

Provided below are a list of the communication materials attached that are included in the toolkit and a short description of the purpose of the materials. Please note there are some materials that should only be shared and used internally. For example, please do not upload the FAQ to your website as it is our goal to direct people to the P-EBT webpage. This will allow us to make sure customer have the most up-to-date information in the event changes needed to be made after these resources are shared.

Materials that are OK to be shared EXTERNALLY

- Website content: Content partners and stakeholders can be published on their websites that will 'push' customers / users to the main P-EBT website. (NOTE: Website updates are not intended to be published to partner websites until after the press release is issued)
- Flyer: One-page documents that help communicate the key elements of P-EBT in-person (physical) or digital channels.
- Robocalls for schools: A short script schools can use in their robo calls to families if they so choose.
- Social media messages: Messages that can be distributed over Facebook, Twitter, and Instagram. The messages will be aligned with DHHS campaign.

Materials that should only be used INTERNALLY

- Frequently Asked Questions (FAQ): A culmination of questions that are anticipated to be asked by customers and stakeholders based on changes to P-EBT and frequently asked questions in 2020. Please direct customers to the www.ncdhhs.gov/PEBT if you plan to share the FAQ with any outside of your organization.
- Fact Sheet Narrative / Info Sheet: One-pagers highlighting key messages that can help partners / stakeholder answer basic questions about P-EBT.
- Roles & Responsibility: A guide to help internal stakeholders (state employees) to help resolve common scenarios that may require the help of other NC departments and divisions. This will help to avoid customers from being passed around with no resolution.
- Eligibility Infographic: One-page infographic that explains P-EBT eligibility and how the amount for those who are eligible is determined.

Thank you for all you do to assist with the P-EBT program.

Use of Social Media Content

Please use the following messages to post on your Facebook and Twitter accounts. Please do not post content until **after** NC DHHS issues the press release (tentatively scheduled for 2/17). DHHS will send a follow-up email to confirming timing and when you can begin to publicly share the information you are being provided. We also encourage you to use **#NCPEBT** so we can monitor progress and review how your communities are responding to this next round of P-EBT.

Launch Message #1

Goal: Inform households / customers NC will be issuing another round of P-EBT and benefits will begin to be provided in the coming days and weeks. First round is for Aug to December.

Suggested date to be posted: Day after press release

FACEBOOK FEED POST

North Carolina announced it will continue to provide additional benefits through the Pandemic Electronic Benefit Transfer (P-EBT) program to help families purchase food for children whose access to free and reduced-priced meals at school has been impacted by virtual learning for the 2020 to 2021 school year due to COVID-19.

Families do not need to apply for P-EBT. A school-aged child is eligible for the P-EBT program if their school is eligible to provide free or reduce-priced meals at school this year, and the child was eligible to receive free or reduced-priced meals during the 2020-2021 school year.

The program provides a benefit on an Electronic Benefit (EBT) card. An EBT card acts like a credit card and can be used to buy food at authorized food and grocery retailers, including most major grocery stores. Benefits received in February 2021 will be for the months of August to December 2020 for those students who are eligible.

Please visit www.ncdhhs.gov/PEBT for more information. #NCPEBT

GRAPHIC TO BE POSTED WITH COPY:



Pandemic Electronic Benefit Transfer (P-EBT)

P-EBT helps families purchase food for children whose access to free and reduced-priced meals at school have been impacted by virtual learning for the 2020 to 2021 school year due to COVID-19.

FOR MORE INFORMATION, VISIT:
www.ncdhhs.gov/PEBT

Pandemic Electronic Benefit Transfer (P-EBT)

P-EBT helps families purchase food for children whose access to free and reduced-priced meals at school have been impacted by virtual learning for the 2020 to 2021 school year due to COVID-19.



FOR MORE INFORMATION, VISIT: www.ncdhhs.gov/PEBT

TWITTER FEED POST

NCDHHS announced today the Pandemic Electronic Benefit Transfer (P-EBT) benefits will continue to be provided to eligible school-aged children. Eligible students will receive their benefits for Aug to Dec 2020 in the coming weeks. More info: www.ncdhhs.gov/PEBT #NCPEBT

GRAPHIC TO BE POSTED WITH COPY (SAMES AS FACEBOOK)

Launch Message #2

Goal: Educate on eligibility, amount, and process through the website and FAQ.

Suggested date to be published: 2/24

FACEBOOK

Have questions about who is eligible for NC's Pandemic Electronic Benefit Transfer (P-EBT) program and how to use the benefits? These questions and more are answered on our P-EBT webpage and FAQ. Visit www.ncdhhs.gov/PEBT #NCPEBT

GRAPHIC OPTIONS TO BE POSTED WITH COPY:

Pandemic Electronic Benefit Transfer

(P-EBT)

Am I eligible to receive P-EBT benefits? If so, when and how can I use the benefits? These questions and more are answered on our P-EBT webpage and FAQ.



Pandemic Electronic Benefit Transfer

(P-EBT)

Am I eligible to receive P-EBT benefits? If so, when and how can I use the benefits? These questions and more are answered on our P-EBT webpage and FAQ.



TWITTER

Have questions about who is eligible for the NC's Pandemic Electronic Benefit Transfer (P-EBT) program and how to use the benefits? These questions and more are answered on our P-EBT webpage and FAQ. Visit www.ncdhhs.gov/PEBT. #NCPEBT

GRAPHIC TO BE POSTED WITH COPY (SAMES AS FACEBOOK)

Launch Message #3

Goal: Remind about the timing of benefits and the benefits being staggered.

Suggested date to be published: 3/1

FACEBOOK

NC P-EBT benefits received in February will be for the months of August to December 2020. Benefits for each eligible month may be received over several days to avoid overwhelming authorized retailers.

Those who do not have the card and are eligible during these months should anticipate receiving their cards in February or March. Visit www.ncdhhs.gov/PEBT for more info. #NCPEBT

GRAPHIC TO BE POSTED WITH COPY:



TWITTER (Post 2 to 3 times over 48 hours)

NC P-EBT benefits received in Feb will be for the months of Aug to Dec 2020. Benefits will be received over several days. Those without a card and are eligible should anticipate receiving their cards in Feb or March. Visit www.ncdhhs.gov/PEBT for more info #NCPEBT

GRAPHIC TO BE POSTED WITH COPY (SAMES AS FACEBOOK)



Pandemic Electronic Benefit Transfer (P-EBT) for the 2020-2021 School Year

Overview

The Pandemic Electronic Benefit Transfer (P-EBT) program, a collaboration between the NC Department of Health and Human Services and the NC Department of Public Instruction, helps families purchase food for children whose access to free and reduced-priced meals at school has been impacted by COVID-19. The purpose of P-EBT program is to provide an electronic benefit for North Carolina (NC) households with school-eligible children that are not attending school in a brick-and-mortar building. Due to the increase in online learning and reduction of in-person school attendance caused by the COVID-19 pandemic, households will be eligible, or continue to be eligible, to receive P-EBT benefits on an EBT card to help buy food for their school-aged children. This document gives a brief overview of what the program is, who is eligible, and how families will receive the benefit. This extension of P-EBT benefits provides help buying food to the families of more than 900,000 children whose access to free and reduced-price school meals has been disrupted by COVID-19.

Eligibility to Receive P-EBT

Families do not need to apply for P-EBT. Eligibility for P-EBT will be determined through student and learning circumstances. Students will need to meet specific criteria for both.

- Student circumstances - A school-aged child is eligible for the P-EBT program if their school district or charter school is eligible to provide free or reduce-priced meals at school this year, and the child was eligible to receive free or reduced-priced meals during the 2019-2020 school year or became eligible during the 2020-2021 school year.
- Learning circumstances - There are two conditions in which one must meet to receive the P-EBT benefit.
 1. The student's school was closed or has been operating with reduced attendance for at least 5 consecutive days during the 2020 to 2021 school year.
 2. The student is learning in a "remote learning mode" (all virtual instruction) or in a "hybrid learning mode" (combination of virtual and in-person instruction) during the month.

The eligibility criteria are based on guidance from the US Department of Agriculture. To find out whether a school district or charter school is receiving P-EBT benefits, go to www.ncdhhs.gov/pebt.

Eligible families already receiving Food and Nutrition Services (FNS) benefits will receive an additional benefit on their existing EBT card. Families who received P-EBT previously and remain eligible will receive additional benefit on their original P-EBT card.

P-EBT Amount and When to Expect the Benefit

North Carolina intends to simplify the P-EBT benefits into a monthly allotment as long as the child remains eligible. The monthly allotment a child receives will be determined based on whether they were in a "fully remote learning mode" or a "hybrid learning mode". The daily reimbursable rate of \$5.86 has been increased to \$6.82 to include the value of an afterschool snack. All benefits will be distributed using the EBT system.

How Households Will Receive the Benefits

The P-EBT benefits will be provided through the current EBT system. EBT is an electronic system that replaced paper food stamp coupons with a card that is like a debit card. The P-EBT card can be used to purchase food items at EBT authorized retailers, including most major grocery stores.

More information

If you have general questions about your P-EBT card you can call the North Carolina EBT Call Center at 1-866-719-0141. You may also visit North Carolina's P-EBT website at www.ncdhhs.gov/pebt.



COVID-19 NC RESPONSE

2020-2021 School Year: NC Pandemic Electronic Benefits Transfer Information

(P-EBT)

Who is eligible and how much is the P-EBT benefit?

Families do not need to apply for P-EBT. School and student information will be used to determine eligibility and benefit amount through both student and learning circumstances.

To be eligible for P-EBT, a student must meet two criteria:

1. Be enrolled in a school that participates in the National School Lunch Program and
2. Be eligible for free or reduced-price meals.

Student eligibility is determined by:

- **Direct Certification** (household receives FNS benefits), or
- **Categorical Eligibility** (homeless, migrant, foster, etc.), or
- **Participation in a Community Eligibility Provision (CEP) School** (where all students receive meals at no cost), or
- **Household Applications for Free/Reduced-Price Meals**

AND the student must meet BOTH of the following learning circumstances:

1. The student's school was closed or has been operating with reduced attendance (e.g., Plan B, partially in-person and partially virtual) for at least 5 consecutive days during the 2020 to 2021 school year, **AND**
2. The student is learning in a "remote learning mode" (all virtual instruction) or in a "hybrid learning mode" (combination of virtual and in-person instruction) during the month.

The student's **learning mode** is assessed each month using information reported by the schools to determine the benefit amount.

1. **Remote learning mode:** Students in virtual instruction 17 or more days per month will receive a benefit of \$115.94 for that month.
2. **Hybrid learning mode:** Students in virtual instruction 1 to 16 days will receive the hybrid amount. The hybrid amount can change month to month and is determined by the average number of days North Carolina schools using a hybrid schedule conducted virtual instruction for that month multiplied by the daily benefit rate of \$6.82.

To apply for free or reduced-price meals at school, please contact your child's school for an application.

When will benefits be issued?

Starting in February or March, benefits will be issued retroactively. Benefits issuance will be staggered over several days each month.

How do I use or activate my P-EBT card?

If you already have an EBT card, your child's benefits will be added automatically, and you can use the EBT card as you previously have. Those who do not have a card and are eligible should anticipate receiving a new EBT card in the mail.

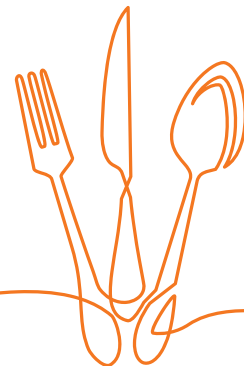
You can activate or order a new card in one of the following ways:

1. Visit www.ebtedge.com. Click on "More Information" under EBT Cardholder. You will be prompted to login and/or register your account.
2. Download the ebtEDGE mobile app. The app is available on Apple Store and Google Play.
3. Call 1-888-622-7328 and follow the prompts to activate your card and select a PIN.

To activate the EBT card and select a PIN, enter the date of birth of the youngest student in your household. It might be necessary to try the date of birth of other students in your household if the first attempt does not work. Enter the date of birth using two digits for the month, two digits for the day, and four digits for the year. For example, if the date of birth is June 1, 2008, you would enter 06012008.

Resource Information

- More information about the P-EBT program can be found at www.ncdhhs.gov/PEBT.
- For the latest information on COVID-19, visit nc.gov/covid19.
- For information on other food resources, please call 2-1-1 or 1-888-892-1162.
- For locations of schools & community meal sites, text "FOODNC" or "COMIDA" to 877-877.



For more information,
visit www.ncdhhs.gov/PEBT.



NC Department of Health and Human Services • www.ncdhhs.gov • NCDHHS is an equal opportunity employer and provider. • 02/2021

P-EBT FOR SCHOOL YEAR 2020-2021 FAQ

Updated 02/10/2021

About Pandemic Electronic Benefit Transfer (P-EBT) Program

1. What is P-EBT? (Pandemic Electronic Benefits Transfer)

P-EBT provides food assistance benefits on a debit-like Electronic Benefit Transfer (EBT) card to North Carolina families whose school-aged children are eligible to receive free or reduced-price meals at school, but who have not been able to access those meals because they have been in virtual learning instruction at least some of the time due to COVID-19.

The P-EBT benefits will be electronically placed on the EBT card monthly and can be used to purchase food items at EBT authorized food or grocery retailers, including most major grocery stores.

Eligibility for P-EBT 2020 - 2021 School Year

2. Do households / families need to apply for P-EBT for their student?

There is no application for P-EBT benefits. Student P-EBT eligibility is based on two required conditions:

- 1) The student must be enrolled in a school that participates in the National School Lunch Program at the time of P-EBT issuance; **AND**,*
- 2) The student must be eligible for free or reduced-price meals at school.*

*Once a student meets these two conditions, **a third condition** related to school closures and remote or hybrid learning must be met to determine whether a student is eligible to receive P-EBT benefits.*

If you would like more information on how to apply for free or reduced-price meals at participating schools, please contact your child's school system.

3. Who is eligible to receive P-EBT benefits and how long is someone eligible to receive P-EBT?

Eligibility for P-EBT is determined through student and learning circumstances. Students must meet all three of the following conditions to receive P-EBT benefits:

1st: The child must meet the following Student Criteria:

- 1) North Carolina students (Pre-K through 12th grade), regardless of age, are eligible to receive P-EBT if they are enrolled in a school that participates in the National School Lunch Program at the time of benefits issuance; **and**,*
- 2) Are eligible to receive free or reduced-price meals at school through the National School Lunch Program.*

If the student does not meet both of these conditions, they are not eligible for P-EBT.

2nd: If the student meets the Student Criteria, they must also meet one of the following criteria for Student Eligibility:

- Was eligible for free or reduced-price meals at schools based on the approval of a household application which is based on household income and size; applications are approved by the school district in which the student is enrolled; **or***
- Have categorical eligibility; certain groups are automatically eligible for meals at school (examples include but are not limited to homeless, migrant, foster care students); **or**,*

- *Have been Directly Certified for free meals at school for the current school year (2020-2021); individuals who receive FNS benefits are “directly certified” for eligibility to receive free meals; or,*
- *Attend a school that participates in the Community Eligibility Provision (CEP) for the current school year (2020-2021); all students enrolled in a CEP school are automatically eligible for free meals at school.*

3rd: If the student meets the 1st and 2nd criteria shown above, they must also meet the following Learning Criteria (both must be met):

- *The student’s school was closed or has been operating with reduced attendance for at least 5 consecutive days during the 2020 to 2021 school year as a result of COVID-19; and,*
- *The student is in a fully “remote learning mode” (all virtual instruction) or a “hybrid learning mode” (combination of virtual and in-person learning) during the month.*

Eligibility criteria is based on guidance from the US Department of Agriculture (USDA). If you would like more information on the National School Lunch Program, please visit: <https://childnutrition.ncpublicschools.gov/programs/nslp>.

4. My child did not receive P-EBT but think I he/she should have received it, what should I do?

Benefits are issued to students that meet all criteria established by the USDA’s eligibility requirements. Benefit amounts are issued per student learning circumstance based on school data. Please refer to the eligibility criteria to see if your child meets the criteria.

If you believe your child is eligible and you have an FNS card, check to see if the benefits have been issued to that card. If you believe your child is eligible and have not received benefits, please contact the EBT Call Center at 1-866-719-0141. Please note that benefit issuance will be staggered over several days each month, so please allow adequate time for the benefits to be loaded onto your card.

5. Is eligibility and benefit amount determined per student or per household? Will all my school-aged children receive the same amount?

Eligibility for P-EBT is determined for each student. If a household has two eligible students that are attending two different schools, operating in different learning modes, the students may receive different benefit amounts. The amount an eligible student receives is based on whether they are attending school in a “fully remote learning mode” (all virtual instruction) or a “hybrid learning mode” (combination of virtual and in-person instruction).

6. How will children in foster care and / or those who may be impacted by homelessness get P-EBT benefits?

Children in foster care or impacted by homelessness who are eligible under the established criteria may receive P-EBT benefits.

Students in foster care may be newly eligible for P-EBT or may have experienced placement changes since the last P-EBT issuance and no longer have their EBT card. The NC Department of Health and Human Services (NCDHHS) will work with the NC Department of Public Instruction (DPI) to identify and help eligible foster care students get access to their P-EBT benefits by issuing new cards. Cards will be mailed in the student’s name and will not be grouped together with multiple children. P-EBT cards will be mailed to the local county DSS office that has custody of the foster care student. The student’s foster care social worker will provide the card or assist with transfer of the card to the student’s new placement.

P-EBT cards for homeless and migrant students will be mailed to the address on record for the student at the student’s school. Families are encouraged to confirm this address is correct with their child’s school. The address can be updated by contacting the EBT Call Center at 1-866-719-0141. If you

already have a FNS or P-EBT card you can expect to receive P-EBT benefits on the card you already have.

7. Will children enrolled in homeschool, charter schools, private schools or other non-public schools receive P-EBT? Are all schools, counties, and / or school districts eligible to receive P-EBT?

If your charter, private or non-public school student or home-schooled student is enrolled in a school that participates in the National School Lunch Program, they may be eligible for P-EBT benefits. If your child does not already receive free or reduced-price meals, it would be necessary to complete a household application for free or reduced-price meals through your child's school to determine eligibility.

If a charter, private or non-public school students or home-schooled students are not enrolled in a school that participates in the National School Lunch Program, they are not eligible for P-EBT benefits. This eligibility requirement for P-EBT is based on federal guidance provided by the US Department of Agriculture.

A list of North Carolina schools that participate in the National School Lunch Program can be found at this site:

P-EBT Amount and When to Expect the Benefit

8. Do I have to pay these benefits back?

No. The P-EBT benefit is entirely federally funded and there is no cost to the recipient. Families who receive the correct P-EBT benefit amount based on their child's eligibility will not have to pay back the benefits. However, if a student erroneously receives an overpayment, the household may be required to return the amount of the overpayment. You will be contacted in the event you are over-issued benefits.

9. How much will I receive through P-EBT? How is the amount determined for P-EBT?

An eligible student can receive one of two distinct P-EBT amounts. The amount a student receives depends on whether they are reported by their school as being in a "remote learning mode" (all virtual instruction) or a "hybrid learning mode" (combination of virtual and in-person instruction). The monthly amount for a student in a fully remote learning mode is \$115.94. The monthly amount for a student in a hybrid learning mode could vary based on a monthly average.

A student who is in virtual learning instruction for 17 days or more each month will be identified as being in a remote learning mode. North Carolina determined on average there are 17 instructional days per month for an 11-month school year. The daily rate of \$6.82 per day will be provided for the 17 days for a total of \$115.94 for the month.

A student who attends school virtual some days and in person some days may also receive a benefit. Students who are in virtual learning instruction for at least one day but less than 17 days as reported by their school, will be identified as being in a hybrid learning mode. The number of days that will be used to determine the hybrid learning mode benefit amount will be based on the average number of days North Carolina schools were operating in a hybrid learning mode for each month. The daily reimbursement rate of \$6.82 will be provided for each of those days. For example, if a student is in a hybrid learning mode, and the state average was 9 days for January 2021, the student would receive \$61.38 for the month of January.

It is the state's goal to issue P-EBT food assistance to all eligible students for the 2020-2021 school year. The initial issuance of benefits starting in February 2021 may appear to be a larger amount than expected since the P-EBT benefit could reflect multiple months of P-EBT benefits. P-EBT benefits will be provided in a monthly allotment as long as the student remains eligible.

Students who have returned to school full time, in face-to-face instruction, will not receive P-EBT benefits, as the program is designed to help feed students who are not receiving free or reduced-price meals at school during the day as a result of virtual learning instruction.

10. Could my child receive different amounts for different months?

Yes. Since the benefit amount for an eligible student will be determined for each individual month, and is based on student attendance, students may receive different amounts for different months as their learning circumstances may change each month. As long as a student remains eligible and the student is participating in remote or in virtual instruction, they are eligible to receive P-EBT benefits.

The “hybrid learning mode” benefit amount is based on a monthly average that reflects student attendance. Since the average student attendance is recalculated monthly, the averages will be adjusted, and the benefit amounts could be different. Please refer to the question titled “How much will I receive through P-EBT? How is the amount determined for P-EBT?” for additional information.

How Households Will Receive the Benefits

11. How and when will I receive P-EBT? How often will I receive P-EBT in 2021?

P-EBT benefits will be automatically issued to your EBT card. Students in families receiving FNS benefits can expect to receive their P-EBT benefits on their FNS EBT card. Those families who received a P-EBT benefit card in a previous issuance can expect to receive their benefits on that same card. Students who are not in a family receiving FNS benefits and who did not receive P-EBT previously will receive a P-EBT card with benefits. The card will arrive in the mail several days after receiving a notice in the mail informing you of eligibility.

The first issuance of P-EBT benefits will be to students who were eligible between the months of August to December 2020. These benefits will start being issued in February for those who already have an EBT card. Those who do not have an EBT card and are eligible during these months should anticipate receiving their card through the mail in February or March. You will not receive all months of P-EBT at one time. North Carolina is spreading out the benefits over several days to ensure enough food supply at stores that accept EBT.

Letters regarding eligibility will be sent to households. Students who are newly eligible may take longer to receive their P-EBT benefits than those who have previously received a P-EBT card, or those who have an existing FNS or P-EBT card.

For the 2021 school year, benefits will be issued retroactively on a monthly basis starting in March as long as the student remains eligible. The benefits received in March will be for January and February 2021. March benefits will be issued in April, April benefits will be issued in May, and so on. Benefits will continue to be provided every month as long as the student remains eligible.

If an original P-EBT card has been lost or destroyed a new card can be ordered at www.ebtedge.com, on the ebtEDGE mobile app, or by contacting the North Carolina EBT Call Center at 1-888-622-7328.

12. What if I receive a card with a name on it that is not the parent, guardian or student?

Benefits are issued for the student’s benefit to the address provided by the school in which the student is enrolled. The P-EBT card may be issued in the parent or guardian’s name, or the student’s name. It is ok to proceed with using the card that was provided to you as long as the student(s) is in your care and you provide their meals. If you believe your benefits were incorrectly issued, please contact the North Carolina EBT Call Center at 1-866-719-0141. If you would like to update your address or contact information you may contact the EBT Call Center.

How to Use the P-EBT Card

13. How do I activate my P-EBT card and create a Personal Identification Number (PIN)? What date of birth (DOB) do I use in order to activate my card?

Families receiving a P-EBT card will need to activate the card and create a Personal Identification Number (PIN) to use the card. Applicants may log into www.ebtEdge.com, utilize the ebtEDGE mobile app, or call 1-888-622-7328 to complete this process.

You will need to enter your card number. To activate your card, you will be asked to enter the date of birth (DOB) associated with the card. Enter the DOB of the youngest student in the household that attends a school that participates in the National School Lunch Program. Enter the DOB as two digits for the month, two digits for the day and four digits for the year. For example, January 24, 2014 would be entered as 01242014. If there are multiple children in your household it may be necessary to try each child's DOB to successfully activate your P-EBT card. Once the card is activated you can create the PIN.

Example: The household consists of 2 students; one is 13 years old (DOB: 04/04/2007) and one is 15 years old (DOB: 01/01/2005), and both are eligible for free or reduced-price meals at school. To activate the card, enter the date of birth for the 13-year-old (04042007). If the 13-year-old student's DOB does not work, enter the 15-year-old student's DOB. The user will then be prompted to create a unique PIN.

To change your PIN, call the toll-free number on the back of your EBT card. Follow the automated instructions to change the PIN. Assistance is available from a customer service representative 24 hours a day, seven days a week. If you forget your PIN, you must call 1-888-622-7328 to get a new PIN.

14. What can I buy with my P-EBT benefits? Is there an ID requirement in order to use the card?

The P-EBT card can be used to purchase food items at EBT authorized retailers, including most major grocery stores. Similar to FNS benefits, hot foods or foods that are already prepared cannot be purchased with your P-EBT benefits.

Examples of items you CAN buy with a P-EBT card:

- Breads, cereals, fruits, vegetables
- Meats, fish, poultry & dairy products
- Bottled water and non-alcoholic beverages
- Seeds and plants that produce food

Examples of items you CANNOT buy with a P-EBT card:

- Beer, wine, liquor, cigarettes or tobacco
- Any nonfood items, such as: pet foods, soaps, household supplies and vitamins and medicines
- Hot foods or foods that are already prepared

Remember to check your balance before you shop. There are several ways to check card balances 24 hours a day, seven days a week. Using your card number, you can:

- Call 1-888-622-7328.

- Visit www.ebtedge.com. Click on More Information under EBT Cardholders.
- Download the *ebtEDGE* mobile app. The app is available as a free download on the Apple Store and Google Play.

The Grocery Retailers Association is aware of the process for P-EBT and has been informed of the card design as well as benefit issuance projections. By federal statute, retailers cannot ask for ID for EBT purchases if they do not request ID on regular debit card purchases.

15. How long do I have to use the benefits?

P-EBT benefits must be used within 365 days. You do not have to use all your benefits at one time and any unused benefits will roll over month-to-month.

16. How do I change the address if it is incorrect or if I have moved?

P-EBT letters of eligibility and P-EBT cards for newly eligible students will be sent to the address on record at the student's school. Families are encouraged to confirm this address is correct with their child's school. The address can be updated by contacting the EBT Call Center at 1-866-719-0141.

Families that received P-EBT previously and still have their P-EBT card, should have access to the benefits on that card. Families who no longer have their P-EBT card and need a new card can call 1-888-622-7328. Please confirm the mailing address when ordering a new card.

Other Information

17. What if I do not want P-EBT benefits?

If families do not wish to receive P-EBT benefits for their children, they should destroy the P-EBT card. If they change their mind, they may call the EBT Call Center at 1-888-622-7328 to request a replacement card at any time prior to the expiration of the benefits (365 days after the benefits are issued).

18. Does the legal and/or immigration status of the child affect eligibility for P-EBT?

Any child that meets eligibility requirements as identified above will be eligible for P-EBT benefits for school year 2020-2021, regardless of their legal or immigration status. Receiving P-EBT food assistance does not impact your immigration status and will not impact a future immigration application you may file.

19. Does P-EBT replace other COVID-19 supplements, other Food and Nutrition Service benefits, or meals children may be receiving at schools/community meal sites at this time?

No. P-EBT food assistance is in addition to other benefits children and families may be receiving. Receiving P-EBT will not disqualify you or your child from accessing additional food such as meals from school (grab-and-go meals for curbside pick-up or placing an order for meal bundles for 3, 5 or 7 days, etc.). Many schools are providing meals to children age 18 and under as part of the State's emergency public health nutrition response during the pandemic. The meals available at various schools are intended to provide a food and nutrition safety net to help prevent food insecurity and child hunger. You are encouraged to contact your child's school to learn how you may access additional food for your children, including those who are not enrolled in school.

20. If my child does not qualify to receive P-EBT benefits, what other food

assistance resources are available to me?

If you would like information on where to access nearby meal sites for children who are 18 and under, you can also text FOODNC to 877-877 for English and COMIDA to 877-877 for Spanish.

In addition, No Kid Hungry NC has created a map of local school sites, community organizations and food assistance programs across North Carolina where families can access food for their children. The interactive map can be viewed at nokidhungrync.org/covid19/.

Additional food resources are available at <https://nc.gov/covid-19/family-community-covid-19-resources>. You can also dial 2-1-1 or 1-888-892-1162 to speak with someone who can tell you about resources in your area. You can also visit the 2-1-1 United Way North Carolina website by visiting <https://nc211.org/>.

21. Will children who are in childcare facilities be eligible to receive P- EBT?

In February 2021, North Carolina DHHS received guidance from the US Department of Agriculture (USDA) that children who are in childcare facilities can receive P-EBT benefits, and it outlined the rules and basic eligibility requirements that must be met. It is the state's goal to try and provide a P-EBT benefit that is similar to the benefit provided to school-aged children.

NC DHHS must create and submit a plan to USDA for approval with specific criteria for children in childcare facilities to receive P-EBT. This plan must be approved by USDA to begin providing benefits to eligible children. Please visit the NC DHHS P-EBT website that will continue to be updated with additional information as it becomes available: www.ncdhhs.gov/PEBT.



NC Pandemic Electronic Benefits (P-EBT) Information for the 2020-2021 School Year

Updated 02/10/2021



Who Will Get P-EBT Benefits?

INCLUDED

A child must meet **BOTH** of the following **student circumstance** to be eligible for benefits:

1. Be enrolled in a school (Pre-K through 12th grade) that participates in the National School Lunch Program; AND
2. Be eligible for free or reduced-price meals at school.

Student eligibility is determined by **one** of the following:

1. Student was eligible for free or reduced-price meals at schools based on the approval of a household application; applications are approved by the school district in which the student is enrolled; or
2. Have categorical eligibility (homeless, migrant, foster) etc.; or
3. Have been Directly Certified for free meals for the current school year (2020-2021) via receiving Food and Nutrition Services benefits prior to the P-EBT benefit administration date; or
4. Attends a Community Eligibility Provision (CEP) school for the current school year (2020-2021).

AND The student must meet **BOTH** of the following **learning circumstances**:

1. The student's school was closed or has been operating with reduced attendance for at least 5 consecutive days during the 2020 to 2021 school year, **AND**
2. The student is learning in a "remote learning mode" (all virtual instruction) or in a "hybrid learning mode" (combination of virtual and in-person instruction) during the month.

NOT INCLUDED

- Students enrolled in schools NOT participating in the National School Lunch Program.
- Students enrolled in schools not meeting the criteria of closure or reduced attendance 5 or more consecutive days in the 2020 to 2021 school year.
- Students who have graduated, dropped out of school, transferred to a school not participating in the National School Lunch Program etc.
- Students who did not receive P-EBT benefits last school year, and who do not automatically qualify for free or reduced-price meals for the current school year through participation in designated public assistance programs.
- Students who are attending school in person at a brick-and-mortar building 100% of the month.

When Will P-EBT Benefits be Issued?

August to December 2020

These benefits will be issued in February for those who already have an FNS EBT / P-EBT card. Those who do not have a card and are eligible during these months should anticipate receiving their cards by the end of March. Benefits will be distributed over several days.

January to July 2021

North Carolina intends to provide ongoing retroactive benefits, beginning in March, that are based on eligibility for the prior month as long as the child remains eligible.

How Much Will I Receive in Benefits?

- The learning mode and benefit amounts are determined as follows:
 - **Remote learning mode:** Students who are in virtual instruction 17 or more days per month will receive a benefit of \$115.94 for that month.
 - **Hybrid learning mode:** Students who are in virtual instruction between 1 and 16 days will receive the hybrid benefit amount. The hybrid benefit amount is determined using the average number of days all North Carolina schools were in a hybrid learning mode for a month.
- The monthly averages and amounts could change each month and will be reported on the P-EBT website.
- The daily rate of \$5.86 has been increased to \$6.82.

Activate a New Card OR Order a New Card

Just do one of these:

1. Visit www.ebtedge.com. Click on More Information under EBT Cardholder. You will be prompted to login and/or register your account
2. Download and use the EBT Edge mobile app (can be downloaded on Google Play or Apple Store).
3. Contact the North Carolina EBT Call Center IVR at 1-888-622-7328 and follow the prompts.

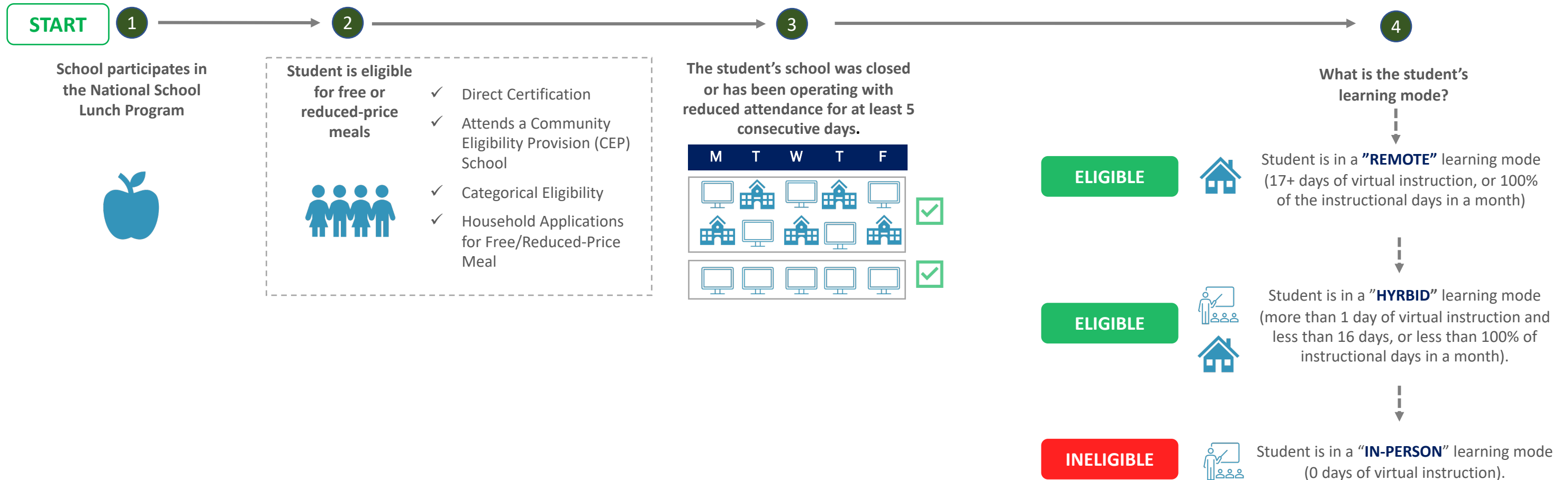
To activate a card and set a PIN, enter the date of birth of the youngest school age child in your household. Enter the date of birth using two digits for the month, two digits for the day, and four digits for the year. For example, if the date of birth is June 1, 2008, you would enter 06012008.

Additional Questions?

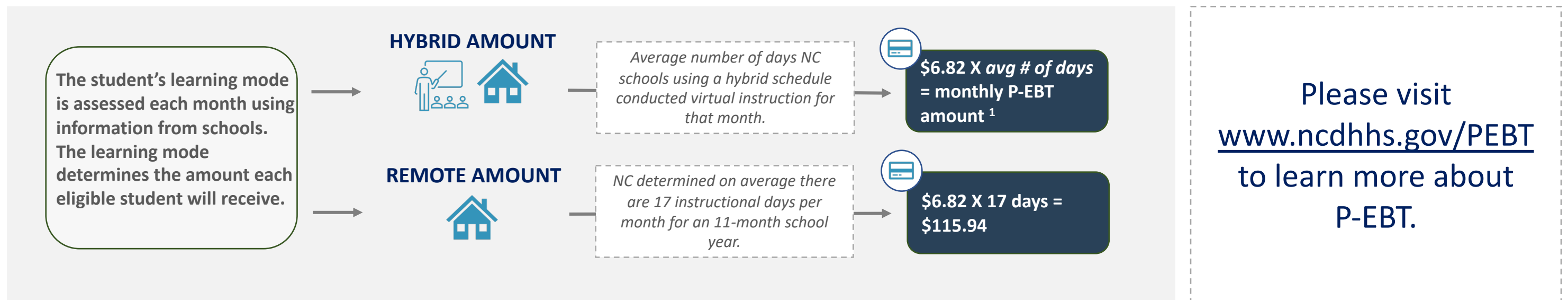
- If you have general questions about your P-EBT card you can visit North Carolina's P-EBT website at www.ncdhhs.gov/pebt or call the North Carolina EBT Call Center at 1-866-719-0141. If you are immediately disconnected when you call, it means there are too many people waiting to speak to a representative and you should call back at a later time.

Pandemic Electronic Benefit Transfer (P-EBT) Eligibility Benefit Issuance Amount

Is a child eligible for P-EBT?



ELIGIBLE How much P-EBT?



We are calling to inform you about an important resource to help households with children who are enrolled in[INSERT SCHOOL] / [SCHOOL IN "X" COUNTY], who are eligible for free or reduced-price meals under the National School Lunch Program, and have been impacted by virtual or remote learning due to COVID-19.

North Carolina will be providing electronic pandemic food assistance benefits, also referred to as P-EBT, to help eligible families purchase food for their children. There is no application for P-EBT.

If your child is eligible and you already have an EBT card, the benefits will be loaded on your existing card. If your child is eligible and you do not currently have an EBT card, a card will be mailed to the address you have provided to the school. If you need your card to be mailed to a different address, please contact the EBT call center at 1-866-719-0141.

If you have not completed a free or reduced-price meal application this school year, and think your child may be eligible, please contact your child's school or the school district to obtain an application.

To learn more about P-EBT eligibility, the amount you may receive each month and other important questions, please visit www-dot-ncdhhs-dot-g-o-v-forward slash-p-e-b-t. Thank you!

Roles & Responsibilities



NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES



North Carolina Department of
PUBLIC INSTRUCTION

Overview

The Pandemic-EBT (P-EBT) program helps families purchase food for children whose access to free and reduced-priced meals at school has been impacted by COVID-19. P-EBT is administered by the NC Department of Health and Human Services in coordination with the NC Department of Public Instruction.

The purpose of this document is to clearly define the roles and responsibilities of each stakeholder in the implementation of P-EBT. Establishing roles and responsibilities will enable effective communication between stakeholders and with customers.



DHHS Stakeholders

DHHS

- Overall administration of the P-EBT program, development of the P-EBT state plan and program compliance.
- Communicate with federal partner (USDA).
- Development and maintenance of the NC FAST system to determine P-EBT eligibility and benefits.
- Coordinate with DPI for data sharing regarding Free or Reduced-Price Meal program enrollees and CEP students.
- Manage P-EBT benefit issuance and account creation with the State's EBT vendor.
- Generate and mail P-EBT customer notices.
- Generate and share P-EBT Issuance Reports and share them with authorized State and County staff.
- Plan P-EBT communications and create materials.
- Provide communication materials and regular updates to stakeholders.
- Field inquiries about P-EBT when contacted. Answer questions and resolve caller concern or direct caller to the right place.

DSS County Offices

- Disseminate P-EBT information from toolkit to customers and local partners.
- Field inquiries about P-EBT when contacted. Answer questions and resolve caller concern or direct caller to the right place (call decision tree will be provided).
 - Answer P-EBT questions when contacted
 - Use the systems and tools available to assist customers with more specific questions when contacted (e.g. eligibility, benefits, address changes, etc.)
- Child Welfare social workers responsible for ensuring P-EBT card follows students in foster care and request new card, if needed.
- Follow current undeliverable notice process; hold for a period and then securely dispose if no customer contact.

EBT Call Center

- Public facing point of contact for assisting families/recipients who have questions or need help accessing benefits.
- Maintain the EBT IVR for recipients to activate and PIN a P-EBT card, etc.
- Field calls about P-EBT. Answer questions, resolve the caller's problem or direct the caller to the right place (using call decision tree). Primary contact to resolve:
 - Card activation and PIN set up
 - Eligibility and benefit questions
 - Address Changes
 - Report lost or order new card
- Make efforts to resolve undeliverable cards

DPI Stakeholders

DPI

- Overall administration of the National School Lunch Program.
- Coordinate with schools/school districts to collect data for schools and students.
- Train school and district personnel, including PowerSchool Administrators, on data collection and provision requirements.
- Share school and student data with DHHS for the purposes of matching and benefit issuance.
- Distribute P-EBT communications and materials (toolkit) to districts and schools.
- Provide regular communications with educational stakeholders regarding P-EBT updates and FAQ updates.
- Dedicated position (DPI POC) will field inquiries about P-EBT when contacted. Resolve caller concern or work with DPI data group or district points of contact to resolve.
 - Research eligibility and benefit level questions in coordination with the district PowerSchool coordinator POCs.
 - Coordinate with schools or district POCs to resolve issues.
- Maintain up to date information on the school and community meal sites accessed through texting 877-877.

Data Partners

DPI Data Team

- Work with DPI POC and check the data and PowerSchool system to help resolve inquiries when needed.
- Coordinate with PowerSchool district POCs to resolve PowerSchool data anomalies.

School P-EBT Data POC / PowerSchool Coordinator

- Responsible for preparing school data and student data ahead of submission to DPI.
- Point of contact for other agencies/partners attempting to assist customers in researching potential problems in the data.
- Resolve data discrepancies.

Schools

Local Schools

- Primary source for families to learn about free and reduced-price meals and get applications.
- Provide, accept and process new free and reduced-price meal applications.
- Assist in the distribution of P-EBT communications and materials (toolkit will be provided).
- Update data in PowerSchool (school enrollment, attendance, addresses, parent/guardian, etc.)
- Share school calendars, student PowerSchool data, and newly enrolled free or reduced-price meal student data with DPI.
- Field phone calls about P-EBT and either answer questions or direct the caller to the right place. Primary contact to:
 - Resolve attendance discrepancies with parent/guardian.

School P-EBT Liaisons

- Disseminate official information from DPI and DHHS about the P-EBT program to education staff and partners (Administrator, School Nutrition Director, Social Worker, Guidance Counselor, Principal representative, etc.).

Partner Stakeholders

United Way 2-1-1 Call Center

- Assist in the distribution of P-EBT communications and materials (toolkit will be provided).
- Field calls through 2-1-1 Call Center about P-EBT. Answer and resolve caller's questions or direct the caller to the right place (using decision tree). Primary contact for referrals on other available food assistance options.
 - Provide general information about P-EBT and answer questions using the FAQ provided by DHHS.
 - Provide information on other food assistance and food pantries.

Additional Stakeholders

Carolina Hunger Initiative; No Kid Hungry NC

- Support local school districts in promoting the importance of the household application for school meal benefits as a condition to assist families determine whether their child(ren) qualify for free or reduced-price meals if they are enrolled in a school that participates in the National School Lunch Program (NSLP).

Community Stakeholders

- Provide guidance to families about various food assistance opportunities, including P-EBT to families who seek assistance.
- Includes:
 - Food Banks of North Carolina
 - Faith-Based Communities
 - NC Parent Teacher Association
 - Community Organizations

Key Partners for Reaching Certain Populations

Governor's Office Volunteer Coordinator

- Distribute DHHS P-EBT communications and materials to the network of partners, including community partners that serve Hispanic/Latinx and historically marginalized populations.

DHHS Nutrition Education and Outreach Coordinator

- Distribute DHHS P-EBT communications and materials to the network of nutrition education and outreach partners, including those that reach eligible populations within their communities.

Durham Public Schools Multilingual Resource Center

- Assist in the distribution of P-EBT communications and materials.
- Resource available for consult regarding reaching and providing services for the Hispanic/Latinx populations.

Introduction and How to Use this Resource

Please use the copy (text) below to post on your websites to inform your audiences and communities about P-EBT. It is our goal to try and direct everyone to the P-EBT website and not have our partners post information they will have to constantly update (e.g., dates).

Suggested Copy to Use on Website(s)

The Pandemic Electronic Benefit Transfer (P-EBT) program helps families purchase food for children whose access to free or reduced-priced meals at school has been impacted by COVID-19 because students are learning virtually, outside of brick-and-mortar schools. P-EBT is a collaboration between the NC Department of Health and Human Services and the NC Department of Public Instruction.

The P-EBT benefits will be provided through the current EBT system. EBT is an electronic system that replaced paper food stamp coupons with a card that is like debit card. Pandemic Electronic Benefits (P-EBT) provides a benefit on an EBT, or Electronic Benefits Transfer, card. The P-EBT card functions like a standard EBT card. The P-EBT card can be used to purchase food items at EBT authorized retailers, including most major grocery stores.

Families do not need to apply for P-EBT. Eligible families already receiving [Food and Nutrition Services](#) (FNS) benefits will receive an additional benefit on their existing EBT card. Eligible families who do not have an FNS or P-EBT card will be mailed a card.

For more information about P-EBT eligibility, about the program, who is eligible, and how families will receive the benefit, please visit www.ncdhhs.gov/PEBT.