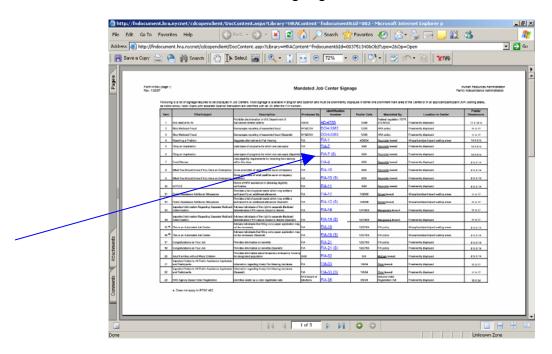
• The options of **NPA FS list** and **Job Center list** are displayed.



 Click on NPA FS list as needed. The <u>M-98d</u> is displayed. Click on the hyperlink in the Identification Number column to access the desired signage.

tp://indocument.hra.nyonet/cdcopencier opy 🚔 🐏 🕅 Search 🛛 🖓	IN Select 📷 🛛 🔍 - 🚺					Jpen .	
opy 🚔 🤮 🏟 Search 🛛 🖑	j⊧ Select 📷 🔍 • 🚺	•	72% •	(*)			
				- I U	) - 🛛 🗷 🕫	)• 💿 🔤 🖬	
Form M-966 (page 1) Rev. 1/05/07	Mandat	ed NPA F	ood Stamp Of	fice Signag	•	Facily	Human Resources
Following is a list of signage required to be displayed $(A^{(i)})$ waiting areas, as noted below. Note: Signs with	In NPA Food Stamp Offices. Most signage is availat separate Spanish translation are identified with an	the in English J (S) after the Fi	A number.	be prominently de	iplayed in ether one p	cominent main area of the Office or in a	al applicantiparticip
item Title/Subject	Description	Produced By	Identification Number	Poster Date	Mandaled By	Location in Center	Poster Dim
1 And Justice for All	Prohibits decrimination in U.S. Desertment of Agriculture-mailed activity	USDA	AD-4768	1299	Pederal regulation 7077 272.6(f)(2)	Prominently displayed	11 X 16 3
2 Stop Medicald Preud	Browages the reporting of suspected hand	MISCOH	DOH-3362	12.00	HAssiky	Providently displayed	11 × 17
3 Dico Vedicald Pravd	Encourages the recording of suscented flaud (Scenish)	NYSOOH	00143383	12.00	HAddic/	Ponihertly Socialed	11 X 17
4 Fing a Application	Lists types of programs for which one can apply	P.A.	RA-7	6.99	PApping	Prominently displayed	14.X.8%
6 Ping an Application	Cits toes of programs for which are can apply disarian	A	EIA-7 (5)	5.55	RApping	Porizetly distayed	14 X 8N
6 Food Stamp Intomiation	program	P.A.	FIA-8	042704	PiA policy	Prominency displayed	ESX10
y Pool Starty Information	program (Spanish)	F.A.	FIA-8 (S)	042704	RAINEY	Providently Studayed	1323
8 Food (Ramon	with the east	20	54.0	6.00	PARK	Promimento alaciaveo	Dist:
5 NOTICE	URINE CONTRACTOR	F.A.	FIA-11	5.95	RANKEY	Prominently Societ, ed	15854
10 Determination	persentation if PA case is closed or denied	PA.	FIA-14	121304	THE PERSON NAMES	Prominently displayed	11 X 17
Inportant information Regarding Teacher Medicals 11 Determination	determination if PA case is closed or denied (ficenish)	P.A.	FBA-14 (S)	13/304	transite level	Prominently displayed	11 × 17
12 Adult Tamiline Chica Libror Chicage	Provides Information about temporary emergency housing for designated proviation	0.6	FIA-32	NA	No. of Street	Providently Stack, ed	1585
Instant Notice to AJ Public Assistance Applicants 13 and Participants	information reparding timely Fair Hearing pecicions	P.A.	FIA.33	010804	Free avent	Prominenti disclarec	11 × 17
Important notice to AU Public Assistance Applicants	information regarding timely Fair Hearing decisions	e.a.	FIA-33 (S)	010804	face many	Promoventy displayed	11 × 12
15 NYS Asercy Based Voter Registration	Identifies center as a voter registration site	Endors	FIA-35	030594	National Voter Regulation Act	Porritertly Bacia ed	19.8.24
		NYS BOAR OF	FIA-35 (3)	230504	National Volar		19.5.26
17 Overse SPG	Provides information along prescription coverage for persons over 25 who are not eligible for Medicald	P.A.	FIA-45	NA	RApping	Porizetly dislayed	11 × 17
	PROVIDED PROFESSION ACCURATE A						
New York State Elderly Pharmaceutical Insurance	persons over 68 who are not eligible for Medicald						
New Yon Bale Bilely Pharmace/californiane 18 Overlage (BPC) (8)	persons over 68 who are not eligible for Medicald (Suenion) How to file a complaint concerning Food Stamp	**	FIA-45 (S)	NA	PApping	Promittenity shalleyed	11.8.17
Ven Yon Sale Bilery Premacedos Invance 18 Coverage BPIC: (8) 28 Fact Sare-Scretts Corplant Procedure	persons over 68 who are not existing to the display (downing) who to the a compliant concerning Flood Stamp processing standards and/or son-ited Ways to the a compliant concerning Flood Stamp	RA MISIOTEA	LD55-8036	494	0754	Provinenty Statisted	94,838
New Yon Bale Bilely Pharmace/californiane 18 Overlage (BPC) (8)	persons over 88 who are not eligible for hiedicald (Swenhr) How to file a complaint concerning Rood (Ramo processing standards and/or son/ce	RA MISOTEA MISOTEA					11.8.17 54.8.05 14.8.05
	V/V skilling strate, at viel teters with circles and strategy strate. at viel teters with circles and strategy strategy strategy strategy strategy 2 Bio Versitani Read 2 Bio Versitani Read 2 Bio Versitani Read 2 Bio Versitani Read 2 Read Strategy strategy 2 Read Strategy 2 Read Strategy Strategy 2 Read Strategy	V/> billing years, at whe there you by set regions (and thousand a re-ordered and a The thousand years) and the thousand and control of the The thousand years (and thousand years) and thousand years) The thousand years The thousand years Thousand years	CVD         Selection         Selection         Production         Production	Cycle Selection         The selection corpus de legande general to the selection of the selec	Public State         Public State         Public State         Public State           Image         Training         Training	Public Section         Participation         Paritipation         Participation         Particip	Image         Translaged         Pacington         P

• Click on **Job Center list** as needed. The **M-98c** is displayed. Click on the hyperlink in the **Identification Number** column to access the desired signage.



## PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications	There are no POS implications.
Food Stamp Implications	There are no Food Stamp implications.
Medicaid Implications	There are no Medicaid implications.
Model Center Implications	There are no Model Center implications unless otherwise noted in the CD memo announcing the signage or the mandated signage lists.
LIMITED ENGLISH SPEAKING ABILITY (LESA) IMPLICATIONS	There are no LESA implications.
FAIR HEARING IMPLICATIONS	There are no Fair Hearing implications.