



OFFICE OF POLICY, PROCEDURES, AND TRAINING

James K. Whelan, Executive Deputy Commissioner

POLICY BULLETIN #18-62-OPE

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

Date: September 14, 2018	Subtopic(s): Forms/Posters
Revisions to the M-98c and M-98d	<p>The purpose of this policy bulletin is to inform staff at Job Centers and Non-Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Centers that the “Mandated Poster and Signage List for Job Centers and HRA Express Sites” (M-98c) and “Mandated Poster and Signage List For Non-Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Centers” (M-98d) forms were revised.</p>
Revisions to both the M-98c and M-98d :	<ul style="list-style-type: none"> • “To Serve You Better” (POST-218) poster was added. POST-218 contains all twelve languages required by Local Law 30.
Revision to the M-98c only	<p>Revisions made on the M-98c only:</p> <ul style="list-style-type: none"> • “To Serve You Better” (FIA-61) was removed because the form has been made obsolete; • The indication to refer to the “c” footnote was removed from the “Attention Single Parents on Public Assistance” (FIA-43) listings.
Revision to the M-98d only	<p>Revisions made on the M-98d only:</p> <ul style="list-style-type: none"> • “To Serve You Better” (FIA-62) was removed because the form has been made obsolete; • “SNAP Conferences” (POST-214) poster was added. POST-214 contains all twelve languages required by Local Law 30. <p>Job Center Directors and NCA SNAP Center Directors must ensure that all previous versions of the M-98c and M-98d are removed and recycled.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
 Call 718-557-1313 then press 3 at the prompt followed by 1 or
 send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

Effective Immediately

Attachments:

- M-98c** Mandated Poster and Signage List for Job Centers and HRA Express Sites (Rev. 09/14/18)
- M-98d** Mandated Poster and Signage List for Non-Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Centers (Rev. 09/14/18)
- POST-214** SNAP Conferences
- POST-218** To Serve You Better

Mandated Poster and Signage List for Job Centers and HRA Express Sites

Job Centers

The following is a list of posters/signage required to be displayed in Job 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) and RAR/HVN Center 90 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)	12/15	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 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 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)	03/13	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)	03/13	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)	03/13	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)*	03/13	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 Job Centers and HRA Express Sites

Job Centers

The following is a list of posters/signage required to be displayed in Job 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) and RAR/HVN Center 90 locations.

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 c.	Applications Are Available	Informs applicants/participants about availability of CA and SNAP applications.	FIA	FIA-42 (E)	03/13	FIA policy	All applicant/participant waiting areas	8 ½ X 11
16 c.	Applications Are Available	Informs applicants/participants about availability of CA and SNAP applications (Spanish).	FIA	FIA-42 (S)	03/13	FIA policy	All applicant/participant waiting areas	8 ½ X 11
17	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
18	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
19	Will You Receive Supplemental Nutrition Assistance Program (SNAP) After Cash Assistance	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
20	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
21	Supplemental Nutrition Assistance Program (SNAP) Benefits Complaint Procedure	How to file a complaint concerning SNAP processing standards and/or services.	NYS OTDA	LDSS-8036	2/16	NYS OTDA	Prominently displayed and in all applicant/participant waiting areas	14 X 8 ½

c. Do not post at Model Centers (the applications will be distributed at the front door receptional desk) OR Centers that do not accept applications.

f. Must be affixed to wall.

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Mandated Poster and Signage List for Job Centers and HRA Express Sites

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Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
22	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	2/16	NYS OTDA	Prominently displayed and in all applicant/participant waiting areas	14 X 8 ½
23	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
24	NYS Agency-Based Voter Registration	Identifies Centers as a voter registration site.	NYS Board of Elections	POST-101 (E)	No Date	New York State Election Law	Prominently displayed	11 X 17
25	NYS Agency-Based Voter Registration	Identifies Centers as a voter registration site (Spanish).	NYS Board of Elections	POST-101 (S)	No Date	New York State Election Law	Prominently displayed	11 X 17
26	HRA Central Complaint Unit	Advises the public how to file a complaint about any HRA program.	OCS	POST-147 (MLF)	01/18	HRA policy	Prominently displayed	13 X 19
27	Is Your Housing Uncertain? Do You Live At A Temporary Address?	Provides information about basic educational rights for homeless or temporarily housed children and youths under the McKinney-Vento Act.	NYS Technical and Education Assistance Center for Homeless Students	POST-153 (E)	08/17	HRA policy	Prominently displayed	11 X 17
28	Is Your Housing Uncertain? Do You Live At A Temporary Address?	Provides information about basic educational rights for homeless or temporarily housed children and youths under the McKinney-Vento Act (Spanish).	NYS Technical and Education Assistance Center for Homeless Students	POST-153 (S)	08/17	HRA policy	Prominently displayed	11 X 17
29	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
30	Put Them To Bed As If Their Life Depends On It	Promotes babies sleep safest alone, on their backs in a bare crib or bassinet.	NYC DOHMH/ NYC ACS	POST-163 (E)	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	Put Them To Bed As If Their Life Depends On It	Promotes babies sleep safest alone, on their backs in a bare crib or bassinet (Spanish).	NYC DOHMH/ NYC ACS	POST-163 (S)	No Date	HRA policy	All applicant/participant waiting areas	11 X 17
32 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	24 X 36
33	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
34	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	11 X 17
35	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	11 X 17
36	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
37	Get More at NYC Farmers' Markets! (Health Bucks)	Promotes using your SNAP benefit card to buy food at NYC Farmers' Markets to receive \$2 back in Health Bucks for every \$5 spent using card.	NYC DOHMH	POST-172 (E)	No Date	HRA policy	Prominently displayed	16 X 20

f. Must be affixed to wall.

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Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
38	Get More at NYC Farmers' Markets! (Health Bucks)	Promotes using your SNAP benefit card to buy food at NYC Farmers' Markets to receive \$2 back in Health Bucks for every \$5 spent using card (Spanish).	NYC DOHMH	POST-172 (S)	No Date	HRA policy	Prominently displayed	16 X 20
39 f.	ACCESS HRA Your Way	Promotes downloading the new free ACCESS HRA mobile app that allows participants to help manage their Cash Assistance and SNAP cases.	HRA	POST-195 (MLF)	No Date	HRA policy	PC Bank walls; PC Bank bulletin boards (if applicable); Prominently displayed; and all applicant/participant waiting areas	12 x 18
40	Safe Storage. Safe Kids.	To prevent accidental overdoses, encourages adults to store potentially dangerous medication out of reach of children and to safely dispose of medication. Provides the Poison Control Center telephone number.	NYC DOHMH/ NYC ACS	POST-206 (E)	No Date	DSS policy	All applicant/participant waiting areas	11 X 17
41	Safe Storage. Safe Kids.	To prevent accidental overdoses, encourages adults to store potentially dangerous medication out of reach of children and to safely dispose of medication. Provides the Poison Control Center telephone number.	NYC DOHMH/ NYC ACS	POST-206 (S)	No Date	DSS policy	All applicant/participant waiting areas	11 X 17
42 f.	To Serve You Better	Provides information regarding SNAP Centers with extended hours of operation.	FIA	POST-218 (MLF)	09/18	FIA policy	Prominently displayed	16 X 20

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Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
43	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
44	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-SP*	05/17	FIA policy	Prominently displayed	11 X 17
45	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
46	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

HRA Express Sites

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Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
47	And Justice For All	Prohibits discrimination in U.S. Department of Agriculture-related activity.	USDA	AD-475-B (E-S)	12/15	Federal regulation 7CFR 272.6(f)(2)	Prominently displayed	11 X 16
48	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

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HRA Express Sites

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Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
49 a.	Supplemental Nutrition Assistance Program (SNAP) Information	Provides general information pertaining to SNAP program.	FIA	FIA-8 (E)	03/13	Reynolds lawsuit	Prominently displayed	8 ½ X 14
50 a.	Supplemental Nutrition Assistance Program (SNAP) Information	Provides general information pertaining to SNAP program (Spanish).	FIA	FIA-8 (S)	03/13	Reynolds lawsuit	Prominently displayed	8 ½ X 14
51	Expedited SNAP Benefits	Lists eligibility requirements to receive SNAP benefits within five days.	FIA	FIA-9 (E-S)	03/13	Reynolds lawsuit	Prominently displayed	8 ½ X 14
52	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
53	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
54	Cash Assistance Additional Allowances	Provides a list of special needs that may entitle a participant to an additional allowance.	FIA	FIA-12 (E)*	03/13	Brown lawsuit	Prominently displayed	11 X 17
55	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	Prominently displayed	11 X 17
56	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
57	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

a. Must be annotated. f. Must be affixed to wall.

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Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
58	Supplemental Nutrition Assistance Program (SNAP) Benefits Complaint Procedure	How to file a complaint concerning SNAP processing standards and/or services.	NYS OTDA	LDSS-8036	2/16	NYS OTDA	Prominently displayed and in all applicant/participant waiting areas	14 X 8 ½
59	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	2/16	NYS OTDA	Prominently displayed and in all applicant/participant waiting areas	14 X 8 ½
60	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	Prominently displayed	12 X 18
61	NYS Agency-Based Voter Registration	Identifies Centers as a voter registration site.	NYS Board of Elections	POST-101 (E)	No Date	New York State Election Law	Prominently displayed	11 X 17
62	NYS Agency-Based Voter Registration	Identifies Centers as a voter registration site (Spanish).	NYS Board of Elections	POST-101 (S)	No Date	New York State Election Law	Prominently displayed	11 X 17
63	HRA Central Complaint Unit	Advises the public how to file a complaint about any HRA program.	OCS	POST-147 (MLF)	01/18	HRA policy	Prominently displayed	13 X 19
64	Is Your Housing Uncertain? Do You Live At A Temporary Address?	Provides information about basic educational rights for homeless or temporarily housed children and youths under the McKinney-Vento Act.	NYS Technical and Education Assistance Center for Homeless Students	POST-153 (E)	08/17	HRA policy	Prominently displayed	11 X 17
65	Is Your Housing Uncertain? Do You Live At A Temporary Address?	Provides information about basic educational rights for homeless or temporarily housed children and youths under the McKinney-Vento Act (Spanish).	NYS Technical and Education Assistance Center for Homeless Students	POST-153 (S)	08/17	HRA policy	Prominently displayed	11 X 17

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Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
66	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
67	Put Them To Bed As If Their Life Depends On It	Promotes babies sleep safest alone, on their backs in a bare crib or bassinet.	NYC DOHMH/ NYC ACS	POST-163 (E)	No Date	HRA policy	Prominently displayed	11 X 17
68	Put Them To Bed As If Their Life Depends On It	Promotes babies sleep safest alone, on their backs in a bare crib or bassinet (Spanish).	NYC DOHMH/ NYC ACS	POST-163 (S)	No Date	HRA policy	Prominently displayed	11 X 17
69 f.	Document Submission Scanning Instructions	Provides information on how to scan documents at self-scanning machines.	USDA	POST-165 (MLF)*	11/2016	FIA/OER	Prominently displayed	24 X 36
70	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	Prominently displayed	11 X 17
71	Get More at NYC Farmers' Markets! (Health Bucks)	Promotes using your SNAP benefit card to buy food at NYC Farmers' Markets to receive \$2 back in Health Bucks for every \$5 spent using card.	NYC DOHMH	POST-172 (E)	No Date	HRA policy	Prominently displayed	16 X 20
72	Get More at NYC Farmers' Markets! (Health Bucks)	Promotes using your SNAP benefit card to buy food at NYC Farmers' Markets to receive \$2 back in Health Bucks for every \$5 spent using card (Spanish).	NYC DOHMH	POST-172 (S)	No Date	HRA policy	Prominently displayed	16 X 20
73 f.	ACCESS HRA Your Way	Promotes downloading the new free ACCESS HRA mobile app that allows participants to help manage their Cash Assistance and SNAP cases.	HRA	POST-195 (MLF)	No Date	HRA policy	Prominently displayed	12 x 18

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Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
74	Safe Storage. Safe Kids.	To prevent accidental overdoses, encourages adults to store potentially dangerous medication out of reach of children and to safely dispose of medication. Provides the Poison Control Center telephone number.	NYC DOHMH/ NYC ACS	POST-206 (E)	No Date	DSS policy	Prominently displayed	11 X 17
75	Safe Storage. Safe Kids.	To prevent accidental overdoses, encourages adults to store potentially dangerous medication out of reach of children and to safely dispose of medication. Provides the Poison Control Center telephone number.	NYC DOHMH/ NYC ACS	POST-206 (S)	No Date	DSS policy	Prominently displayed	11 X 17
76	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
77	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-SP*	05/17	FIA policy	Prominently displayed	11 X 17
78	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
79	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

* Cannot be printed from Print On Demand

Mandated Poster and Signage List for Job Centers and HRA Express Sites

FIA Employee Posters at Job Centers and HRA Express Sites

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
80 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
81 f.	You Talk, We Listen	The City of New York offers its employees a confidential program through the concerned mental health professionals of the New York City Employee Assistance Program (NYC EAP).	EAP	EAP-318*	No Date	HRA policy	Prominently displayed in employee lounges	12 X 18
82	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
83	State of New York 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
84	Pregnancy and Employment Rights	Informs staff that pregnant women and those recovering from childbirth are protected from discrimination and may qualify for reasonable accommodations.	EEO	POST-124 (E)*	No Date	EEO Law and NYC Commission on Human Rights	Prominently displayed in employee lounges or on employee bulletin boards	8 ½ X 11
85	Notice – Sexual Harassment Policy	Explains sexual harassment and provides contact information for victims of sexual harassment.	EEO	POST-125 (E)	2/15	EEO Law	Prominently displayed in employee lounges or on employee bulletin boards	8 ½ X 11

f. Must be affixed to wall.

* Cannot be printed from Print On Demand



Mandated Poster and Signage List for Job Centers and HRA Express Sites

FIA Employee Posters at Job Centers and HRA Express Sites (continued)

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
86	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)	10/17	EEO Law	Prominently displayed in employee lounges or on employee bulletin boards	8 ½ X 11
87	Notice – Reasonable Accommodations	Provides information about work-related modifications or adjustments that can be made that promote equal employment opportunity.	EEO	POST-125b (E)	2/15	EEO	Prominently displayed in employee lounges or on employee bulletin boards	8 ½ X 11
88	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)	October 2008	NYS OTDA	Prominently displayed in employee lounges or on employee bulletin boards	8 ½ X 11
89	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
90	Labor Law Information Relating to Public Employees	Advises Public employees of their right to a safe workplace and their responsibility to adhere to the NYS Public Employees Safety and Health Act of 1980.	NYS DOL	SH 908	11/07	NYS DOL Division of Safety and Health Protection	Prominently displayed in employee lounges or on employee bulletin boards	11 X 17
91	Notice of Compliance	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

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

The following is a list of signage required to be displayed in NCA SNAP Centers. Most 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:** Signs with separate Spanish translations are identified with an (S) 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)	12/15	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 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 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)	3/13	FIA policy	Prominently displayed	8 ½ X 14
5 a.	SNAP Information	Provides general information pertaining to SNAP program (Spanish).	FIA	FIA-8 (S)	3/13	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)	3/13	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)	3/19/09	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

a. Must be annotated. 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

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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 (E)	No Date	New York State Election Law	Prominently displayed	11 X 17
15	NYS Agency-Based Voter Registration	Identifies Centers as a voter registration site (Spanish).	NYS Board of Elections	POST-101 (S)	No Date	New York State Election Law	Prominently displayed	11 X 17
16	HRA Central Complaint Unit	Advises the public how to file a complaint about any HRA program.	OCS	POST-147 (MLF)	01/18	HRA policy	Prominently displayed	13 X 19
17	Is Your Housing Uncertain? Do You Live At A Temporary Address?	Provides information about basic educational rights for homeless or temporarily housed children and youths under the McKinney-Vento Act.	NYS Technical and Education Assistance Center	POST-153 (E)	08/17	HRA policy	Prominently displayed	11 X 17
18	Is Your Housing Uncertain? Do You Live At A Temporary Address?	Provides information about basic educational rights for homeless or temporarily housed children and youths under the McKinney-Vento Act (Spanish).	NYS Technical and Education Assistance Center	POST-153 (S)	08/17	HRA policy	Prominently displayed	11 X 17
19	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

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Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
20 b.	You Can Apply Here For Health Insurance. Ask to See A Certified Application Counselor To Start your Application Today!	Informs applicants/participants that they can apply for health insurance.	FIA	POST-156 (MLF)	11/16	FIA	Prominently displayed	11 X 17
21	Put Them To Bed As If Their Life Depends On It	Promotes babies sleep safest alone, on their backs in a bare crib or bassinet.	NYC DOHMH/ NYC ACS	POST-163 (E)	No Date	HRA policy	All applicant/participant waiting areas	11 X 17
22	Put Them To Bed As If Their Life Depends On It	Promotes babies sleep safest alone, on their backs in a bare crib or bassinet (Spanish).	NYC DOHMH/ NYC ACS	POST-163 (S)	No Date	HRA policy	All applicant/participant waiting areas	11 X 17
23 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	24 X 36
24	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
25	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	11 X 17
26	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	11 X 17
27	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

b. Only in NCA SNAP Centers with a Certified Application Counselor. f. Must be affixed to wall.

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Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
28	Get More at NYC Farmers' Markets! (Health Bucks)	Promotes using your SNAP benefit card to buy food at NYC farmer's markets to receive \$2 back in Health Bucks for every \$5 spent using card.	NYC DOHMH	POST-172 (E)	12/16	HRA policy	Prominently displayed	16 X 20
29	Get More at NYC Farmers' Markets! (Health Bucks)	Promotes using your SNAP benefit card to buy food at NYC farmer's markets to receive \$2 back in Health Bucks for every \$5 spent using card (Spanish).	NYC DOHMH	POST-172 (S)	12/16	HRA policy	Prominently displayed	16 X 20
30 f.	ACCESS HRA Your Way	Promotes downloading the new free ACCESS HRA app that allows participants to help manage their Cash Assistance and SNAP cases.	HRA	POST-195 (MLF)	No Date	HRA policy	PC Bank walls; PC Bank bulletin boards (if applicable); Prominently displayed; and all applicant/participant waiting areas	12 x 18
31	Safe Storage. Safe Kids.	To prevent accidental overdoses, encourages adults to store potentially dangerous medication out of reach of children and to safely dispose of medication. Provides the Poison Control Center telephone number.	NYC DOHMH/ NYC ACS	POST-206 (E)	No Date	DSS policy	All applicant/participant waiting areas	11 X 17
32	Safe Storage. Safe Kids.	To prevent accidental overdoses, encourages adults to store potentially dangerous medication out of reach of children and to safely dispose of medication. Provides the Poison Control Center telephone number.	NYC DOHMH/ NYC ACS	POST-206 (S)	No Date	DSS policy	Waiting areas	11 X 17
33	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)	09/18	FIA policy	All applicant/participant waiting areas	18 X 24
34 f.	To Serve You Better	Provides information regarding SNAP Centers with extended hours of operation.	FIA	POST-218 (MLF)	09/18	FIA policy	All applicant/participant waiting areas	16 X 20

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Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
35	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
36	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
37	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
38	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
39	SNAP Right to File	Provides information about application processing timeframes and the application filing rights for SNAP benefits.	NYS OTDA	LDSS-4995 (E-S)	2/16	NYS OTDA	Prominently displayed and in all applicant/participant waiting areas	8 ½ X 14
40	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
41	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
42	Supplemental Nutrition Assistance Program (SNAP) Benefits Complaint Procedure	How to file a complaint concerning SNAP processing standards and/or services.	NYS OTDA	LDSS-8036	2/16	NYS OTDA	Prominently displayed and in all applicant/participant waiting areas	14 X 8 ½
43	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	2/16	NYS OTDA	Prominently displayed and in all applicant/participant waiting areas	14 X 8 ½

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FIA Employee Posters

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
44	Notice of Compliance	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)	04/09	NYS Workers' Compensation Law	Prominently displayed in employee lounges or on employee bulletin boards	11 X 17
45 f.	You Talk, We Listen	The City of New York offers its employees a confidential program through the concerned mental health professionals of the New York City Employee Assistance Program (NYC EAP).	EAP	EAP-318*	No Date	HRA policy	Prominently displayed in employee lounges or on employee bulletin boards	12 X 18
46	Six-Month Reporting Rules for Non Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Households with Earned Income	Provides information to staff on the six-month reporting rules for NCA SNAP cases with earned income.	FIA	FIA-53*	6/13	FIA policy	Prominently displayed in employee lounges or on employee bulletin boards	13 X 19
47	Budgeting SSI/SSA Income for Supplemental Nutrition Assistance Program (SNAP)	Provides information to staff on budgeting SSI/SSA income for SNAP benefits.	FIA	FIA-53A*	6/13	FIA policy	Prominently displayed in employee lounges or on employee bulletin boards	13 X 19
48	Budgeting Employment Income for Supplemental Nutrition Assistance Program (SNAP)	Provides information to staff on budgeting employment income for SNAP benefits.	FIA	FIA-53B*	6/13	FIA policy	Prominently displayed in employee lounges or on employee bulletin boards	13 X 19
49	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

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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
50	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)*	12/15	HRA policy	Prominently displayed in employee lounges or on employee bulletin boards	11 X 17
51	State of New York 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
52	Pregnancy and Employment Rights	Informs staff that pregnant women and those recovering from childbirth are protected from discrimination and may qualify for reasonable accommodations.	EEO	POST-124*	No Date	EEO Law and NYC Commission on Human Rights	Prominently displayed in employee lounges or on employee bulletin boards	8 ½ X 11
53	Notice – Sexual Harassment Policy	Explains sexual harassment and provides contact information for victims of sexual harassment.	EEO	POST-125 (E)	2/15	EEO Law	Prominently displayed in employee lounges or on employee bulletin boards	8 ½ X 11
54	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)	10/17	EEO Law	Prominently displayed in employee lounges or on employee bulletin boards	8 ½ X 11
55	Notice – Reasonable Accommodation	Provides information about work-related modifications or adjustments that can be made that promote equal employment opportunity.	EEO	POST-125b (E)	2/15	EEO Law	Prominently displayed in employee lounges or on employee bulletin boards	8 ½ X 11

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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
56	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	10/08	NYS OTDA	Prominently displayed in employee lounges or on employee bulletin boards	8 ½ X 11
57	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
58	Labor Law Information Relating to Public Employees	Advises Public employees of their right to a safe workplace and their responsibility to adhere to the NYS Public Employees Safety and Health Act of 1980.	NYS DOL	SH 908	11/07	NYS DOL	Prominently displayed in employee lounges or on employee bulletin boards	11 X 17

What do you do if you think our decision is wrong, or if you do not understand our decision?

Talk to one of our SNAP supervisors right away. You can have a Conference with a supervisor to review a decision you think is wrong or do not understand. If you still disagree or do not understand, you have the right to a Fair Hearing. A Conference could be the fastest way to get help and fix any problems with your SNAP case or benefits. You can ask for one even if you have already asked for a Fair Hearing.

A CONFERENCE IS NOT A FAIR HEARING. If you are told that your case is being closed, or that the SNAP benefits you are getting will stop or decrease, and the problem is not settled with a Conference, you must ask for a Fair Hearing to keep getting benefits.

¿Qué hacer si piensa que nuestra decisión está equivocada o si no la comprende? Hable de inmediato con uno de nuestros supervisores de SNAP.

Usted puede celebrar una conferencia con un supervisor para examinar la decisión que usted cree estar equivocada o que no comprende. Si sigue en desacuerdo o no comprende, usted tiene el derecho de solicitar una audiencia imparcial. El programar una conferencia podría ser la forma más rápida de recibir ayuda y solucionar cualquier problema con sus beneficios o caso de SNAP. Usted puede solicitar una conferencia aunque ya haya solicitado una audiencia imparcial.

UNA CONFERENCIA NO ES LO MISMO QUE UNA AUDIENCIA IMPARCIAL. Si le comunican que su caso de SNAP se cerrará, se suspenderá o que se reducirán sus beneficios y el problema no ha sido resuelto mediante una conferencia, usted tiene que solicitar la audiencia imparcial para poder seguir recibiendo beneficios.

Kisa pou ou fè si ou panse desizyon nou an pa bon, oswa si ou pa konprann desizyon nou an?

Pale avèk youn nan sipèvizè SNAP yo touswit. Ou ka fè yon konferans ak yon sipèvizè pou egzamine yon desizyon ou panse ki pa bon oswa ou pa konprann. Si ou toujou dakò oswa ou pa konprann, ou gen dwa pou fè yon Odyans san Pati pri.

Yon Konferans te ka fason ki pi rapid pou jwenn èk ak rezoud nenpòt pwoblèm ak dosye oswa avantaj SNAP ou yo. Ou ka mande youn mèm s ou te deja mande pou yon Odyans san Pati pri. YON REYINYON SE PA YON ODYANS SAN PATI PRI. Si nou di ou y ap fèmen dosye ou, oswa avantaj SNAP w ap resevwa pral chanje, epi pwoblèm nan pa rezoud nan yon Konferans ou dwe mande pou fè yon Odyans san Pati pri pou w ka kontinye resevwa avantaj yo.

Que faire si vous estimez notre décision incorrecte, ou si vous ne comprenez pas notre décision ?

Parlez-en immédiatement avec l'un de nos superviseurs du Programme spécial de nutrition supplémentaire (Supplemental Nutrition Assistance Program, SNAP). Une commission peut être organisée avec un superviseur pour examiner une décision que vous estimez incorrecte ou que vous ne comprenez pas. Si vous contestez toujours la décision ou ne comprenez toujours pas, vous avez le droit de demander une audience équitable.

Une commission peut être le moyen le plus rapide d'obtenir de l'aide et de résoudre tout problème concernant votre dossier ou vos allocations SNAP. Vous pouvez en demander une même si vous avez déjà déposé une demande d'audience équitable. UNE COMMISSION N'EST PAS UNE AUDIENCE ÉQUITABLE. Si vous apprenez que votre dossier est clôturé, ou que les allocations SNAP que vous percevez seront interrompues ou minorées, et que le problème n'est pas réglé malgré la mise en place d'une commission, vous devez demander une audience équitable pour continuer à recevoir vos allocations.

Что делать, если вы считаете вынесенное решение неверным или не понимаете его?

Как можно скорее поговорите со старшим специалистом программы дополнительной продовольственной поддержки (SNAP — Supplemental Nutrition Assistance Program). Вы можете провести собеседование со старшим специалистом и пересмотреть решение, которые вы считаете неправильным или не понимаете. Если после собеседования вы все равно не согласны с решением или не понимаете его, у вас есть право на объективное разбирательство.

Собеседование может быть самым быстрым способом получить помощь и решить все проблемы в связи с вашим делом или пособием по программе SNAP. Вы можете попросить о собеседовании, даже если вы запросили объективное разбирательство. СОБЕСЕДОВАНИЕ НЕ ЯВЛЯЕТСЯ ОБЪЕКТИВНЫМ РАЗБИРАТЕЛЬСТВОМ. Если вам сообщили, что ваше дело закрывают или что вам прекратят предоставлять пособие по программе SNAP либо снизят его, и при этом проблема не урегулирована в ходе собеседования, вы должны подать запрос на объективное разбирательство, чтобы продолжать получать пособия.

Co zrobisz, jeśli uważasz, że nasza decyzja jest błędna lub jeśli nie rozumiesz naszej decyzji?

Porozmawiaj niezwłocznie z jednym z naszych kierowników SNAP. Możesz przeprowadzić spotkanie nieformalne z kierownikiem, aby przejrzeć decyzję, która Twoim zdaniem jest błędna lub niezrozumiała. Jeśli nadal nie zgadzasz się lub nie rozumiesz decyzji, masz prawo wystąpić o bezstronne postępowanie wyjaśniające.

Spotkanie nieformalne jest najszybszym sposobem uzyskania pomocy i rozwiązania wszelkich problemów dotyczących sprawy lub świadczeń SNAP. Można o nie wnioskować nawet w przypadku wcześniejszego złożenia wniosku o bezstronne postępowanie wyjaśniające. SPOTKANIE NIEFORMALNE NIE JEST BEZSTRONNYM POSTĘPOWANIEM WYJAŚNIAJĄCYM. W przypadku uzyskania informacji o zamknięciu sprawy lub wstrzymaniu/zmniejszeniu otrzymywanych świadczeń SNAP i niezyskania rozwiązania podczas spotkania nieformalnego należy wnioskować o bezstronne postępowanie wyjaśniające, aby zachować świadczenia.

당 기관의 결정이 잘못되었다고 생각하거나 당 기관의 결정이 이해가 잘 안 되는 경우 어떻게 해야 할까요?

즉시 SNAP 감독자 중 한 명에게 알려주십시오. 감독자에게 컨퍼런스를 요청해 잘못되었다고 생각하거나 잘 이해가 되지 않는 결정에 대해 검토하실 수 있습니다. 그래도 동의하지 못하거나 이해가 되지 않는 경우 공청회를 요청할 권리가 있습니다.

컨퍼런스가 SNAP 케이스 또는 혜택 관련 문제에 대해 도움을 받고 이를 정정할 수 있는 가장 빠른 방법일 수 있습니다. 이미 공청회를 신청하신 경우라도 컨퍼런스를 요청할 수 있습니다. 컨퍼런스와 공청회는 같은 것이 아닙니다. 귀하의 케이스가 종료되거나 귀하가 받고 있는 SNAP 혜택이 중단 또는 축소될 것이라는 통보를 받고, 컨퍼런스를 통해 문제가 해결되지 않을 경우, 계속 혜택을 유지하려면 반드시 공청회를 요청해야 합니다.

如果您认为我们的决定有误或您不理解我们的决定，该怎么办？

请立即与我们的其中一位 SNAP 主管联络。您可以与主管召开协调会，审查您认为有误或不理解的决定。如果您仍然不同意或者不理解，您有权申请召开公平听证会。协调会是获得 SNAP 个案或福利相关协助以及解决问题的最快方法。即使您已申请召开公平听证会，您仍然可以申请召开协调会。协调会并非公平听证会。如果您被告知您的个案已结案，或者您目前领取的 SNAP 福利即将停止或减少，并且协调会并未解决该问题，则您必须申请召开公平听证会，才能继续领取福利。

假如您認為我們的決定有誤或不理解我們的決定，該怎麼辦？

請立即與我們的 SNAP 主管之一聯繫。您可以與主管召開調解會，針對您認為有誤或無法理解的決定進行審查。如果您仍然不同意或不理解，您有權利要求召開公平聽證會。召開調解會是獲取 SNAP 個案或福利相關協助或修正問題的最快方式。即使您已要求舉行公平聽證會，您仍然可以要求召開調解會。調解會並非公平聽證會。如果您被告知您的個案即將結案，或者您目前領取 SNAP 福利即將終止或減少，而且問題未能透過調解會妥善解決，則您必須要求舉行公平聽證會，才能繼續領取福利。

ماذا تفعل إن كنت تعتقد ان قرارنا خاطئ، او إذا كنت لا تفهم قرارنا؟

تحدث إلى أحد مشرفي SNAP التابعين لنا على الفور. يمكن عقد جلسة مراجعة مع أحد المشرفين لمراجعة القرار الذي تعتقد أنه خاطئ أو لا تفهمه. إذا كنت لا توافق أو لا تفهم الأمر، فإنه يحق لك طلب عقد جلسة استماع عادلة.

قد تكون جلسة المراجعة هي الطريق الأسرع للحصول على المساعدة ومعالجة أي مشكلات متعلقة بحالة SNAP الخاصة بك أو مخصصاتك. يمكنك طلب عقد جلسة مراجعة إذا كنت قد طلبت عقد جلسة استماع عادلة. جلسة المراجعة ليست جلسة استماع عادلة. إذا تم إخبارك بأن الحالة الخاصة بك قد تم إغلاقها، أو بأن مخصصات SNAP التي تتلقاها سيتم إيقافها أو تقليصها، ولم يتم حل المشكلة من خلال جلسة المراجعة، يجب عليك أن تطلب عقد جلسة استماع عادلة لمواصلة الحصول على المخصصات.

اگر آپ کے خیال میں ہمارا فیصلہ غلط ہے یا اگر آپ کو ہمارا فیصلہ سمجھ میں نہیں آتا ہے تو آپ کیا کریں گے؟

اسی وقت ہمارے ایک SNAP سپروائزر سے بات کریں۔ آپ کے خیال میں جو فیصلہ غلط ہے یا جسے آپ نہیں سمجھتے ہیں اس کا جائزہ لینے کے لیے آپ سپروائزر کے ساتھ کانفرنس کر سکتے ہیں۔ اگر آپ اب بھی اختلاف کرتے ہیں یا آپ کو سمجھ میں نہیں آتا ہے تو آپ کو منصفانہ سماعت کا حق ہے۔

کانفرس مدد حاصل کرنے اور آپ کے SNAP کے کیس یا فوائد میں کسی مسئلے کو ٹھیک کرنے کا تیز ترین طریقہ ہو سکتا ہے۔ اگر آپ نے منصفانہ سماعت کے لیے درخواست کی ہے تو بھی آپ ایک منصفانہ سماعت کی درخواست کر سکتے ہیں۔ کانفرنس منصفانہ سماعت نہیں ہوتی ہے۔ اگر آپ کو بتایا جاتا ہے کہ آپ کا کیس بند کیا جا رہا ہے یا آپ کو SNAP کے جو فوائد مل رہے ہیں وہ بند ہو جائیں گے یا گھٹ جائیں گے اور کانفرنس میں مسئلے کا تصفیہ نہیں ہوتا ہے تو فوائد حاصل کرتے رہنے کیلئے آپ کو منصفانہ سماعت کی گزارش کرنا ضروری ہے۔

যদি আপনার মনে হয় আমাদের সিদ্ধান্ত ভুল বা আমাদের সিদ্ধান্ত বুঝতে না পারেন তাহলে কি করবেন?

আমাদের SNAP সুপারভাইজারদের সঙ্গে সরাসরি ফোন করুন। যে সিদ্ধান্ত ভুল বা বুঝতে পারছেন না তা পর্যালোচনা করার জন্য সুপারভাইজারের সঙ্গে আপনি কথা বলতে পারেন। যদি আপনি এখনও সম্মত না হন বা বুঝতে না পারেন তাহলে আপনার ন্যায় শুনানির অধিকার আছে।

সহায়তা পাওয়া বা SNAP কেস বা সুবিধার কোন সমস্যা সমাধানের দ্রুত উপায় হল একটি কনফারেন্স। আপনি ন্যায় শুনানি চেয়ে থাকলেও আপনি কনফারেন্সের জন্য বলতে পারেন। কনফারেন্স ন্যায় শুনানি নয়। যদি আপনাকে বলা হয় যে আপনার কেস বন্ধ হবে বা আপনি যে SNAP সুবিধা পান তা বন্ধ হবে বা কমে যাবে এবং কনফারেন্সের মাধ্যমে সমস্যার সমাধান না হলে সুবিধা পাওয়া চালিয়ে যেতে আপনাকে অবশ্যই ন্যায় শুনানির জন্য বলতে হবে।

TO SERVE YOU BETTER

These Supplemental Nutrition Assistance Program (SNAP)
centers are open from 8:30 AM to 6:00 PM
Monday through Friday.

Waverly SNAP (S19) is open on Saturday too!

Estos centros del Programa Asistencial de Nutrición Suplementaria
(SNAP) están abiertos de 8:30 AM a 6:00 PM de lunes a viernes.
¡El SNAP de Waverly (S19) también está abierto los sábados!

这些营养补充援助计划 (Supplemental Nutrition Assistance Program, SNAP) 中心的
开放时间为周一至周五
早上 8:30 至下午 6:00。
韦弗利 SNAP (S19) 周六照常开放!

這些補充營養協助計畫 (Supplemental Nutrition Assistance Program, SNAP) 中心的開放時間為
週一至週五早上 8:30 下午 6:00。
韋弗利 SNAP (S19) 週六也會開放!

Les centres suivants du Programme spécial de
nutrition supplémentaire (Supplemental Nutrition
Assistance Program, SNAP) sont ouverts de
8 h 30 à 18 h, du lundi au vendredi.
Waverly SNAP (S19) est également ouvert le
samedi !

এইসব সম্পূর্ণক পুষ্টি সহায়ক কর্মসূচি
(Supplemental Nutrition Assistance Program,
SNAP) কেন্দ্রগুলি সোমবার থেকে শুক্রবার সকাল
8:30 থেকে সন্ধ্যা 6:00 টা পর্যন্ত।
Waverly SNAP (S19) শনিবারেও খোলা থাকে!

Sant Pwogram Asistans Nitrisyon Siplemanè
(Supplemental Nutrition Assistance Program,
SNAP) sa yo louvri ant 8:30 AM ak 6:00 PM lendi
jiska vandredi.
Waverly SNAP (S19) louvri Samdi tou!

본 보충 영양지원 프로그램 (SNAP) 센터는
월요일에서 금요일
오전 8:30에서 오후 6:00까지 운영됩니다.
웨이벌리 SNAP (S19)는 토요일에도
운영됩니다!

Te centra programu dodatkowej pomocy
żywnościowej (SNAP) są czynne od 8:30 do 18:00,
od poniedziałku do piątku.
SNAP Waverly (S19) jest czynne także w soboty!

Перечисленные ниже центры Программы
дополнительной продовольственной поддержки
(SNAP) открыты с понедельника по пятницу с
8:30 до 18:00.
Центр Waverly SNAP (S19) открыт и по
субботам!

تفتح مراكز برنامج المساعدة الغذائية التكميلية (SNAP)
أبوابها من الساعة 8:30 صباحًا حتى 6:00 مساءً من الاثنين
حتى الجمعة.
ويعمل مركز Waverly SNAP (S19) في أيام السبت أيضًا!

تکملاتی تغذیاتی اعانت پروگرام (Supplemental Nutrition Assistance Program, SNAP)
کے یہ مراکز
پیر تا جمعہ 8:30 بجے صبح تا 6:00 بجے شام کھلے
رہتے ہیں۔
ویورلی (S19) SNAP ہفتہ کو بھی کھلا رہتا ہے!

MANHATTAN
Waverly SNAP (S19)
12 West 14th Street 10011
SATURDAY 9:00 AM - 5:00 PM

BRONX
Concourse SNAP (S45)
1365 Jerome Avenue 10452

BROOKLYN
East New York SNAP (S28)
404 Pine Street 11208

QUEENS
Jamaica SNAP (S54)
165-08 88th Avenue 10432

STATEN ISLAND
Richmond SNAP (S99)
12 West 14th Street 10301