



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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Office of Procedures

POLICY BULLETIN #18-48-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)

Table with 2 columns: Date and Subtopic(s). Date: August 2, 2018. Subtopic(s): Forms. Content includes a summary of policy revisions and a bulleted list of changes to forms M-98c and M-98d.

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

Revisions made on the **M-98d** only:

Revision to the **M-98d** only

- The last sentence that appears under the title on each page now reads: “Only employee mandated signs are required at SNAP Telephone Interview Processing Services (TIPS) locations”; and
- The **Location in Center** description was changed to “Prominently displayed and in all applicant/participant waiting areas” for the “SNAP Right to File” (**LDSS-4995**) form.

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

Attachments:

- | | |
|------------------|--|
| M-98c (E) | Mandated Poster and Signage List for Job Centers and HRA Express Sites (Rev. 08/2/18) |
| M-98d (E) | Mandated Poster and Signage List for Non-Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Centers (Rev. 08/2/18) |

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
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

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
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 c.	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 c.	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 f.	To Serve You Better	Provides information regarding SNAP Centers with extended hours of operation.	FIA	FIA-61 (E)*	09/13	FIA policy	Prominently displayed	13 X 19
20 f.	To Serve You Better	Provides information regarding SNAP Centers with extended hours of operation (Spanish).	FIA	FIA-61 (S)*	09/13	FIA policy	Prominently displayed	13 X 19
21	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
22	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
23	Supplemental Nutrition Assistance Program (SNAP) Benefits Complaint Procedure	How to file a complaint concerning SNAP processing standards and/or services.	NYS OTDA	LDSS-8036	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
24	Supplemental Nutrition Assistance Program (SNAP) Benefits Complaint Procedure	How to file a complaint concerning SNAP processing standards and/or services (Spanish).	NYS OTDA	LDSS-8036-SP	2/16	NYS OTDA	Prominently displayed and in all applicant/participant waiting areas	14 X 8 ½
25	INFOLINE	Provides the Infoline telephone number for HRA-related program information. Provides 311 as the number to call for information about other city agencies.	OCS	POST-98 (MLF)	12/17	Local Law 73	All applicant/participant waiting areas	12 X 18
26	NYS Agency-Based Voter Registration	Identifies Centers as a voter registration site.	NYS Board of Elections	POST-101 (E)	No Date	New York State Election Law	Prominently displayed	11 X 17
27	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
28	HRA Central Complaint Unit	Advises the public how to file a complaint about any HRA program.	OCS	POST-147 (MLF)	01/13	HRA policy	Prominently displayed	13 X 19
29	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
30	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
31	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
32	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
33	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
34 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
35	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
36	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
37	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
38	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
39	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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Mandated Poster and Signage List for Job Centers and HRA Express Sites

Job Centers

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Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
40	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
41 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
42	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
43	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
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.	NYS OTDA	PUB-5007*	05/17	FIA 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
45	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
46	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
47	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

SAMPLE

HRA Express Sites

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
48	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
49	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
50 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
51 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

a. Must be annotated.

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

HRA Express Sites

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Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
52	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
53	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
54	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
55	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
56	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
57 f.	To Serve You Better	Provides information regarding SNAP Centers with extended hours of operation.	FIA	FIA-61 (E)*	09/13	FIA policy	Prominently displayed	13 X 19
58 f.	To Serve You Better	Provides information regarding SNAP Centers with extended hours of operation (Spanish).	FIA	FIA-61 (S)*	09/13	FIA policy	Prominently displayed	13 X 19
59	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
60	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

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Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
61	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
62	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
63	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
64	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
65	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
66	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
67	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
68	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
69	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
70	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
71	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
72 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
73	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
74	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
75	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
76 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

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
77	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
78	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
79	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
80	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
81	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
82	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
83 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
84 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
85	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
86	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
87	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
88	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
89	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
90	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
91	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
92	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
93	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
94	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 f.	To Serve You Better	Provides information regarding SNAP Centers with extended hours of operation.	FIA	FIA-62 (E)*	9/13	FIA policy	All applicant/participant waiting areas	13 X 19
11 f.	To Serve You Better	Provides information regarding SNAP Centers with 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	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

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
13	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
14	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
15	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
16	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
17	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
18	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
19	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
20	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
21	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
22 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
23	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
24	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
25 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
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 (MLF)	09/17	HRA policy	All applicant/participant waiting areas	13 X 19
27	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
28	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
29	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
30	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
31	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
32 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 (MLE)	No Date	HRA policy	PC Bank walls; PC Bank bulletin boards (if applicable); Prominently displayed; and all applicant/participant waiting areas	12 x 18
33	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
34	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
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

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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
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