



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #11-106-OPE (This Policy Bulletin Replaces PB #11-72-OPE)

EXPANSION OF CENTRALIZED COMMON BENEFIT IDENTIFICATION CARD (CBIC) REFERRAL UNIT

Date: November 21, 2011	Subtopic(s): Electronic Benefits Transfer (EBT)
<p>  This procedure can now be accessed on the FIAweb. </p> <p>Revised</p>	<p>The purpose of this policy bulletin is to inform Job Center and Non Cash Assistance Food Stamp (NCA FS) Center staff that on Monday, November, 21, 2011 the Family Independence Administration (FIA) expanded the Centralized Common Benefit Identification Card (CBIC) Referral Unit pilot project. With this expansion, a new CBIC Referral Unit will open on the ground floor of 109 East 16th Street, New York, NY 10003.</p> <p>The new unit will service participants from both the Melrose Job Center (#40) and the Melrose FS Center (F40) as well as participants from the Union Square Job Center (#39), Intensive Services Center (#71) and Senior Works (#84) who request replacement CBICs.</p> <p>Applicants/Reapplicants in need of a CBIC should continue to be processed at their assigned Centers. Additionally, participants requiring new PIN access numbers or temporary Medicaid cards should also continue to be served at their assigned Centers.</p> <p>When a participant in the Melrose Job or NCA FS Center, Union Square Job Center, Intensive Services Center, Senior Works, or a Brooklyn or Queens CA or NCA FS Center, requests a replacement CBIC, staff should verify that the individual is the casehead and that their case is currently in active (AC) status. Upon verification, staff should route these participants to the appropriate Centralized CBIC Referral Unit on the same day by 4:00 pm.</p> <p>When staff are referring participants, they should advise them that if the participant will not be able to get to the CBIC Referral Unit by</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

New Information

5:00 pm that they should report on the following business day between the hours of 8:30 am and 5:00 pm. For participants of the Melrose Job or NCA FS Center, Union Square Job Center, Intensive Services Center or Senior Works, the CBIC Referral unit will be located on the ground floor of **109 East 16th Street, New York, NY 10003.**

For participants in a Brooklyn or Queens CA or NCA FS Center the CBIC Referral unit remains located on the ground floor of the Linden Job Center, at **45 Hoyt St, Brooklyn, NY 11201.**

Each Centralized CBIC Referral Unit will provide the following services:

- Issue referrals for over-the-counter (OTC) CBICs;
- Process requests to mail CBICs;
- Process PIN access number changes on current CBICs, when warranted; and
- Process temporary Medicaid card requests.

Note: Individuals who receive a CBIC referral from their assigned Center are still to be given the Travel Directions to the Manhattan/Brooklyn CBIC OTC Sites (**W-608H**) form. They should not be referred to the Centralized CBIC Referral Unit.

Revised

In conjunction with the expansion of this pilot project, a new Important Information About Replacements of Common Benefit Identification Cards (CBIC) (**FIA-1039a [E-S]**) has been developed to advise participants of the above specified locations of the new CBIC Referral Unit. The **FIA-1039a (E-S)** informs participants of the Units' address, hours of operation, the need to bring proper identification, general travel directions and instructs participants to contact the Metropolitan Transportation Authority (MTA) for more specific travel directions if needed. This form is to be given to participants who are eligible to be routed to the Centralized CBIC Referral Unit.

If the participant indicates that he/she has a disability which prevents him/her from going to the centralized unit, he/she may still be served at the assigned Center.

Effective Immediately

🖨 Please use Print on Demand to obtain copies of forms.

Attachments:

- FIA-1039a (E-S)** Important Information About Replacement of Common Benefit Identification Cards (CBIC)
- W-608H** Travel Directions to the Manhattan/Brooklyn Common Benefit Identification Card (CBIC) Over-the-Counter (OTC) Sites
- W-608H(S)** Travel Directions to the Manhattan/Brooklyn Common Benefit Identification Card (CBIC) Over-the-Counter (OTC) Sites (Spanish)

Important Information About Replacement of Common Benefit Identification Cards (CBIC)

If you have an active Cash Assistance or Food Stamp case, at one of the following locations: Melrose Food Stamp Center F40, Melrose Job Center #40, Union Square Job Center #39, Intensive Services Center #71, or SeniorWorks Center #84, your request for a replacement Common Benefit Identification Card (CBIC) can now be processed at the centralized **CBIC Referral Unit** located at:

109 East 16th Street, Ground Floor, New York, NY 10003

The hours of operation of the CBIC Unit are:
Monday through **Friday**, from **8:30 AM** to **5:00 PM**, except holidays.

Please bring proper identification.

If you lose your CBIC in the future, you do not have to go to your assigned Center. You may go directly to the **CBIC Referral Unit** at the above location and request a replacement.

Travel Directions to 109 East 16th Street:

By Bus: **M1, M2, M3, M5** to 5th Avenue and West 17th Street
M14A/D to 4th Avenue and West 14th Street
M101 to 3rd Avenue and East 14th Street

By Subway: **N, Q, R, L, 4, 5, 6** to 14th Street – Union Square

You can also call MTA information at **(718) 330-1234**

Información Importante Sobre Reemplazo de Tarjetas de Identificación de Beneficios Comunes (CBIC)

Si usted tiene un caso activo de Asistencia en Efectivo o Cupones para Alimentos, en uno de los siguientes locales: Centro de Cupones para Alimentos de Melrose F40, Centro de Trabajo #40, Centro de Trabajo de Union Square #39, Centro de Servicios Intensivos #71, o Senior Works (Trabajos para Ancianos) #84, su pedido de una nueva Tarjeta de Identificación de Beneficios Comunes (CBIC) se puede tramitar ahora en la **Unidad de Referencia de CBIC** en:

109 Este de la Calle 16, Planta Baja, Nueva York, NY 10003

Las horas de trabajo de la Unidad de CBIC son:

Lunes a viernes, de 8:30 AM a 5:00 PM, excepto los días feriados.

Favor de traer identificación adecuada.

Si usted pierde su Tarjeta de Identificación de Beneficios Comunes (CBIC), no tiene que ir a su Centro asignado. Puede ir directamente a la **Unidad Centralizada de Referencia de CBIC** al lugar indicado arriba y solicitar que reemplacen la tarjeta.

Indicaciones de Viaje a 109 Este de la Calle 16:

En Autobús: **M1, M2, M3, M5** a la 5^{ta} Avenida y el Oeste de la Calle 17
M14A/D a la 4^{ta} Avenida y el Oeste de la Calle 14
M101 a la 3^{ra} Avenida y el Este de la Calle 14

En Tren: **N, Q, R, L, 4, 5, 6** a la Calle 14 – Union Square

Usted también puede llamar a información del MTA al **(718) 330-1234**

(See Reverse)

Travel Directions to the Manhattan/Brooklyn Common Benefit Identification Card (CBIC) Over-The-Counter (OTC) Sites

You will need a CBIC in order to get your cash assistance and/or Food Stamp benefits. Form **DSS-4113-2**, Referral to the CBIC OTC Site, is stapled to the bottom portion of this page. **You will NOT get a CBIC unless you have Form DSS-4113-2.** Bring your referral to either the Manhattan or Brooklyn OTC site listed below.

Both CBIC OTC sites are open Monday through Friday, except on holidays.

Manhattan CBIC OTC Site	Brooklyn CBIC OTC Site
<p>39A Walker Street Ground Floor (between Church Street and Broadway) New York, NY 10013</p> <p>Open: 9:00 AM to 8:45 PM</p> <p>Travel Directions</p> <p><u>By Bus:</u></p> <p>M5, M20 to Canal Street</p> <p><u>By Train:</u></p> <p>A, C, E, J, N, Q, R, Z or 6 to Canal Street 1 to Franklin Street 2, 3 to Chambers Street</p>	<p>100A Livingston Street Ground Floor (between Court Street and Boerum Place) Brooklyn, NY 11201</p> <p>Open: 8:30 AM to 5:45 PM</p> <p>Travel Directions</p> <p><u>By Bus:</u></p> <p>B57 to Court & Schermerhorn Streets B25, B26, B38, B41, B45, B52 to Court & Joralemon Streets B67 to Livingston & Smith Streets</p> <p><u>By Train:</u></p> <p>2, 3, 4, 5 to Borough Hall A, C, F to Jay Street & Borough Hall N or R to Court Street B, D, Q to Dekalb Avenue G to Hoyt & Schermerhorn Streets</p>

Because space is limited, please do not bring anyone else with you unless absolutely necessary.

FORM DSS-4113-2

STAPLE FORM DSS-4113-2 HERE

Indicaciones de Viaje a los Locales de Expedición Inmediata (Over-The-Counter [OTC] Sites) de Tarjeta de Identificación para Beneficios Comunes (Common Benefit Identification Card [CBIC]) de Manhattan/Brooklyn

Usted necesitará una CBIC para poder obtener sus beneficios de asistencia en efectivo y/o Cupones para Alimentos. El Formulario **DSS-4113-2**, Envío al Local de CBIC OTC (Referral to the CBIC OTC Site), se encuentra grapado a la parte inferior de la presente página. **Usted NO obtendrá una CBIC a menos que tenga un Formulario DSS-4113-2.** Traiga su envío al local de OTC de Manhattan o de Brooklyn listado más abajo.

Ambos locales de CBIC OTC están abiertos de lunes a viernes, salvo los días feriados.

Local de CBIC OTC de Manhattan	Local de CBIC OTC de Brooklyn
<p>39A Walker Street Planta Baja (entre Church Street y Broadway) New York, NY 10013 Abierto: 9:00 AM a 8:45 PM</p> <p>Indicaciones de Viaje</p> <p><u>Por Autobús:</u></p> <p>M5, M20 a Canal Street</p> <p><u>Por Metro:</u></p> <p>A, C, E, J, N, Q, R, Z o 6 a Canal Street 1 a Franklin Street 2, 3 a Chambers Street</p>	<p>100A Livingston Street Planta Baja (entre Court Street y Boerum Place) Brooklyn, NY 11201 Abierto: 8:30 AM a 5:45 PM</p> <p>Indicaciones de Viaje</p> <p><u>Por Autobús:</u></p> <p>B57 a las calles Court y Schermerhorn B25, B26, B38, B41, B45, B52 a las calles Court y Joralemon B67 a las calles Livingston y Smith</p> <p><u>Por Metro:</u></p> <p>2, 3, 4, 5 a Borough Hall A, C, F a Jay Street y Borough Hall N o R a Court Street B, D, Q a Dekalb Avenue G a las calles Hoyt y Schermerhorn</p>

Por ser el espacio limitado, favor de no traer a nadie más con usted a menos que sea absolutamente necesario.

FORMULARIO DSS-4113-2

STAPLE FORM DSS-4113-2 HERE