# Customer Service Call Logics

*Summer 2022 P-EBT*

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**Summer 2023 P-EBT Eligibility**

**What's next?**

- **Refer to “When will I get benefits?”** for instructions on when to expect to receive benefits.

**Yes / How can I apply for NSLP FRP?**

- **Use the NSLP School Search Tool to confirm school status:**
  - covid19.ncdhhs.gov/p-ebt-eligibility

**No**

- **Does your child’s school participate in NSLP or do they attend a CEP school where all students get free meals?**

**Yes / I don’t know**

- **Your student is NOT eligible for Summer P-EBT.**

**No / Virtual / Homeschool / or Young Child**

- **Your child is NOT eligible for Summer P-EBT due to federal program rules that North Carolina cannot change.**

**No / Virtual / Homeschool / or Young Child**

- **Will your child attend an in-person school in May 2023?**

**Yes**

- **Is the student approved for free or reduced-price meals through the National School Lunch Program this school year?**

**Yes**

- **Your student is eligible for Summer P-EBT.**

**No / I don’t know**

- **Does your child’s school participate in NSLP or do they attend a CEP school where all students get free meals?**

**NOTE**

For Summer 2023, only students attending in-person traditional schools are eligible to receive P-EBT. Even if a young child or virtual/homeschool student got P-EBT for the school year, they are not eligible for summer per federal rules.

For other food resources in your area, visit: ncdhhs.gov/FoodResources

OR call 2-1-1 to speak with United Way

**DEFINITIONS**

- **Student**: Students who are approved for NSLP FRP meals.
- **Young Child (Child Care)**: Children who are 5 years old or younger as of September 1, 2021, not a student in an NSLP school, and are included in an active FNS case.
- **Fully Virtual**: Students who are enrolled in an online school that conducts all daily regular instruction online. This definition does not include hybrid schools or programs.
- **Homeschool**: Students who are enrolled in a homeschool on file with the Division of Non-Public Education (DNPE).

**NOTE**

A child attending a CEP school may not have received a FRP approval notice (and don’t need to apply for FRP), but these students ARE ELIGIBLE and WILL RECEIVE Summer 2023 P-EBT.

**CONTACT**

- **Contact your student’s school to apply.** You can also apply for FNS (food stamps); this will automatically qualify you for FRP school meals. Make sure to apply by May 1; the cutoff for eligibility is May 31, and these applications can take over a month to process.

**How can I apply for FNS?**

- **Apply online with ePASS.**
  - OR apply in person at your county Department of Social Services (DSS) office.
  - OR fill out a paper application and mail to/drop off at your county DSS office.

**Special Circumstances**

- **I applied for FNS before May, but my application still hasn't been approved. Will I get benefits?** *(Caller is asking after May 31).*

- **If your FNS application is approved after May 31st but has an eligibility date on or before May 31, you will be eligible for summer P-EBT and will get the summer benefit in the next P-EBT issuance after approval.*

- **Is my student eligible for Summer P-EBT if they graduated from high school in May or June 2023?**

- **Yes, 2022-2023 P-EBT eligible graduates will receive Summer P-EBT.**
When will I get benefits?

After confirming the child is an ELIGIBLE in-person student:

- Student has been receiving free or reduced-price meals this school year and/or attended a CEP school.
- Student applied for free or reduced-price meals or FNS and is approved by May 31, 2023.
- Student applied for free or reduced-price meals and is approved in June before school ended with an eligibility date on or before May 31.
- Student applied for FNS by May 31st but is approved after May 31st with an eligibility date on or before May 31.

Your student can expect to receive benefits when Summer P-EBT is issued at the end of July.

Verify with the BIRT Report.

Does the student’s record show a FRP Eligibility Date between September 2022 to May 31, 2023?

Your student can expect to receive benefits when Summer P-EBT is issued at the end of August.

Verify the FNS eligibility date in the NC FAST record.

NOTE

Due to timing of data pulls and when benefits are issued, some clients may have been approved after the data pull BUT before the issuance. These clients should receive their Summer P-EBT benefit in the next issuance (August).

Key Dates to Know

May 1: Families are encouraged to apply for FRP/FNS before this date to ensure time for application review.
May 31: Students need an "eligibility date" on or before May 31 to receive the summer benefit.
- For school meals, this is the date they are approved.
- For FNS, this is the date their application enters the eligibility system, assuming it is approved.
Families can technically have their application in by this date and become eligible for summer, but because these applications can take over a month to process, we are encouraging application by May 1.
End of July: This is when the first round of summer benefits will be sent out.
End of August: This is when the catch-up round of benefits will be sent out.
September 30: This is when the program funding ends and P-EBT will cease to exist and no P-EBT can be issued after this date. Even if applications are submitted before May 31, if they miss the last catch up issuance in September, the student will NOT receive P-EBT.

NOTE

Summer 2023 P-EBT is the last iteration of P-EBT. The federal government is permanently ending the program for states due to the winding down of the pandemic. There will be no P-EBT for SY 23-24.

Refer to “Am I eligible?” for instructions on how to apply.
Foster care scenarios

DEFINITIONS

Student: Students who are approved for NSLP FRP meals.

Young Child (Child Care): Children who are 5 years old or younger as of September 1, 2021, not a student in an NSLP school, and are included in an active FNS case.

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I have a foster child who is preschool age and/or does not attend a NSLP school.

I have a foster child who is a student. Will they get P-EBT benefits?

I no longer have the foster child, but I still have their P-EBT card.

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Young child

Your child is not eligible for Summer 2023 P-EBT due to federal program rules that North Carolina cannot change.

For other food resources in your area, visit: ncdhhs.gov/FoodResources

OR call 2-1-1 to speak with United Way

Student

Redirect to “Am I eligible?” and confirm eligibility for each child they are calling about. Note that homeschool/virtual students are not eligible.

Guardian should contact the child’s foster care social worker to transfer the card to the correct home.

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.

Eligibility is confirmed

Foster child did not receive P-EBT benefits during the 2022-2023 school year, a new P-EBT card will be issued for the foster child. The card will be mailed to the county DSS office with custody of the foster care child.

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.

Foster child received P-EBT during the school year. The summer benefit will be deposited on their existing P-EBT card.

What next?