



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #12-18-OPE

(This Policy Directive Replaces PD #07-10-OPE, PB #05-162-OPE, and PB #05-131-OPE)

REVISIONS TO MANDATED SIGNAGE

Date: July 2, 2012	Subtopic(s): Signage, Posters, Notices
AUDIENCE	The instructions in this policy directive are for Job Center Directors and Non Cash Assistance Food Stamp (NCA FS) Center Directors and are informational for all other staff.
REVISIONS TO THE PRIOR DIRECTIVE	<p>This policy directive has been revised to:</p> <ul style="list-style-type: none"> • update the method to access the mandated signage lists; and • include information from the Human Resources Administration (HRA) poster display reorganization and standardization procedure in this policy directive.
POLICY	Mandated signage refers to written information or messages in the form of either notices or posters that must be displayed in Job Centers and/or NCA FS Centers as a result of law, regulation, pending litigation, settled litigation, or HRA/Family Independence Administration (FIA) policy.
New	The HRA Agencywide Poster Display Reorganization and Standardization procedure (HRA Procedure 12-03) addresses the process for the display of all Agency posters including mandated posters, informational posters, and marketing posters in HRA locations. The HRA Office of Communications and Marketing (OCM) is responsible for establishing processes for the proper design and display of Agency posters. OCM maintains an HRA master poster list that is available on its Intranet homepage.

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*

**REQUIRED
ACTION**

Mandated signage must be displayed in one or more of the following areas of the Job Center and/or NCA FS Center, as specified on the mandated signage lists:

- Prominent display area
- All applicant/participant waiting areas
- Employee lounges
- Worker areas

The posters/signs that must be displayed in Job Centers is listed on the Mandated Job Center Signage (**M-98c**) form and the posters/signs that must be displayed in NCA FS Centers is listed on the Mandated NCA Food Stamp Center Signage (**M-98d**) form.

In co-located Job Centers and NCA FS Centers, each program area is responsible for the mandated signage in its waiting areas and worker areas. Signage in shared areas is the responsibility of the Job Center Director unless specified otherwise by the Office of the Deputy Commissioner for FIA Operations.

If co-located Job Centers and NCA FS Centers share a main entrance or an area that all applicants and participants for both locations pass through, the “prominently displayed” items need to be posted only once in that common area. If the location has separate entrances or, if not all applicants or participants pass through the same common area (e.g., a center has extended hours and applicants and participants use an alternative entrance after hours), the “prominently displayed” signage must be posted once at each entrance.

The **M-98c** and **M-98d** provide the following information of each poster/sign:

- title/subject
- description
- producer
- identification number
- date
- agency/lawsuit/policy mandating its display
- location to display
- dimensions

Information such as whether the signage must be displayed in color and whether or not it may be printed from Print on Demand is footnoted on the signage lists.

Additional instructions not included on the signage lists will be specified on the CD memo announcing the mandated signage. CD memos are also published to announce the revision and/or removal of previously posted signage.

Prominently Displayed Signage	Signage designated to be prominently displayed must be posted in each location’s pre-designated Prominent Display area. Locations that have more than one designated Prominent Display area must display mandated signage in all of these areas.
All Applicant/ Participant Waiting Areas	Signage designated for display in all applicant/participant waiting areas must be placed in every applicant/participant waiting area within the Center.
Employee Lounges	Signage designated for display in employee lounges must be posted in every employee lounge within the Center.
Worker Areas	Signage designated for display in worker areas must be posted as instructed in the CD memo announcing the mandated signage.
Special Display Provisions	<p>If the mandated signage has any special display provisions, this information will be detailed in the CD memo announcing the signage as well as footnoted on the M-98c and/or M-98d. Examples of such provisions include:</p> <ul style="list-style-type: none"> • “Must be posted at East River Job Center only” • “Does not apply to Residential Treatment Service Center No.52”

Mandated Signage Display

All signage displayed in Job Centers and NCA FS Centers must be approved by the Office of the Deputy Commissioner for FIA Operations. All requests for approval to display non-mandated signage must be submitted to the Regional Manager’s office.

Use the **M-98c** and **M-98d**. Job Center and NCA FS Center Directors are required to utilize the appropriate mandated signage list in order to remove outdated mandated signage, replace mandated signage that is missing or damaged, and/or display new mandated signage.

Job Center and NCA FS Center Directors must ensure that English and, when mandated, Spanish and other language versions of the mandated signage are displayed near each other in an orderly fashion.

Annotate the **FIA-8** and **FIA-8 (S)** poster Directors must annotate the Food Stamp Information (**FIA-8**) poster and its Spanish equivalent (**FIA-8 [S]**) with a telephone number for contacting a Processing Unit Representative regarding any problems related to filing a FS application at a Job Center or NCA FS Center.

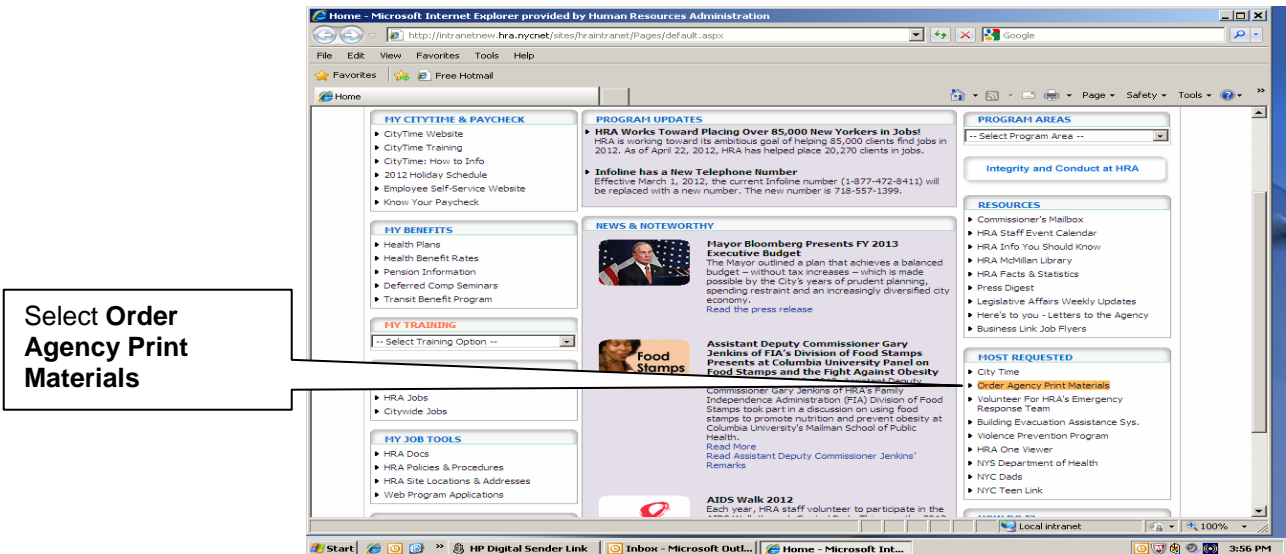
Receiving Initial and/or Additional Mandated Signage

When a CD memo announces new or revised mandated signage, information will be provided regarding how the initial and/or additional mandated signage must be obtained. The initial stock of signage is usually delivered to the locations under separate cover. Additional mandated signage is usually obtained by a request through the Central Intake Workflow System (CIWS) or printed on-site through Print on Demand (POD). Additional signage that can be obtained through POD should not be requested through CIWS.

The **M-98c** and **M-98d** annotate which signage can be obtained through Print on Demand.

FIA has designated requestors and approvers who use CIWS. The designated requestors and approvers must register with the Office of Design and Production Services to gain access to CIWS. Questions regarding poster requests made through CIWS must be directed by email to CIWSCustomerServices.

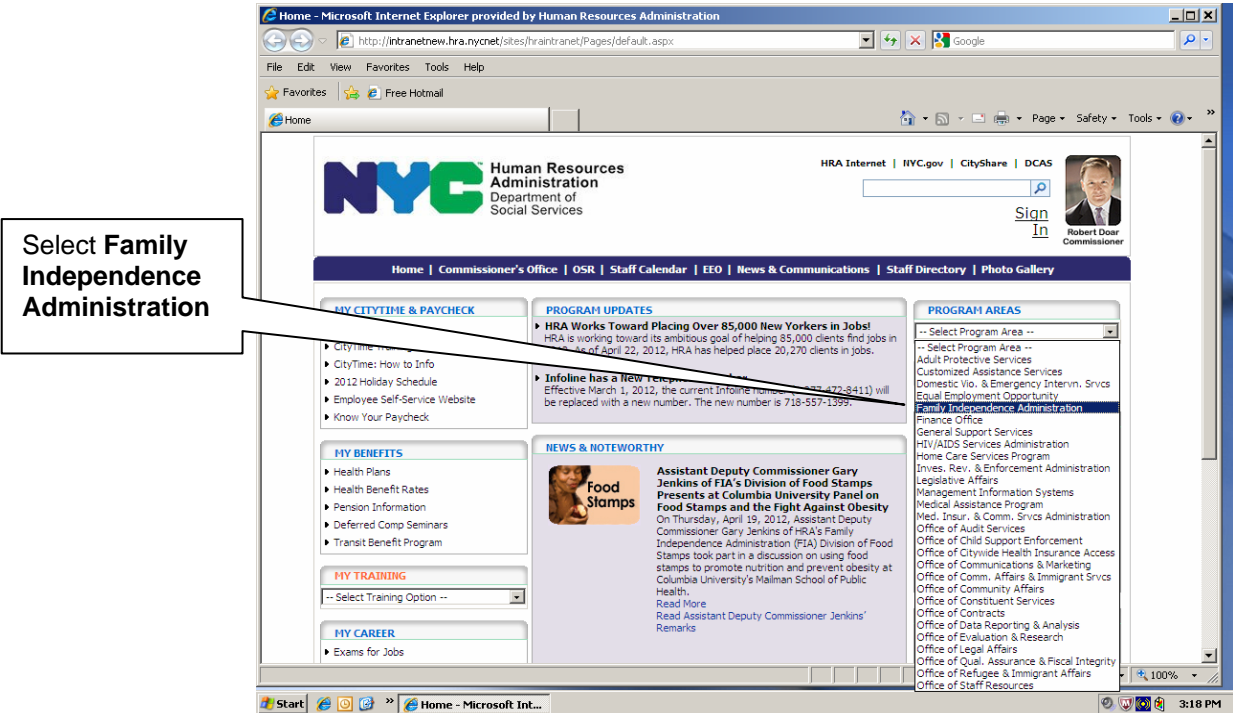
To log onto CIWS, the designated requestor will select Order Agency Print Materials on the right hand side of the HRA Intranet homepage.



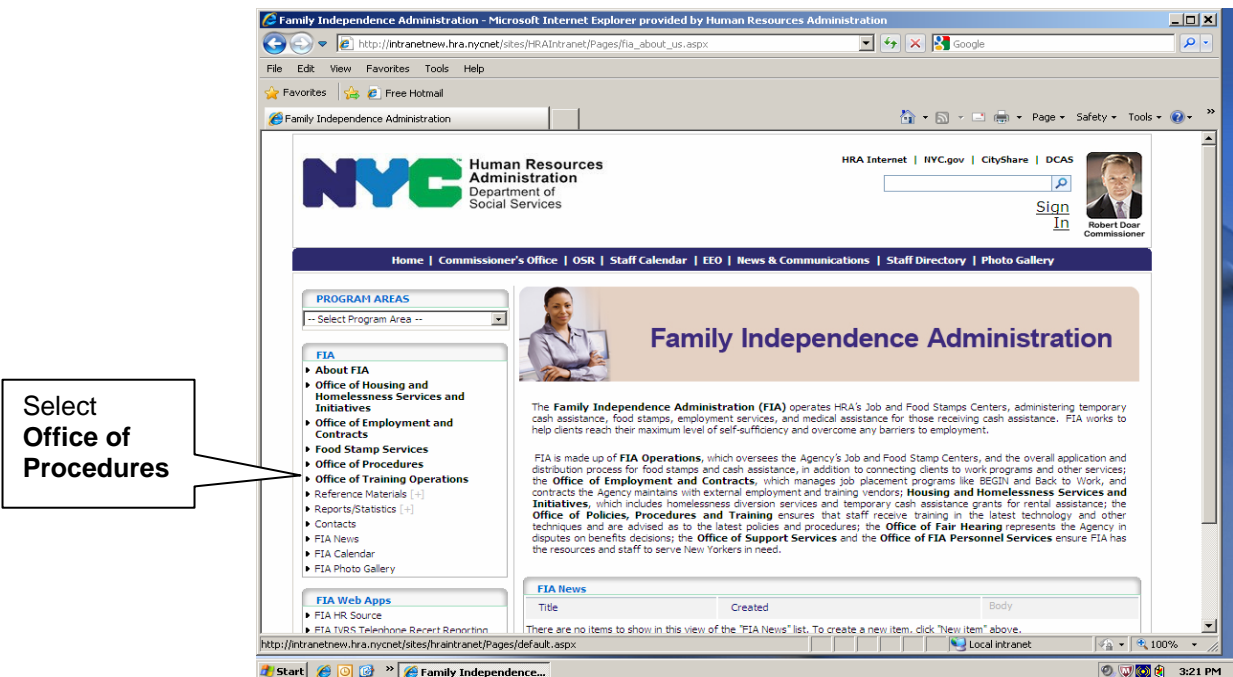
When ordering mandated signage from CIWS, the requestor should select “Posters” from the dropdown menu options in CIWS. There is a “Signage” option in CIWS, but it is only used for ordering facility/directional signs.

Accessing Mandated Signage Lists and Mandated Signage

Mandated signage lists can be accessed on the FIAweb and specific signage is accessible via hyperlinks on the lists. To access the mandated signage lists on the HRA Intranet home page, locate Program Areas and select **Family Independence Administration**.



Click on **Office of Procedures** in the FIA section.

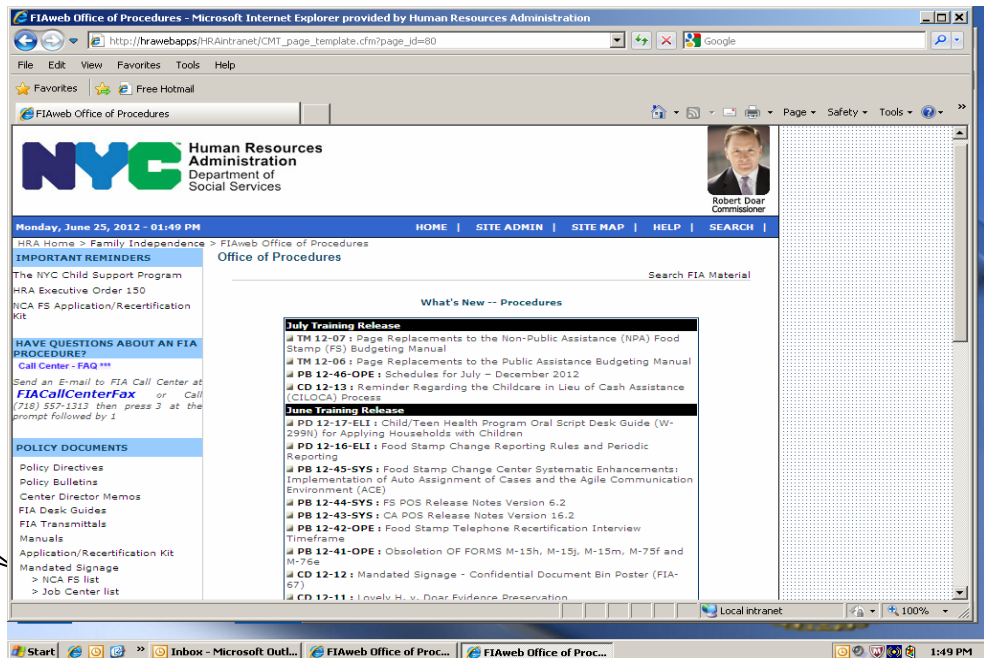


Select **Office of Procedures Documents** in the FIA procedures section.



Select Office of Procedures Documents

Select **Mandated Signage** in the Policy Documents section and then select either **NCA FS list** or **Job Center list** in the dropdown.



Select Mandated Signage

If the NCA FS list is selected, the **M-98d** will appear. Click the hyperlink in the **Identification Number** column to view the desired signage.

Mandated NCA Food Stamp Center Signage (M-98d)

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-478B	1289	Federal regulation (CFR) (27F-8502)	Primarily displayed	11 x 16 1/2
2	Stop Medicaid Fraud	Encourages the reporting of suspected fraud (Spanish).	NYSDO4	DOH-3382	1289	NYA policy	Primarily displayed	11 x 17
3	Stop Medicaid Fraud	Encourages the reporting of suspected fraud (Spanish).	NYSDO4	DOH-3383 (S)	1289	NYA policy	Primarily displayed	11 x 17
4	Resolving a Problem	Suggests alternatives to Fair Hearing.	FIA	FIA-1	42804	NYA policy	At applicant/participant waiting areas	14 x 8 1/2
5	Filing an Application	Lists types of programs for which one can apply.	FIA	FIA-7	8710	NYA policy	Primarily displayed	14 x 8 1/2
6	Filing an Application	Lists types of programs for which one can apply (Spanish).	FIA	FIA-7 (S)	8710	NYA policy	Primarily displayed	14 x 8 1/2
7 A.	Food Stamp Information	Provides general information pertaining to Food Stamp program.	FIA	FIA-8	8710	FIA policy	Primarily displayed	8 1/2 x 14
7 B.	Food Stamp Information	Provides general information pertaining to Food Stamp program (Spanish).	FIA	FIA-8 (S)	8710	FIA policy	Primarily displayed	8 1/2 x 14
8	Equalized Food Stamps	Lists eligibility requirements for receiving Food Stamps within the state.	FIA	FIA-9	8710	NYA policy	Primarily displayed	8 1/2 x 14
9	Equalized Food Stamps	Lists eligibility requirements for receiving Food Stamps within the state.	FIA	FIA-9 (S)	8710	NYA policy	Primarily displayed	8 1/2 x 14
10	NOTICE	Notice of HRA assistance in obtaining eligibility verification.	FIA	FIA-11	8710	NYA policy	Primarily displayed	11 x 17
11	NOTICE	Information regarding timely Fair Hearing decisions.	FIA	FIA-33	871009	NYA policy	Primarily displayed	11 x 17
12	Important Notice To All Public Assistance Applicants and Recipients	Information regarding timely Fair Hearing decisions (Spanish).	FIA	FIA-33 (S)	871009	NYA policy	Primarily displayed	11 x 17
13	NYA Agency-Based Voter Registration	Identifies Center as a voter registration site.	NY State Board of Elections	FIA-35	35504	National Voter Registration Act	Primarily displayed	18 x 24
13	NYA Agency-Based Voter Registration	Identifies Center as a voter registration site (Spanish).	NY State Board of Elections	FIA-35 (S)	35504	National Voter Registration Act	Primarily displayed	18 x 24
14 B. & C.	Y Service You Better	Provides information regarding Food Stamp Centers with further extended hours of operation.	FIA	FIA-42C	8711	NYA policy	All applicant/participant waiting areas	14 x 20
15 B. & C.	Y Service You Better	Provides information regarding Food Stamp Centers with further extended hours of operation.	FIA	FIA-42C (S)	8711	NYA policy	All applicant/participant waiting areas	14 x 20
16	This is an AUTOMATED Non-Cash Assistance Food Stamp Center	Advises applicants with center staff not necessary to inform the Receptionist as their application for the date can be processed.	FIA	FIA-84C	108	FIA policy	All applicant/participant waiting areas	8 1/2 x 11
17	This is an AUTOMATED Non-Cash Assistance Food Stamp Center	Advises applicants who cannot wait for the Receptionist to inform the Receptionist as their application for the date can be processed (Spanish).	FIA	FIA-84C (S)	108	FIA policy	All applicant/participant waiting areas	8 1/2 x 11

If the Job Center list is selected, the **M-98c** will appear. Click the hyperlink in the **Identification Number** column to view the desired signage.

Mandated Job Center Signage (M-98c)

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-478B	1289	Federal regulation (CFR) (27F-8502)	Primarily displayed	11 x 16 1/2
2	Stop Medicaid Fraud	Encourages the reporting of suspected fraud.	NYSDO4	DOH-3382	1289	NYA policy	Primarily displayed	11 x 17
3	Stop Medicaid Fraud	Encourages the reporting of suspected fraud (Spanish).	NYSDO4	DOH-3383 (S)	1289	NYA policy	Primarily displayed	11 x 17
4	Resolving a Problem	Suggests alternatives to Fair Hearing.	FIA	FIA-1	42804	NYA policy	All applicant/participant waiting areas	14 x 8 1/2
5	Filing an Application	Lists types of programs for which one can apply.	FIA	FIA-7	8710	NYA policy	Primarily displayed	14 x 8 1/2
6	Filing an Application	Lists types of programs for which one can apply (Spanish).	FIA	FIA-7 (S)	8710	NYA policy	Primarily displayed	14 x 8 1/2
7 A.	Food Stamp Information	Provides general information pertaining to Food Stamp program.	FIA	FIA-8	8710	FIA policy	Primarily displayed	8 1/2 x 14
7 B.	Food Stamp Information	Provides general information pertaining to Food Stamp program (Spanish).	FIA	FIA-8 (S)	8710	FIA policy	Primarily displayed	8 1/2 x 14
8	Equalized Food Stamps	Lists eligibility requirements for receiving Food Stamps within the state.	FIA	FIA-9	8710	NYA policy	Primarily displayed	8 1/2 x 14
9	Equalized Food Stamps	Lists eligibility requirements for receiving Food Stamps within the state.	FIA	FIA-9 (S)	8710	NYA policy	Primarily displayed	8 1/2 x 14
10	What You Should Know if You Have An Emergency	Shows examples of what qualifies as an emergency.	FIA	FIA-10	8710	NYA policy	Primarily displayed	8 1/2 x 14
11	What You Should Know if You Have An Emergency	Shows examples of what qualifies as an emergency (Spanish).	FIA	FIA-10 (S)	8710	NYA policy	Primarily displayed	8 1/2 x 14
12	NOTICE	Notice of HRA assistance in obtaining eligibility verification.	FIA	FIA-11	8710	NYA policy	Primarily displayed	8 1/2 x 14
13	Cash Assistance Additional Allowances	Provides a list of special needs that may entitle a participant to an additional allowance.	FIA	FIA-12	871009	NYA policy	All applicant/participant waiting areas	11 x 17
14	Cash Assistance Additional Allowances	Provides a list of special needs that may entitle a participant to an additional allowance (Spanish).	FIA	FIA-12 (S)	871009	NYA policy	All applicant/participant waiting areas	11 x 17
15 B.	This is an AUTOMATED Job Center	Advises individuals that filing out a paper application may not be necessary.	FIA	FIA-19C	108	FIA policy	All applicant/participant waiting areas	8 1/2 x 11
15 B.	This is an AUTOMATED Job Center	Advises individuals that filing out a paper application may not be necessary (Spanish).	FIA	FIA-19C (S)	108	FIA policy	All applicant/participant waiting areas	8 1/2 x 11
17	Important Notice To All Public Assistance Applicants and Recipients	Information regarding timely Fair Hearing decisions.	FIA	FIA-33	871009	NYA policy	Primarily displayed	11 x 17
18	Important Notice To All Public Assistance Applicants and Recipients	Information regarding timely Fair Hearing decisions (Spanish).	FIA	FIA-33 (S)	871009	NYA policy	Primarily displayed	11 x 17

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications There are no POS implications.

Food Stamp Implications There are no Food Stamp implications.

Medicaid Implications There are no Medicaid implications.

LIMITED ENGLISH PROFICIENT (LEP) AND HEARING IMPAIRED IMPLICATIONS

For Limited English Proficient and hearing impaired applicants and participants, make sure to obtain appropriate interpreter services in accordance with [PD #11-33-OPE](#) and [PD #08-20-OPE](#).


FAIR HEARING IMPLICATIONS

There are no Fair Hearing implications.

RELATED ITEM

[HRA Procedure No. 12-03 \(3/1/12\)](#)

ATTACHMENTS

 Please use Print on Demand to obtain copies of forms.

- M-98c** Mandated Job Center Signage (Rev. 6/4/12)
- M-98d** Mandated NCA Food Stamp Center Signage (Rev. 6/4/12)

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	12/99	Federal regulation 7CFR 272.6(f)(2)	Prominently displayed	11 X 16 ½
2	Stop Medicaid Fraud	Encourages the reporting of suspected fraud.	NYS/DOH	DOH-3362	12/00	HRA policy	Prominently displayed	11 X 17
3	Stop Medicaid Fraud	Encourages the reporting of suspected fraud (Spanish).	NYS/DOH	DOH-3363 (S)	12/00	HRA policy	Prominently displayed	11 X 17
4	Resolving a Problem	Suggests alternatives to Fair Hearing.	FIA	FIA-1	4/26/04	<u>Reynolds</u> lawsuit	All applicant/participant waiting areas	14 X 8 ½
5	Filing an Application	Lists types of programs for which one can apply.	FIA	FIA-7	8/10	<u>Reynolds</u> lawsuit	Prominently displayed	14 X 8 ½
6	Filing an Application	Lists types of programs for which one can apply (Spanish)	FIA	FIA-7 (S)	8/10	<u>Reynolds</u> lawsuit	Prominently displayed	14 X 8 ½
7 a.	Food Stamp Information	Provides general information pertaining to Food Stamp program.	FIA	FIA-8	8/10	FIA policy	Prominently displayed	8 ½ X 14
8 a.	Food Stamp Information	Provides general information pertaining to Food Stamp program (Spanish).	FIA	FIA-8 (S)	8/10	FIA policy	Prominently displayed	8 ½ X 14
9	Expedited Food Stamps	Lists eligibility requirements for receiving Food Stamps within five days.	FIA	FIA-9	8/10	<u>Reynolds</u> lawsuit	Prominently displayed	8 ½ X 14
10	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
11	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
12	NOTICE	Notice of HRA assistance in obtaining eligibility verification.	FIA	FIA-11	8/10	<u>Reynolds</u> lawsuit	Prominently displayed	8 ½ X 14
13	Cash Assistance Additional Allowances	Provides a list of special needs that may entitle a participant to an additional allowance.	FIA	FIA-12	7/1/09	<u>Brown</u> lawsuit	All applicant/participant waiting areas	11 X 17
14	Cash Assistance Additional Allowances	Provides a list of special needs that may entitle a participant to an additional allowance (Spanish).	FIA	FIA-12 (S)	7/1/09	<u>Brown</u> lawsuit	All applicant/participant waiting areas	11 X 17
15 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
16 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
17	Important Notice To All Public 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
18	Important Notice To All Public 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

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
19	NYS Agency-Based Voter Registration	Identifies Center as a voter registration site.	NYS Board of Elections	FIA-35	3/5/04	National Voter Registration Act	Prominently displayed	18 X 24
20	NYS Agency-Based Voter Registration	Identifies Center as a voter registration site (Spanish).	NYS Board of Elections	FIA-35 (S)	3/5/04	National Voter Registration Act	Prominently displayed	18 X 24
21 c.	Applications Are Available	Informs applicants/participants about availability of CA and FS applications.	FIA	FIA-42	12/27/04	FIA policy	All applicant/participant waiting areas	8 ½ X 11
22 c.	Applications Are Available	Informs applicants/participants about availability of CA and FS applications (Spanish).	FIA	FIA-42 (S)	12/27/04	FIA policy	All applicant/participant waiting areas	8 ½ X 11
23	Attention Single Parents on Public Assistance	Provides information on getting assigned to education or training as a work activity.	FIA	FIA-43	8/14/09	Davila lawsuit	Prominently displayed	11 X 17
24	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
25 d.	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	FIA-59	8/25/05	McKinney-Vento Act	Prominently displayed	11 X 17
26 d.	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	FIA-59 (S)	11/28/06	McKinney-Vento Act	Prominently displayed	11 X 17
27 e. f.	To Serve You Better	Provides information regarding Food Stamp Centers with further extended hours of operation.	FIA	FIA-61*	8/11	FIA policy	Prominently displayed	14 X 20
28 e. f.	To Serve You Better	Provides information regarding Food Stamp Centers with further extended hours of operation (Spanish).	FIA	FIA-61 (S)*	8/11	FIA policy	Prominently displayed	14 X 20
29 f.	Be Careful About Who Cares For Your Child	Advises parents to be careful about those who are entrusted with the care of their child.	NYC Administration for Children Services	FIA-85*	10/10	FIA policy	Prominently displayed	11 X 17
30 f.	Be Careful About Who Cares For Your Child	Advises parents to be careful about those who are entrusted with the care of their child (Spanish).	NYC Administration for Children Services	FIA-85 (S)*	10/10	FIA policy	Prominently displayed	11 X 17
31	Food Stamp Benefits Complaint Procedure	How to file a complaint concerning Food Stamp processing standards and/or service.	NYS/OTDA	LDSS-8036	4/04	OTDA	Prominently displayed	14 X 8 ½
32	Food Stamp Benefits Complaint Procedure	How to file a complaint concerning Food Stamp processing standards and/or service (Spanish).	NYS/OTDA	LDSS-8036 (S)	4/04	OTDA	Prominently displayed	14 X 8 ½
33	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
34	INFOLINE	Provides a toll-free telephone number to obtain HRA-related information.	HRA	POST-98	4/12	Ramirez lawsuit	All applicant/participant waiting areas	11 X 17

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 posted at East River Job Center No. 37 only. **e.** Must be affixed to a wall.

f. 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.

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
35 f.	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
36 f.	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
37	Will You Receive Food Stamp Benefits After Cash Assistance Ends?	Provides information on receiving Food Stamps after Cash Assistance ends.	NYS/OTDA	PUB-4792	3/08	OTDA	All applicant/participant waiting areas	8 ½ X 14
38	Will You Receive Food Stamp Benefits After Cash Assistance Ends?	Provides information on receiving Food Stamps after Cash Assistance ends (Spanish).	NYS/OTDA	PUB-4792-SP	3/08	OTDA	All applicant/participant waiting areas	8 ½ X 14
39	If You Need an Interpreter	Advises individuals with limited English-speaking ability that free interpreter service is available.	NYS/OTDA	PUB-4842	6/04	Ramirez lawsuit	All applicant/participant waiting areas	11 X 17
40	Important! You do not have to pay a surcharge to access your cash benefits	Informs applicants/participants about surcharge-free access to cash benefits.	NYS/OTDA	PUB-4856	4/05	OTDA	All applicant/participant waiting areas	11 X 17
41	HRA Central Complaint Unit	Advises applicants/participants on how to file a complaint.	HRA/OCCA	W-184A	No Date	HRA policy	Prominently displayed	11 X 8 ½
42	Protect Your EBT Benefits	Advises applicants/participants not to give out their personal information over the phone.	OPIC	W-917*	12/4/05	FIA policy	Prominently displayed	18 X 24

Temporary Posters

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
43	It's Tax Time. Go Get Your Refund!	Provides information on Earned Income Tax Credit (EITC).	DCA	FIA-36*	01/12	FIA policy	Prominently displayed until new version is distributed in January 2013	11 X 17
44	It's Tax Time. Go Get Your Refund!	Provides information on Earned Income Tax Credit (EITC) (Spanish).	DCA	FIA-36 (S)*	01/12	FIA policy	Prominently displayed until new version is distributed in January 2013	11 X 17
45 e. f.	End of Advantage Rental Subsidy	Informs Cash Assistance (CA) applicants/participants, that the Advantage rental subsidy is no longer available. The poster instructs individuals to call 311 for information on New York City services to prevent homelessness.	HRA	POST-93*	3/11	FIA policy	Prominently displayed until further notice.	12 X 18

e. Must be affixed to a wall. f. 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

Item	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
46	Equal Employment Opportunity is The Law	DOL	EEOC-P/E-1*	11/09	DCAS	Prominently displayed in employee lounges	11 X 17
47 e. f. h.	You Talk, We Listen	EAP	EAP-318*	No Date	HRA policy	Prominently displayed in employee lounges	12 X 18
48	Your Rights Under USERRA	U.S. Department of Labor (VETS)	FIA-64	10/08	OTDA	Prominently displayed in employee lounges	8 ½ X 11
49	State of New York Division of Human Rights	OTDA	FIA-65	No Date	DCAS	Prominently displayed in employee lounges	8 ½ X 11
50	Confidential Document Bin Poster	HRA	FIA-67	No Date	HRA policy	Displayed anywhere confidential document bins are located	11 X 17
51	Crime Prevention Tips for HRA Staff	HRA	FIA-71	No Date	HRA policy	Prominently displayed in employee lounges	8 ½ X 11
52 f.	Professionalism, Accountability, and Integrity (PAI) Poster	HRA	PAI	No Date	HRA policy	Prominently displayed in employee lounges	11 X 17
53 f.	Drive to 85(k): Job Placements in 2011	HRA	POST-92*	No Date	HRA Policy	Prominently displayed in all employee lounges and Worker's areas, until further notice.	14 X 20
54	Workplace Violence Prevention Policy Statement	HRA	POST-95*	6/11	HRA Policy	Prominently displayed in employee lounges	11 X 17
55	Notice – Sexual Harassment	EEO	W-766	3/07	EEO	Prominently displayed in employee lounges	8 ½ X 11

e. Must be affixed to a wall. **f.** Must be displayed in color. **h.** Except the Family Services Call Centers. * 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
56	People With Disabilities Have Rights	Provides employees with an address and telephone number for information and assistance for people with disabilities.	EEO	W-766B	3/07	EEO	Prominently displayed in employee lounges	8 ½ X 11
57	EEO is the law...	Provides contact information for employees who feel they have been sexually harassed or discriminated against in the workplace.	EEO	W-766S	5/07	EEO	Prominently displayed in employee lounges	8 ½ X 11
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	1/07	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

SAMPLE

Mandated NCA Food Stamp Center Signage

The following is a list of signage required to be displayed in NCA Food Stamp 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 Food Stamp 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	12/99	Federal regulation 7CFR 272.6(f)(2)	Prominently displayed	11 X 16 ½
2	Stop Medicaid Fraud	Encourages the reporting of suspected fraud.	NYS/DOH	DOH-3362	12/00	HRA policy	Prominently displayed	11 X 17
3	Stop Medicaid Fraud	Encourages the reporting of suspected fraud (Spanish).	NYS/DOH	DOH-3363 (S)	12/00	HRA policy	Prominently displayed	11 X 17
4	Filing an Application	Lists types of programs for which one can apply.	FIA	FIA-7	8/10	FIA policy	Prominently displayed	14 X 8 ½
5	Filing an Application	Lists types of programs for which one can apply (Spanish).	FIA	FIA-7 (S)	8/10	FIA policy	Prominently displayed	14 X 8 ½
6 a.	Food Stamp Information	Provides general information pertaining to Food Stamp program.	FIA	FIA-8	8/10	FIA policy	Prominently displayed	8 ½ X 14
7 a.	Food Stamp Information	Provides general information pertaining to Food Stamp program (Spanish).	FIA	FIA-8 (S)	8/10	FIA policy	Prominently displayed	8 ½ X 14
8	Expedited Food Stamps	Lists eligibility requirements for receiving Food Stamps within five days.	FIA	FIA-9	8/10	FIA policy	Prominently displayed	8 ½ X 14
9	NOTICE	Notice of HRA assistance in obtaining eligibility verification.	FIA	FIA-11	8/10	FIA policy	Prominently displayed	8 ½ X 14
10	Important Notice To All Public Assistance Applicants and Recipients	Information regarding timely Fair Hearing decisions.	FIA	FIA-33	8/19/09	Piron lawsuit	Prominently displayed	11 X 17
11	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
12	NYS Agency-Based Voter Registration	Identifies Center as a voter registration site.	NYS Board of Elections	FIA-35	3/5/04	National Voter Registration Act	Prominently displayed	18 X 24
13	NYS Agency-Based Voter Registration	Identifies Center as a voter registration site (Spanish).	NYS Board of Elections	FIA-35 (S)	3/5/04	National Voter Registration Act	Prominently displayed	18 X 24
14 b. c.	To Serve You Better	Provides information regarding Food Stamp Centers with further extended hours of operation.	FIA	FIA-62*	8/11	FIA policy	All applicant/participant waiting areas	14 X 20
15 b. c.	To Serve You Better	Provides information regarding Food Stamp Centers with further extended hours of operation (Spanish).	FIA	FIA-62 (S)*	8/11	FIA policy	All applicant/participant waiting areas	14 X 20
16	This is an AUTOMATED Non-Cash Assistance Food Stamp Center	Advises applicants who cannot wait for the interview to inform the Receptionist so their application file date can be preserved.	FIA	FIA-68*	1/08	FIA policy	All applicant/participant waiting areas	8 ½ X 11
17	This is an AUTOMATED Non-Cash Assistance Food Stamp Center	Advises applicants who cannot wait for the interview to inform the Receptionist so their application file date can be preserved (Spanish).	FIA	FIA-68 (S)*	1/08	FIA policy	All applicant/participant waiting areas	8 ½ X 11

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

Mandated NCA Food Stamp Center Signage

The following is a list of signage required to be displayed in NCA Food Stamp 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 Food Stamp Change Centers.

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
18	311 Informational Poster	Raises awareness of the wide range of nonprofit and government services, including human and health service referrals, that can be accessed by calling 311, New York City's Service Request Look-up.	Office of the Mayor	FIA-72	No Date	Office of the Mayor	All applicant/participant waiting areas until further notice.	11 X 17
19	311 Informational Poster	Raises awareness of the wide range of nonprofit and government services, including human and health service referrals, that can be accessed by calling 311, New York City's Service Request Look-up (Spanish).	Office of the Mayor	FIA-72 (S)	No Date	Office of the Mayor	All applicant/participant waiting areas until further notice.	11 X 17
20	Babies Sleep Safest Alone	Its purpose 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.	NYS Office of Children and Family Services	FIA-74*	No Date	HRA policy	All applicant/participant waiting areas	11 X 17
21	Babies Sleep Safest Alone	Its purpose 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 (Spanish).	NYS Office of Children and Family Services	FIA-74 (S)*	No Date	HRA policy	All applicant/participant waiting areas	11 X 17
22	It Is Easier Than Ever To Recertify For Food Stamps	The poster informs participants of the various ways to recertify for food stamps.	FIA	FIA-78*	3/09	FIA policy	All applicant/participant waiting areas	11 X 17
23	It Is Easier Than Ever To Recertify For Food Stamps	The poster informs participants of the various ways to recertify for food stamps (Spanish).	FIA	FIA-78 (S)*	3/09	FIA policy	All applicant/participant waiting areas	11 X 17
24	c. Be Careful About Who Cares For Your Child	Advises parents to be careful about those who are entrusted with the care of their child.	NYC Administration for Children Services	FIA-85*	10/10	FIA policy	Prominently displayed	11 X 17
25	c. Be Careful About Who Cares For Your Child	Advises parents to be careful about those who are entrusted with the care of their child (Spanish).	NYC Administration for Children Services	FIA-85 (S)*	10/10	FIA policy	Prominently displayed	11 X 17
26	You Can Now Apply for Food Stamps Online	Advises applicants of a new option of filing a Food Stamps application online.	FIA	POST-89*	4/11	FIA policy	All applicant/participant waiting areas until further notice.	11 X 17
27	You Can Now Apply for Food Stamps Online	Advises applicants of a new option of filing a Food Stamps application online (Spanish).	FIA	POST-89 (S)*	4/11	FIA policy	All applicant/participant waiting areas until further notice.	11 X 17
28	INFOLINE	Provides a toll-free telephone number to obtain HRA-related information.	HRA	POST-98	4/12	Ramirez lawsuit	All applicant/participant waiting areas	11 X 17
29	Food Stamp Benefits Complaint Procedure	How to file a complaint concerning Food Stamp processing standards and/or service.	NYS/OTDA	LDSS-8036	4/04	OTDA	Prominently displayed	14 X 8 ½
30	Food Stamp Benefits Complaint Procedure	How to file a complaint concerning Food Stamp processing standards and/or service (Spanish).	NYS/OTDA	LDSS-8036 (S)	4/04	OTDA	Prominently displayed	14 X 8 ½
31	c. 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
32	c. 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
33	Will You Receive Food Stamp Benefits After Cash Assistance Ends?	Provides information on receiving Food Stamps after Cash Assistance ends.	NYS/OTDA	PUB-4792	3/08	OTDA	Prominently displayed	8 ½ X 14

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

Mandated NCA Food Stamp Center Signage

The following is a list of signage required to be displayed in NCA Food Stamp 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 Food Stamp Change Centers.

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
34	Will You Receive Food Stamp Benefits After Cash Assistance Ends?	Provides information on receiving Food Stamps after Cash Assistance ends (Spanish).	NYS/OTDA	PUB-4792-SP	3/08	OTDA	Prominently displayed	8 ½ X 14
35	If You Need an Interpreter	Advises individuals with limited English-speaking ability that free interpreter service is available.	NYS/OTDA	PUB-4842	6/04	Ramirez lawsuit	All applicant/participant waiting areas	11 X 17
36	Important! You do not have to pay a surcharge to access your cash benefits	Informs applicants/participants about surcharge-free access to cash benefits.	NYS/OTDA	PUB-4856	4/05	OTDA	Prominently displayed	11 X 17
37	HRA Central Complaint Unit	Advises applicants/participants on how to file a complaint.	HRA/OCCA	W-184A	No Date	HRA policy	Prominently displayed	11 X 8 ½
38	Protect Your EBT Benefits	Advises applicants/participants not to give out their personal information over the phone.	OPIC	W-917*	12/04/06	FIA policy	Prominently displayed	18 X 24

Temporary Posters

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
39	It's Tax Time. Go Get Your Refund!	Provides information on Earned Income Tax Credit (EITC).	DCA	FIA-36*	01/12	FIA policy	Prominently displayed until new version is distributed in January 2013	11 X 17
40	It's Tax Time. Go Get Your Refund!	Provides information on Earned Income Tax Credit (EITC) (Spanish).	DCA	FIA-36 (S)*	01/12	FIA policy	Prominently displayed until new version is distributed in January 2013	11 X 17

FIA Employee Posters

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
43	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
44 b. c.	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
45	Six-Month Reporting Rules for NCA Food Stamp Households with Earned Income	Provides information to staff on the six-month reporting rules for NCA Food Stamps.	FIA	FIA-53*	11/09	FIA policy	Prominently displayed in employee lounges/worker's areas until further notice	14 X 20
46	Budgeting SSI/SSA Income for Food Stamps	Provides information to staff on budgeting SSI/SSA income for Food Stamps.	FIA	FIA-53A*	6/09	FIA policy	Prominently displayed in employee lounges/worker's areas until further notice	14 X 20

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

Mandated NCA Food Stamp Center Signage

The following is a list of signage required to be displayed in NCA Food Stamp 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 Food Stamp Change Centers.

FIA Employee Posters (continued)

Item	Title/Subject	Description	Produced by	Identification Number	Poster Date	Mandated by	Location in Center	Poster Dimensions
47	Budgeting Employment Income for Food Stamps	Provides information to staff on budgeting employment income for Food Stamps.	FIA	FIA-53B*	6/09	FIA policy	Prominently displayed in employee lounges/ worker's areas until further notice	14 X 20
48	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)	FIA-64	10/8	OTDA	Prominently displayed in employee lounges	8 ½ X 11
49	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	FIA-65	No Date	DCAS	Prominently displayed in employee lounges	8 ½ X 11
50	Confidential Documents Bin Poster	Explanation of the proper uses for designated recycling bins in Job Centers and NCA Food Stamp Centers.	HRA	FIA-67	No Date	HRA policy	Displayed anywhere confidential document bins are located	11 X 17
51	Crime Prevention Tips for HRA Staff	Provides information to HRA staff about job safety and crime prevention.	HRA	FIA-71	No Date	HRA policy	Prominently displayed in employee lounges	8 ½ X 11
52 c.	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
53 c.	Professionalism, Accountability, and Integrity (PAI) Poster	Reinforces the Agency's standards regarding the manner in which all employees are to conduct business.	HRA	PAI	No Date	HRA policy	Prominently displayed in employee lounges	11 X 17
54 c.	Drive to 85(k): Job Placements in 2011	Informs staff of the Agency's stated goal of providing employment for 85,000 participants in 2011.	HRA	POST-92*	No Date	HRA Policy	Prominently displayed in all employee lounges and Worker's areas, until further notice.	14 X 20
55	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*	6/11	HRA Policy	Prominently displayed in employee lounges	11 X 17
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	1/07	HRA policy	Prominently displayed in employee lounges	11 X 17
57	Notice – Sexual Harassment	Explains sexual harassment and provides contact information for victims of sexual harassment.	EEO	W-766	3/07	EEO	Prominently displayed in employee lounges	8 ½ X 11
58	People With Disabilities Have Rights	Provides employees with an address and telephone number for information and assistance for people with disabilities.	EEO	W-766B	3/07	EEO	Prominently displayed in employee lounges	8 ½ X 11
59	EEO is the law...	Provides contact information for employees who feel they have been sexually harassed or discriminated against in the workplace.	EEO	W-766S	5/07	EEO	Prominently displayed in employee lounges	8 ½ X 11

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