The Research Packet For

THE SNAP TASK FORCE

Meeting of June, 2018

Prepared by the staff of Benefits Access,
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TABLE OF CONTENTS:

United States Department of Agriculture (USDA)
1. Press Release: H-2A Agricultural Worker Visa Modernization Joint Cabinet Statement ....... 3
2. Retailer Sanctions – Debarment of Disqualified Firms.......................................................... 3
3. Request for Information: SNAP Quality Control Integrity and Modernization.................... 4

New York State Office of Temporary and Disability Assistance (OTDA)
1. Informational Letter 18-INF-08: Summer Food Service Program (SFSP).......................... 4
2. General Information System 18 TA/DC018: Social Service District Responsibility for Timely Submission of Voter Registration Forms............................................................... 5
3. New York State SNAP Participation and Benefit Value in March 2018.................................. 6

New York City Human Resources Administration (HRA)
1. Policy Bulletins and Directives.............................................................................................. 6
   • Policy Bulletin #18-30-OPE: Renaming of the Mandated Job Center Signage (M-98C) and Revisions to the M-98C and Mandated Non-Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center Signage (M-98d).................. 6
   • Policy Directive #18-09-SYS: Revisions to The Systematic Alien Verification for Entitlements (SAVE) System................................................................. 7
   • Policy Directive #18-10-OPE: Servicing Limited English Proficient (LEP) Individuals...... 7
   • Policy Bulletin #18-35-OPE: Monthly Updates: (BRC-100, BRC-901C, BRC-901E).......... 8

Reports and Notable Items from Other Sources
1. Report from Center on Budget and Policy Priorities.............................................................. 8
   • Administration Actions Against Immigrant Families Harming Children Through Increased Fear, Loss of Needed Assistance................................................................. 8
2. Report from Economic Policy Institute................................................................................ 10
   • Countries Investing More on Social Programs Have Less Child Poverty.......................... 10

Hunger and Poverty in the Media
1. National News....................................................................................................................... 11
   • Conservatives May Withhold Support for Farm Bill Revote, Bloomberg Government........ 11
2. Local News........................................................................................................................... 11
   • Food Stamps, Or 3 Square A Day, On 5 Bucks, SILIVE.COM........................................ 11

APPENDICES
Appendix A: 2018 SFSP Resource Order Form........................................................................ 12
Appendix B: Mandated Non-Cash Assistance SNAP Signage (M-98d)...................................... 13
Appendix C: Accessing the Systematic Alien Verification for Entitlements (SAVE) System and Monitoring Cases......................................................................................... 21
Appendix D: Call For An Interpreter (PALM-21)...................................................................... 22
Appendix E: You Have a Right to Free Interpretation Services DSS-4.................................... 23
Appendix F: “I Speak...” (PALM-20).......................................................................................... 24
Appendix G: You Have The Right to Free Language Services At This Location (OCM-34)....... 25
Appendix H: “What You Need to Know About the SNAP Program (BRC-100)...................... 26
Appendix I: “Supplemental Nutrition Assistance Program (SNAP) Interactive Voice Response System (IVRS) (BRC-901c) ................................................................. 27
Appendix J: “Supplemental Nutrition Assistance Program (SNAP) On Demand Telephone Recertification” (BRC-901e)...................................................................................... 29
I. UNITED STATES DEPARTMENT OF AGRICULTURE

1. PRESS RELEASE:
   H-2A AGRICULTURAL WORKER VISA MODERNIZATION JOINT CABINET STATEMENT, MAY 24, 2018

   In January of 2018 President Trump addressed the American Farm Bureau Federation and reminded the audience of his commitment to farmers. In keeping with that commitment the Trump administration is working on streamlining, simplifying, and improving the H-2A temporary agricultural working visa program, reducing cumbersome bureaucracy and ensuring adequate protections for U.S. workers. The Departments of State, Agriculture, Labor and Homeland Security are embarking on a process to modernize the H-2A visa program by clarifying and improving regulations governing the program.

2. RETAILER SANCTIONS – DEBARMENT OF DISQUALIFIED FIRMS, MAY 29, 2018

   United States Department of Agriculture (USDA) Food and Nutrition Services (FNS) published guidance regarding the criteria for initiating government-wide debarment actions against retailers that have been disqualified from SNAP. In addition, the memo addresses what actions FNS should take if an authorized or applying retailer, or any of its owners, are found to have been debarred from non-procurement programs and activities by another Federal agency.

   Executive Order 12549 requires that all Federal agencies participate in a system for debarment and suspension from programs and activities involving Federal financial and nonfinancial assistance and benefits. It is intended that suspension or debarment of a participant in a program by one agency have government-wide effects.

   **FNS shall:**

   ➢ Initiate non-procurement debarment actions against those who have been criminally convicted of Federal or State felonies involving SNAP violations valuing $250,000 or more that were committed while an authorized SNAP dealer. Such actions will be taken when FNS is made aware by USDA Office of Inspector General (OIG) of a felony conviction for SNAP violations and OIG provides information that allows FNS to substantiate that the person in question is the same person who is currently participating as a SNAP retailer.
- Initiate consideration of undertaking non-procurement debarment actions against the most egregious current SNAP retailers who have been convicted of a non-felony crime involving SNAP and Special Supplemental Nutrition Assistance Program for Women, Infants and Children (WIC).

- Submit for inclusion on the System for Award Management (SAM) website (www.sam.gov) names and information for any debarred persons. Retailers included on the SAM website are not permitted to participate as an authorized SNAP retailer.

3. REQUEST FOR INFORMATION: SNAP QUALITY CONTROL INTEGRITY AND MODERNIZATION, JUNE 1, 2018

USDA has invited State government and other stakeholders' perspectives as the agency considers how best to proceed with reforming the SNAP Quality Control system. FNS has undertaken significant steps to strengthen its Quality Control system. Improvements include new training, policy clarifications, procedural improvements, and clarification of existing documentation requirements necessary to substantiate case findings.

FNS’s intent is to achieve three objectives from reforming the Quality Control system:

- Strengthen the integrity and accountability of the system,
- Increase transparency in the process, and
- Use technology to improve improper payment estimates.


II. NEW YORK STATE OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE

1. INFORMATIONAL LETTER 18-INF-08: 2018 SUMMER FOOD SERVICE PROGRAM (SFSP), MAY 8, 2018

Informs social services districts about the Summer Food Service Program (SFSP) which operates from June 18 through September 3, 2018. The SFSP can help families
currently receiving SNAP with replacing the school meals their children receive during the school year. Social services districts are asked to help increase Summer Meals awareness by:

- Including information about the SFSP on the county website that is regularly visited by SNAP clients regarding:
  - Calling 311 for updated SFSP information
  - USDA National Hunger Hotline: 866-3-HUNGRY or 877-9-HAMBRE
  - Informing users that more information may be found at: www.Summermealsny.org
  - Online mapping tool that is available to locate the nearest available sites: https://www.fns.usda.gov/summerfoodrocks
- Informing clients they may also use the text hotline. Texting “food” or “comida” to 877-877 will provide the closest open site information.
- Posting SFSP information posters, providing Summer Meal Program flyers at front reception desk, and including flyers in SNAP application packets in June – August.
- Collaborating with community based partners to increase participation.

Summer Meals outreach materials can be requested using the 2018 SFSP Resource Order form. (See appendix A).

2. GENERAL INFORMATION SYSTEM 18 TA/DC018: SOCIAL SERVICE DISTRICT RESPONSIBILITY FOR TIMELY SUBMISSION OF VOTER REGISTRATION FORMS, MAY 24, 2018


Informs social service districts of the New York State voter registration deadlines for the 2018 elections and the requirement to submit voter registration forms received prior to the deadlines. In accordance with the National Voter Registration Act (NVRA) voter registration forms received between the 30th and 25th day prior to an election must be transmitted to and received by a district’s County Board of Elections by the 20th day before an election. Districts must ensure they offer clients the opportunity to register to vote and that all NVRA requirements are met:

- One 10" x 24" Voter Registration poster provided by the State Board of Elections must be prominently placed at each reception area.
- Each district must designate an NVRA Site Coordinator who has been trained and who must ensure that staff are trained.
- Provide all clients an opportunity to register to vote at initial application, recertification and upon notification of an address change.
3. NEW YORK STATE SNAP PARTICIPATION AND BENEFIT VALUE IN MARCH 2018


According to the latest data from the Office of Temporary and Disability Assistance (OTDA), SNAP participation across New York State increased slightly from February to March 2018. Benefits also saw a slight increase during this time-period. In New York City, 1,633,962 individuals received $235,236,634 in SNAP benefits. The average SNAP benefit received by NYC households was $252.

<table>
<thead>
<tr>
<th></th>
<th>PERSONS</th>
<th></th>
<th>HOUSEHOLDS</th>
<th></th>
<th>BENEFITS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>FEBRUARY 2018</td>
<td>MARCH 2018</td>
<td>PERCENT CHANGE</td>
<td>FEBRUARY 2018</td>
<td>MARCH 2018</td>
<td>PERCENT CHANGE</td>
</tr>
<tr>
<td>New York State</td>
<td>2,808,410</td>
<td>2,824,677</td>
<td>0.58%</td>
<td>1,566,397</td>
<td>1,579,719</td>
<td>0.85%</td>
</tr>
<tr>
<td>New York City</td>
<td>1,620,356</td>
<td>1,633,962</td>
<td>0.84%</td>
<td>924,637</td>
<td>933,439</td>
<td>0.95%</td>
</tr>
<tr>
<td>Rest of State</td>
<td>1,188,054</td>
<td>1,190,715</td>
<td>0.22%</td>
<td>643,760</td>
<td>646,280</td>
<td>0.39%</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>AVERAGE HOUSEHOLD SIZE</th>
<th></th>
<th>AVERAGE BENEFITS PER HOUSEHOLD</th>
<th></th>
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</thead>
<tbody>
<tr>
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<td>FEBRUARY 2018</td>
<td>MARCH 2018</td>
<td>PERCENT CHANGE</td>
<td>FEBRUARY 2018</td>
</tr>
<tr>
<td>New York State</td>
<td>1.793</td>
<td>1.788</td>
<td>-0.27%</td>
<td>$242.56</td>
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<tr>
<td>New York City</td>
<td>1.752</td>
<td>1.750</td>
<td>-0.11%</td>
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<tr>
<td>Rest of State</td>
<td>1.845</td>
<td>1.842</td>
<td>-0.16%</td>
<td>$229.02</td>
</tr>
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</table>

III. NEW YORK CITY HUMAN RESOURCES ADMINISTRATION

1. POLICY BULLETINS AND DIRECTIVES

- **POLICY BULLETIN #18-30-OPE: RENAMING OF THE MANDATED JOB CENTER SIGNAGE (M-98c) AND REVISIONS TO THE M-98C AND MANDATED NON-CASH ASSISTANCE SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (NCA SNAP) CENTER SIGNAGE (M-98D), MAY 7, 2018**

   Informs Human Resources Administration (HRA) staff of the following changes to signage:
Mandated Non-Cash Assistance SNAP Signage (M-98d). (See Appendix B):

- The title now includes a hyphen between words “Non” and “Cash”
- “Safe Storage. Safe Kinds.” [PSOT-206[S]] poster was added; and
- “You Can Now Apply for [SNAP] Benefits Online” [POST-89 [MLF]] poster was revised to include the name change for ACCESS NYC to ACCESS HRA

HRA staff must ensure all previous versions of the M-98d are removed.

➤ POLICY DIRECTIVE #18-09-SYS: REVISIONS TO THE SYSTEMATIC ALIEN VERIFICATION FOR ENTITLEMENTS (SAVE) SYSTEM, MAY 29, 2018

Informs HRA staff of the following changes to the United States Citizenship and Immigration Services (USCIS) SAVE program:

- The Systematic Alien Verification for Entitlements (SAVE) system will no longer process mailed paper submissions of the immigration documents;
- All verification requests must be submitted electronically;
- Any paper Form G-845s received by May 1, 2018 will be returned;
- The previous Employment Authorization Document (I-688) cannot be accepted as proof of immigration status;
- “Attachment A: Accessing the Systematic Alien Verification for Entitlements (SAVE) System and Monitoring Cases” has been updated to reflect screen changes. (See Appendix C).

The Save Program provides access to an internet-based system to obtain verification of immigration status information on noncitizen applicants/participants. The information obtained verifies that a person has the immigration status indicated on the documents.

➤ POLICY DIRECTIVE #18-10-OPE: SERVING LIMITED ENGLISH PROFICIENT (LEP) INDIVIDUALS, JUNE 1, 2018

The policy has been revised to inform staff that the telephone number and access codes to obtain telephone interpretation services has changed. The new telephone number 855-938-0533 is listed on the revised language access information card, “How to Call For An Interpreter” [PALM-21], which has replaced “How to Use the Telephone Interpreter Service” [HRA-103]. (See appendix D).

In addition, the policy has been revised to inform staff of the following:

- “You Have a Right to Free Interpretation Services” [HRA-125] notice has been updated to be the DSS-4. (See appendix E)
• “I Speak...” (HRA-101) card has been updated to be the PALM-20; and it is a detachable port of the DSS-4, used to identify the client as a LEP. (See appendix F)
• “You Have The Right To Free Language Services At This Location” (POST-94) poster has been updated to be the OCM-34. (See appendix G).


Informs HRA staff that the SNAP brochures listed below have been reformatted, updated, and are available in Local Law 30 languages.
• “What You Need to Know About The Supplemental Nutrition Assistance Program (SNAP)” (BRC-100);
• “Supplemental Nutrition Assistance Program (SNAP) Interactive Voice Response System (IVRS) Telephone Recertification” (BRC-901c);
• “Supplemental Nutrition Assistance Program (SNAP) On Demand Telephone Recertification” (BRC-901e).

Please see appendixes H – J for SNAP brochures that have been updated.

IV. Reports and Notable Items from Other Sources

1. REPORT FROM CENTER ON BUDGET AND POLICY PRIORITIES:

ADMINISTRATION ACTIONS AGAINST IMMIGRANT FAMILIES HARMING CHILDREN THROUGH INCREASED FEAR, LOSS OF NEEDED ASSISTANCES, MAY 15, 2018


One in four U.S. children -- about 18 million children under age 18 -- live with at least one immigrant parent. About 5 million children live with an unauthorized immigrant parent, and nearly 80 percent of these children are citizens. The other 13 million live with a parent who is foreign born but either a legal resident or a citizen. The Trump administration has taken the following steps that have harmful consequences for immigrant families and their communities:

• Stepped up immigration arrests in line with the executive order listing virtually any immigrant without legal immigration status as a deportation priority.
• Declared an end to the Deferred Action for Childhood Arrivals (DACA) program, which protects 800,000 young undocumented immigrants from deportation.
• Announced that it will end Temporary Protected Status (TPS) for about 390,000 immigrants from Central America, Haiti, Nepal and Sudan. An estimated 273,000 U.S. born children whose parents are TPS recipients will have to leave or separate from their parents due to this policy change.
• Signed into law a tax bill denying the Child Tax Credit to roughly 1 million low-income children in working families who lack a social security number.
• Drafted a proposed rule that would consider receipt of certain government benefits as a public charge.
• Endorsed legislation that would harm immigrant communities, including the Reforming American Immigration for a Strong Economy (RAISE) Act, which would deny basic food and medical assistance to family members of new immigrants.

Rising Fear and Anxiety in Immigrant Communities

Parents fearing deportation are picking guardians for their U.S. born children. Some families are so fearful that they’re forgoing assistance even in the direst circumstances such as recovering after a natural disaster. Only 40 percent of immigrants with property damage due to Hurricane Harvey applied for emergency federal assistance compared to 64 percent of native-born residents. And 48 percent of immigrants with home damage said they worried that requesting help would draw unwanted attention to their or their family members’ immigration status.

Although immigrant parents often try to shield their children from these issues, children are experiencing acute stress as well. Nearly 90 percent of school administrators representing 730 schools in 12 states noted observing behavioral or emotional problems with their students that appear related to concerns about immigration enforcement. These behavioral problems usually include crying, refusing to speak, being distracted and acting anxious or depressed. About 70 percent of school administrators and staff reported a decline in student academic performance.

Experts note that rising fear is affecting children’s behavior and could do lasting harm. Immigrant parents and pediatricians have indicated that growing fear and anxiety among children are contributing to behavior issues, psychosomatic symptoms and mental health issues. Some pediatricians mentioned an increase in school reports of attention-deficit/hyperactivity disorder as well, which they believe may stem from anxiety or stress.

Children in immigrant families represent an important part of our nation’s future prosperity and public policies should aim to help them reach their full potential.
Aggressive enforcement actions and legislative changes that deny needed assistance to children living in immigrant families can create damaging stress and impose roadblocks to needed assistance. The weight of research evidence suggests that toxic stress can have a long-term damaging effect on children, and economic security programs not only reduce poverty and hardship in the near term but also improve their future health and ability to contribute to their communities. Policies that create harmful stress and lead families to forgo needed assistance will negatively affect these children and weaken their ability to contribute to society.

2. REPORT FROM ECONOMIC POLICY INSTITUTE

- COUNTRIES INVESTING MORE IN SOCIAL PROGRAMS HAVE LESS CHILD POVERTY, JUNE 1, 2018

<https://www.epi.org/publication/countries-investing-more-in-social-programs-have-less-child-poverty/>

The report examines the generosity of a country’s expenditures on public assistance as it relates to the child poverty rate after counting for expenditures. It plots social expenditures minus pension as a share of gross domestic product (GDP) for the United States and select Organizations for Economic Co-operation and Development (OECD) countries against each country’s post-tax, post-transfer child poverty rate in 2014. Researchers subtracted pension from social expenditures because they are a relatively large social expenditure in some countries but do not directly benefit most children.

On average the child poverty rate tends to be lower in countries that choose to invest more of their national income on programs that alleviate poverty and material hardship. For example, Denmark and Finland are among the nations with the most generous social expenditures (each spending close to one-fifth of their GDP) and the lowest post-tax post-transfer, child poverty rates (both spending below 4 percent). The U.S. is much less likely than peer countries to step in where markets and labor policy fail in order to lift their citizens out of poverty.
V. Hunger and Poverty in the Media

1. NATIONAL NEWS

- “CONSERVATIVES MAY WITHHOLD SUPPORT FOR FARM BILL REVOTE,” BLOOMBERG GOVERNMENT, JUNE 18, 2018
  <https://about.bgov.com/blog/conservatives-may-withhold-farm-bill/>

Members of the conservative Freedom Caucus have not confirmed they will lend their support to a HR 2, the House version of the Farm Bill which failed to pass on May 18th, though they have not committed to whether it is policies within the Farm Bill or unrelated immigration legislation that is holding back their support. The House is supposed to vote again on the Farm Bill is Friday June 22nd and House Agriculture Committee chair, Mike Conaway (Texas), has been assured once the House votes on two potential pieces of immigration legislation he will get a chance for his Farm Bill to come to the floor in late June. He acknowledges that the vote will be tight. Meanwhile, the Senate version of the Farm Bill passed the committee and is expected to be on the Senate floor by the end of the month. The Senate version does not include drastic cuts or changes to SNAP. Conaway expects to spend July-September with the Senate committee to come out with a final version of the bill.

2. LOCAL

- “FOOD STAMPS, OR 3 SQUARES A DAY, ON 5 BUCKS,” SILIVE.COM, JUNE 10, 2018

The editor of the Staten Island advance sat down with Project Hospitality director, Rev. Terry Troia, to discuss the upcoming Farm Bill and Staten Island congress member Dan Donovan’s vote in favor of the bill on May 18th. The bill would expand work requirements to seniors and families with children, eliminate broad based categorical eligibility, and enforce asset tests for car owners and homeowners- forcing roughly 2 million Americans off the roles. Editor, Brian LaLine, talks to Rev. Troia about Staten Islanders who use the program that she regularly works with at Project Hospitality and across the island including nurses, college students, and older Staten Islanders. He encourages Representative Donovan to rethink his vote as the bill comes up again on June 22nd.
### APPENDIX A

**Order Your FREE OUTREACH & RESOURCE MATERIALS**

<table>
<thead>
<tr>
<th>RESOURCE</th>
<th>SIZE</th>
<th>QUANTITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>SFSP Kids Eat Free Flyer</td>
<td>11” x 4”</td>
<td></td>
</tr>
<tr>
<td>SFSP Kids Eat Free Flyer with Picture</td>
<td>8 1/2” x 11”</td>
<td></td>
</tr>
<tr>
<td>Summer Meals for Kids &amp; Teens Postcard</td>
<td>6” x 4”</td>
<td></td>
</tr>
</tbody>
</table>

**All Materials are double sided - English on one side, Spanish on the other.**

**MAIL TO:**

CHILD NUTRITION PROGRAM ADMINISTRATION  
SUMMER FOOD SERVICE PROGRAM  
NEW YORK STATE EDUCATION DEPARTMENT  
89 WASHINGTON AVE., 375 EBA  
ALBANY, NEW YORK 12234  
OR FAX TO: (518) 474-9920

In accordance with Federal civil rights laws and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at [http://www.ascr.usda.gov/complaint_filing_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

1. mail: U.S. Department of Agriculture  
   Office of the Assistant Secretary for Civil Rights  
   1400 Independence Avenue, SW  
   Washington, D.C. 20250-9410;

2. fax: (202) 690-7442; or

3. email: program.intake@usda.gov

This institution is an equal opportunity provider.
# APPENDIX B

## 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 areas of the Centers or in all applicant/participant waiting areas, as noted below. Notice signs with separate Spanish translations are identified with an “S” after the identification number. Displaying both a white version of Spanish is acceptable except when noted otherwise. Only prominently displayed signs and employees mandated signs are required of SNAP Telephone Interview Processing Services (TIPS) locations.

<table>
<thead>
<tr>
<th>Item</th>
<th>Title/Subject</th>
<th>Description</th>
<th>Produced by</th>
<th>Identification Number</th>
<th>Poster Date</th>
<th>Mandated by</th>
<th>Location in Center</th>
<th>Poster Dimensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Anti-Discrimination</td>
<td>Prohibits discrimination in U.S. Department of Agriculture-related activity</td>
<td>USDA</td>
<td>40CFR75-5 (E)</td>
<td>12/15</td>
<td>Federal regulation 7CFR 276.61(2)</td>
<td>Prominently displayed and in all applicant/participant waiting areas</td>
<td>11 X 16</td>
</tr>
<tr>
<td>2</td>
<td>Filing an Application</td>
<td>Lists types of programs for which one can apply</td>
<td>FIA</td>
<td>FIA-7 (E)</td>
<td>3/15</td>
<td>FIA policy</td>
<td>Prominently displayed</td>
<td>14 X 6 1/2</td>
</tr>
<tr>
<td>3</td>
<td>Filing an Application</td>
<td>Lists types of programs for which one can apply (Spanish)</td>
<td>FIA</td>
<td>FIA-7 (S)</td>
<td>3/15</td>
<td>FIA policy</td>
<td>Prominently displayed</td>
<td>14 X 6 1/2</td>
</tr>
<tr>
<td>4a</td>
<td>SNAP Information</td>
<td>Provides general information pertaining to SNAP program</td>
<td>FIA</td>
<td>FIA-5 (E)</td>
<td>3/15</td>
<td>FIA policy</td>
<td>Prominently displayed</td>
<td>8 1/2 X 14</td>
</tr>
<tr>
<td>4b</td>
<td>SNAP Information</td>
<td>Provides general information pertaining to SNAP program (Spanish)</td>
<td>FIA</td>
<td>FIA-5 (S)</td>
<td>3/15</td>
<td>FIA policy</td>
<td>Prominently displayed</td>
<td>8 1/2 X 14</td>
</tr>
<tr>
<td>5a</td>
<td>Expected SNAP Benefits</td>
<td>Lists eligibility requirements to receive SNAP benefits within five days.</td>
<td>FIA</td>
<td>FIA-9 (E)</td>
<td>3/15</td>
<td>FIA policy</td>
<td>Prominently displayed</td>
<td>8 1/2 X 14</td>
</tr>
<tr>
<td>5b</td>
<td>Expected SNAP Benefits</td>
<td>Lists eligibility requirements to receive SNAP benefits within five days. (Spanish)</td>
<td>FIA</td>
<td>FIA-9 (S)</td>
<td>3/15</td>
<td>FIA policy</td>
<td>Prominently displayed</td>
<td>8 1/2 X 14</td>
</tr>
<tr>
<td>6</td>
<td>FRA Notice to Applicants</td>
<td>Notice of FRA assistance in obtaining eligibility verification</td>
<td>FIA</td>
<td>FIA-11 (E)</td>
<td>3/15</td>
<td>FIA policy</td>
<td>Prominently displayed</td>
<td>14 X 8 1/2</td>
</tr>
<tr>
<td>7</td>
<td>Important Notice To All Public Assistance Applicants and Recipients</td>
<td>Information regarding timely Fair Hearing decisions</td>
<td>FIA</td>
<td>FIA-33 (E)</td>
<td>8/16/92</td>
<td>Print lawsuit</td>
<td>Prominently displayed</td>
<td>11 X 17</td>
</tr>
<tr>
<td>8</td>
<td>Important Notice To All Public Assistance Applicants and Recipients</td>
<td>Information regarding timely Fair Hearing decisions (Spanish)</td>
<td>FIA</td>
<td>FIA-33 (S)</td>
<td>8/16/92</td>
<td>Print lawsuit</td>
<td>Prominently displayed</td>
<td>11 X 17</td>
</tr>
<tr>
<td>10b</td>
<td>To Same You Better</td>
<td>Provides information regarding SNAP Centers with extended hours of operation</td>
<td>FIA</td>
<td>FIA-52 (E)</td>
<td>9/13</td>
<td>FIA policy</td>
<td>All applicant/participant waiting areas</td>
<td>15 X 19</td>
</tr>
<tr>
<td>11b</td>
<td>To Same You Better</td>
<td>Provides information regarding SNAP Centers with extended hours of operation (Spanish)</td>
<td>FIA</td>
<td>FIA-52 (S)</td>
<td>9/13</td>
<td>FIA policy</td>
<td>All applicant/participant waiting areas</td>
<td>15 X 19</td>
</tr>
<tr>
<td>12</td>
<td>It Is Easier Than Ever To Recycle For Supplemental Nutrition Assistance Program (SNAP) Benefits</td>
<td>Informs participants of the various ways to recycle for SNAP benefits</td>
<td>FIA</td>
<td>FIA-78 (E)</td>
<td>11/13</td>
<td>FIA policy</td>
<td>All applicant/participant waiting areas</td>
<td>11 X 17</td>
</tr>
</tbody>
</table>

* Must be affixed. ** Must be displayed in color. *** Must be approved. **** Cannot be printed from Print On Demand.
## 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 areas of the Centers or in all applicant/participant waiting areas, as noted below. Notice signs with separate Spanish translations are identified with an (S) effective verification number. Displaying black & white versions of signage is acceptable except where noted otherwise. Only prominently displayed signs and employee mandated rights are required at SNAP Telephone Interview/Processing Services (TIPS) locations.

<table>
<thead>
<tr>
<th>Item</th>
<th>Title/Subject</th>
<th>Description</th>
<th>Produced By</th>
<th>Identification Number</th>
<th>Poster Date</th>
<th>Mandated by</th>
<th>Location in Center</th>
<th>Poster Dimensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>It Is Easier Than Ever To Recently For Supplemental Nutrition Assistance Program (SNAP) Benefits</td>
<td>Informs participants of the various ways to recently for SNAP benefits (Spanish).</td>
<td>FIA</td>
<td>FIA-18(S)*</td>
<td>11/13</td>
<td>FIA-policy</td>
<td>All applicant/participant waiting areas</td>
<td>11 X 17</td>
</tr>
<tr>
<td>14</td>
<td>You Can Now Apply For Supplemental Nutrition Assistance Program (SNAP) Benefits Online</td>
<td>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.</td>
<td>FIA</td>
<td>POST-05 (MLF)*</td>
<td>No Date</td>
<td>FIA-policy</td>
<td>All applicant/participant waiting areas</td>
<td>11 X 17</td>
</tr>
<tr>
<td>15a.</td>
<td>INFOline</td>
<td>Provides the hotline telephone number for HRA-related program information. Provides 511 as the number to call for information about other city agencies.</td>
<td>OCS</td>
<td>POST-96 (MLF)*</td>
<td>12/17</td>
<td>Local Law 73</td>
<td>All applicant/participant waiting areas</td>
<td>12 X 18</td>
</tr>
<tr>
<td>16</td>
<td>NYS Agency-Based Voter Registration</td>
<td>Identifies Centers as voter registration site.</td>
<td>NYS Board of Elections</td>
<td>POST-10 (E)</td>
<td>No Date</td>
<td>New York State Law</td>
<td>Prominently displayed</td>
<td>11 X 17</td>
</tr>
<tr>
<td>17</td>
<td>NYS Agency-Based Voter Registration</td>
<td>Identifies Centers as voter registration site (Spanish).</td>
<td>NYS Board of Elections</td>
<td>POST-10 (S)</td>
<td>No Date</td>
<td>New York State Election Law</td>
<td>Prominently displayed</td>
<td>11 X 17</td>
</tr>
<tr>
<td>16a.</td>
<td>HRA Central Complaint Unit</td>
<td>Advises the public how to file a complaint about any HRA program.</td>
<td>OCS</td>
<td>POST-147 (MLF)*</td>
<td>01/18</td>
<td>HRA-policy</td>
<td>Prominently displayed</td>
<td>13 X 19</td>
</tr>
<tr>
<td>19</td>
<td>Is Your Housing Uncertain? Do You Live At A Temporary Address?</td>
<td>Provides information about basic educational rights for homeless or temporarily housed children and youths under the McKinney-Vento Act</td>
<td>NYS Technical and Education Assistance Center</td>
<td>POST-153 (E)</td>
<td>03/17</td>
<td>HRA-policy</td>
<td>Prominently displayed</td>
<td>11 X 17</td>
</tr>
<tr>
<td>20</td>
<td>Is Your Housing Uncertain? Do You Live At A Temporary Address?</td>
<td>Provides information about basic educational rights for homeless or temporarily housed children and youths under the McKinney-Vento Act (Spanish).</td>
<td>NYS Technical and Education Assistance Center</td>
<td>POST-153 (S)</td>
<td>03/17</td>
<td>HRA-policy</td>
<td>Prominently displayed</td>
<td>11 X 17</td>
</tr>
<tr>
<td>21</td>
<td>You Can Now Drop Off Documents for Your Medicaid Case at SNAP and Job Centers</td>
<td>Informs applicants/participants that they can drop off documents for Medicaid cases at all SNAP and Job Centers.</td>
<td>HRA</td>
<td>POST-155 (MLF)*</td>
<td>06/17</td>
<td>HRA-policy</td>
<td>Prominently displayed</td>
<td>13 X 19</td>
</tr>
</tbody>
</table>

* Must be displayed in color  * Cannot be printed from Print On Demand
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<th>Poster Dimensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>22</td>
<td>You Can Apply Here For Health Insurance: Ask To See A Certified Application Counselor To Start your Application Today!</td>
<td>Informs applicants/participants that they can apply for health insurance.</td>
<td>FIA</td>
<td>PCST-156 (MLF)</td>
<td>11/16</td>
<td>FIA</td>
<td>Prominently displayed</td>
<td>11 X 17</td>
</tr>
<tr>
<td>23</td>
<td>Put Them To Bed As If Their Life Depends On It</td>
<td>Promotes backs sleep flat asleep, on their backs in a bare crib or bassinet.</td>
<td>NYC DOH/HCNYC ACS</td>
<td>PCST-163 (S)</td>
<td>No Date</td>
<td>HRA policy</td>
<td>All applicant/participant waiting areas</td>
<td>11 X 17</td>
</tr>
<tr>
<td>24</td>
<td>Put Them To Bed As If Their Life Depends On It</td>
<td>Promotes backs sleep flat asleep, on their backs in a bare crib or bassinet (Spanish).</td>
<td>NYC DOH/HCNYC ACS</td>
<td>PCST-163 (S)</td>
<td>No Date</td>
<td>HRA policy</td>
<td>All applicant/participant waiting areas</td>
<td>11 X 17</td>
</tr>
<tr>
<td>25</td>
<td>Document Submission Scanning Instructions</td>
<td>Provides information on how to scan documents in self-scanning machines.</td>
<td>MASA</td>
<td>PCST-166 (MLF)</td>
<td>11/16</td>
<td>FAKER</td>
<td>Scanning areas</td>
<td>34 X 36</td>
</tr>
<tr>
<td>26a</td>
<td>Have HIV? Need Help?</td>
<td>Informs applicants/participants that they may be eligible for housing assistance and other services through the HUD’s Services Administration (HSA) even if they have no HIV-related illnesses.</td>
<td>FASA</td>
<td>PCST-166 (MLF)</td>
<td>09/17</td>
<td>HRA policy</td>
<td>All applicant/participant waiting areas</td>
<td>12 X 19</td>
</tr>
<tr>
<td>27a</td>
<td>Show the Whistle-on Medicaid Fraud</td>
<td>Encourages the reporting of suspected Medicaid fraud.</td>
<td>NYS DOH Office of Medicaid Inspector General</td>
<td>PCST-170 (S)</td>
<td>No Date</td>
<td>HRA policy</td>
<td>Prominently displayed</td>
<td>11 X 17</td>
</tr>
<tr>
<td>28a</td>
<td>Show the Whistle-on Medicaid Fraud</td>
<td>Encourages the reporting of suspected Medicaid Fraud (Spanish).</td>
<td>NYS DOH Office of Medicaid Inspector General</td>
<td>PCST-170 (S)</td>
<td>No Date</td>
<td>HRA policy</td>
<td>Prominently displayed</td>
<td>11 X 17</td>
</tr>
<tr>
<td>29</td>
<td>What is WIC?</td>
<td>Promotes the Special Supplemental Nutrition Program for WIC.</td>
<td>NYS DOH</td>
<td>PCST-171 (S)</td>
<td>02/14</td>
<td>HRA policy</td>
<td>All applicant/participant waiting areas</td>
<td>11 X 17</td>
</tr>
</tbody>
</table>

*Must be displayed in color. Must be affixed to wall.*
### Mandated Poster and Signage List for Non-Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Centers

The following is a list of signage required to be displayed in NYC 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 applicable participant waiting areas, as noted below. Note: Signs with separate Spanish translations are identified with an "S" after the identification number. Displaying both & white versions of signage is acceptable except when noted otherwise. Only prominently displayed signs and employee mandated signs are required at SNAP Telephone Interview Processing Services (TPS) locations.

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<th>Preser Dimensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>30.b</td>
<td>Get More at NYC Farmers’ Markets (Health Bucks)</td>
<td>Promotes using your SNAP benefit card to buy food at NYC farmers’ markets to receive $2 back in Health Bucks for every $1 spent using card.</td>
<td>NYC DOHMH</td>
<td>POST-172 (F)</td>
<td>12/16</td>
<td>HRA policy</td>
<td>Prominently displayed</td>
<td>16 x 20</td>
</tr>
<tr>
<td>31.b</td>
<td>Get More at NYC Farmers’ Markets (Health Bucks)</td>
<td>Promotes using your SNAP benefit card to buy food at NYC farmers’ markets to receive $2 back in Health Bucks for every $1 spent using card (Spanish)</td>
<td>NYC DOHMH</td>
<td>POST-172 (S)</td>
<td>12/16</td>
<td>HRA policy</td>
<td>Prominently displayed</td>
<td>16 x 20</td>
</tr>
<tr>
<td>32.b</td>
<td>ACCESS HRA Your Way (HRA)</td>
<td>Promotes downloading the new free ACCESS HRA app that allows participants to help manage their Cash Assistance and SNAP cases.</td>
<td>HRA</td>
<td>POST-185 (MLF)</td>
<td>No Date</td>
<td>HRA policy</td>
<td>PC Bank walls: PC Bank bulletin boards (if applicable); Prominently displayed and all applicant participant waiting areas</td>
<td>12 x 18</td>
</tr>
<tr>
<td>33</td>
<td>Safe Storage: Safe Kids</td>
<td>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.</td>
<td>NYC DOHMH</td>
<td>POST-209 (S)</td>
<td>No Date</td>
<td>OSS policy</td>
<td>All applicant participant waiting areas</td>
<td>11 x 17</td>
</tr>
<tr>
<td>34</td>
<td>Safe Storage: Safe Kids</td>
<td>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.</td>
<td>NYC DOHMH</td>
<td>POST-209 (S)</td>
<td>No Date</td>
<td>OSS policy</td>
<td>All applicant participant waiting areas</td>
<td>11 x 17</td>
</tr>
<tr>
<td>35.b</td>
<td>Re-Use</td>
<td>Prevents the waste of food by encouraging participants to use any remaining food items.</td>
<td>WIS GDOTA</td>
<td>PUB-5007</td>
<td>5/17</td>
<td>FAA policy</td>
<td>Prominently displayed</td>
<td>11 x 17</td>
</tr>
</tbody>
</table>

*Must be displayed in color, **must be in English or Spanish.*

- Sample

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**FOOD BANK FOR NEW YORK CITY**

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**SNAP Task Force Meeting of June 21, 2018**

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

The following is a list of signs required to be displayed in NCA SNAP Centers. Most signage is available in English and Spanish and must be prominently displayed in the main areas of the Centers or in all applicable Spanish waiting areas, as noted below. Notes: Signs with separate Spanish translations are identified with an (S) after the identification number. Displaying Tapestry in white versions of signage is acceptable except when noted otherwise. Only prominently displayed signs and employee-maintained signs are required at SNAP Telephonic Intensive Processing Services (TIPS) locations.

<table>
<thead>
<tr>
<th>Title/Subject</th>
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</tr>
</thead>
<tbody>
<tr>
<td>36 b. Keep The Heat On WITH HEAP</td>
<td>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).</td>
<td>NYS ODPA</td>
<td>PUB-5307 SP*</td>
<td>5/17</td>
<td>RSA policy</td>
<td>Prominently displayed</td>
<td>11 x 17</td>
</tr>
<tr>
<td>37 a. Stop Elder Abuse</td>
<td>Encourages the public to report elder abuse by calling APS, 311 or online.</td>
<td>NYS OCFS</td>
<td>PUB-570S</td>
<td>1/2012</td>
<td>NYS OCFS/ APS</td>
<td>Prominently displayed</td>
<td>11 x 17</td>
</tr>
<tr>
<td>38 b. Stop Elder Abuse</td>
<td>Encourages the public to report elder abuse by calling APS, 311 or online (Spanish).</td>
<td>NYS OCFS</td>
<td>PUB-570S SP</td>
<td>1/2012</td>
<td>NYS OCFS/ APS</td>
<td>Prominently displayed</td>
<td>11 x 17</td>
</tr>
<tr>
<td>39</td>
<td>SNAP Right to File</td>
<td>Provides information about application, processing timelines and the application filing rights for SNAP benefits</td>
<td>NYS ODPA</td>
<td>LOSS-495 (S)</td>
<td>2/16</td>
<td>NYS ODPA</td>
<td>Prominently displayed</td>
</tr>
<tr>
<td>40</td>
<td>Will You Still Receive Supplemental Nutrition Assistance Program (SNAP) After Cash Assistance Ends?</td>
<td>Provides information about receiving SNAP benefits after Cash Assistance ends</td>
<td>NYS ODPA</td>
<td>LOSS-495</td>
<td>2/16</td>
<td>NYS ODPA</td>
<td>All applicant/participant waiting areas</td>
</tr>
<tr>
<td>41</td>
<td>Will You Still Receive Supplemental Nutrition Assistance Program (SNAP) After Cash Assistance Ends? (Spanish)</td>
<td>Provides information about receiving SNAP benefits after Cash Assistance ends (Spanish)</td>
<td>NYS ODPA</td>
<td>LOSS-495 SP</td>
<td>2/16</td>
<td>NYS ODPA</td>
<td>All applicant/participant waiting areas</td>
</tr>
<tr>
<td>42</td>
<td>Supplemental Nutrition Assistance Program (SNAP) Benefits Complaint Procedure</td>
<td>How to file a complaint concerning SNAP processing standards and/or services.</td>
<td>NYS ODPA</td>
<td>LOSS-8036</td>
<td>2/16</td>
<td>NYS ODPA</td>
<td>Prominently displayed</td>
</tr>
<tr>
<td>43</td>
<td>Supplemental Nutrition Assistance Program (SNAP) Benefits Complaint Procedure (Spanish)</td>
<td>How to file a complaint concerning SNAP processing standards and/or services (Spanish).</td>
<td>NYS ODPA</td>
<td>LOSS-8036 SP</td>
<td>2/16</td>
<td>NYS ODPA</td>
<td>Prominently displayed</td>
</tr>
</tbody>
</table>
## 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 entry of the Centers and in all applicable employee working areas, as noted below. Signs with separate Spanish translations are identified with an (S) after the identification number. Display signs that are versions of signage are acceptable except when noted otherwise. Only prominently displayed signs and employee mandated signs are required at SNAP Telecomm/Intensive Processing Services (TPS) locations.

### FHA Employee Posters

<table>
<thead>
<tr>
<th>Item</th>
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</tr>
</thead>
<tbody>
<tr>
<td>44</td>
<td>Notice of Compliance</td>
<td>Provides important information about the rights of employees who are injured or suffer an occupational disease while working.</td>
<td>NYS Workers' Compensation Board</td>
<td>C-105 (E-S)</td>
<td>04/20</td>
<td>NYS Workers' Compensation Law</td>
<td>Prominently displayed in employee lounges or on employee bulletin boards</td>
<td>11 X 17</td>
</tr>
<tr>
<td>45 &amp; 46</td>
<td>You Talk, We Listen</td>
<td>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).</td>
<td>EAP</td>
<td>EAP-318*</td>
<td>No Date</td>
<td>IRA policy</td>
<td>Prominently displayed in employee lounges or on employee bulletin boards</td>
<td>12 X 18</td>
</tr>
<tr>
<td>46</td>
<td>Six-Month Reporting Rules for Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Households with Earned Income</td>
<td>Provides information to staff on the six-month reporting rules for NCA SNAP cases with earned income.</td>
<td>FHA</td>
<td>FHA-51*</td>
<td>6/10</td>
<td>FHA policy</td>
<td>Prominently displayed in employee lounges or on employee bulletin boards</td>
<td>13 X 19</td>
</tr>
<tr>
<td>47</td>
<td>Budgeting SSA/SSA Income for Supplemental Nutrition Assistance Program (SNAP)</td>
<td>Provides information to staff on budgeting SSA/SSA Income for SNAP benefits.</td>
<td>FHA</td>
<td>FHA-52A*</td>
<td>5/13</td>
<td>FHA policy</td>
<td>Prominently displayed in employee lounges or on employee bulletin boards</td>
<td>13 X 19</td>
</tr>
<tr>
<td>48</td>
<td>Budgeting Employment Income for Supplemental Nutrition Assistance Program (SNAP)</td>
<td>Provides information to staff on budgeting employment income for SNAP benefits.</td>
<td>FHA</td>
<td>FHA-52B*</td>
<td>6/10</td>
<td>FHA policy</td>
<td>Prominently displayed in employee lounges or on employee bulletin boards</td>
<td>13 X 19</td>
</tr>
<tr>
<td>49 &amp; 49</td>
<td>Equal Employment Opportunity is The Law</td>
<td>Discusses EEO law as it applies to employers holding federal contracts or subcontracts, private employers, state and local governments and institutions, and programs or activities receiving federal funding.</td>
<td>NYS DOL</td>
<td>EEOC-PRE-1*</td>
<td>11/09</td>
<td>EEO Law</td>
<td>Prominently displayed in employee lounges or on employee bulletin boards</td>
<td>11 X 17</td>
</tr>
</tbody>
</table>

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

The following is a list of signages required to be displayed in NCA SNAP Centers. Most signages are available in English and Spanish and must be prominently displayed in the main areas of the Centers or in all applicable participant waiting areas, as noted below. Note: Signages with separate Spanish translations are identified with an (S) after the identification number. Displaying black & white versions of signages in accessible formats is noted otherwise. Only prominently displayed signs and employees mandated signs are required at SNAP™ Telephone Interview Processing Services (TIPS) locations.

**FIA Employee Posters (continued)**

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<tbody>
<tr>
<td>50</td>
<td>Workplace Violence Prevention Policy Statement</td>
<td>Informs staff of the Agency's Workplace Violence Prevention program designed to prevent and/or minimize the hazard of workplace violence.</td>
<td>ESS</td>
<td>POST-50 (E)</td>
<td>12/15</td>
<td>HRA policy</td>
<td>Prominently displayed in employee lounges or employee bulletin boards</td>
<td>11x17</td>
</tr>
<tr>
<td>51</td>
<td>State of New York Division of Human Rights</td>
<td>Describes Human Rights Law which prohibits discrimination in employment, housing, credit, places of public accommodations and non sectarian educational institutions, based on race, national origin, gender, sexual orientation, marital status, disability, military status, and other specified classes.</td>
<td>NYS OTDA</td>
<td>POST-100 (E S)</td>
<td>No Date</td>
<td>EED Law and DOAS</td>
<td>Prominently displayed in employee lounges or employee bulletin boards</td>
<td>8 1/2 x 11</td>
</tr>
<tr>
<td>52</td>
<td>Pregnancy and Employment Rights</td>
<td>Informs staff that pregnant women and those recovering from childbirth are protected from discrimination and may qualify for reasonable accommodations.</td>
<td>EEO</td>
<td>POST-124*</td>
<td>No Date</td>
<td>EEO Law and NYS Commission on Human Rights</td>
<td>Prominently displayed in employee lounges or employee bulletin boards</td>
<td>8 1/2 x 11</td>
</tr>
<tr>
<td>53</td>
<td>Notice – Sexual Harassment Policy</td>
<td>Explains sexual harassment and provides contact information for victims of sexual harassment.</td>
<td>EEO</td>
<td>POST-125 (E)</td>
<td>2/15</td>
<td>EEO Law</td>
<td>Prominently displayed in employee lounges or employee bulletin boards</td>
<td>8 1/2 x 11</td>
</tr>
<tr>
<td>54</td>
<td>EEO is the Law</td>
<td>Provides employees with the address and telephone number to use for information and assistance if they have been discriminated against.</td>
<td>EEO</td>
<td>POST-125a (E)</td>
<td>10/17</td>
<td>EEO Law</td>
<td>Prominently displayed in employee lounges or employee bulletin boards</td>
<td>8 1/2 x 11</td>
</tr>
<tr>
<td>55</td>
<td>Notice – Reasonable Accommodation</td>
<td>Provides information about work-related modifications or adjustments that can be made that promote equal employment opportunity.</td>
<td>EEO</td>
<td>POST-125b (E)</td>
<td>2/15</td>
<td>EEO Law</td>
<td>Prominently displayed in employee lounges or employee bulletin boards</td>
<td>8 1/2 x 11</td>
</tr>
</tbody>
</table>

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

The following is a list of language required to be displayed in NCA SNAP Centers. Written signage is available in English and Spanish and must be prominently displayed in the main entryway to the Centers or in applicable participant waiting areas, as noted below. Signs with associated Spanish translations are identified with an "ES" after the identification number. Language used is English unless noted otherwise. Only bilingual displays are required at SNAP Telecommunicator Processing Services (TPS) locations.

**FIA Employee Posters (continued)**

<table>
<thead>
<tr>
<th>Item</th>
<th>Title/Subject</th>
<th>Description</th>
<th>Produced by</th>
<th>Identification Number</th>
<th>Poster Date</th>
<th>Mandated by</th>
<th>Location in Center</th>
<th>Poster Dimensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>56</td>
<td>Your Rights Under USERRA</td>
<td>Outlines the protections of job rights of individuals who voluntarily leave employment positions to undertake military service or who serve in the National Disaster Medical System</td>
<td>U.S. Department of Labor (VETS)</td>
<td>POST-160</td>
<td>10/06</td>
<td>NYS OTDA</td>
<td>Prominently displayed in employee lounges or on employee bulletin boards</td>
<td>8 1/2 X 11</td>
</tr>
<tr>
<td>57</td>
<td>Confidential Document Bin Poster</td>
<td>Explanation of the proper use for the bins in Job Centers and NCA SNAP Centers that are designated for recycling or confidential material only.</td>
<td>FIA</td>
<td>POST-165 (E)</td>
<td>No Date</td>
<td>FIA policy</td>
<td>Display above bins that are used for the disposal of confidential materials</td>
<td>11 X 17</td>
</tr>
<tr>
<td>58</td>
<td>Labor Law Information Relating to Public Employees</td>
<td>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.</td>
<td>NYS LCL</td>
<td>SH-02</td>
<td>11/02</td>
<td>NYS LCL</td>
<td>Prominently displayed in employee lounges or on employee bulletin boards</td>
<td>11 X 17</td>
</tr>
</tbody>
</table>
Accessing the Systematic Alien Verification for Entitlements (SAVE) System and Monitoring Cases

Accessing the SAVE System

Using the Internet

To access the SAVE system from the internet, open a browser window, enter the SAVE system internet address (https://save.uscis.gov/web) in the address field and press Enter.

**Note:** To create a shortcut to the SAVE system on your desktop, left click on the e icon in the address field and drag it onto the desktop. Right click on the e icon and rename the shortcut SAVE.

Using POS

To access the SAVE system from POS, click on the SAVE button from the Alien Checklist screen. The SAVE button is only enabled in POS for users that are designated as a SAVE Liaison.
Appendix D

How To Call For An Interpreter

1. DIAL 1-855-938-0533

2. SAY THE LANGUAGE YOU NEED
   If you don’t know the language, speak to a Customer Service Representative by dialing “0.”

3. ENTER YOUR ACCESS CODE: ______________

• Call for an interpreter before you make an outgoing call.
• Write down the name and ID number of the interpreter.
• Interpretation services are available 24/7/365 in over 200 languages.
• If you need help, contact your Language Liaison or the Office of Refugee and Immigrant Affairs (ORIA) at 212-331-4550.
Appendix E

You Have a Right to Free Interpretation Services

We have free interpretation services available. Please tell a worker if you want to speak with us in a language other than English or in sign language. In a Center, you can simply show a worker the "I Speak" card below. If you have a question, comment or complaint about the interpretation services provided, please call 311. Filing a complaint will not affect your case.

Usted tiene derecho a recibir servicios de interpretación gratuitos

Contamos con servicios de interpretación gratuitos. Si desea hablar con nosotros en un idioma distinto al inglés o en lenguaje de señas, hágalos saber a un empleado. Si está en un Centro, simplemente muestrele a un empleado la tarjeta "I Speak" que aparece a continuación. Si tiene alguna pregunta, comentario o queja acerca de los servicios de interpretación que brindamos, llame al 311. La presentación de una queja no tendrá incidencia sobre su caso.

유리신희서 사용권한

우리에서는 언어를 한 가지 외의 언어로 통역 서비스를 제공하고 있습니다. 통역 서비스 이용을 원하신 경우 서비스를 이용하시려면 의사소통에 이용하십시오. "I Speak" 카드를 이용하여 서비스 이용을 원하시면 서비스 이용을 원하시는 대로 이용하실 수 있습니다. 서비스 이용을 원하시는 대로 이용하실 수 있습니다. 서비스 이용을 원하시는 대로 이용하실 수 있습니다.

I speak ...

Attention Agency employee: Please call an interpreter. This customer requires language assistance. See reverse side for language.
Appendix F

You Have a Right to Free Interpretation Services

We have free interpretation services available. Please tell a worker if you want to speak with us in a language other than English or in sign language. You can simply show a worker the “I Speak” card below. If you have a question, comment or complaint about the interpretation services provided, please call 311. Filing a complaint will not affect your case.

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您有权利使用免费口译服务

我们提供免费的口译服务。如果您希望用英语以外的语言或手语与我们沟通，请告诉我们的工作人员。您只需要向工作人员出示底下的“我讲”（I Speak）卡就可以了。如果您对我们的口译服务有疑问、评论或申诉，请致电311，提交申诉将不会影响您的个案。

You are viewing the pdf text, you can click the above picture to view the natural text.
YOU HAVE THE RIGHT TO FREE LANGUAGE SERVICES AT THIS LOCATION.

If you need an interpreter, please go to the reception desk and we will call someone to interpret for you. If you have a question, comment or complaint about translation or interpretation at this location, please speak to a worker or call 311. Filing a complaint will not affect your case.

ARABIC

ALBANIAN

BENGALI

CHINESE SIMPLIFIED

CHINESE TRADITIONAL

FRENCH

GREEK

HAITIAN CREOLE

HEBREW

HINDI

ITALIAN

KOREAN

POLISH

PUNJABI

RUSSIAN

SPANISH

URDU

VIETNAMESE

YIDDISH

DEAF/ HARD OF HEARING

You have the right to free language services at this location. If you need an interpreter, please go to the reception desk and we will call someone to interpret for you. If you have a question, comment or complaint about translation or interpretation at this location, please speak to a worker or call 311. Filing a complaint will not affect your case.
Appendix H

The Supplemental Nutrition Assistance Program, formerly called the Food Stamp Program, provides food support to low-income New Yorkers, including working families, the elderly, and people with disabilities to increase their ability to purchase food. You can purchase food by using an Electronic Benefit Transfer (EBT) card at any time of the day.

Who may be eligible for Supplemental Nutrition Assistance Program (SNAP) benefits?

You can be eligible, even if you own home and car, have money saved, and still be eligible. Many immigrants can receive SNAP benefits. You should apply if you need help paying for food. The amount of benefits you receive depends on your household size, income, and your resources. Your application is evaluated on an individual basis. If your disability or medical expenses are high, you may be eligible for Supplemental Nutrition Assistance Program for the Elderly. Your SSI disability benefits will not be reduced.

How much income can you have and still get Supplemental Nutrition Assistance Program (SNAP) benefits?

Eligibility and SNAP benefits levels are based on your household size, income, and your resources. Your net income, before taxes or any other deductions, is called gross income. However, certain deductions to your gross income, called deductions, are allowed. These can be for things like housing, monthly medical expenses over $50, or food purchase for a 30-year-old or older, regardless of dependency.

The Income Limits and Maximum Monthly SNAP Benefits

• 200% of your household size for non-farm residents. You do not need to live in a city.
• Income limits for a household that does not have children are calculated as a percentage of the Federal poverty level (FPL) for a household size in the group.
• Income limits for a household that has one or more children 18 years of age or under, and non-working parents are lower. A household that has a person with a disability of any age or a person with a non-working parent is exempt. A household that has a person with a disability of any age or a person with a non-working parent is exempt. A household that has a person with a disability of any age or a person with a non-working parent is exempt. A household that has a person with a disability of any age or a person with a non-working parent is exempt. A household that has a person with a disability of any age or a person with a non-working parent is exempt. A household that has a person with a disability of any age or a person with a non-working parent is exempt. A household that has a person with a disability of any age or a person with a non-working parent is exempt. A household that has a person with a disability of any age or a person with a non-working parent is exempt. A household that has a person with a disability of any age or a person with a non-working parent is exempt.

Maximum Benefits

Maximum Benefits

<table>
<thead>
<tr>
<th>FAMILY SIZE</th>
<th>MAXIMUM MONTHLY INCOME</th>
<th>MEDIAN MONTHLY INCOME</th>
<th>ALLOWABLE MONTHLY INCOME</th>
<th>MAXIMUM MONTHLY SNAP BENEFITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$7,760</td>
<td>$9,560</td>
<td>$7,760</td>
<td>$412</td>
</tr>
<tr>
<td>2</td>
<td>$15,760</td>
<td>$19,120</td>
<td>$15,760</td>
<td>$712</td>
</tr>
<tr>
<td>3</td>
<td>$23,760</td>
<td>$29,080</td>
<td>$23,760</td>
<td>$1,133</td>
</tr>
<tr>
<td>4</td>
<td>$31,760</td>
<td>$37,040</td>
<td>$31,760</td>
<td>$1,562</td>
</tr>
<tr>
<td>5</td>
<td>$39,760</td>
<td>$46,000</td>
<td>$39,760</td>
<td>$2,010</td>
</tr>
<tr>
<td>6</td>
<td>$47,760</td>
<td>$54,960</td>
<td>$47,760</td>
<td>$2,454</td>
</tr>
<tr>
<td>7</td>
<td>$55,760</td>
<td>$63,920</td>
<td>$55,760</td>
<td>$2,899</td>
</tr>
<tr>
<td>8</td>
<td>$63,760</td>
<td>$72,880</td>
<td>$63,760</td>
<td>$3,333</td>
</tr>
<tr>
<td>9</td>
<td>$71,760</td>
<td>$81,840</td>
<td>$71,760</td>
<td>$3,770</td>
</tr>
<tr>
<td>10</td>
<td>$79,760</td>
<td>$90,800</td>
<td>$79,760</td>
<td>$4,205</td>
</tr>
</tbody>
</table>

Note: The amounts are based upon SNAP Standards as of October 1, 2017.

SNAP Task Force Meeting of June 21, 2018

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FOR MORE INFORMATION
call 311 or visit www.nyc.gov

NYC ACCESS HRA mobile app
www.nyc.gov/hradocs

Bill de Blasio
Mayor
Human Resources Administration
Department of Social Services
Steven Banks
Commissioner

SNAP Task Force Meeting of June 21, 2018
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Q: What is the IVRS?
A: IVRS stands for Interactive Voice Response System. It is a computerized phone system that is used by the Human Resources Administration (HRA) to allow certain Supplemental Nutrition Assistance Program (SNAP) participants to recertify for SNAP benefits through a shortened automated interview.

Q: How will I know if I can recertify by telephone using the IVRS?
A: You can recertify using the IVRS if you receive the IVRS packet AND meet all of the following requirements:

- Disabled OR 60 years of age or older
- Receive no earned income (money from job or self-employment)
- No change in unearned income (SSI, Social Security, pension, etc.)
- No changes in who is in your household, your address, or amount of rent paid

Q: What are the benefits of IVRS?
A: If you choose to use the IVRS:

- You can call from any touch-tone telephone, 24 hours a day, 7 days a week.
- You will be able to choose English, Spanish, or Chinese (Mandarin) options.
- You will SAVE TIME by not having to file a recertification application, submit documents, or have the full eligibility interview.
- You will receive a confirmation number once you complete the IVRS telephone process.
- You will receive a notice in the mail letting you know about your continuing SNAP benefits.

Q: Is there a special telephone number I have to call to recertify via IVRS?
A: Yes. The telephone number is a toll-free number and is provided in the IVRS packet sent to you. The packet will also tell you the date you must call by to recertify through the IVRS.

Q: What is the difference between the On Demand recertification interview and the IVRS process?
A: Calling the On Demand SNAP interview telephone number allows participants to contact HRA to conduct a full SNAP recertification interview after they have submitted the recertification form.

Calling the IVRS allows you to recertify for SNAP benefits, in a shortened automated telephone interview. Only participants who receive the IVRS packet may use the IVRS. Participants who recertify by IVRS do not need to call for an On Demand interview.

Recertifying through IVRS is shorter and easier than On Demand.

Q: If I successfully recertify by the IVRS, do I have to complete the recertification form and recertification interview?
A: No. If you successfully recertify using the IVRS, you will not have to complete the recertification application form, follow-up interview, or submit any additional documents.

Q: What if I cannot or do not want to recertify by using the IVRS?
A: If you do not want to use the IVRS, or if you cannot successfully recertify using the IVRS, you must carefully follow the instructions included in the recertification package you receive in the mail so that your SNAP benefits are not stopped.
YOU CALL US WHEN YOU WANT TO HAVE YOUR INTERVIEW.

SNAP participants can call HRA to recertify their benefits, at a time they choose. With ON DEMAND there are no scheduled telephone interview appointments.

☑ EASIER
You no longer have to wait for us to call you.

☑ MORE CONVENIENT
Call from Home, Work, or ANYWHERE at a time that you choose, during our business hours.

HERE IS HOW YOU RECERTIFY

1. Send in your RECERTIFICATION form.
   Now available online at www.nyc.gov/accessnyc.

2. Submit requested Documents
   Use the NYC ACCESS HRA mobile app on your Smartphone or tablet. Go to www.nyc.gov/accessncbi to download the app.
   Call infoline for more document return options.

3. Call us for your Interview at 718-SNAP-NOW (718-762-7669)
   Monday – Friday 8:30 AM – 5:00 PM, except holidays.
   Free interpretation services are available.

TIME SAVING TIP
If you submit your recertification form online, you can submit your documents then call us during business hours at 718-SNAP-NOW (718-762-7669) for your required interview.

FAQ’s

FREQUENTLY ASKED QUESTIONS

How will I know the date to call to have my recertification interview?

☑ You can call 718-SNAP-NOW (718-762-7669) on or after the start date that is included in your recertification packet. Remember you must first submit the recertification form before calling for your interview. There will also be a date by which you must have your interview in order to avoid an interruption of benefits.

During which hours and what days of the week can I call?

☑ You can call 718-SNAP-NOW (718-762-7669) from 8:30 AM to 5:00 PM Monday thru Friday, except holidays.

Will I still have a scheduled telephone interview appointment?

☑ No, recertification packets will not include a scheduled appointment. You will need to submit the recertification form and then call HRA to have your telephone interview. We encourage you to call promptly and renew your SNAP benefits to avoid an interruption in receiving them.

What if I want to have an in-person recertification interview?

☑ You can still choose to have your recertification interview in person at your assigned SNAP Center if you do not want to interview over the phone. Instructions are included in your recertification packet.