



OFFICE OF POLICY, PROCEDURES, AND TRAINING

James K. Whelan, Executive Deputy Commissioner

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #17-70-OPE

REVISIONS TO THE MANDATED JOB CENTER SIGNAGE (M-98C) AND THE MANDATED NON CASH ASSISTANCE SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (NCA SNAP) CENTER SIGNAGE (M-98D)

Date: August 1, 2017	Subtopic(s): Forms, Posters
	<p>The following posters have been added or updated on eDocs:</p> <ul style="list-style-type: none"> • “Medicaid Document Return at Job and NCA SNAP Centers” (POST-155 [MLF]) is a revised poster that informs applicants/ participants that they can drop off Medicaid case documents at all Job and SNAP Centers. The poster size is 13” x 19” and should be prominently displayed in all Family Independence Administration (FIA) Job and SNAP Centers. The poster contains the mandated Local Law 73 and Local Law 30 languages; • “Replaced Benefit Card” (POST-193 [MLF]) is a new poster that informs participants that if a Common Benefit Identification Card (CBIC) card is replaced upon request, the agency will punch a hole in it before returning the old card to the participant. The poster size is 11” x 17” and should only be displayed at CBIC Over-The-Counter sites; • “ACCESS HRA Your Way” (POST-195 [MLF]) is a new poster that promotes downloading the ACCESS HRA mobile app from the Apple App Store and Google Play. The poster size is 12” x 18” and should be displayed near PC banks; • “Notice of Proposed Class Action Settlement-Tejada v. Roberts” (POST-198[E]) and (POST-198[S]) poster is a temporary display that provides information regarding the <i>Tejada v. Roberts</i> class action lawsuit. The poster size is 11” x 17” and should be displayed in the waiting areas of FIA Job Centers only. This poster should be removed at the close of business on Friday, September 8, 2017.

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.

Effective Immediately

Related item:

[CD #17-07](#)

Attachments:

M-98c Mandated Job Center Signage (Rev. 08/01/17)

M-98d Mandated Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center Signage (Rev. 08/01/17)



Mandated Job Center Signage

The following is a list of signage required to be displayed in Job 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 translation are identified with an (S) after the identification number. Displaying black and white versions of signage is acceptable except when noted otherwise.

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-475B	12/15	Federal regulation 7CFR 272.6(f)(2)	Prominently displayed <u>and</u> displayed in all applicant/participant waiting areas	11 X 16 ½
2	Resolving a Problem	Suggests alternatives to Fair Hearing.	FIA	FIA-1	11/1/09	<u>Reynolds</u> lawsuit	All applicant/participant waiting areas	14 X 8 ½
3	Filing an Application	Lists types of programs for which one can apply.	FIA	FIA-7	03/13	<u>Reynolds</u> 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	<u>Reynolds</u> lawsuit	Prominently displayed	14 X 8 ½
5 a.	SNAP Information	Provides general information pertaining to SNAP program.	FIA	FIA-8	03/13	FIA policy	Prominently displayed	8 ½ X 14
6 a.	SNAP Information	Provides general information pertaining to SNAP program (Spanish).	FIA	FIA-8 (S)	03/13	FIA policy	Prominently displayed	8 ½ X 14
7	Expedited SNAP Benefits	Lists eligibility requirements for receiving SNAP within five days.	FIA	FIA-9	03/13	<u>Reynolds</u> 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	8/10	<u>Reynolds</u> 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	<u>Reynolds</u> lawsuit	Prominently displayed	8 ½ X 14
10	HRA Notice to Applicants	Notice of HRA assistance in obtaining eligibility verification.	FIA	FIA-11	03/13	<u>Reynolds</u> lawsuit	Prominently displayed	8 ½ X 14
11	Cash Assistance Additional Allowances	Provides a list of special needs that may entitle a participant to an additional allowance.	FIA	FIA-12*	03/13	<u>Brown</u> 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	<u>Brown</u> lawsuit	All applicant/participant waiting areas	11 X 17
13 b.	This is an AUTOMATED Job Center	Advises individuals that filling out a paper application may not be necessary.	FIA	FIA-19	1/08	FIA policy	All applicant/participant waiting areas	8 ½ X 11

a. Must be annotated. b. Does not apply to Residential Treatment Service Center No. 52. * Cannot be printed from Print On Demand



Mandated Job Center Signage

The following is a list of signage required to be displayed in Job 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 translation are identified with an (S) after the identification number. Displaying black and white versions of signage is acceptable except when noted otherwise.

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
14 b.	This is an AUTOMATED Job Center	Advises individuals that filling out a paper application may not be necessary (Spanish).	FIA	FIA-19 (S)	1/08	FIA policy	All applicant/participant waiting areas	8 ½ X 11
15	Important Notice To All Cash Assistance Applicants and Recipients	Information regarding timely Fair Hearing decisions.	FIA	FIA-33	8/19/09	<u>Piron</u> lawsuit	Prominently displayed	11 X 17
16	Important Notice To All Cash Assistance Applicants and Recipients	Information regarding timely Fair Hearing decisions (Spanish).	FIA	FIA-33 (S)	8/19/09	<u>Piron</u> lawsuit	Prominently displayed	11 X 17
17 c.	Applications Are Available	Inform applicants/participants about availability of CA and SNAP applications.	FIA	FIA-42	3/13	FIA policy	All applicant/participant waiting areas	8 ½ X 11
18 c.	Applications Are Available	Inform 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
19 c.	Attention Single Parents on Cash Assistance	Provides information on getting assigned to education or training as a work activity.	FIA	FIA-43	03/13	<u>Davila</u> lawsuit	Prominently displayed	11 X 17
20 c.	Attention Single Parents on Cash Assistance	Provides information on getting assigned to education or training as a work activity (Spanish).	FIA	FIA-43 (S)	8/14/09	<u>Davila</u> lawsuit	Prominently displayed	11 X 17
21 d. f.	To Serve You Better	Provides information regarding SNAP Centers with further extended hours of operation.	FIA	FIA-61*	09/13	FIA policy	Prominently displayed	13 X 19
22 d. f.	To Serve You Better	Provides information regarding SNAP Centers with further extended hours of operation (Spanish).	FIA	FIA-61 (S)*	09/13	FIA policy	Prominently displayed	13 X 19
23	Supplemental Nutrition Assistance Program (SNAP) Benefits Complaint	How to file a complaint concerning SNAP processing standards and/or service.	NYS/OTDA	LDSS-8036	2/16	OTDA	Prominently displayed	14 X 8 ½
24	Supplemental Nutrition Assistance Program (SNAP) Benefits Complaint Procedures	How to file a complaint concerning SNAP processing standards and/or service (Spanish).	NYS/OTDA	LDSS-8036 (S)	2/16	OTDA	Prominently displayed	14 X 8 ½

b. Does not apply to Residential Treatment Service Center No. 52. 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.
d. Must be displayed in color. f. Must be affixed to wall. * Cannot be printed from Print On Demand



Mandated Job Center Signage

The following is a list of signage required to be displayed in Job 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 translation are identified with an (S) after the identification number. Displaying black and white versions of signage is acceptable except when noted otherwise.

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
25	EBT for MetroCards	Informs individuals that the Electronic Benefit Transfer (EBT) Common Benefit Identification Card (CBIC) can be used to purchase MetroCards from MTA vending machines.	HRA	POST-87*	01/2011	FIA Policy	Prominently displayed until further notice	8 ½ X 14
26	INFOLINE	Provides a toll-free telephone number to obtain HRA-related information.	HRA	POST-98	01/14	Ramirez lawsuit	All applicant/participant waiting areas	11 X 17
27	NYS Agency-Based Voter Registration	Identifies Center as a voter registration site.	NYS Board of Elections	POST-101	No Date	National Voter Registration Act	Prominently displayed	11 X 17
28	NYS Agency-Based Voter Registration	Identifies Center as a voter registration site (Spanish).	NYS Board of Elections	POST-101 (S)	No Date	National Voter Registration Act	Prominently displayed	11 X 17
29	HRA Central Complaint Unit	Advises applicants/participants on how to file a complaint.	HRA/OCCA	POST-147	No Date	HRA policy	Prominently displayed	11 X 8 ½
30	Is Your Housing Uncertain? Do You Live At A Temporary Address?	Provides information of basic educational rights for homeless or temporarily housed children and youths under the McKinney-Vento Act.	NYS Technical and Education Assistance Center	POST-153	No Date	McKinney-Vento Act	Prominently displayed	11 X 17
31	Is Your Housing Uncertain? Do You Live At A Temporary Address?	Provides information of 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)	No Date	McKinney-Vento Act	Prominently displayed	11 X 17
32	Medicaid Document Return At Job And SNAP Centers	Informs applicants/participants that they can drop off documents for Medicaid cases at all SNAP and Job Centers.	FIA	POST-155	No Date	FIA	Prominently displayed.	13 X 19
33	Document Submission Instructions	Provides instructions on how to scan documents to clients.	USDA	POST-165 (MLF)	11/16	FIA/OER	Area with self-service scanners	24 X 36
34	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 (E-S)	No Date	HASA	All Waiting areas (Job, SNAP and HASA Centers only)	13 X 19

* Cannot be printed from Print On Demand

Mandated Job Center Signage

The following is a list of signage required to be displayed in Job 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 translation are identified with an (S) after the identification number. Displaying black and white versions of signage is acceptable except when noted otherwise.

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
35 d.	Blow the Whistle on Medicaid Fraud	Encourages reporting Medicaid fraud.	NYS DOH/OMIG	POST-170	12/16	HRA policy	Prominently displayed (1 Main location)	11 X 17
36 d.	Blow the Whistle on Medicaid Fraud	Encourages reporting Medicaid fraud.	NYS DOH/OMIG	POST-170 (S)	12/16	HRA policy	Prominently displayed (1 Main location)	11 X 17
37 d.	What is WIC?	Promotes the Special Supplemental Nutrition Program for Women, Infants and Children (WIC).	NYS DOH	POST-171	2/14	HRA policy	Prominently displayed in all waiting areas	11 X 17
38 d.	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.	DOH	POST-172	12/16	HRA policy	Prominently displayed	16 X 20
39 d.	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).	DOH	POST-172 (S)	12/16	HRA policy	Prominently displayed	16 X 20
40	Replaced Benefits Card (MLF)	Informs participants that if they request the card we replaced back, the agency will punch a hole in it before returning it.	FIA	POST-193 (MLF)	04/2017	FIA policy	Waiting Areas in CBIC/OTC sites only	11 X 17
41	ACCESS HRA Your Way	Promotes downloading the ACCESS HRA mobile app from the Apple App Store and Google Play.	FIA	POST-195 (MLF)	No Date	FIA policy	Display near PC banks	12 x 18
42	Notice of Proposed Class Action Settlement - Tejada v. Roberts	Provides information regarding lawsuit that alleges OTDA violated NY Social Services law by not providing rental assistance to families adequate to cover reasonable rent costs.	HRA	POST-198 (E)	06/2017	FIA policy	Waiting Areas in Job Centers Only (Temporary Posting, Removal C.O.B. 9/8/2017)	11 X 17

d. Must be displayed in color.



Mandated Job Center Signage

The following is a list of signage required to be displayed in Job 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 translation are identified with an (S) after the identification number. Displaying black and white versions of signage is acceptable except when noted otherwise.

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
43	Notice of Proposed Class Action Settlement - Tejada v. Roberts	Provides information regarding lawsuit that alleges OTDA violated NY Social Services law by not providing rental assistance to families adequate to cover reasonable rent costs (Spanish).	HRA	POST-198 (S)	06/2017	FIA policy	Waiting Areas in Job Centers Only (Temporary Posting, Removal C.O.B. 9/8/2017)	11 X 17
44 d.	Keep The Heat On With HEAP Your Home Energy Assistance Program	HEAP (Home Energy Assistance Program) helps low-income people pay for their heating bills. If your bills are more than you can handle, HEAP may be able to help you heat your home.	OTDA	PUB-4735A*	5/09	FIA policy	Prominently displayed	11 X 17
45 d.	Keep The Heat On With HEAP Your Home Energy Assistance Program	HEAP (Home Energy Assistance Program) helps low-income people 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).	OTDA	PUB-4735A-SP*	5/09	FIA policy	Prominently displayed	11 X 17

FIA Employee Posters

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
46	Will You Still Receive Supplemental Nutrition Assistance Program (SNAP) After Cash Assistance Ends?	Provides information on receiving SNAP after Cash Assistance ends.	NYS/OTDA	LDSS-4996	2/16	OTDA	All applicant/participant waiting areas	8 ½ X 14
47	Will You Still Receive Supplemental Nutrition Assistance Program (SNAP) After Cash Assistance Ends?	Provides information on receiving SNAP after Cash Assistance ends (Spanish).	NYS/OTDA	LDSS-4996-SP	2/16	OTDA	All applicant/participant waiting areas	8 ½ X 14

d. Must be displayed in color.

* Cannot be printed from Print On Demand

Mandated Job Center Signage

The following is a list of signage required to be displayed in Job 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 translation are identified with an (S) after the identification number. Displaying black and white versions of signage is acceptable except when noted otherwise.

FIA Employee Posters (continued)

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
48 d. e. 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 financing.	DOL	EEOC-P/E-1*	11/09	DCAS	Prominently displayed in employee lounges	11 X 17
49	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
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.	HRA	POST-95 (E)*	12/15	HRA Policy	Prominently displayed in employee lounges	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.	OTDA	POST-100	No Date	DCAS	Prominently displayed in employee lounges	8 ½ X 11
52 d.	Pregnancy and Employment Rights	Informs staff that pregnant women and those recovering from childbirth are protected from discrimination and may qualify for reasonable accommodations.	NYC Commission on Human Rights	POST-124*	No Date	NYC Commission on Human Rights	Prominently displayed in employee lounges	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	Prominently displayed in employee lounges	8 ½ X 11

d. Must be displayed in color.

e. Does not need to be displayed in Family Services Call Centers.

f. Must be affixed to wall.

* Cannot be printed from Print On Demand



Mandated Job Center Signage

The following is a list of signage required to be displayed in Job 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 translation are identified with an (S) after the identification number. Displaying black and white versions of signage is acceptable except when noted otherwise.

FIA Employee Posters (continued)

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
54	EEO is the law...	Provides employees and job applicants information about modifications/adjustments the agency can make to meet an individual's needs.	EEO	POST-125a (E)	5/16	EEO	Prominently displayed in employee lounges	8 ½ X 11
55	Notice – Reasonable Accommodation	Provides employees with an address and telephone number for information and assistance for people with disabilities.	EEO	POST-125b	2/15	EEO	Prominently displayed in employee lounges	8 ½ X 11
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	OTDA	Prominently displayed in employee lounges	8 ½ X 11
57	Confidential Document Bin Poster	Explanation of the proper uses for designated recycling bins in Job Centers and NCA SNAP Centers.	HRA	POST-169 (E)	No Date	HRA policy	Displayed bins in worker area	13 X 19
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	HRA policy	Prominently displayed in employee lounges	11 X 17
59	Notice of Compliance Workers' Compensation Law	Provides important information about the rights of employees who are injured or suffer an occupational disease while working.	NYS Workers' Compensation Board	C-105	4/09	HRA policy	Prominently displayed in employee lounges	8 ½ X 14

Mandated Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center Signage

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 & white versions of signage is acceptable except when noted otherwise. Only prominently displayed signs and employee mandated signs are required at SNAP Change Centers.

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-475B	12/15	Federal regulation 7CFR 272.6(f)(2)	Prominently displayed <u>and</u> displayed in all applicant/participant waiting areas	11 X 16 ½
2	Filing an Application	Lists types of programs for which one can apply.	FIA	FIA-7	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	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 for receiving SNAP within five days.	FIA	FIA-9	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	3/13	FIA policy	Prominently displayed	8 ½ X 14
8	Important Notice To All Public Assistance Applicants and	Information regarding timely Fair Hearing decisions.	FIA	FIA-33	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 b. d.	To Serve You Better	Provides information regarding SNAP Centers with further extended hours of operation.	FIA	FIA-62*	9/13	FIA policy	All applicant/participant waiting areas	13 X 19
11 b. d.	To Serve You Better	Provides information regarding SNAP Centers with further extended hours of operation (Spanish).	FIA	FIA-62 (S)*	9/13	FIA policy	All applicant/participant waiting areas	13 X 19
12	It Is Easier Than Ever To Recertify For Supplemental Nutrition Assistance Program (SNAP) Benefits	The poster informs participants of the various ways to recertify for SNAP.	FIA	FIA-78*	11/13	FIA policy	All applicant/participant waiting areas	11 X 17

a. Must be annotated. b. Must be displayed in color. d. Must be affixed to wall. * Cannot be printed from Print On Demand.

Mandated Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center Signage

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 & white versions of signage is acceptable except when noted otherwise. Only prominently displayed signs and employee mandated signs are required at SNAP Change Centers.

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
13	It Is Easier Than Ever To Recertify For Supplemental Nutrition Assistance Program (SNAP) Benefits	The poster informs participants of the various ways to recertify for SNAP (Spanish).	FIA	FIA-78 (S)*	11/13	FIA policy	All applicant/participant waiting areas	11 X 17
14	You Can Now Apply for Supplemental Nutrition Assistance Program (SNAP) Benefits Online	Advises applicants of a new option of filing a SNAP application online.	FIA	POST-89*	11/13	FIA policy	All applicant/participant waiting areas until further notice	11 X 17
15	You Can Now Apply for Supplemental Nutrition Assistance Program (SNAP) Benefits Online	Advises applicants of a new option of filing a SNAP application online (Spanish).	FIA	POST-89 (S)*	11/13	FIA policy	All applicant/participant waiting areas until further notice.	11 X 17
16	INFOLINE	Provides a toll-free telephone number to obtain HRA-related information.	HRA	POST-98	1/14	Ramirez lawsuit	All applicant/participant waiting areas	11 X 17
17	NYS Agency-Based Voter Registration	Identifies Center as a voter registration site.	NYS Board of Elections	POST-101	No Date	National Voter Registration Act	Prominently displayed	11 X 17
18	NYS Agency-Based Voter Registration	Identifies Center as a voter registration site (Spanish).	NYS Board of Elections	POST-101 (S)	No Date	National Voter Registration Act	Prominently displayed	11 X 17
19	Is Your Housing Uncertain? Do You Live At A Temporary Address?	Provides information of basic educational rights for homeless or temporarily housed children and youths under the McKinney-Vento Act.	NYS Technical and Education Assistance Center	POST-153	No Date	McKinney-Vento Act	Prominently displayed	11 X 17
20	Is Your Housing Uncertain? Do You Live At A Temporary Address?	Provides information of 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)	No Date	McKinney-Vento Act	Prominently displayed	11 X 17
21	Medicaid Document Return At Job And SNAP Centers	Informs applicants/participants that they can drop off documents for Medicaid cases at all SNAP and Job Centers.	FIA	POST-155	No Date	FIA	Prominently displayed	13 X 19
22 c.	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	Displayed at SNAP centers with CAC locations MAP	11 X 17
23	Babies Sleep Safest Alone	The purpose of this poster is to warn parents that it is dangerous to sleep with babies in the same bed and safer for the child to sleep alone in a crib or bassinet free of toys, blankets and pillows.	DOHMH and ACS	POST-163	No Date	FIA	All applicant/participant waiting areas	16 X 20

c. Must be displayed in FDR at S20 Fort Green, S40 Hunts Point, S53 Queens, and S99 Richmond. * Cannot be printed from Print On Demand.

Mandated Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center Signage

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 & white versions of signage is acceptable except when noted otherwise. Only prominently displayed signs and employee mandated signs are required at SNAP Change Centers.

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
24	Babies Sleep Safest Alone	The purpose of this poster is to warn parents that it is dangerous to sleep with babies in the same bed and safer for the child to sleep alone in a crib or bassinet free of toys, blankets and pillows (Spanish).	DOHMH and ACS	POST-163 (S)	No Date	FIA	All applicant/participant waiting areas	16 X 20
25	Document Submission Instructions	Provides instructions to clients on how to scan documents.	USDA	POST-165 (MLF)	11/16	FIA/OER	Area with self-service scanners	24 X 36
26	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 (E-S)	No Date	HASA	All Waiting areas (Job, SNAP and HASA Centers only)	13 X 19
27 b.	Blow the Whistle on Medicaid Fraud	Encourages reporting Medicaid Fraud.	NYSDOH/OMIG	POST-170	No Date	HRA policy	Prominently display in main location	11 X 17
28 b.	Blow the Whistle on Medicaid Fraud	Encourages reporting Medicaid Fraud (Spanish).	NYSDOH/OMIG	POST-170 (S)	No Date	HRA policy	Prominently display in main location	11 X 17
29 b.	What is WIC?	Promotes the Special Supplemental Nutrition Program for Women, Infants and Children (WIC).	NYSDOH	POST-171	2/14	HRA policy	Display in all waiting areas	11 X 17
30 b.	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.	DOH	POST-172	12/16	HRA policy	Prominently Displayed	16 X 20
31 b.	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).	DOH	POST-172 (S)	12/16	HRA policy	Prominently Displayed	16 X 20
32	Replaced Benefits Card (MLF)	Informs participants that if they request the card we replaced back, the agency will punch a hole in it before returning it.	FIA	POST-193 (MLF)	4/17	FIA policy	Waiting Areas in CBIC/OTC Sites only	11 X 17

b. Must be displayed in color.

Mandated Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center Signage

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 & white versions of signage is acceptable except when noted otherwise. Only prominently displayed signs and employee mandated signs are required at SNAP Change Centers.

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
33	ACCESS HRA Your Way	Promotes downloading the ACCESS HRA mobile app from the Apple App Store and Google Play.	FIA	POST-195 (MLF)	No Date	FIA policy	Display near PC banks	12 x 18
34 b.	Keep The Heat On With HEAP Your Home Energy Assistance Program	HEAP (Home Energy Assistance Program) helps low-income people pay for their heating bills. If your bills are more than you can handle, HEAP may be able to help you heat your home.	OTDA	PUB-4735A*	5/09	FIA policy	Prominently displayed	11 X 17
35 b.	Keep The Heat On With HEAP Your Home Energy Assistance Program	HEAP (Home Energy Assistance Program) helps low-income people 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).	OTDA	PUB-4735A-SP*	5/09	FIA policy	Prominently displayed	11 X 17
36	SNAP Right to File	Provides information about application processing timeframes and the application filling rights for SNAP	NYS/OTDA	LDSS-4995	2/16	OTDA	Prominently displayed	8 ½ X 14
37	Will You Still Receive Supplemental Nutrition Assistance Program (SNAP) after Cash Assistance Ends?	Provides information on receiving SNAP after Cash Assistance ends.	NYS/OTDA	LDSS-4996	2/16	OTDA	Prominently displayed	8 ½ X 14
38	Will You Still Receive Supplemental Nutrition Assistance Program (SNAP) after Cash Assistance Ends?	Provides information on receiving SNAP after Cash Assistance ends (Spanish).	NYS/OTDA	LDSS-4996-SP	2/16	OTDA	Prominently displayed	8 ½ X 14
39	Supplemental Nutrition Assistance Program (SNAP) Benefits Complaint Procedures	How to file a complaint concerning SNAP processing standards and/or service.	NYS/OTDA	LDSS-8036	2/16	OTDA	Prominently displayed	14 X 8 ½
40	Supplemental Nutrition Assistance Program (SNAP) Benefits Complaint Procedures	How to file a complaint concerning SNAP processing standards and/or service (Spanish).	NYS/OTDA	LDSS-8036 (S)	2/16	OTDA	Prominently displayed	14 X 8 ½

b. Must be displayed in color. * Cannot be printed from Print On Demand.

Mandated Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center Signage

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 & white versions of signage is acceptable except when noted otherwise. Only prominently displayed signs and employee mandated signs are required at SNAP Change Centers.

FIA Employee Posters

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
41	Notice of Compliance Workers' Compensation Law	Provides important information about the rights of employees who are injured or suffer an occupational disease while working.	NYS Workers' Compensation Board	C-105	04/09	HRA policy	Prominently displayed in employee lounges	8 ½ X 14
42 b. d.	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
43	Six-Month Reporting Rules for NCA SNAP Households with Earned Income	Provides information to staff on the six-month reporting rules for NCA SNAP.	FIA	FIA-53*	6/13	FIA policy	Prominently displayed in employee lounges/ worker's areas until further notice	14 X 20
44	Budgeting SSI/SSA Income for SNAP	Provides information to staff on budgeting SSI/SSA income for SNAP.	FIA	FIA-53A*	6/13	FIA policy	Prominently displayed in employee lounges/ worker's areas until further notice	14 X 20
45	Budgeting Employment Income for SNAP	Provides information to staff on budgeting employment income for SNAP.	FIA	FIA-53B*	6/13	FIA policy	Prominently displayed in employee lounges/ worker's areas until further notice	14 X 20
46 b.	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 financing.	DOL	EEOC-P/E-1*	11/09	DCAS	Prominently displayed in employee lounges	11 X 17
47	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.	HRA	POST-95 (E)*	12/15	HRA policy	Prominently displayed in employee lounges	11 X 17

b. Must be displayed in color. d. Must be affixed to wall * Cannot be printed from Print On Demand.

Mandated Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center Signage

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 & white versions of signage is acceptable except when noted otherwise. Only prominently displayed signs and employee mandated signs are required at SNAP Change Centers.

FIA Employee Posters (continued)

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
48	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.	OTDA	POST-100	No Date	DCAS	Prominently displayed in employee lounges	8 ½ X 11
49c.	Pregnancy and Employment Rights	Informs staff that pregnant women and those recovering from childbirth are protected from discrimination and may qualify for reasonable accommodations.	NYC Commission on Human Rights	POST-124*	No Date	NYC Commission on Human Rights	Prominently displayed in employee lounges	8 ½ X 11
50	Notice – Sexual Harassment Policy	Explains sexual harassment and provides contact information for victims of sexual harassment.	EEO	POST-125	2/15	EEO	Prominently displayed in employee lounges	8 ½ X 11
51	EEO is the law...	Provides employees and job applicants information about modifications/adjustments the agency can make to meet an individual's needs.	EEO	POST-125a	5/16	EEO	Prominently displayed in employee lounges	8 ½ X 11
52	Notice – Reasonable Accommodation	Provides employees with an address and telephone number for information and assistance for people with disabilities.	EEO	POST-125b	2/15	EEO	Prominently displayed in employee lounges	8 ½ X 11
53	HRA Central Complaint Unit	Advises applicants/participants on how to file a complaint.	HRA/OCCA	POST-147	No Date	HRA policy	Prominently displayed	8 ½ X 11
54	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	10/8	OTDA	Prominently displayed in employee lounges	8 ½ X 11

c. Must be displayed in FDR at S20 Fort Green, S40 Hunts Point, S53 Queens, and S99 Richmond.

* Cannot be printed from Print On Demand.

Mandated Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center Signage

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 & white versions of signage is acceptable except when noted otherwise. Only prominently displayed signs and employee mandated signs are required at SNAP Change Centers.

FIA Employee Posters (continued)

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
55	Confidential Documents Bin Poster	Explanation of the proper uses for designated recycling bins in Job Centers and NCA SNAP Centers.	HRA	POST-169 (E)	No Date	HRA policy	Display in worker area	13 X 19
56	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	HRA policy	Prominently displayed in employee lounges	11 X 17

SAMPLE