NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES
Division of Social Services

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for Human Services

May 13, 2020

RE: P-EBT Follow up to 100 County Call

Dear County Director of Social Services:

This morning on the 100 County Call, we discussed the rollout for the P-EBT program in North Carolina. As a follow up to that call, we are providing you with presentation materials for the call as well as the updated Admin Letter and additional information requested by Counties.

How P-EBT benefit allotments are broken down:

Allotments are calculated by closed school days. Included in the first allotment are those closed school days for March and April. Included in the second allotment are those school days closed in May and June.

# of Children Eligible for Free or Reduced Lunch	1st Allotment (34 Days)			2nd Allotment (31 Days)		
	March (12 Days)	April (22 Days)	Total 1st Allotment (34 Days)	May (21 Days)	June (10 Days)	Total 2nd Allotment (31 Days)
1 child	$ 68.40	$ 125.40	**$193.80**	$ 119.70	$ 57.00	**$176.70**
2 children	$ 136.80	$ 250.80	**$387.60**	$ 239.40	$ 114.00	**$353.40**
3 children	$ 205.20	$ 376.20	**$581.40**	$ 359.10	$ 171.00	**$530.10**
4 children	$ 273.60	$ 501.60	**$775.20**	$ 478.80	$ 228.00	**$706.80**
5 children	$ 342.00	$ 627.00	**$969.00**	$ 598.50	$ 285.00	**$883.50**
6 children	$ 410.40	$ 752.40	**$1,162.80**	$ 718.20	$ 342.00	**$1,060.20**

Communications/Notices to Identified Recipients

P-EBT families (FNS and non-FNS) who had a cell phone number on record will be sent a text message about the benefit. Those text messages are worded as below:

> **Households with Active FNS case:**
> At least 1 child in your household normally has access to free or reduced lunch. Benefits will be added to your EBT card due to school closure. ncdhhs.gov/PEBT

> **Non-FNS households who will receive P-EBT:**
> At least 1 child in your household normally has access to free or reduced lunch. You will be sent an EBT card to buy food due to school closure. ncdhhs.gov/PEBT

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

LOCATION: 820 S. Boylan Avenue, Hargrove Building, Raleigh, NC 27603
MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401
www.ncdhhs.gov • TEL: 919-527-6335 • FAX: 919-334-1018

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Notices will be sent by mail to those receiving a new P-EBT card(s) which will include instructions about how to activate and use the card, how to decline the benefit, along with other helpful information. The notice does not speak to the amount the client should receive for P-EBT.

Counties should note that the notice does include the phone number as recorded in Department of Public Instruction records for the client in the upper right-hand corner. This may assist in contacting the client regarding returned mail and incorrect addresses.

Issuance Concerns:
P-EBT cards are issued based on information from the Department of Instruction. Counties should use the Logic Trees to assist clients with issuance issues which may include referring clients to the EBT Call Center. In instances where clients indicate a person has stolen their mail or something related, the client will have to address it with law enforcement as USDA has verified that PEBT cannot have a Program Integrity claim against it.

P-EBT Reports:

There are two types of P-EBT reports available to counties. The Issuance report is a county summary of P-EBT payments. The P-EBT Case report is a more detailed report including specific client information regarding payments. The P-EBT reports are located within NC FAST HELP under the P-EBT section of COVID-19 Resources. The password for the P-EBT Issuance Reports was sent within the emailed version of this letter to County Directors. Staff will need to get that password from Directors. Please share the information regarding this password only with staff who are working in a capacity that requires access to this data. Counties are reminded that this information is for county use only and not to be released to callers or clients who come into the office.

Other Resources

In response to this morning's call, we are attaching the PowerPoint with the Logic Tree (flow charts) for possible issuance calls from clients. Resources attached to the previous DCDL will be posted to FAST HELP for use under the P-EBT section of COVID-19 Resources and on the Covid-19 Information for Local Social Services Agencies.

Sincerely,

Susan G. Osborne
Assistant Secretary for County Operations