Customer Service Call Logics

Summer 2022 P-EBT

Contents

Page 1: Am I eligible? Page 2: When will I get benefits? Page 3: Foster Care Scenarios

Legend

Eligibility Questions

Follow up actions for agent to take

Suggested resolution responses or actions

Redirect to another set of questions

Note for representative



When will I get benefits?



- become eligible for summer, but because these applications can take over a month to process, <u>we are</u> <u>encouraging application by May 1.</u> **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 recieve P-EBT.



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



