

Call Logics for SY 21-22 Child Care P-EBT

Contents

Page 1: Is my child eligible?

Page 2: When will my child get their benefits?

Page 3: How will my child get their benefits?

Page 4: I need a new card.

Page 5: Why did my child only get \$X in benefits?

Page 6: My child is eligible for P-EBT but didn't receive benefits.

Page 7: Caregiver changes

Page 8: Foster care scenarios

Legend

General note for representative

Leading questions

Action for representative

Action for caller (parent/guardian)

Final outcome

Redirect to another set of questions

Child Care P-EBT

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

Look up child in **NCFAS** then continue.

Monthly Eligibility

(ask for each child in the household)

Is the child 5 years old or younger as of September 1, 2021?

Yes

No

Is the child included in an active FNS case?

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 Student P-EBT flows to determine if child is eligible for student benefits.

Yes

No

Child is eligible for Child Care P-EBT.

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](https://www.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 2021.

Child Care P-EBT

Reminders

- All children will receive a statewide benefit amount each month (but - this amount will likely change each month)
- Households will not receive all months of P-EBT at once – **each benefit month is a separate deposit.**
- Benefit availability after issuance will be staggered over 3 days.

When will my child get their benefits?

Redirect to “Is my child eligible?” to confirm eligibility for the month in question.

Eligibility is confirmed

What **benefit month(s)** is the caller referring to?
Check the table below.

Benefit Month	Issuance Month
2021	2022
<i>September</i>	<i>May</i>
<i>October</i>	<i>May</i>
<i>November</i>	<i>June</i>
<i>December</i>	<i>June</i>
2022	
<i>January</i>	<i>July</i>
<i>February</i>	<i>July</i>
<i>March</i>	<i>August</i>
<i>April</i>	<i>August</i>
<i>May</i>	<i>August</i>

How will my child get their benefits?

Redirect to "Is my child eligible?" to confirm eligibility for the month in question.

Eligibility is confirmed

Child Care P-EBT benefits will be issued to the FNS EBT card of the most recent (current) FNS case.

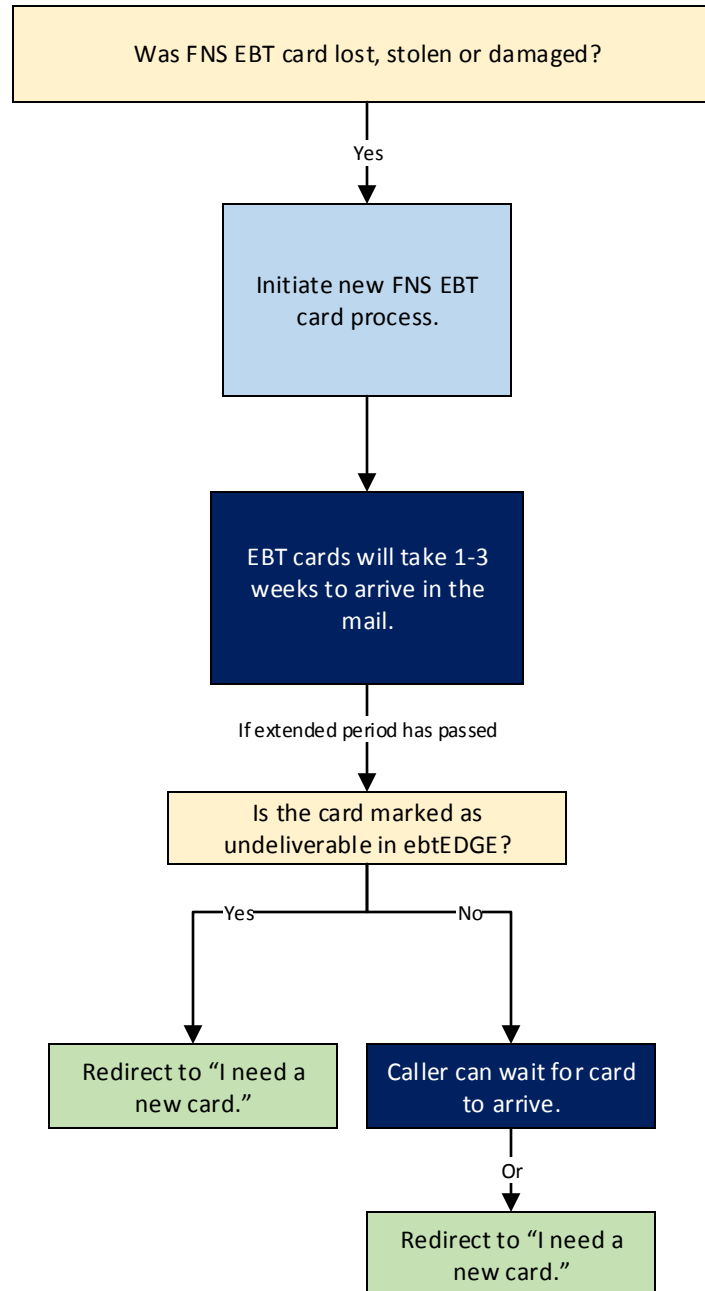
When?

Redirect to "When will my child get their benefits?"

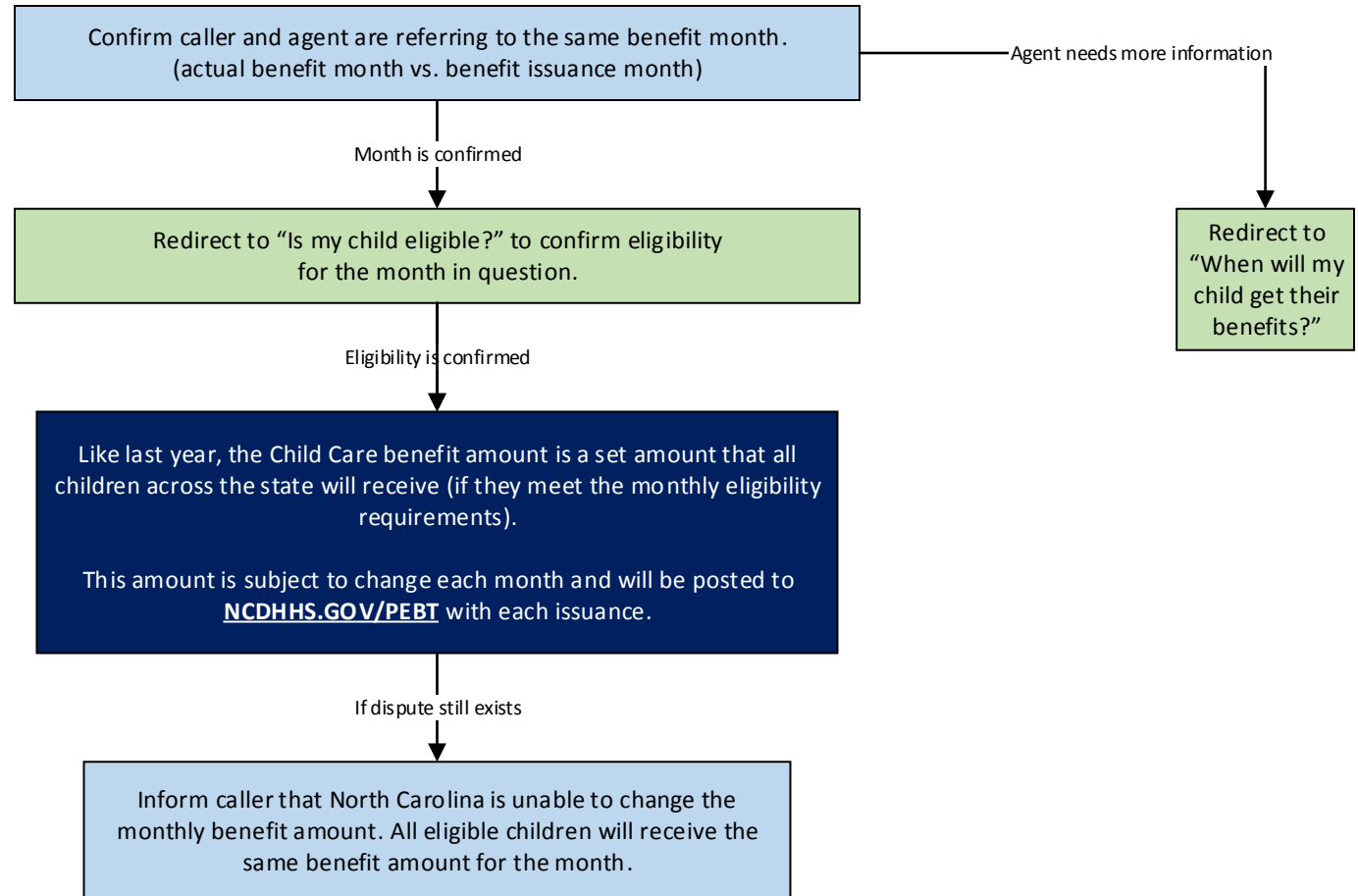
Benefits were never received

Redirect to "My child is eligible for Child Care P-EBT but didn't receive benefits."

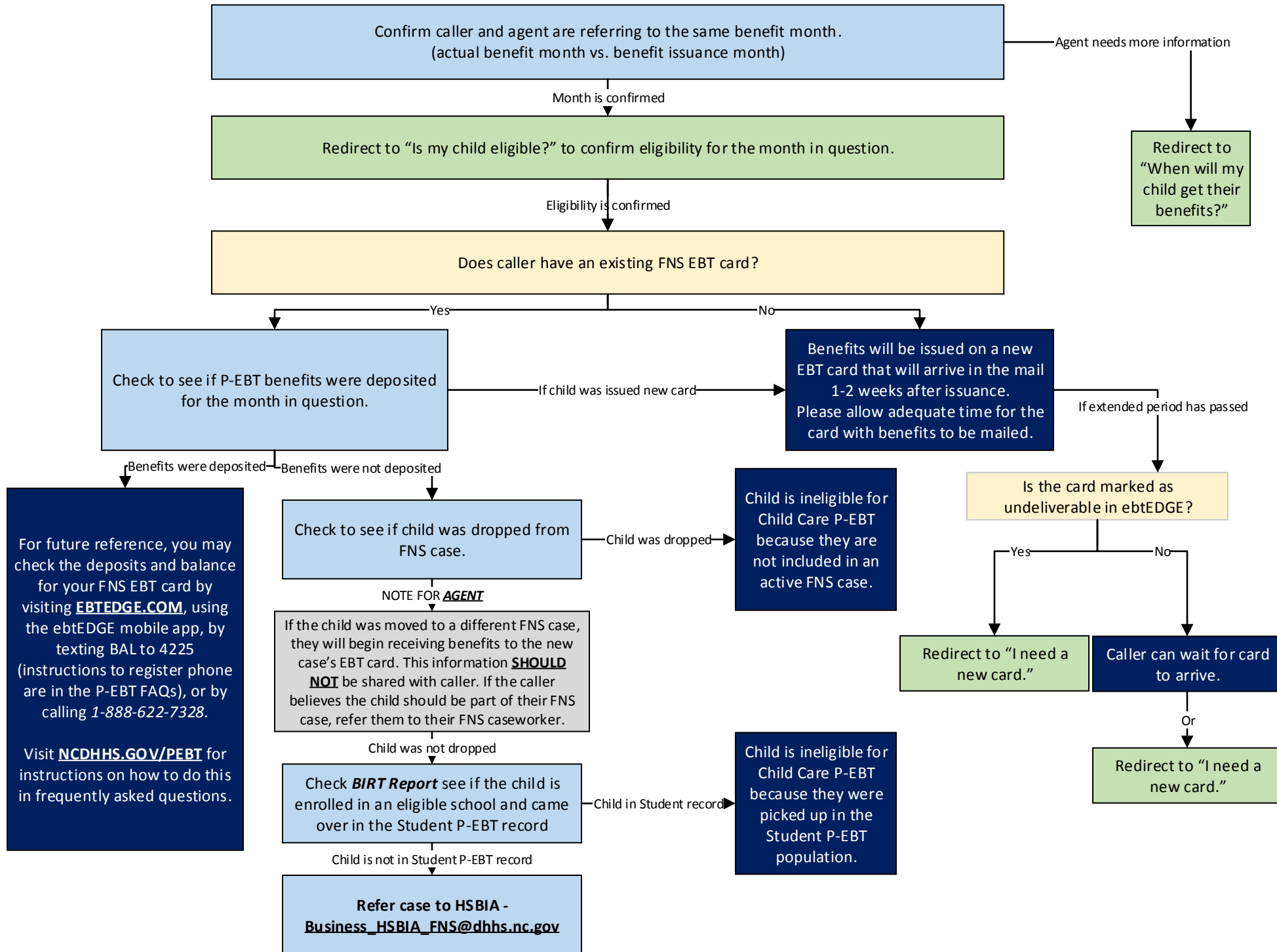
"I need a new card."



Why did my child only get \$X amount for benefits?



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



My child changed caregivers.

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

Eligibility is confirmed

Is the child moving to a household that receives FNS?

Yes

No

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.

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

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.

Child Care P-EBT

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.

