

SUN Bucks Customer Service Script for DSS Offices

Instructions:

NCDHHS strives to maintain consistent messaging across all divisions for the new summer meal program, SUN Bucks, coming to North Carolina this summer. Please use the general messaging below to respond to client questions.

Message:

SUN Bucks is a new federal program coming to North Carolina this summer! SUN Bucks will provide grocery-buying benefits to qualifying families with school-aged children during the summer months when schools are on summer break.

Benefits will be issued to debit-like cards that families can use to purchase nutritious food (see chart below for more information). Households will receive a one-time payment of \$120 for each eligible child. Children who participate in FNS, TANF, Work First, Medicaid or foster care are automatically eligible for the new program. Others will need to apply by August 31, 2024 once the application is released in May.

Which scenario applies to your child?	How will I receive my SUN Bucks benefits?	How do I update my address?
Scenario A: Our family/my child currently gets Food and Nutrition Services (FNS, food stamps).	You will receive SUN Bucks benefits on your existing FNS EBT card.	There is no need to update your address to get your SUN Bucks benefits.
Scenario B: Our family/my child does not get FNS (food stamps), but does get Medicaid or Temporary Assistance for Needy Families (TANF, also known as Work First (cash assistance)).	You will be mailed a new SUN Bucks card to the address on file with your benefits caseworker.	If needed, contact your DSS office or caseworker ASAP to update your mailing address.

Visit www.ncdhhs.gov/sunbucks for more information. Be sure to follow NCDHHS on social media ([Instagram](#), [Facebook page](#), for [X account \(Twitter\)](#)) for the most up-to-date information.