



OFFICE OF POLICY, PROCEDURES, AND TRAINING

POLICY BULLETIN # 24-24-OPE

REVISIONS TO THE MANDATED POSTER AND SIGNAGE LIST FOR HRA BENEFITS ACCESS CENTERS (M-98C) AND MANDATED POSTER AND SIGNAGE LIST FOR NON-CASH ASSISTANCE SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (NCA SNAP) CENTERS (M-98D)

Date: May 17, 2024	Subtopic(s): Poster
<p>Revisions to the M-98c M-98d</p>	<p>The purpose of this policy bulletin is to inform Benefits Access Center (BAC), HIV/AIDS Services Administration (HASA), Non-Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center staff and all other programs that the “Mandated Poster and Signage List for HRA Benefits Access Centers” (M-98c) and “Mandated Poster and Signage List for Non-Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Centers” (M-98d) have been revised.</p> <p>The “Supplemental Nutrition Assistance Program (SNAP) Benefits Complaint Procedure” (LDSS-8036) poster has been revised.</p> <p>The Office of Temporary and Disability Assistance (OTDA) has renamed the Center for Employment and Economic Supports to the Division of Employment and Income Support Programs.</p> <p>The revision date was changed from 2/16 to 01/2020. This procedure obsoletes (PB #04-101-OPE).</p> <p>All previous versions of the M-98c and M-98d must be removed and recycled.</p> <p>Samples of the revised M-98c and M-98d are attached. The LDSS-8036 is attached as a reference.</p> <p><i>Effective Immediately</i></p> <p>Attachments:</p> <p>M-98c Mandated Poster and Signage List for HRA Benefits Access Centers (Rev. 05/17/2024)</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
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M-98d

Mandated Poster and Signage List for Non-Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Centers (Rev. 05/17/2024)

LDSS-8036

Supplemental Nutrition Assistance Program (SNAP) Benefits Complaint Procedure (Rev. 01/2020)



Mandated Poster and Signage List for HRA Benefits Access Centers

The following is a list of posters/signage required to be displayed in HRA Benefits Access Centers. Most posters/signage are available in English and Spanish and must be prominently displayed in the main area(s) of the Centers or in all applicant/participant waiting areas, as noted below. **Note:** Posters/signs with separate Spanish translation are identified with an (S) or SP after the identification number. **Displaying black and white versions of posters/signage is acceptable only if the poster is designed that way. If the poster is a color poster, it must be displayed that way.** Only employee mandated signs are required at Centralized Rent Processing Unit (CRPU), RAR/HVN Center 90 locations, and Special Projects Center #80.

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
1	And Justice For All (E-S)	Prohibits discrimination in U.S. Department of Agriculture-related activity.	USDA	AD-475-B (E-S)	07/19	Federal regulation 7CFR 272.6(f)(2)	Prominently displayed and in all applicant/participant waiting areas	11 X 16
2	Resolving a Problem	Suggests alternatives to having a Fair Hearing.	FIA	FIA-1 (E-S)	11/09	Reynolds lawsuit	Prominently displayed	14 X 8 ½
3	Filing an Application	Lists types of HRA programs for which one can apply.	FIA	FIA-7 (E)	03/13	Reynolds lawsuit	Prominently displayed	14 X 8 ½
4	Filing an Application	Lists types of HRA programs for which one can apply (Spanish).	FIA	FIA-7 (S)	03/13	Reynolds lawsuit	Prominently displayed	14 X 8 ½
5 a.	Supplemental Nutrition Assistance Program (SNAP) Information	Provides general information pertaining to SNAP program.	FIA	FIA-8 (E)	01/24	Reynolds lawsuit	Prominently displayed	8 ½ X 14
6 a.	Supplemental Nutrition Assistance Program (SNAP) Information	Provides general information pertaining to SNAP program (Spanish).	FIA	FIA-8 (S)	01/24	Reynolds lawsuit	Prominently displayed	8 ½ X 14
7	Expedited SNAP Benefits	Lists eligibility requirements to receive SNAP benefits within five days.	FIA	FIA-9 (E-S)	01/24	Reynolds lawsuit	Prominently displayed	8 ½ X 14
8	What You Should Know If You Have An Emergency	Gives examples of what qualifies as an emergency.	FIA	FIA-10 (E)	8/10	Reynolds lawsuit	Prominently displayed	8 ½ X 14
9	What You Should Know If You Have An Emergency	Gives examples of what qualifies as an emergency (Spanish).	FIA	FIA-10 (S)	8/10	Reynolds lawsuit	Prominently displayed	8 ½ X 14
10	HRA Notice to Applicants	Notice about HRA's ability to assist with obtaining eligibility verification.	FIA	FIA-11 (E-S)	03/13	Reynolds lawsuit	Prominently displayed	14 X 8 ½
11	Cash Assistance Additional Allowances	Provides a list of special needs that may entitle a participant to an additional allowance.	FIA	FIA-12 (E)*	03/20	Brown lawsuit	All applicant/participant waiting areas	11 X 17
12	Cash Assistance Additional Allowances	Provides a list of special needs that may entitle a participant to an additional allowance (Spanish).	FIA	FIA-12 (S)*	03/13	Brown lawsuit	All applicant/participant waiting areas	11 X 17

a. Must be annotated. * Cannot be printed from Print On Demand



Mandated Poster and Signage List for HRA Benefits Access Centers

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Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
13	Important Notice To All Public Assistance Applicants and Recipients	Information regarding timely Fair Hearing decisions.	FIA	FIA-33 (E)	8/19/09	Piron lawsuit	Prominently displayed	11 X 17
14	Important Notice To All Public Assistance Applicants and Recipients	Information regarding timely Fair Hearing decisions (Spanish).	FIA	FIA-33 (S)	8/19/09	Piron lawsuit	Prominently displayed	11 X 17
15	Attention Single Parents on Public Assistance	Provides information on getting assigned to education or training as a work activity.	FIA	FIA-43 (E)	8/14/09	Davila lawsuit	Prominently displayed	11 X 17
16	Attention Single Parents on Public Assistance	Provides information on getting assigned to education or training as a work activity (Spanish).	FIA	FIA-43 (S)	8/14/09	Davila lawsuit	Prominently displayed	11 X 17
17	SNAP Right to File	Provides information about application processing timeframes and the application filling rights for SNAP benefits.	NYS OTDA	LDSS-4995	4/23	NYS OTDA	Prominently displayed and in all applicant/participant waiting areas	8 ½ X 14
18	Will You Receive Supplemental Nutrition Assistance Program (SNAP) After Cash Assistance Ends?	Provides information on receiving SNAP benefits after Cash Assistance ends.	NYS OTDA	LDSS-4996 (E)	2/16	NYS OTDA	Prominently displayed and in all applicant/participant waiting areas	8 ½ X 14
19	Will You Receive Supplemental Nutrition Assistance Program (SNAP) After Cash Assistance Ends?	Provides information on receiving SNAP benefits after Cash Assistance ends (Spanish).	NYS OTDA	LDSS-4996-SP	2/16	NYS OTDA	Prominently displayed and in all applicant/participant waiting areas	8 ½ X 14
20	What Are My Rights?	Informs of various applicant/participants rights such as their right to a fair hearing, free language services, written notices, to ask for emergency services, etc..	NYS OTDA	LDSS-5208	8/22	NYS OTDA	Must be displayed in all BAC, SNAP and HASA waiting areas	8 ½ X 11
21	Notice of Class Action Settlement for People Denied or Discontinued Public Assistance Because of a Vehicle (Stewart v. Roberts)	Lawsuit concerning denial of public assistance 7/2015 - 5/2020 because agency improperly considered vehicle as a resource.	NYS OTDA	LDSS-5213 (E)	11/2023	NYS OTDA	Waiting Areas BAC and HASA only	8 ½ X 14



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Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
22	Notice of Class Action Settlement for People Denied or Discontinued Public Assistance Because of a Vehicle (Stewart v. Roberts)	Lawsuit concerning denial of public assistance 7/2015 - 5/2020 because agency improperly considered vehicle as a resource.	NYS OTDA	LDSS-5213 (S)	11/2023	NYS OTDA	Waiting Areas BAC and HASA only	8 ½ X 14
23	Supplemental Nutrition Assistance Program (SNAP) Benefits Complaint Procedure	How to file a complaint concerning SNAP processing standards and/or services.	NYS OTDA	LDSS-8036	01/2020	NYS OTDA	Prominently displayed and in all applicant/participant waiting areas	14 X 8 ½
24	Supplemental Nutrition Assistance Program (SNAP) Benefits Complaint Procedure	How to file a complaint concerning SNAP processing standards and/or services (Spanish).	NYS OTDA	LDSS-8036-SP	01/2020	NYS OTDA	Prominently displayed and in all applicant/participant waiting areas	14 X 8 ½
25	INFOLINE	Provides the Infoline telephone number for HRA-related program information. Provides 311 as the number to call for information about other city agencies.	OCS	POST-98 (MLF)	12/17	Local Law 73	All applicant/participant waiting areas	12 X 18
26	NYS Agency-Based Voter Registration	Identifies Centers as a voter registration site.	NYS Board of Elections	POST-101 (MLF)	No Date	New York State Election Law	Prominently displayed	18 X 24
27	HRA Central Complaint Unit	Advises the public how to file a complaint about any HRA program.	OCS	POST-147 (MLF)	09/22	HRA policy	Prominently displayed	13 X 19
28	You Can Now Drop Off Documents for Your Medicaid Case at SNAP and Job Centers	Informs applicants/participants that they can drop off documents for Medicaid cases at all SNAP and Job Centers.	HRA	POST-155 (MLF)	06/17	HRA Policy	Prominently displayed	13 X 19
29	Put Them To Bed As If Their Life Depends On It	Sleep Safe Campaign promotes ways babies should be put to bed to reduce the occurrence of Sudden Infant Death Syndrome (SIDS).	NYC DOHMH/ NYC ACS	POST-163 (E)	No Date	HRA policy	All applicant/participant waiting areas	11 X 17
30	Put Them To Bed As If Their Life Depends On It	Sleep Safe Campaign promotes ways babies should be put to bed to reduce the occurrence of Sudden Infant Death Syndrome (SIDS) (Spanish).	NYC DOHMH/ NYC ACS	POST-163 (S)	No Date	HRA policy	All applicant/participant waiting areas	11 X 17



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Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
31 f.	Document Submission Scanning Instructions	Provides information on how to scan documents at self-scanning machines.	USDA	POST-165 (MLF)*	11/2016	FIA/OER	Scanning areas (BAC and SNAP only)	24 X 36
32	Have HIV? Need Help?	Informs applicants/participants that they may be eligible for housing assistance and other services through HASA even if they have no HIV-related illnesses.	HASA	POST-166 (MLF)	09/17	HRA policy	All applicant/participant waiting areas	13 X 19
33	Blow the Whistle on Medicaid Fraud	Encourages the reporting of suspected Medicaid fraud.	NYS DOH/ Office of Medicaid Inspector General	POST-170 (E)	No Date	HRA policy	Prominently displayed or waiting areas.	11 X 17
34	Blow the Whistle on Medicaid Fraud	Encourages the reporting of suspected Medicaid fraud (Spanish).	NYS DOH/ Office of Medicaid Inspector General	POST-170 (S)	No Date	HRA policy	Prominently displayed or waiting areas.	11 X 17
35	What is WIC?	Promotes the Special Supplemental Nutrition Program for Women, Infants and Children (WIC). This State-administered public health program helps ensure mothers and children stay healthy.	NYS DOH	POST-171 (E)	2/14	HRA policy	All applicant/participant waiting areas	11 X 17
36	Source of Income Discrimination	Advises that it is unlawful for brokers/landlords to discriminate against a potential renter due to their income being government assistance. Provides information about how to report this discrimination to the DSS.	DSS	POST-203 (MLF)	9/22	OLA policy	Prominently displayed or waiting areas.	18 x 24

f. Must be affixed to wall or in frames above self-scanners, where applicable.

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Mandated Poster and Signage List for HRA Benefits Access Centers

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Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
37	Know Something Rotten in City Government?	NYC Department of Investigation's Corruption Campaign. Promotes helping combat corruption in city government by reporting it to DOI.	NYC DOI	POST-263 (E)	No Date	DSS	Prominently displayed	11.5 X 17.5
38	Keep The Heat On With HEAP	Home Energy Assistance Program (HEAP) helps low-income New Yorkers pay for their energy bills. If your bills are more than you can handle, HEAP may be able to help you heat your home.	NYS OTDA	PUB-5007*	05/17	FIA policy	Prominently displayed	11 X 17
39	Keep The Heat On With HEAP	Home Energy Assistance Program (HEAP) helps low-income New Yorkers pay for their energy bills. If your bills are more than you can handle, HEAP may be able to help you heat your home (Spanish).	NYS OTDA	PUB-5007-SF*	05/17	FIA policy	Prominently displayed	11 X 17
40	Stop Elder Abuse	Encourages the public to report elder abuse by calling APS, 311 or online.	NYS OCFS	Pub. 5132P (E)	1/2012	NYS OCFS/APS	Prominently displayed	11 X 17
41	Stop Elder Abuse	Encourages the public to report elder abuse by calling APS, 311 or online (Spanish).	NYS OCFS	Pub. 5132P (S)	1/2012	NYS OCFS/APS	Prominently displayed	11 X 17
42	Protect yourself from EBT Skimming	Provides information to EBT cardholders about how to help prevent theft of their cash and SNAP: benefits when using the EBT card reader.	OTDA	PUB-5210 (E)	12/2022	OTDA	Waiting Areas (BAC, SNAP and HASA)	8 ½ X 11

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Mandated Poster and Signage List for HRA Benefits Access Centers

FIA Employee Posters at HRA Benefits Access Centers

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
43	Protect yourself from EBT Skimming	Provides information to EBT cardholders about how to help prevent theft of their cash and SNAP: benefits when using the EBT card reader.	OTDA	PUB-5210 (S)	12/2022	OTDA	Waiting Areas (BAC, SNAP and HASA)	8 ½ X 11
44 f.	Equal Employment Opportunity is The Law	Discusses EEO law as it applies to employers holding federal contracts or subcontracts, private employment, state and local governments and institutions, and programs or activities receiving federal funding.	NYS DOL	EEOC-P/E-1*	11/09	EEO Law	Prominently displayed in employee lounges or on employee bulletin boards	11 X 17
45	Workplace Violence Prevention Policy Statement	Informs staff of the Agency's Workplace Violence Prevention program designed to prevent and/or minimize the hazard of workplace violence.	GSS	POST-95 (E)*	12/2015	HRA Policy	Prominently displayed in employee lounges or on employee bulletin boards	11 X 17
46	New York State Division of Human Rights	Describes Human Rights Law which prohibits discrimination in employment, housing, credit, places of public accommodations and non-sectarian educational institutions, based on age, race, national origin, gender, sexual orientation, marital status, disability, military status, and other specified classes.	NYS OTDA	POST-100 (E-S)	No Date	EEO Law and DCAS	Prominently displayed in employee lounges or on employee bulletin boards	8 ½ X 11
47	DSS Notice – Sexual Harassment Policy	Provides important information about the rights of employees who are injured or suffer an occupational disease while working.	EEO	POST-125 (E)	12/2023	EEO Law	Prominently displayed in employee lounges or on employee bulletin/tack boards	8 ½ X 11
48	DSS EEO is the Law	Provides employees with the address and telephone number to use for information and assistance if they have been discriminated against.	EEO	POST-125a (E)	12/2023	EEO Law	Prominently displayed in employee lounges or on employee bulletin/tack boards	8 ½ X 14

f. Must be affixed to wall or in frames above self-scanners, where applicable.

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Mandated Poster and Signage List for HRA Benefits Access Centers

FIA Employee Posters at HRA Benefits Access Centers (continued)

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
49	DSS Notice – Reasonable Accommodations	Provides information about work-related modifications or adjustments that can be made that promote equal employment opportunity.	EEO	POST-125b (E)	12/2023	EEO	Prominently displayed in employee lounges or on employee bulletin/tack boards	8 ½ X 11
50	Your Rights Under USERRA	Outlines the protection of job rights of individuals who voluntarily leave employment positions to undertake military service or who serve in the National Disaster Medical System.	U.S. Department of Labor (VETS)	POST-160 (E)	May 2022	NYS OTDA	Prominently displayed in employee lounges or on employee bulletin boards	8 ½ X 11
51	Confidential Document Bin Poster	Explanation of the proper use for the bins in Benefits Access Centers and NCA SNAP Centers that are designated for recycling confidential material only.	HRA	POST-169 (E)	No Date	FIA policy	Display above bins that are used for the disposal of confidential materials	11 X 17
52	New York Correction Law - Article 23-A	This poster explains the LICENSURE AND EMPLOYMENT OF PERSONS PREVIOUSLY CONVICTED OF ONE OR MORE CRIMINAL OFFENSES.	NYS Department of Labor	POST-194 (E)	No Date	Article 23-A	Prominently displayed in employee lounges or on employee bulletin boards	8 ½ X 11
53	Stop Sexual Harassment Act Notice	Explains that all employers are required to provide written notice of employees' rights under the Human Rights Law both in the form of a displayed poster and as an information sheet distributed to individual employees at the time of hire.	NYS Commission of Human Rights	POST-221 (E)	No Date	Local Law 95	Prominently displayed in employee lounges or on employee bulletin boards	8 ½ X 14
54	Stop Sexual Harassment Act Notice	Explains that all employers are required to provide written notice of employees' rights under the Human Rights Law both in the form of a displayed poster and as an information sheet distributed to individual employees at the time of hire.	NYS Commission of Human Rights	POST-221 (S)	No Date	Local Law 95	Prominently displayed in employee lounges or on employee bulletin boards	8 ½ X 14



Mandated Poster and Signage List for HRA Benefits Access Centers

FIA Employee Posters at HRA Benefits Access Centers (continued)

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
55	Labor Law Information Relating to Public Employees Job Safety & Health Protection	The New York State Public Employee Safety and Health Act of 1980 provides job safety and health protection for workers through the promotion of safe and healthful working conditions throughout the State.	NYS Department of Labor	POST-248	7/17	NYS Public Employee Safety and Health Act of 1980	Prominently displayed in employee lounges or on employee bulletin boards	11 X 17
56	Are You Doing Your Part in Creating Equitable Workspaces?	Promotes fostering inclusive work environments.	DSS/OEI	POST-295	3/24	OEI	Prominently displayed in employee lounges or on employee bulletin boards	18 X 24
57	Notice of Compliance, Worker's Compensation Law	Provides important information about the rights of employees who are injured or suffer an occupational disease while working.	NYS Workers' Compensation Board	C-105 (E-S)	4/09	NYS Workers' Compensation Law	Prominently displayed in employee lounges or on employee bulletin boards	8 ½ X 11

SAMPLE

Mandated Poster and Signage List for Non-Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Centers

The following is a list of poster/signage required to be displayed in NCA SNAP Centers. Most poster/signage is available in English and Spanish and must be prominently displayed in the main area(s) of the Centers or in all applicant/participant waiting areas, as noted below. **Note:** Posters/signs with separate Spanish translations are identified with an (S) or (SP) after the identification number. **Displaying black and white versions of posters/signage is acceptable only if the poster is designed that way. If the poster is a color poster, it must be displayed that way.** Only employee mandated signs are required at SNAP Telephone Interview Processing Services (TIPS) locations.

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
1	And Justice For All	Prohibits discrimination in U.S. Department of Agriculture-related activity.	USDA	AD-475-B (E-S)	7/19	Federal regulation 7CFR 272.6(f)(2)	Prominently displayed and in all applicant/participant waiting areas	11 X 16
2	Filing an Application	Lists types of HRA programs for which one can apply.	FIA	FIA-7 (E)	3/13	FIA policy	Prominently displayed	14 X 8 ½
3	Filing an Application	Lists types of HRA programs for which one can apply (Spanish).	FIA	FIA-7 (S)	3/13	FIA policy	Prominently displayed	14 X 8 ½
4 a.	SNAP Information	Provides general information pertaining to SNAP program.	FIA	FIA-8 (E)	1/24	FIA policy	Prominently displayed	8 ½ X 14
5 a.	SNAP Information	Provides general information pertaining to SNAP program (Spanish).	FIA	FIA-8 (S)	1/24	FIA policy	Prominently displayed	8 ½ X 14
6	Expedited SNAP Benefits	Lists eligibility requirements to receive SNAP benefits within five days.	FIA	FIA-9 (E-S)	1/24	FIA policy	Prominently displayed	8 ½ X 14
7	HRA Notice to Applicants	Notice of HRA assistance in obtaining eligibility verification.	FIA	FIA-11 (E-S)	3/13	FIA policy	Prominently displayed	14 X 8 ½
8	Important Notice To All Public Assistance Applicants and Recipients	Information regarding timely Fair Hearing decisions.	FIA	FIA-33 (E)	8/19/09	Piron lawsuit	Prominently displayed	11 X 17
9	Important Notice To All Public Assistance Applicants and Recipients	Information regarding timely Fair Hearing decisions (Spanish).	FIA	FIA-33 (S)	8/19/09	Piron lawsuit	Prominently displayed	11 X 17
10	It Is Easier Than Ever To Recertify For Supplemental Nutrition Assistance Program (SNAP) Benefits	Informs participants of the various ways to recertify for SNAP benefits.	FIA	FIA-78 (E)*	11/13	FIA policy	All applicant/participant waiting areas	11 X 17
11	It Is Easier Than Ever To Recertify For Supplemental Nutrition Assistance Program (SNAP) Benefits	Informs participants of the various ways to recertify for SNAP benefits (Spanish).	FIA	FIA-78 (S)*	11/13	FIA policy	All applicant/participant waiting areas	11 X 17

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Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
12	You Can Now Apply for Supplemental Nutrition Assistance Program (SNAP) Benefits Online	Advises applicants that ACCESS HRA can be used to apply for SNAP benefits, check case information, submit a recertification for SNAP or CA, and manage benefits using the ACCESS HRA mobile app.	FIA	POST-89 (MLF)*	No Date	FIA policy	All applicant/participant waiting areas	11 X 17
13	INFOLINE	Provides the Infoline telephone number for HRA-related program information. Provides 311 as the number to call for information about other city agencies.	OCS	POST-98 (MLF)	12/17	Local Law 73	All applicant/participant waiting areas	12 X 18
14	NYS Agency-Based Voter Registration	Identifies Centers as a voter registration site.	NYS Board of Elections	POST-101 (MLF)	No Date	New York State Election Law	Prominently displayed	18 X 24
15	HRA Central Complaint Unit (Multi-Language)	Advises the public how to file a complaint about any HRA program.	OCS	POST-147 (MLF)	09/22	HRA policy	Prominently displayed	13 X 19
16	You Can Now Drop Off Documents for Your Medicaid Case at SNAP and Job Centers (Multi-Language)	Informs applicants/participants that they can drop off documents for Medicaid cases at all SNAP and Job Centers.	HRA	POST-155 (MLF)	06/17	HRA policy	Prominently displayed	13 X 19
17	Put Them To Bed As If Their Life Depends On It	Sleep Safe Campaign: promotes ways babies should be put to bed to reduce the occurrence of Sudden Infant Death Syndrome (SIDS).	NYC DOHMH/ NYC ACS	POST-163 (E)	No Date	HRA policy	All applicant/participant waiting areas	11 X 17
18	Put Them To Bed As If Their Life Depends On It	Sleep Safe Campaign: promotes ways babies should be put to bed to reduce the occurrence of Sudden Infant Death Syndrome (SIDS) (Spanish).	NYC DOHMH/ NYC ACS	POST-163 (S)	No Date	HRA policy	All applicant/participant waiting areas	11 X 17
19 f.	Document Submission Scanning Instructions	Provides information on how to scan documents at self-scanning machines.	USDA	POST-165 (MLF)	11/2016	FIA/OER	Scanning area (BAC and SNAP only)	24 X 36

f. Must be affixed to wall. * Cannot be printed from Print On Demand.

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Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
20	Have HIV? Need Help?	Informs applicants/participants that they may be eligible for housing assistance and other services through the HIV/AIDS Services Administration (HASA) even if they have no HIV-related illnesses.	HASA	POST-166 (MLF)	09/17	HRA policy	All applicant/participant waiting areas	13 X 19
21	Blow the Whistle on Medicaid Fraud	Encourages the reporting of suspected Medicaid fraud.	NYS DOH/ Office of Medicaid Inspector General	POST-170 (E)	No Date	HRA policy	Prominently displayed or waiting rooms	11 X 17
22	Blow the Whistle on Medicaid Fraud	Encourages the reporting of suspected Medicaid fraud (Spanish).	NYS DOH/ Office of Medicaid Inspector General	POST-170 (S)	No Date	HRA policy	Prominently displayed or waiting rooms	11 X 17
23	What is WIC?	Promotes the Special Supplemental Nutrition Program for Women, Infants and Children (WIC). This State-administered public health program helps ensure mothers and children stay healthy.	NYS DOH	POST-171 (E)	2/14	HRA policy	All applicant/participant waiting areas	11 X 17
24	Source of Income Discrimination	Advises that it is unlawful for brokers/landlords to discriminate against a potential renter due to their income being government assistance. Provides information about how to report this discrimination to the DSS.	DSS	POST-203 (MLF)	9/22	OLA policy	Prominently displayed or waiting areas	18 x 24
25 f.	SNAP Conferences	Promotes requesting a conference with a SNAP supervisor to review decisions made concerning your SNAP benefits or case.	FIA/SNAP	POST-214 (MLF)	No Date	FIA policy	All applicant/participant waiting areas	18 X 24

f. Must be affixed to wall. * Cannot be printed from Print On Demand.

Mandated Poster and Signage List for Non-Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Centers

The following is a list of poster/signage required to be displayed in NCA SNAP Centers. Most poster/signage is available in English and Spanish and must be prominently displayed in the main area(s) of the Centers or in all applicant/participant waiting areas, as noted below. **Note:** Posters/signs with separate Spanish translations are identified with an (S) or (SP) after the identification number. **Displaying black and white versions of posters/signage is acceptable only if the poster is designed that way. If the poster is a color poster, it must be displayed that way.** Only employee mandated signs are required at SNAP Telephone Interview Processing Services (TIPS) locations.

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
26	Know Something Rotten in City Government?	NYC Department of Investigation's Corruption Campaign. Promotes helping combat corruption in city government by reporting it to DOI.	NYC DOI	POST-263 (E)	No Date	DSS	Prominently displayed	11.5 X 17.5
27	Keep The Heat On With HEAP	HEAP (Home Energy Assistance Program) helps low-income New Yorkers pay for their heating bills. If your bills are more than you can handle, HEAP may be able to help you heat your home.	NYS OTDA	PUB-5007*	5/17	FIA policy	Prominently displayed	11 X 17
28	Keep The Heat On With HEAP	HEAP (Home Energy Assistance Program) helps low-income New Yorkers pay for their heating bills. If your bills are more than you can handle, HEAP may be able to help you heat your home (Spanish).	NYS OTDA	PUB-5007 SP*	5/17	FIA policy	Prominently displayed	11 X 17
29	Stop Elder Abuse	Encourages the public to report elder abuse by calling APS, 311 or online.	NYS OCFS	PUB-5132P	1/2012	NYS OCFS/APS	Prominently displayed	11 X 17
30	Stop Elder Abuse	Encourages the public to report elder abuse by calling APS, 311 or online (Spanish).	NYS OCFS	PUB-5132P-SP	1/2012	NYS OCFS/APS	Prominently displayed	11 X 17
31	Protect yourself from EBT skimming	Provides information to EBT cardholders about to help prevent theft of their cash and SNAP benefits when using the EBT card reader.	OTDA	PUB-5210 (E)	11/2022	OTDA	Waiting Areas (BAC, SNAP and HASA)	8 ½ X 11
32	Protect yourself from EBT skimming	Provides information to EBT cardholders about to help prevent theft of their cash and SNAP benefits when using the EBT card reader (Spanish).	OTDA	PUB-5210 (S)	11/2022	OTDA	Waiting Areas (BAC, SNAP and HASA)	8 ½ X 11
33	SNAP Right to File	Provides information about application processing timeframes and the application filling rights for SNAP benefits.	NYS OTDA	LDSS-4995	4/23	NYS OTDA	Prominently displayed and in all applicant/participant waiting areas	8 ½ X 14

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Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
34	Will You Still Receive Supplemental Nutrition Assistance Program (SNAP) After Cash Assistance	Provides information about receiving SNAP benefits after Cash Assistance ends.	NYS OTDA	LDSS-4996	2/16	NYS OTDA	Prominently displayed and in all applicant/participant waiting areas	8 ½ X 14
35	Will You Still Receive Supplemental Nutrition Assistance Program (SNAP) After Cash Assistance	Provides information about receiving SNAP benefits after Cash Assistance ends (Spanish).	NYS OTDA	LDSS-4996-SP	2/16	NYS OTDA	Prominently displayed and in all applicant/participant waiting areas	8 ½ X 14
36	Supplemental Nutrition Assistance Program (SNAP) Benefits Complaint Procedure	How to file a complaint concerning SNAP processing standards and/or services.	NYS OTDA	LDSS-8036	01/2020	NYS OTDA	Prominently displayed and in all applicant/participant waiting areas	14 X 8 ½
37	Supplemental Nutrition Assistance Program (SNAP) Benefits Complaint Procedure	How to file a complaint concerning SNAP processing standards and/or services (Spanish).	NYS OTDA	LDSS-8036-SP	01/2020	NYS OTDA	Prominently displayed and in all applicant/participant waiting areas	14 X 8 ½
38	Notice of Compliance, Workers' Compensation Law	Provides important information about the rights of employees who are injured or suffer an occupational disease while working.	NYS Workers' Compensation Board Law	C-105 (E-S)	04/09	NYS Workers' Compensation Law	Prominently displayed in employee lounges or on employee bulletin boards	11 X 17
39	Equal Employment Opportunity is The Law	Discusses EEO law as it applies to employers holding federal contracts or subcontracts, private employment, state and local governments and institutions, and programs or activities receiving federal funding.	NYS DOL	EEOC-F/E-1*	11/09	EEO Law	Prominently displayed in employee lounges or on employee bulletin boards	11 X 17
40	Workplace Violence Prevention Policy Statement	Informs staff of the Agency's Workplace Violence Prevention program designed to prevent and/or minimize the hazard of workplace violence.	GSS	POST-95 (E)*	12/2015	HRA policy	Prominently displayed in employee lounges or on employee bulletin boards	11 X 17

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FIA Employee Posters

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
41	New York State Division of Human Rights	Describes Human Rights Law which prohibits discrimination in employment, housing, credit, places of public accommodations and non-sectarian educational institutions, based on age, race, national origin, gender, sexual orientation, marital status, disability, military status, and other specified classes.	NYS OTDA	POST-100 (E-S)	No Date	EEO Law and DCAS	Prominently displayed in employee lounges or on employee bulletin boards	8 ½ X 11
42	DSS Notice – Sexual Harassment Policy	Explains sexual harassment and provides contact information for victims of sexual harassment.	EEO	POST-125 (E)	12/2023	EEO Law	Prominently displayed in employee lounges or on employee bulletin/tack boards	8 ½ X 11
43	DSS EEO is the Law	Provides employees with the address and telephone number to use for information and assistance if they have been discriminated against.	EEO	POST-125a (E)	12/2023	EEO Law	Prominently displayed in employee lounges or on employee bulletin/tack boards	8 ½ X 14
44	DSS Notice – Reasonable Accommodation	Provides information about work-related modifications or adjustments that can be made that promote equal employment opportunity.	EEO	POST-125b (E)	12/2023	EEO Law	Prominently displayed in employee lounges or on employee bulletin/tack boards	8 ½ X 11
45	Your Rights Under USERRA	Outlines the protection of job rights of individuals who voluntarily leave employment positions to undertake military service or who serve in the National Disaster Medical System.	U.S. Department of Labor (VETS)	POST-160	05/22	NYS OTDA	Prominently displayed in employee lounges or on employee bulletin boards	8 ½ X 11
46	Confidential Document Bin Poster	Explanation of the proper use for the bins in Job Centers and NCA SNAP Centers that are designated for recycling confidential material only.	HRA	POST-169 (E)	No Date	FIA policy	Display above bins that are used for the disposal of confidential materials	11 X 17

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FIA Employee Posters (continued)

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
47	New York Correction Law - Article 23-A	This poster explains the LICENSURE AND EMPLOYMENT OF PERSONS PREVIOUSLY CONVICTED OF ONE OR MORE CRIMINAL OFFENSES.	NYS Department of Labor	POST-194 (E)	No Date	Article 23-A	Prominently displayed in employee lounges or on employee bulletin boards	8 ½ X 11
48	Stop Sexual Harassment Act Notice	Explains that all employers are required to provide written notice of employees' rights under the Human Rights Law both in the form of a displayed poster and as an information sheet distributed to individual employees at the time of hire.	NYS Commission of Human Rights	POST-221 (E)	No Date	Local Law 95	Prominently displayed in employee lounges or on employee bulletin boards	8 ½ X 14
49	Stop Sexual Harassment Act Notice (Spanish)	Explains that all employers are required to provide written notice of employees' rights under the Human Rights Law both in the form of a displayed poster and as an information sheet distributed to individual employees at the time of hire.	NYS Commission of Human Rights	POST-221 (S)	No Date	Local Law 95	Prominently displayed in employee lounges or on employee bulletin boards	8 ½ X 14
50	Labor Law Information Relating to Public Employees Job Safety & Health Protection	The New York State Public Employee Safety and Health Act of 1980 provides job safety and health protection for workers through the promotion of safe and healthful working conditions throughout the State.	NYS Department of Labor	POST-248	7/17	NYS Public Employee Safety and Health Act of 1980	Prominently displayed in employee lounges or on employee bulletin boards	11 X 17
51	Are You Doing Your Part in Creating Equitable Workspaces?	Promotes fostering inclusive work environments.	DSS/OEI	POST-295	3/2024	OEI	Prominently displayed in employee lounges or on employee bulletin boards	18 X 24

Supplemental Nutrition Assistance Program (SNAP) Benefits Complaint Procedure

If you have a complaint concerning processing standards and/or service you may request a local agency conference. If your complaint is not satisfactorily resolved by your local SNAP benefits office, you may file a complaint in writing to:

New York State
Office of Temporary and Disability Assistance
Division of Employment and Income Support Programs, ATT: SNAP Bureau
40 North Pearl Street
Albany, NY 12243

The following information should be included when you send in your complaint:

- Your name
- Your complete address
- Telephone number where we can reach you
- Name of the local SNAP benefits office involved
- Your SNAP benefits case number, if applicable
- All pertinent information regarding your complaint

NOTE: THIS PROCEDURE IN NO WAY TAKES THE PLACE OF A FAIR HEARING

Programa de Subsidio de Asistencia Nutricional Suplementaria (SNAP) Procedimiento de Queja

Si desea presentar una queja con relación a las normas de trámite o servicios, le sugerimos solicitar una reunión con la agencia local. Si la oficina local de SNAP no soluciona su queja a su entera satisfacción, puede mandar una queja por escrito a la siguiente dirección:

SAMPLE
New York State
Office of Temporary and Disability Assistance
Division of Economic and Income Support Programs, ATT: SNAP Bureau
40 North Pearl Street
Albany, NY 12243

Incluya los siguientes datos con su queja:

- Su nombre
- Su dirección completa
- Número de teléfono donde le podemos localizar
- Nombre de la oficina local de SNAP a cargo del caso
- Número de caso de SNAP, si es pertinente
- Todo dato pertinente a su queja

NOTA: EL PROCEDIMIENTO DE QUEJA NO SUSTITUYE LA VISTA IMPARCIAL