



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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Office of Procedures

POLICY BULLETIN #21-73-OPE

REVISIONS TO THE MANDATED POSTER AND SIGNAGE LIST FOR JOB CENTERS (M-98C) AND MANDATED POSTER AND SIGNAGE LIST FOR NON-CASH ASSISTANCE SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (NCA SNAP) CENTERS (M-98D); REMOVAL OF THE POST-153

| Date: December 21, 2021 | Subtopic(s): Forms/Posters |
|--|---|
| Revisions to the M-98c and M-98d | <p>The purpose of this policy bulletin is to inform Job Center and Non-Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center staff that the “Mandated Poster and Signage List for Job 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>Revisions to both the M-98c and M-98d include:</p> <ul style="list-style-type: none"> • The removal of the “Is Your Housing Uncertain? Do You Live At A Temporary Address?” POST-153 (E) and POST-153 (S) posters. These posters have been made obsolete. |
| Revisions to the M-98c only | <p>Revisions made on the M-98c only include:</p> <ul style="list-style-type: none"> • The changing of the footnote “f” on page 3. The new footnote is “f. Must be affixed to wall or in frames above self-scanners, where applicable”. • The Special Projects Center #80 was added to header of the form. |
| Revisions to the M-98d only | <p>Revisions made on the M-98d only include:</p> <ul style="list-style-type: none"> • The addition of the annotation “f” to the POST-214 on page 4 of the form. • The footnote “f” was added on the page 4 of the form. The new footnote is “f. Must be affixed to wall”. |

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

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.

A sample of the revised **M-98c** and **M-98d** are attached.

Effective Immediately

Attachments:

- | | |
|--------------|---|
| M-98C | Mandated Poster and Signage List for Job Centers (Rev. 12/15/21) |
| M-98d | Mandated Poster and Signage List for Non-Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Centers (Rev. 12/14/21) |

Mandated Poster and Signage List for 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), 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 | 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

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), 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 |
|-------|---|--|-------------|-----------------------|-------------|----------------|--|-------------------|
| 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 | SNAP Right to File | Provides information about application processing timeframes and the application filling 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 |
| 20 | 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 |
| 21 | 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 |
| 22 | 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.

Mandated Poster and Signage List for Job Centers

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| Item | Title/Subject | Description | Produced by | Identification Number | Poster Date | Mandated by | Location in Center | Poster Dimensions |
|-------|---|--|------------------------|-----------------------|-------------|-----------------------------|--|-------------------|
| 23 | 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 |
| 24 | 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 |
| 25 | 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 |
| 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 | 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 |
| 28 | 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 |
| 29 | 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 |
| 30 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 |
| 31 | 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 |

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

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Mandated Poster and Signage List for Job Centers

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| Item | Title/Subject | Description | Produced by | Identification Number | Poster Date | Mandated by | Location in Center | Poster Dimensions |
|------|--|--|---|-----------------------|-------------|-------------|---|-------------------|
| 32 | 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 |
| 33 | 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 |
| 34 | 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 |
| 35 | 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 |
| 36 | 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 |
| 37 | 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) | 3/19 | OLA policy | Prominently displayed | 18 x 24 |

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| Item | Title/Subject | Description | Produced by | Identification Number | Poster Date | Mandated by | Location in Center | Poster Dimensions |
|------|----------------------------|---|-----------------------|-----------------------|-------------|------------------|---|-------------------|
| 38 | 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 |
| 39 | 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 |
| 40 | 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 |
| 41 | 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 |
| 42 | 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 |
| 43 | 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 |

Mandated Poster and Signage List for Job Centers

FIA Employee Posters at Job Centers

| Item | Title/Subject | Description | Produced by | Identification Number | Poster Date | Mandated by | Location in Center | Poster Dimensions |
|-------|--|--|-------------|-----------------------|-------------|--|--|-------------------|
| 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 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 |
| 46 | 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 |
| 47 | 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 |
| 48 | 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 |

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

* Cannot be printed from Print On Demand

Mandated Poster and Signage List for Job Centers

FIA Employee Posters at Job Centers (continued)

| Item | Title/Subject | Description | Produced by | Identification Number | Poster Date | Mandated by | Location in Center | Poster Dimensions |
|------|--|---|---------------------------------|-----------------------|--------------|--|---|-------------------|
| 49 | 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 |
| 50 | 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 |
| 51 | 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 |
| 52 | 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 |
| 53 | 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 |
| 54 | 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 |
| 55 | 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) | 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 |

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

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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 |
|-------|--|--|------------------------|-----------------------|-------------|-----------------------------|---|-------------------|
| 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 | 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 |
| 16 | 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 |
| 17 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 |
| 18 | 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 |
| 19 | 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 |
| 20 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 |

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 |
|------|--|---|---|-----------------------|-------------|-------------|---|-------------------|
| 21 | 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 |
| 22 | 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 |
| 23 | 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 |
| 24 | 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 |
| 25 | 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 |
| 26 | 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 |

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 |
|-------|---------------------------------|--|-----------------------|-----------------------|-------------|-------------|---|-------------------|
| 27 | 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) | 3/19 | OLA policy | Prominently displayed | 18 x 24 |
| 28 | 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 |
| 29 | 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 |
| 30 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) | 09/18 | FIA policy | All applicant/participant waiting areas | 18 X 24 |
| 31 | 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 |
| 32 | 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 |

f. Must be affixed to wall.

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 |
|------|---|--|-------------|-----------------------|-------------|--------------|--|-------------------|
| 33 | 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 |
| 34 | 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 |
| 35 | SNAP Right to File | Provides information about application processing timeframes and the application filling 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 |
| 36 | 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 |
| 37 | 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 |
| 38 | 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 |
| 39 | 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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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.

FIA Employee Posters

| Item | Title/Subject | Description | Produced by | Identification Number | Poster Date | Mandated by | Location in Center | Poster Dimensions |
|-------|--|---|---------------------------------|-----------------------|-------------|-------------------------------|--|-------------------|
| 40 | 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 |
| 41 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 |
| 42 | 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 |
| 43 | 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 |
| 44 | 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 |
| 45 | 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 |

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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FIA Employee Posters (continued)

| Item | Title/Subject | Description | Produced by | Identification Number | Poster Date | Mandated by | Location in Center | Poster Dimensions |
|------|--|--|-------------|-----------------------|-------------|--|--|-------------------|
| 46 | 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 |
| 47 | 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 |
| 48 | 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 |
| 49 | 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 |
| 50 | 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 |
| 51 | 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 |
|------|--|---|---------------------------------|-----------------------|-------------|-------------|---|-------------------|
| 52 | 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 |
| 53 | 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 |
| 54 | 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 | \$H 908 | 11/07 | NYS DOL | Prominently displayed in employee lounges or on employee bulletin boards | 11 X 17 |