Call Logics for SY 21-22 Student P-EBT

Contents

Page 1A: Is my student eligible?
Page 1B: Is my young child eligible?
Page 2: When will we get the benefits?
Page 3: How will we get the benefits?
Page 4: I need a new card.
Page 5: Why did we only get $X in benefits?
Page 6A: Eligible student didn't get benefits.
Page 6B: Eligible child didn't get benefits.
Page 7: Troubleshooting with reports
Page 8: Caregiver changes
Page 9: Foster care scenarios
Page 10: Special Cases

Legend

General note for representative

Leading questions

Action for representative

Action for caller (parent/guardian)

Final outcome

Redirect to another set of questions

Student P-EBT

Reminder

Ineligible Groups:
Non-NSLP charter and private schools

Monthly Eligibility
(ask for each student in the household)

This year only, children in fully virtual or homeschool settings who have been impacted by COVID-19 may be eligible to participate in P-EBT and will be assessed by the state. Those who meet certain criteria set by USDA will receive an invitation to apply in the mail in April to apply for P-EBT. This application isn't available to households who don't fit the federal criteria. In the meantime, if families need food assistance, they can apply for FNS at NCDHHS.GOV/FNS, or seek food resources by visiting nc211.org, or calling 2-1-1 or 1-888-892-1162.

Does student attend a school that participates in the National School Lunch Program (NSLP)?

Look up child's school with this link: ***SY 22-23 NSLP and CEP school list***

School is on list / School is not on list

Is student approved for free or reduced-price (FRP) meals at school through the National School Lunch Program?

Unsure → Look up child in ***BIRT*** report.

If student is not in ***BIRT***

Does student attend a school in an in-person setting?

No / Mentions virtual/homeschool

Yes

Student is **not** eligible for Student P-EBT because of USDA requirement to participate in National School Lunch Program.

Yes

Child is ELIGIBLE, but 2 more things must be true for the child to receive benefits (continue flow):

No

Student is **not** eligible for Student P-EBT because they are not approved for FRP meals.

Student is **not** eligible for FRP meals, and therefore is not eligible for P-EBT.

Was student out of school because they were quarantined or in temporary virtual instruction?*

Yes

Look up child's school to confirm it has met the reduced attendance threshold. Use BIRT to check that the threshold was met (*Day School Met 5 Day Requirement*), AND that the child actually has absences.

Yes

Student is eligible for Student P-EBT and will receive benefits for the days that had COVID-related absences based on their attendance record.

No

Student will **not** get P-EBT benefits during months they had no COVID-related absences based on their attendance record.

If attendance dispute exists

Parent/guardian should contact school about child's attendance record.

What can I do?

You can apply for FNS, and if approved, your child will qualify for FRP automatically, and P-EBT.

You can apply for FRP, and if approved, your child will qualify for P-EBT.

How?

Parent/guardian should contact school about application.

How?

Parent/guardian should fill out an online application at NCDHHS.GOV/FNS or contact their local DSS office.

Note:
Students who apply for FRP or FNS and are approved will only receive benefits for the months after their eligibility date (date that they were approved) **AND** they will only be eligible for P-EBT benefits when the student has days in quarantine or temporary virtual instruction. Additionally, school must have met reduced attendance threshold (can check at the **SY 22-23 NSLP and CEP school list** link).

ALSO: Households should apply for FNS / FRP **BEFORE MAY 1**. The deadline for becoming eligible for P-EBT is May 31, and these applications can take at least a month to process.

****Note**
Any student in an NSLP school (even if they aren't P-EBT eligible) must be absent for 5+ consecutive days due to Covid **as recorded by the school**, and only then can students in the school begin to acrue P-EBT

***COVID-19 Absence Definitions**

Quarantine: school tells the student to stay home because of COVID-19 related symptoms, illness, or exposure **and/or** parent/guardian informs the school about a student's COVID-19 related symptoms, illness, or exposure and the school approves the absence.

Temporary virtual instruction: student is enrolled in a physical school but is in virtual or remote learning for a temporary period of time because of a COVID-19 incident or reason.

(Child Care) P-EBT for Young Children

Monthly Eligibility

(ask for each child in the household)

Reminder: If a child turns 6 during the school year, they are eligible to continue receiving Child Care P-EBT **ONLY IF:**

1) they are still included in an active FNS case, ***and***

2) aren't picked up in the Student P-EBT population

Is the child 5 years old or younger as of September 1, 2022?

- Yes → Is the child included in an active FNS case?
  - Unsure → Look up child in **NCFAST** then continue.
  - Yes → Child is eligible for Child Care P-EBT.
  - No → Child is **not** eligible for Child Care P-EBT because of USDA's requirement for child to be included in an active FNS case.
    - Can I apply for FNS? → Yes, households may apply for FNS at any time.

      NCDHHS.GOV/FNS provides more information on how to apply.

      How?
      - Apply online with ePASS.
      - Or
      - Apply in person at your county DSS office.
      - Or
      - Complete a paper application and mail to/ drop off at your county DSS office.

      Reminder:

      If a household applies for FNS and receives approval, children under 6 in that household will receive Child Care P-EBT **from the month of case opening through the end of the school year**.

      Benefits **will not** be issued back to the beginning of the school year for new FNS cases opening after September 2022.
- No → Child is **not** eligible for Child Care P-EBT because of USDA's requirement for child to be under the age of 6.
  - What next? → Redirect to "Is my student eligible?" to determine if child is eligible for student benefits.

IMPORTANT:

If a child is a pre-K-12 student, eligibility rules of Student P-EBT will apply to them. The child will not receive Child Care P-EBT.

Redirect to "Is my student eligible?" or direct caller to online eligiblity quiz on the P-EBT website.

Note

Child Care P-EBT benefit amounts are based on statewide numbers approved by the USDA. These amounts change month to month but are the same for everyone in North Carolina each month. The amounts for each month will be posted on the P-EBT website.

Student & Child Care P-EBT

Reminders

- Households will not receive all months of P-EBT at once – **each month is a separate deposit**.
- Students may get benefits in some months and not others depending on each student's attendance record.
- Benefit availability after issuance will be staggered over 3 days.
- Child Care - All children will receive a statewide benefit amount each month (but - this amount will likely change each month)

***Note**
If your children's benefits do not come in at the same time it is because student P-EBT benefits will be the first issued, then child care benefits will be issued next.

When will we get the benefits?

Confirm caller and agent are referring to the same benefit month. (actual benefit month vs. benefit issuance month)

Month is confirmed

Redirect to "Is my student eligible?" or "Is my child eligible" (depending on age) to confirm eligibility.

Eligibility is confirmed for given month

*Initial issuance (September 2022 – February 2023)

Regular monthly issuance cadence (March 2023 and onward)

Student

Child under 6

There will be two student benefit issuances in March. 1: Mid-March (Sept - Jan) and 2: End of March (February).

Children under 6 will see their first benefit issuance at the end of March, covering September - February.

Child will receive benefits one month after the month that they are eligible.

Note
Child Care P-EBT benefits will be added to the existing FNS EBT card.

Does student have existing P-EBT or FNS EBT card?

Yes

No

Benefits will be issued to an existing P-EBT or FNS EBT card.

Some households may be mailed a new P-EBT card with their benefits in 1-3 weeks.

You should receive the card with P-EBT benefits in the mail in 1-3 weeks.

Please be patient if your card has not arrived yet.

If extended period has passed

Is the card marked as undeliverable in ebtEDGE?

Yes

No

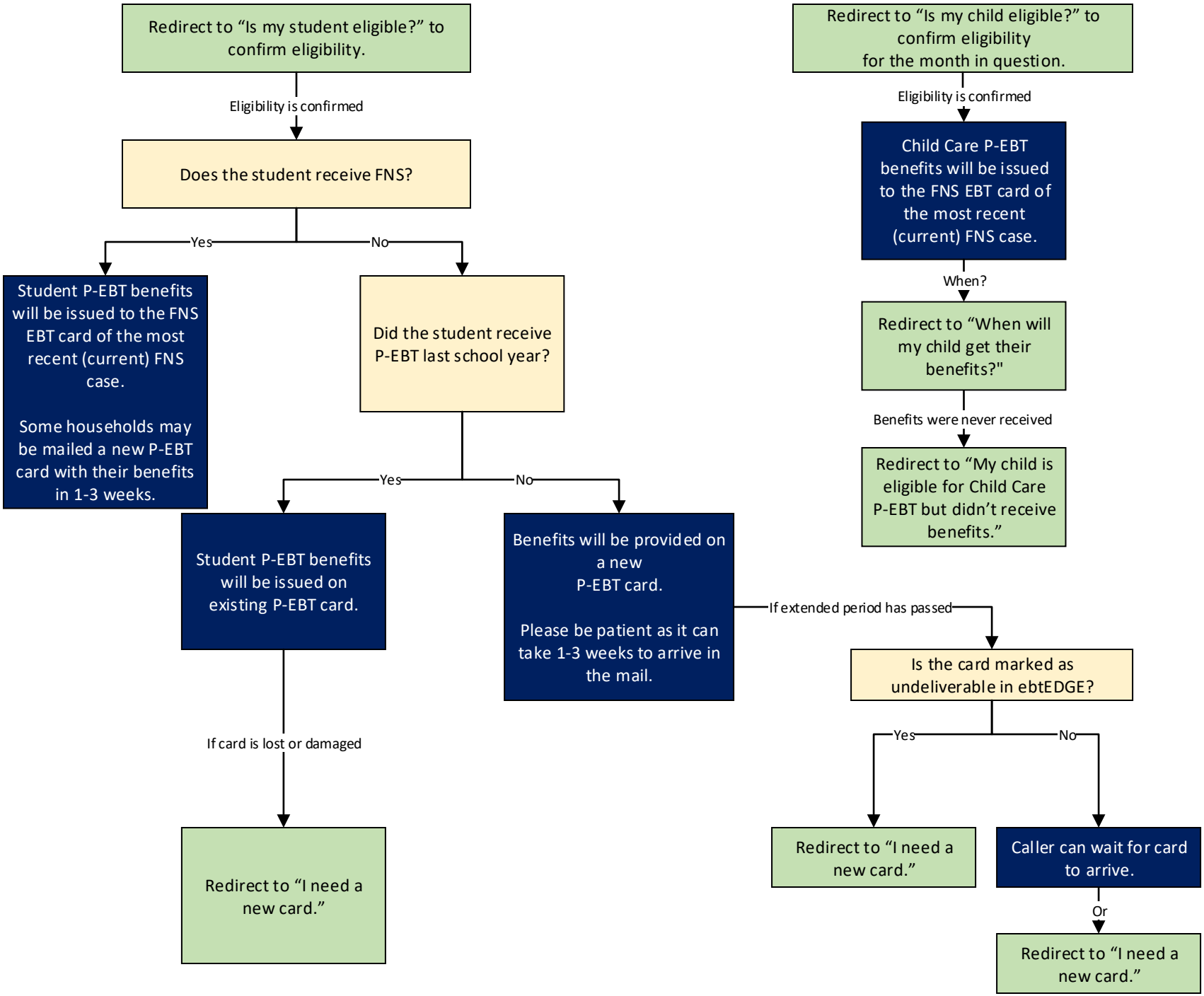
Redirect to "I need a new card."

Caller can wait for card to arrive.

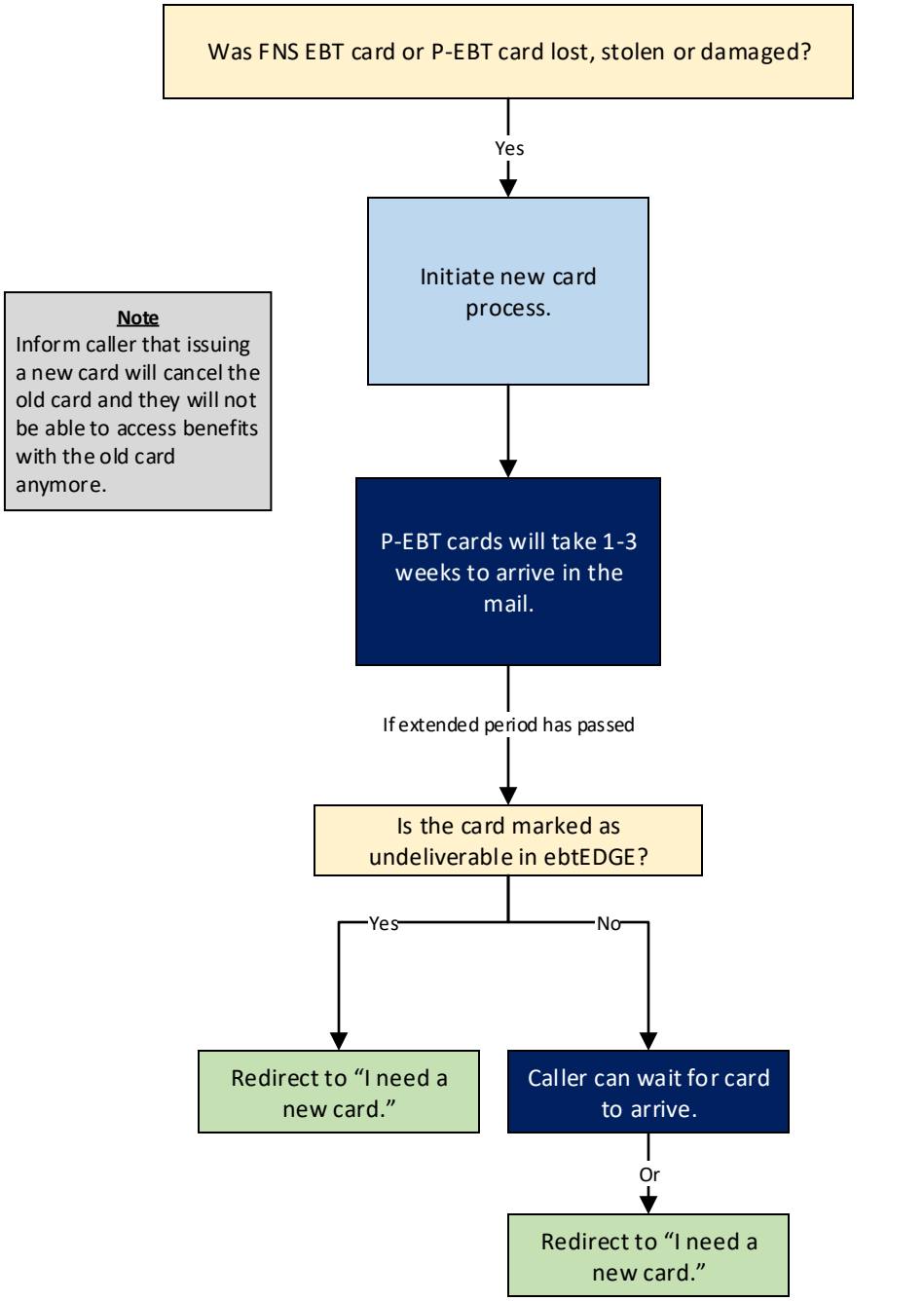
Or

Redirect to "I need a new card."

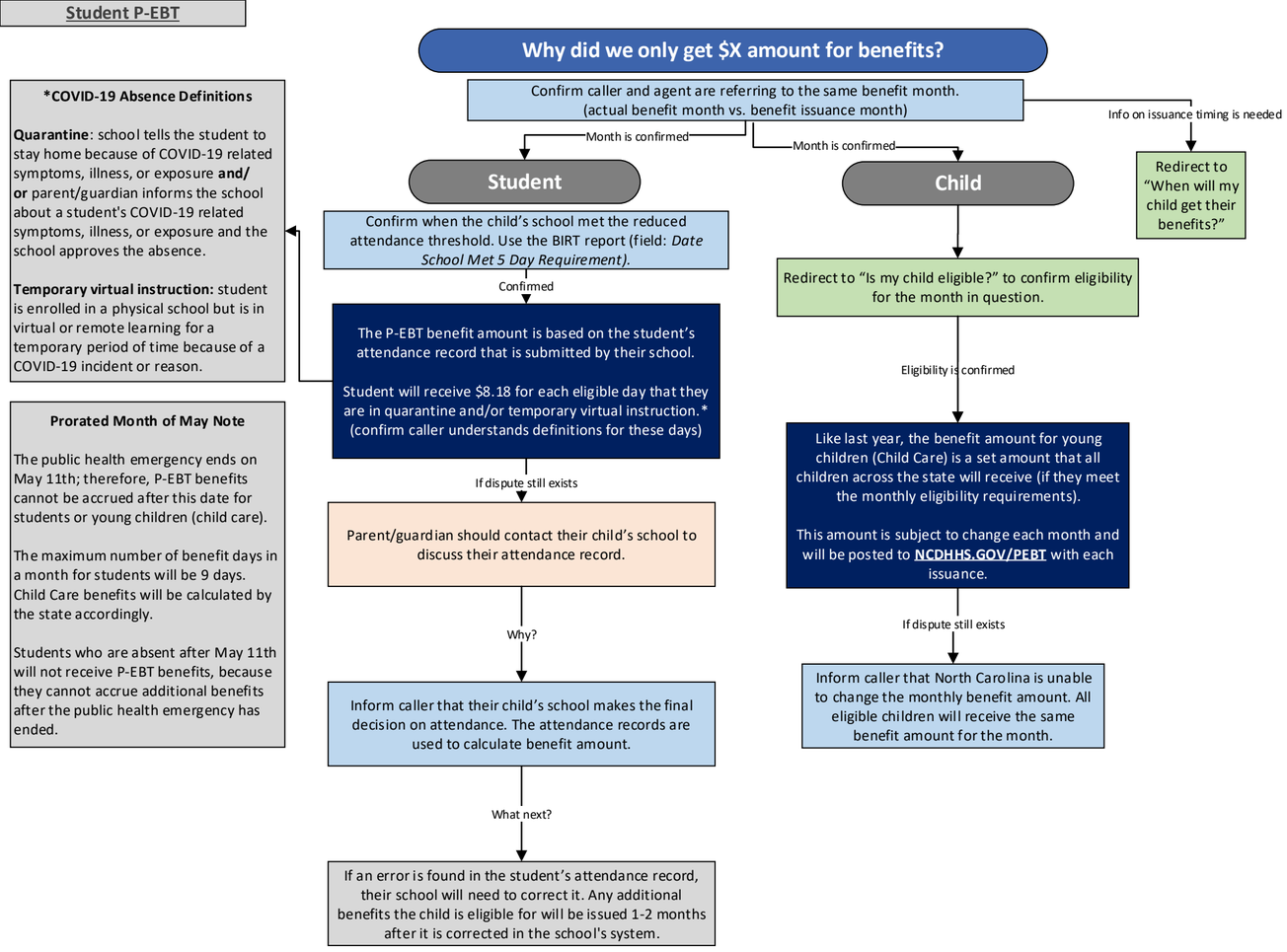
How will we get the benefits?



"I need a new card."



Student P-EBT



***COVID-19 Absence Definitions**

Quarantine: school tells the student to stay home because of COVID-19 related symptoms, illness, or exposure **and/ or** parent/guardian informs the school about a student's COVID-19 related symptoms, illness, or exposure and the school approves the absence.

Temporary virtual instruction: student is enrolled in a physical school but is in virtual or remote learning for a temporary period of time because of a COVID-19 incident or reason.

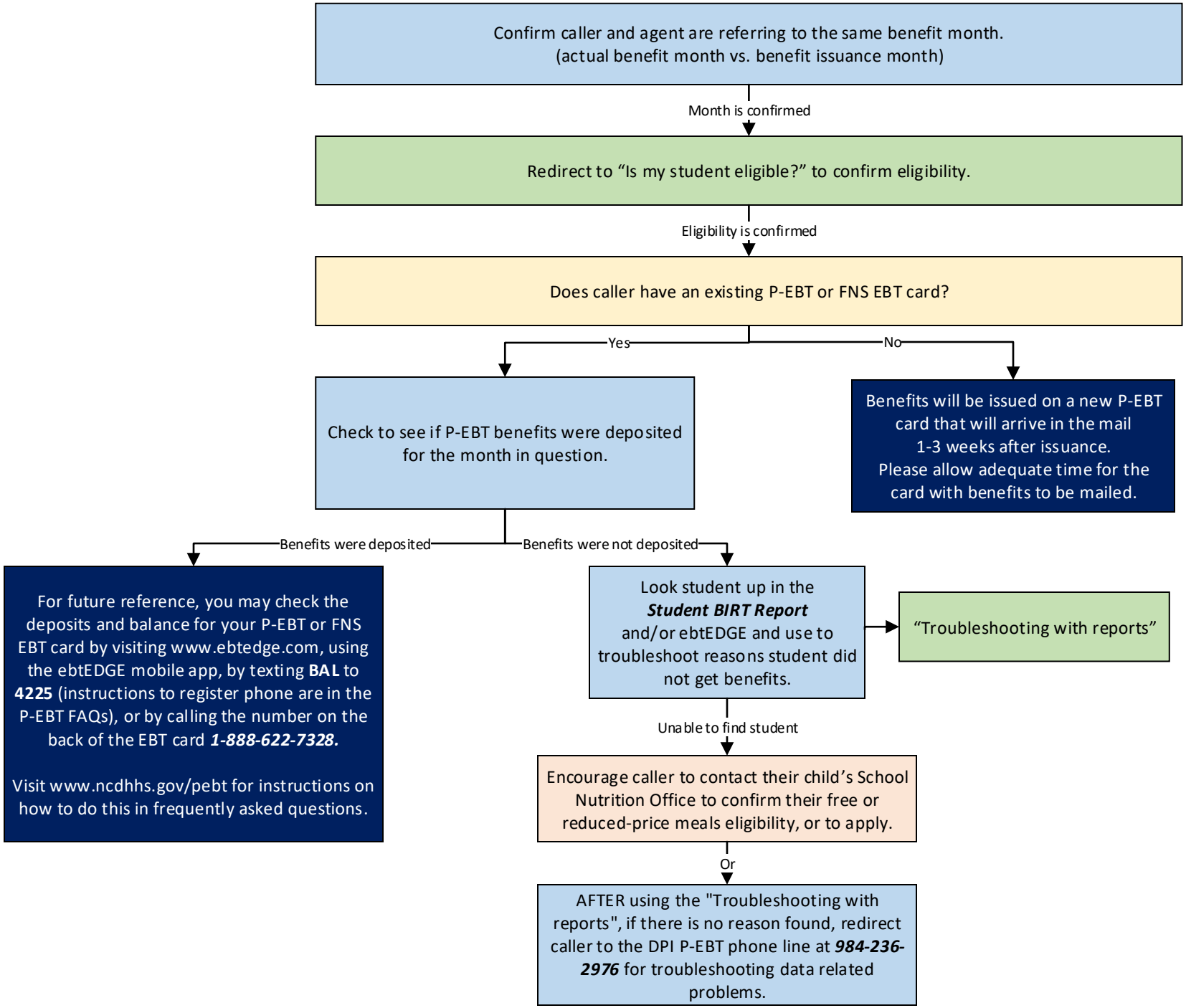
Prorated Month of May Note

The public health emergency ends on May 11th; therefore, P-EBT benefits cannot be accrued after this date for students or young children (child care).

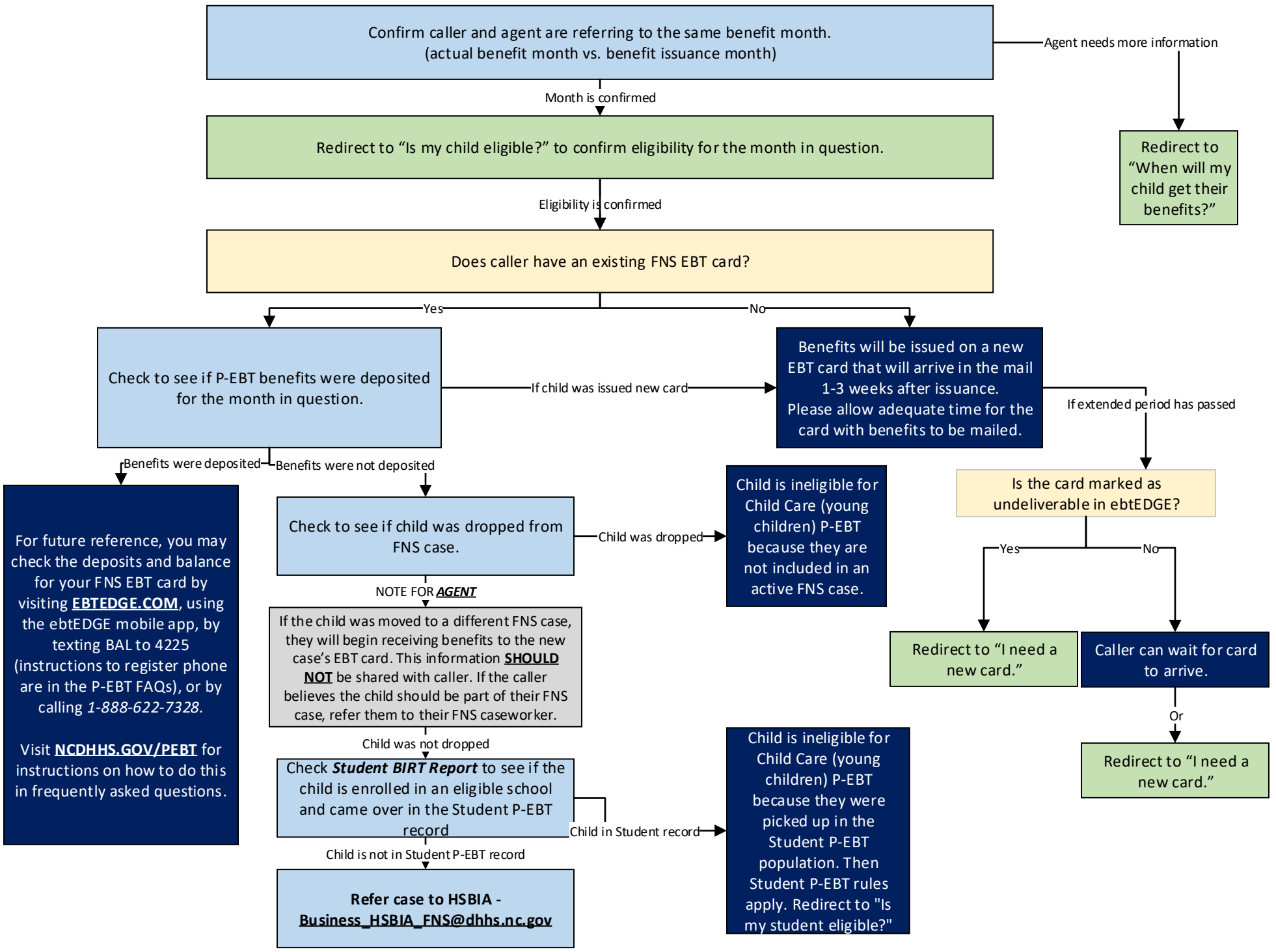
The maximum number of benefit days in a month for students will be 9 days. Child Care benefits will be calculated by the state accordingly.

Students who are absent after May 11th will not receive P-EBT benefits, because they cannot accrue additional benefits after the public health emergency has ended.

My child is eligible for Student P-EBT but didn't receive benefits.



My child is eligible for Child Care (young children) P-EBT but didn't receive benefits.



Troubleshooting Using Report (Students)

****Note**
If all troubleshooting avenues are exhausted, and it appears it is a data-related problem that could be resolved by DPI, the call rep can provide caller with the DPI phone line: ***984-236-2976***

Redirect to "Is my student eligible?" to confirm eligibility.

Eligibility is confirmed

Confirm caller and agent are referring to the same benefit month (actual benefit month vs. benefit issuance month).

Month is confirmed

Verify student has not already received benefits for the month using **BIRT Report** and/or ebtEDGE.

If benefits were issued but never received a P-EBT card (for an extended period of time)

Is the card marked as undeliverable in ebtEDGE?

Yes

Redirect to "I need a new card."

No

Caller can wait for card to arrive.

Or

Redirect to "I need a new card."

Student did not receive benefits

Has FRP denial date

Parent/guardian should contact the School Nutrition Office in their school district.

Has enrollment exit date

Attendance data missing

Student attendance record shows no virtual or quarantine days

Parent/guardian should contact their child's school to verify their information.

School has not met the threshold for reduced attendance because of COVID

This is a federal requirement that cannot be changed, and benefits cannot be accrued or issued before this threshold is met. However, the caller can check monthly to see if their school has met the threshold using the school search tool on the P-EBT website.

Benefits went to an FNS case that the child is not part of.

Refer case to HSBIA - Business_HSBIA_FNS@dhhs.nc.gov

My child changed caregivers.

Redirect to "Is my student eligible?" to confirm eligibility.
IMPORTANT: If NSLP FRP approved, proceed even if student has no quarantine or virtual days yet this year

Eligibility is confirmed

Is the student moving to a household that receives FNS?

Yes

Parent/guardian should report the change to their FNS case worker at their local DSS office so the child can be added to their FNS case.

What next?

Once the change in your FNS is complete, any future P-EBT benefits that the child is eligible for will be provided to the new household on their FNS card.

Previously issued benefits will not move to the FNS card of the new household.

No

Parent/guardian should update **BOTH** the child's caregiver and address to the child's school.

IMPORTANT

Both the caregiver name and the mailing address should be changed **at the same time** to make sure the benefits start going to the correct household. This will trigger a new card.

What next?

NOTE: The card can and should just follow the child to their new household. This is the simplest way to ensure benefits go to the child.

Redirect to "Is my child eligible?" to confirm eligibility.

Eligibility is confirmed

Is the child moving to a household that receives FNS?

Yes

Parent/guardian should report the change to their FNS case worker at their local DSS office so the child can be added to their FNS case.

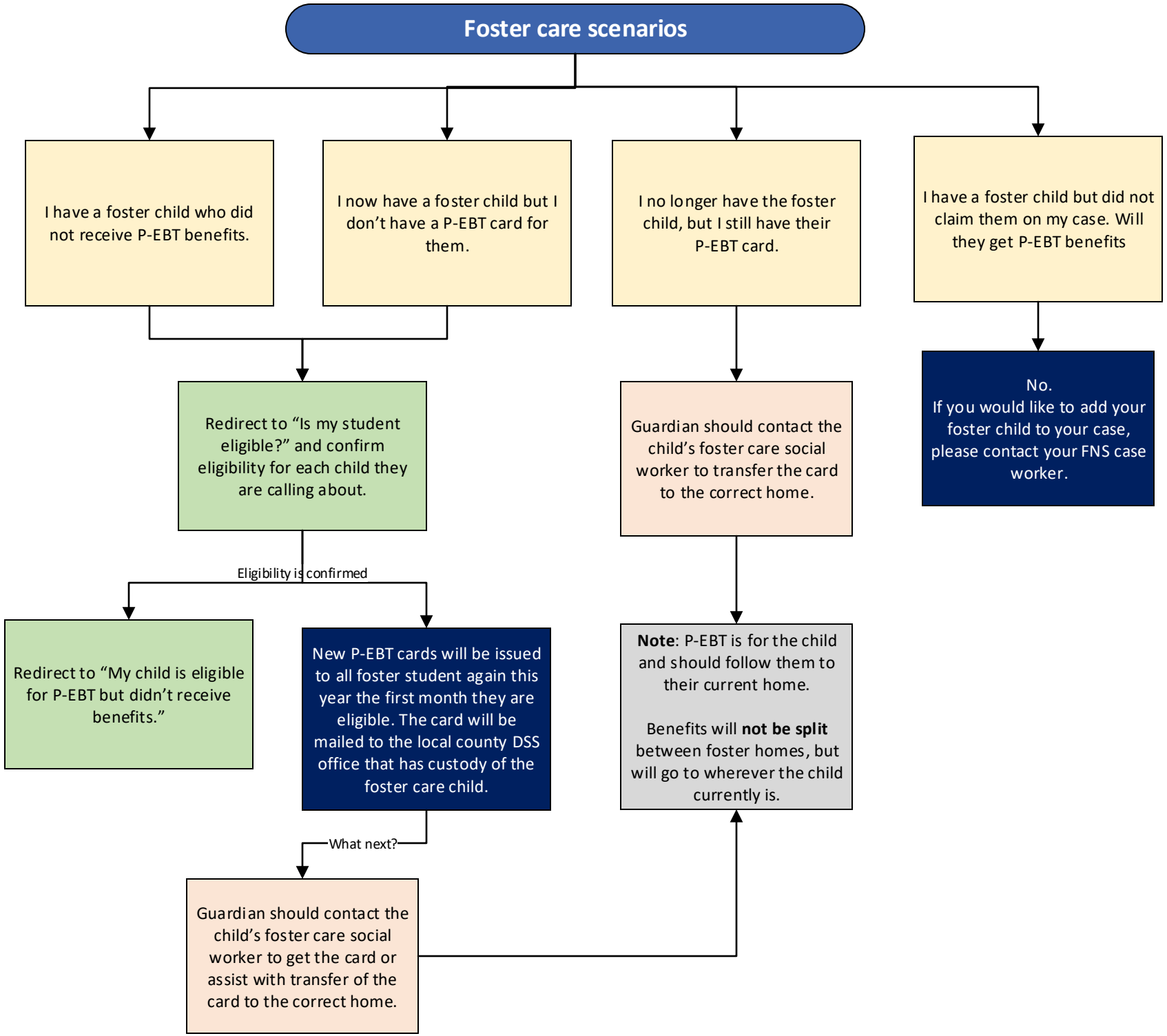
What next?

Once the change in your FNS case is complete, any future P-EBT benefits that the child is eligible for will be provided to the new household on their FNS card.

Previously issued benefits will not move to the FNS card of the new household.

No

Once the child moves to a household that does not receive FNS, they will **no longer be eligible** to receive Child Care P-EBT.


Foster care scenarios
I have a foster child who did not receive P-EBT benefits.
I now have a foster child but I don't have a P-EBT card for them.
I no longer have the foster child, but I still have their P-EBT card.
I have a foster child but did not claim them on my case. Will they get P-EBT benefits
Redirect to "Is my student eligible?" and confirm eligibility for each child they are calling about.
Guardian should contact the child's foster care social worker to transfer the card to the correct home.
No.
If you would like to add your foster child to your case, please contact your FNS case worker.
Eligibility is confirmed
Redirect to "My child is eligible for P-EBT but didn't receive benefits."
New P-EBT cards will be issued to all foster student again this year the first month they are eligible. The card will be mailed to the local county DSS office that has custody of the foster care child.
Note: P-EBT is for the child and should follow them to their current home.
Benefits will not be split between foster homes, but will go to wherever the child currently is.
What next?
Guardian should contact the child's foster care social worker to get the card or assist with transfer of the card to the correct home.

Student P-EBT

What if my child is in a hybrid school?

Hybrid schools are not considered virtual academies. The school can still qualify to be a NSLP.

Does student attend a school that participates in the National School Lunch Program (NSLP)?

↓

Look up child's school with this link: ***SY 22-23 NSLP and CEP school list***

↓

Redirect to "Is my student eligible?" to confirm eligibility.

How does a school meet the attendance requirement?

A student at your child's school needs to have been absent for 5+ consecutive days due to COVID-19. This student can be any child in the school that participates in the NSLP free or reduce-price meal program. Once, this happens, the school is eligible for the whole school year. This is a rule set by the USDA that North Carolina cannot change.

Yes

↓

Has the school registered that they met the attendance threshold?

Yes

↓

Redirect to "Is my student eligible?" to confirm eligibility.