



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

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Human Services

May 22, 2020

Subject: P-EBT Update

Good afternoon County DSS Directors and staff,

We want to provide you a high-level update on P-EBT and let you know of a few changes that have been made.

- Phase 1 P-EBT cards for non-FNS recipients are being printed and mailed, as of 5/21/2020. They will continue to be generated and mailed in batches through approximately 6/3/2020
- Prior to any P-EBT cards being mailed, updates were successfully applied to bring in the correct "Parent Name" on cases where an Emergency Contact's name had been incorrectly listed as Parent Name.
- Prior to any P-EBT cards being mailed, updates were successfully applied to bring in the student's "mailing address" on cases where a "physical address" had been used.
- Cases impacted by the updates in #2 and #3 above have been mailed new notices.
- P-EBT Case Reports have been regenerated and reposted.
- A new report was generated and posted that shows all of the cases that had a redelivered notice with a corrected Parent Name and/or a change of address. As mentioned before, any returned notices received by a county on or prior to 5/22/2020 that match to this "P-EBT Redelivered Notice" report, do not need to be acted upon.
- Because of the delay associated with data corrections, some dates needed to be changed in the P-EBT Logic Trees. Those updates have been applied and posted here, under Pandemic EBT (P-EBT):
<https://www.ncdhhs.gov/divisions/social-services/covid-19-information-local-social-services-agencies>

We continue to get good Q&A information from counties and continue to make regular updates to our FAQ Documents. Thank you for your help in this, and please keep it coming.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES

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- We received our Phase 2 file from DPI that includes students who enrolled in Free or Reduced Lunch between January 2020 and March 2020. That file includes over 50,000 new P-EBT students. We are currently in the process of matching those to NC FAST FNS records and hope to begin issuing benefits to Phase 2 students on June 1st (along with the 2nd allotment for Phase 1 recipients):
 - Reminder: Phase 1 recipients will receive their 2nd allotment (covering 31 days in May and June) onto the same card(s) they received their 1st allotment. These issuances will be staggered across 10 days – beginning June 1 and ending June 10th
 - Phase 2 recipients will receive the 1st and 2nd allotment at the same time (covering all 65 days in March, April, May, and June). The benefit availability dates for Phase 2 recipients will also be staggered between June 1st and June 10th.
 - Because the printing and mailing of P-EBT cards for Phase 1 recipients is not scheduled to be completed until June 3rd, we are targeting June 4th as the date to begin printing and mailing Phase 2, non-FNS recipient, P-EBT cards. It may take 1 to 2 weeks for those cards to be printed and mailed.
 - Text messages will be sent to Phase 2 recipients (FNS and Non-FNS)
 - Notices will be sent to non-FNS Phase 2 recipients

Reminders for working undeliverable notices and P-EBT Cards:

- If you are successful in getting a new address from a recipient after calling the phone number on the returned notice (for those notices that are not associated with as case on the “PEBT Redelivered Notices Report”), you will want to do the following:
 - a) Record the information in the P-EBT log
 - b) Recommend that the client set up a forwarding address from the incorrect address to the correct address with the post office, if possible (this will increase the likelihood that they get the card without reissuance being necessary, depending on which FIS card batch the card goes out in)
 - c) Have the new address info readily available for use by whichever staff is working the Undeliverable Card report in EBT Edge (if the client’s card ends up showing in that report).
- To re-issue cards that show up on the Undeliverable card report in EBT-Edge, the staff member(s) assigned must have administrative access to EBT-Edge. Please ensure that an e-IRAFF is submitted for those staff that are going to be completing this task. Remember that this cannot be an FNS Caseworker, due to the need to maintain appropriate separation of duties.

Thanks again for your partnership on this and many other important initiatives. These benefits are helping and will help many families across NC, and that would not be possible without you.

Be well and have a nice weekend.

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