



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #07-10-OPE

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

MANDATED SIGNAGE

Date: March 30, 2007	Subtopic(s): Posters/Notices/Information
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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

This policy directive includes the following revisions:

- Instructions for posting signage at locations having more than one area designated for “prominently displayed” signage have been added;
- Instructions for posting signage in the employee lounge have been added;
- Information on special display provisions for particular posters has been added;
- Directions for acquiring signage based on the information in the Center Director (CD) memo have been added;
- 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;
- The steps on accessing mandated signage on the FIAweb have been updated.

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 2 at the prompt followed by 765 or
send an e-mail to *FIA Call Center*

POLICY

Definition

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.

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:

- All applicant/participant waiting areas;
- Prominently displayed;
- Employee lounge.

REQUIRED ACTION

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 Waiting Areas	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 Displayed” Signage	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 M-98c 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 Display Provisions	If a poster has any special display provisions, this information will be detailed in the CD memo announcing the poster as well as footnoted on the M-98c and/or M-98d . Examples of such provisions include: <ul style="list-style-type: none"> • “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 (FIA-8 and FIA-8 (SI)) with a telephone number for contacting a Mail Processing Unit Representative regarding any problems related to filing an application at an NPA FS Office.

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.

Use the code in the Identification Number column when ordering additional posters.

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 not 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.

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:

- 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.



**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.