# Customer Service Call Logics

## Summer 2022 P-EBT

### Contents
- Page 1: Am I eligible?
- Page 2: When will I get benefits?
- Page 3: I need a new card.
- Page 4: Foster Care Scenarios
- Page 5: I was eligible but didn’t receive benefits.
- Page 6: (For Public) Summer 2022 P-EBT Eligibility Flowchart

### Legend

<table>
<thead>
<tr>
<th>Eligibility Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Follow up actions for agent to take</td>
</tr>
<tr>
<td>Suggested resolution responses or actions</td>
</tr>
<tr>
<td>Redirect to another set of questions</td>
</tr>
<tr>
<td>Note for representative</td>
</tr>
</tbody>
</table>
**Summer 2022 P-EBT Eligibility**

Do you have a young child (under age 6 as of September 1, 2021) or student (through 12th grade) in your family/household?

- **Young Child**
  - Is your child 5 years old or younger as of September 1, 2021?
    - Yes
      - Is your young child included on an active Food and Nutrition Services case?
        - Yes
          - Your child is eligible for Summer P-EBT.
        - No
          - Your child is not eligible for Summer P-EBT.
    - No
      - Your family/household is not eligible for Summer P-EBT.
  - No
    - Is your student eligible for free or reduced-price meals through the National School Lunch Program?
      - Yes
        - Your student is eligible for Summer P-EBT.
      - No
        - Your student is not currently eligible for Summer P-EBT. Your student could become eligible if you apply for NSLP FRP by August 31, 2022 and are approved.

**How can I apply for FNS?**

- Apply online with ePASS.
- 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**

- Is my newborn child born during the summer period (June 1-August 31) eligible for Summer P-EBT?
- Is my student eligible for Summer P-EBT if they move from a NSLP-participating or CEP school to a non-NSLP school (for the 22-23 school year)?
- Is my student eligible for Summer P-EBT if they graduated from high school in May or June 2022?

- A child born during the summer period is eligible for Summer P-EBT ONLY IF they are added to a case or an FNS application is submitted before August 31, 2022.
- Since Summer P-EBT is an extension of the 2021-2022 school year, your student will be eligible for Summer P-EBT if they were eligible for NSLP FRP in May 2022 or apply before August 31, 2022. The 2022-2023 school year is not a factor for Summer P-EBT.

**What’s next?**

- Refer to “When will I get benefits?” for instructions on when to expect to receive benefits.
- Contact your student’s school to apply.
Caller Applied For FNS or NSLP FRP Programs: When will I get benefits?

Do you have a young child (under age 6 as of September 1, 2021) or student (through 12th grade) in your family/household?

**Young Child**

Was your child included in a Food and Nutrition Service (FNS) case (any time since May 2022) or did you apply by August 31st?

- **Yes**
  - Check NC FAST.
  - Does child show in an active FNS case between May 1st and July 20th?
    - **Yes**
      - Your child is not eligible for Summer P-EBT because your household did not apply for FNS before the end of the summer period.
    - **No**
      - Does NC FAST show case Denied or Pending?
        - **Yes**
          - Your child can expect to receive benefits between July 20th and 30th.
        - **No**
          - Your child is not eligible for Summer P-EBT since their household was not approved for FNS.

      - Why wasn’t the household approved?
        - There are a variety of factors that contribute to your household’s FNS approval.
        - Please contact your local DSS office for more information.

- **No**
  - Your child is not eligible for Summer P-EBT because your family did not apply for NSLP FRP meals before the end of the summer period.
  - Why weren’t they approved?
    - There are a variety of factors that contribute to your student’s NSLP FRP approval.
    - Please contact your student’s school for more information.

**Student**

Was the student approved for free or reduced-price (FRP) meals through the National School Lunch Program (NSLP) in May 2022 or did you apply before August 31st?

- **Yes**
  - Your student is not eligible for Summer P-EBT because your family did not apply for NSLP FRP meals before the end of the summer period.
  - Why weren’t they approved?
    - There are a variety of factors that contribute to your student’s NSLP FRP approval.
    - Please contact your student’s school for more information.

- **No**
  - Check the BIRT Report.
  - Does the student’s record show a FRP Eligibility Date between August 2021 to May 31, 2022?
    - **Yes**
      - Your student can expect to receive benefits between July 20th and 30th.
    - **No**
      - Does the BIRT Report show a FRP Denial Date?
        - **Yes**
          - Your student is not eligible for Summer P-EBT since they were not approved for NSLP FRP meals.
        - **No**
          - Your student’s NSLP FRP application is still pending at this time.

**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.

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

Refer to “Am I eligible?” for instructions on how to apply.
“I need a new card.”

Was the FNS EBT or P-EBT card lost, stolen or damaged?

Yes

Initiate new FNS EBT or P-EBT card process.

EBT or P-EBT cards will take 1-3 weeks to arrive in the mail.

If extended period has passed

Is the card marked as undeliverable in ebtEDGE?

Yes

Resolve caller’s address problem.

No

Caller can wait for card to arrive.

Then

Initiate new FNS EBT or P-EBT card process and inform caller old card will be deactivated.

Or
Foster care scenarios

I have a foster child who did not receive P-EBT benefits.

I have a foster child but did not claim them on my case. Will they get P-EBT benefits?

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

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.

Foster child received P-EBT benefits during the 2021-2022 school year, but did not receive a summer deposit on their P-EBT card.

Foster child did not receive summer deposit on existing card and a new card was not received.

Foster child did not receive P-EBT benefits during the 2021-2022 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.

Student

Redirect to “Am I eligible?” and confirm eligibility for each child they are calling about.

Eligibility is confirmed

Redirect to “I was eligible but didn’t receive benefits.”

Student

Redirect to “Am I eligible?” and confirm eligibility for each child they are calling about.

Child Care Summer P-EBT

No. If you would like to add your foster child to your case, please contact your FNS case worker.

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

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 and are included in an active FNS case.

Directions:
- Young child:
  - Redirect to “Am I eligible?” and confirm eligibility for each child they are calling about.
  - Eligibility is confirmed
  - Redirect to “I was eligible but didn’t receive benefits.”

- Student:
  - Redirect to “Am I eligible?” and confirm eligibility for each child they are calling about.
  - Eligibility is confirmed

- Child Care Summer P-EBT
  - No. If you would like to add your foster child to your case, please contact your FNS case worker.
  - Guardian should contact the child’s foster care social worker to transfer the card to the correct home.

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.
I was eligible but didn’t receive Summer P-EBT benefits.

Confirm caller and agent are referring to Summer P-EBT (rather than SY 2021-2022 Child Care or Student P-EBT)

Summer P-EBT is confirmed

Redirect to “Am I eligible?” to confirm whether child is eligible for either the student or young child Summer P-EBT population.

Did the caller receive P-EBT benefits during the 2021-2022 school year?

Yes

Benefits will be issued on a new P-EBT card that will arrive in the mail 1-3 weeks after issuance. Please allow adequate time for the card with benefits to be mailed.

No

If extended period has passed

Call the address. If needed, initiate new FNS EBT or P-EBT card process and inform caller old card will be deactivated.

If child was issued new card

Check if Summer P-EBT benefits were deposited on FNS card or existing P-EBT card.

Benefits were not deposited

Benefits were deposited

Did caller have an existing FNS EBT or P-EBT card?

Yes

Summer benefits will be deposited on the caller’s existing FNS EBT or P-EBT card.

No

Resolve caller’s address problem.

Was the child included on another FNS case?

Yes

Inform caller that the old card will be deactivated.

No

Check the BIRT Report.

Does the child have a NSLP FRP approval date before June 1, 2022?

Yes

Check NC FAST.

Was the child included in caller’s FNS case between May 1, 2022 and July 20, 2022?

Yes

Redirect to “I need a new card” and initiate new card process.

No

Call the address. If needed, initiate new FNS EBT or P-EBT card process and inform caller old card will be deactivated.

Child is eligible for Summer P-EBT and should receive benefits between July 20-30th.

Yes

To be eligible for Summer P-EBT, caller can add child to FNS case or apply by August 31, 2022 to receive Summer P-EBT benefit in late September or October.

No

Inform caller that the old card will be deactivated.

Note for Agent: If the child was moved to a different FNS case, the Summer P-EBT will be deposited to the new case’s EBT card. This information SHOULD NOT be shared with caller if the caller believes the child should be part of their FNS case, refer them to their FNS caseworker.

If the caller has not applied, confirm their school participates HERE and, if the school does participate, direct the caller to apply for NSLP FRP through their school or school district.

If approved, student will be eligible for Summer P-EBT and should receive benefits in late September or October.

If the caller applies for NSLP FRP between June 1, 2022 and August 31, 2022

If the caller applies for NSLP FRP between June 1, 2022 and August 31, 2022

If approved, student will be eligible for Summer P-EBT and should receive benefits in late September or October.

If approved, student will be eligible for Summer P-EBT and should receive benefits in late September or October.

For future reference, you may check the deposits and balance for your FNS EBT card by visiting EBTEDGE.COM, using the ebtEDGE mobile app, by texting BAL to 42255 (instructions to register phone are in the P-EBT FAQs), or by calling 1-888-622-7328.

Visit NCDHHS.GOV/PEBT for instructions on how to do this in frequently asked questions.
Pandemic EBT (P-EBT) is a federally funded, temporary food assistance program that helps families during the COVID-19 public health emergency.

There are two P-EBT groups: Student and Child Care (also called young children and Children Under 6). Summer P-EBT is an extension of school year 2021-22 benefits. A child will only be eligible as either a student or young child, not both.

There is no application for Summer P-EBT. Eligibility for P-EBT is determined through participation in other food assistance programs. These are the National School Lunch Program free or reduced-price meals (NSLP FRP) for students and Food and Nutrition Services (FNS) for young children.

North Carolina will issue a one-time summer benefit payment for students and young children.

Follow the chart below to see if your student or young child is eligible for P-EBT benefits for the summer.

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**Decision Tree:**

1. **Do you have a young child or student (through 12\textsuperscript{th} grade) in your family/household?**
   - **Yes:** Proceed to next question.
   - **No:** Proceed to next question.

2. **Is your student eligible for free or reduced-price meals through the National School Lunch Program?**
   - **Yes:** Your student is eligible for Summer P-EBT. Your student could become eligible if you apply for NSLP FRP by August 31, 2022 and are approved.
   - **No:** Your student is not currently eligible for Summer P-EBT. Your student could become eligible if you apply for NSLP FRP by August 31, 2022 and are approved.

3. **Is your student included on an active Food and Nutrition Services case?**
   - **Yes:** Your student is not currently eligible for Summer P-EBT. Your student could become eligible if you apply for NSLP FRP by August 31, 2022 and are approved.
   - **No:** Your student is eligible for Summer P-EBT. Your student could become eligible if you apply for FNS by August 31, 2022 and are approved.

4. **Is your child 5 years old or younger as of September 1, 2021?**
   - **Yes:** Your child is not eligible for Summer P-EBT.
   - **No:** Proceed to next question.

5. **Is your young child included on an active Food and Nutrition Services case?**
   - **Yes:** Your child is not eligible for Summer P-EBT.
   - **No:** Your child is eligible for Summer P-EBT. Your child could become eligible if you apply for FNS by August 31, 2022 and are approved.

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**How can I apply for NSLP FRP?**
- Contact your student’s school or school district to apply.

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**How can I apply for FNS?**
- **Apply online with ePASS.**
- **Apply in person at your county Department of Social Services (DSS) office.**
- **Fill out a paper application and mail to/drop off at your county DSS office.**

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**ADDITIONAL P-EBT INFORMATION**

Do you want more information on Summer P-EBT eligibility, FNS and/or NSLP FRP program applications, issuances, and more?

- **Click here to visit the P-EBT website!**
- **Click here to view P-EBT FAQs!**