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1. Via phone
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Pandemic EBT Information Session



Hosted by the California Department of Social Services
& the California Department of Education
Thursday, April 30, 2020

How to Ask Questions

Type your questions into the **question pane** on your control panel anytime during this presentation.

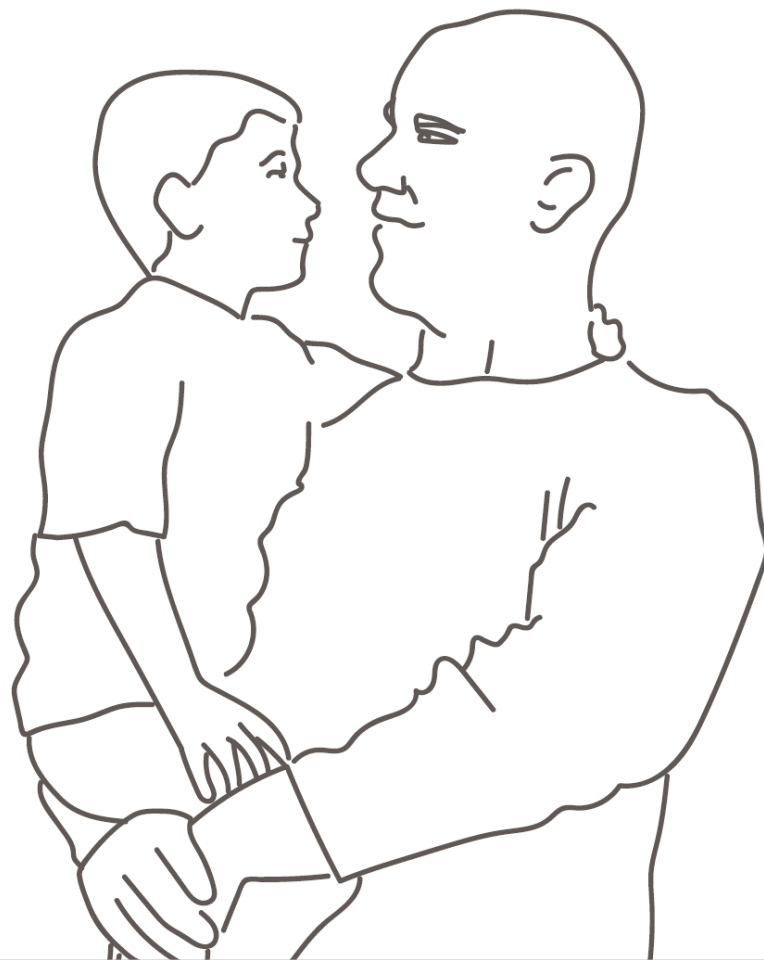
Note: this webinar will be recorded. A link to the recording and presentation materials will be available online.

Welcome & Introductions

Pandemic EBT

Get help buying food while schools are closed

Because schools are closed due to COVID-19, children who are eligible for free or reduced-price meals can get up to \$365 in food benefits. These food benefits are called Pandemic EBT or P-EBT.



P-EBT benefits coming soon in **May 2020**

Agenda

Introduction to P-EBT

Project Timeline

Online Application Prototype

Statewide Outreach Plan & Resources

Q&A Session

Background

The Families First Coronavirus Response Act authorized the US Department of Agriculture to approve states' plans to issue Pandemic EBT or 'P-EBT' benefits.

P-EBT provides additional food benefits to families that include children eligible for free or reduced-price schools meals.

California's P-EBT plan was approved on Friday, April 22.

Combined with CalFresh food benefits, grab-n-go school meals, and other nutrition resources, P-EBT benefits are intended to support families with low-income in meeting their nutrition needs during the coronavirus pandemic emergency.

Who is eligible for P-EBT?

Children are eligible for P-EBT benefits if:

- their school is closed due to coronavirus, and
- they are eligible for free or reduced-price school meals.

Children who pick up “to-go” meals in their community or receive CalFresh benefits are eligible for P-EBT benefits.



How will P-EBT eligibility be determined?

Families with children who are eligible for free or reduced price meals and therefore eligible for P-EBT, have been identified via a data match between the California Department of Education (CDE) and the California Department of Social Services (CDSS) using student and safety net program data.

How will families Get P-EBT benefits?

Families with children who receive CalFresh, Medi-Cal, or Foster Care will get their P-EBT card in the mail during the month of May.

P-EBT cards will begin arriving around May 12, 2020 through May 22, 2020.

Families with children who applied for CalFresh, Medi-Cal or Foster Care benefits for the first time this school year after their school closed will not need to apply but will get their P-EBT card in the mail at a later date. The date of P-EBT card arrival depends on when they are directly certified for school meals.



Getting P-EBT Benefits Continued

Families with children who are eligible for free or reduced-price meals and who are not receiving CalFresh, Medi-Cal or Foster Care benefits must apply online before June 30, 2020.

The online application will be available in late May.

The CDSS will use information submitted by the family to verify P-EBT eligibility by cross-checking CDE student data.

The P-EBT online application will also provide the CDSS with each eligible family's current mailing address to ensure that the P-EBT card arrives in the right mailbox.



What is the deadline to apply?

As mentioned, families with children who are eligible for free or reduced-price meals and who are not receiving CalFresh, Medi-Cal or Foster Care benefits must apply online before June 30, 2020.

Regardless of the date of P-EBT application, families who are required to apply will receive the full amount of P-EBT benefits they are eligible to – \$365 per child.

That said, P-EBT is a one time benefit. Meaning, that eligible families who are required to apply and do not to do so by June 30, 2020 will not be able to receive benefits once the online application closes.



Will families get a new EBT card?

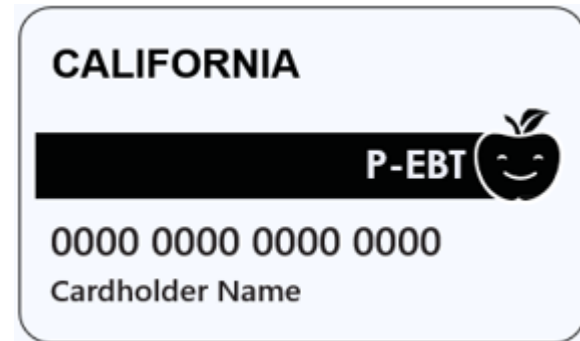
Yes, eligible families will receive their P-EBT benefits on a dedicated P-EBT card.

P-EBT cards will be issued in the name of the child.

P-EBT cards can be used like regular EBT cards, including as of April 28, 2020 for online food purchases.

P-EBT benefits can be used for up to one year from the date of issuance.

P-EBT CARD PROTOTYPE



How quickly will eligible families receive their P-EBT card after application?

We anticipate that eligible families will receive their P-EBT card within 5 to 10 days of application.



How much will families get?

Most families with children who are eligible for free or reduced-price school meals will get \$365 for each child.

Families with children who applied and got CalFresh, Medi-Cal or Foster Care for the first time this school year after their school closed, may get less than \$365 for each child. This depends on when they were directly certified.

For each eligible child, families will receive the following for each month (these benefits will be combined on the P-EBT card for a total of \$365):

- March 2020: \$68 per child
- April 2020: \$120 per child
- May 2020: \$120 per child
- June 2020: \$57 per child



Why do families have to wait to apply?

There are nearly 4 million P-EBT eligible children across the state of California. In order to issue new P-EBT cards to all eligible families, the CDSS is preparing to issue P-EBT cards nightly.

There is a maximum number of P-EBT cards that can be issued nightly – causing the gap between when P-EBT cards will be issued to families that are already receiving CalFresh, Medi-Cal or Foster Care benefits and when the online application will open to other eligible families.

What can you buy with P-EBT benefits?

P-EBT benefits can be used like CalFresh food benefits.

Families can buy food in most grocery stores and farmers' markets. Beginning April 28, families can also use their P-EBT cards to make food purchases online.

They can use their P-EBT card like a debit card:

- Select "EBT"
- Swipe the card
- Enter private PIN number



What if a family needs help with P-EBT?

Eligible families will be able to access information about [P-EBT online](https://ca.p-ebt.org/info) at <https://ca.p-ebt.org/info>

Partners will also be equipped with general information materials to support [client education](http://www.cdss.ca.gov/pandemic-ebt) at www.cdss.ca.gov/pandemic-ebt

California's EBT customer service center will be available 24 hours a day, 7 days a week. Customers will be routed to a dedicated P-EBT Helpline for issues that the EBT customer service center cannot resolve.

The customer service center/helpline will support P-EBT PIN set-up, issues with family changes, such as an address change, lost or stolen cards, application status, and basic eligibility trouble shooting.

What if a family does not want to accept P-EBT benefits?

Families have the option to destroy their P-EBT card when received in the mail.

P-EBT cards that have not be PIN'd are not considered active.

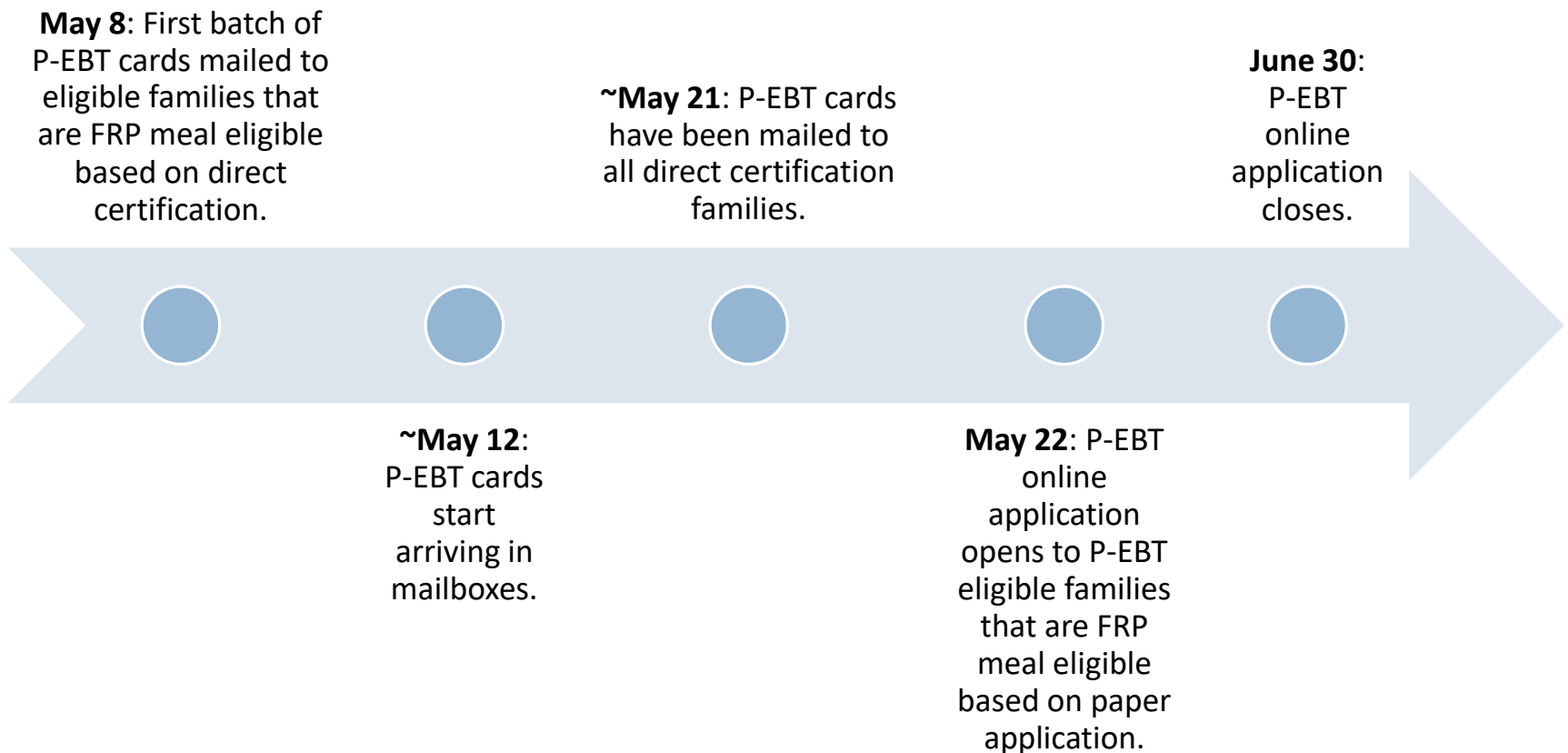
Will P-EBT benefits affect immigration status?

P-EBT is a disaster emergency benefit based on free and reduced-price school meal eligibility, similar to other benefits that the Department of Homeland Security (DHS) has said would not be considered for public charge purposes. However, the US Citizenship and Immigration Services (USCIS) can consider several factors under their public charge tests.

Remember, public charge does not apply to all immigrants.

Project Timeline

Current P-EBT Project Timeline



Application Prototype

Tracey Patterson, Sr. Director Social Safety Net
Code for America

P-EBT Application for Non-Directly Certified Households

- Mobile responsive, accessible from any device (mobile phone, tablet, desktop)
- Plain language, user-friendly
- Currently user testing with low-income parents to ensure it can be successfully completed in less than 5 minutes.
- Will be available in English, Spanish and Chinese through a dedicated P-EBT URL.

Get help buying food while schools are closed

Apply for P-EBT by June 30th.

Apply now →

This program, called P-EBT, is for students who are normally able to get free or reduced price school meals. Apply and get \$338 per child to spend on groceries.

Questions about P-EBT?

Learn more about this program.

Learn more

This is a joint program of the California Departments of Education and Social Services.

ca.p-ebt.org is a service delivered by Code for America on behalf of the people of California.

Information about P-EBT.



Sign up for P-EBT

What are 'P-EBT' or Pandemic EBT benefits?

Due to coronavirus (COVID 19), children who are eligible for free or reduced-price meals at school will get extra food benefits. These food benefits are called Pandemic EBT or P-EBT benefits. P-EBT benefits help families in California buy food when school is closed.

Who is eligible for P-EBT benefits?

Children are eligible for P-EBT benefits if:

- Their school is closed due to

Will include an information page where families can learn more about P-EBT and the purpose of P-EBT benefits.

Here's how it works:



Give us your basic information.

We'll ask the students' names and birthdates, the name of a parent or guardian, and the address you're registered at the school with.



Your school will make sure you're eligible.

School districts will check to make sure your family can get P-EBT.



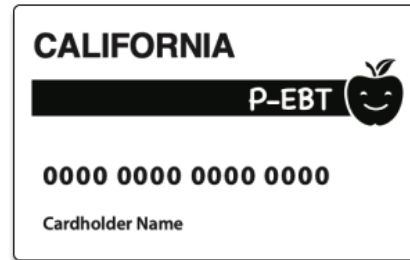
Get a P-EBT card in the mail.

If approved, you'll get a P-EBT card with money on it for groceries within 10 days. The card will be loaded with money each month until the end of the school year.

Continue

Have you received a P-EBT card already?

It looks like this:



If you already got this card, you don't need to fill out this form. You will get money on this card.



Is the student able to receive free or reduced price meals during the school year?

Even if the student does not eat school meals, we need to know if they are eligible for this program.

If the student goes to a school that serves free meals to everyone, answer yes.

Yes

No

I'm not sure

Continue



Tell us about the student.

One at a time, add all students in elementary, middle, and high school.

First name

Legally as it appears on school records.

Last name

Legally as it appears on school records.

What is their date of birth?

mm/dd/yyyy

 / /

What type of school does this student attend?

Public school (including charter school)

Private school (including religious school)

+ Add another student

Continue



Just so you know.

The card will have the oldest student's name on it when it arrives. Adults in the household will be able to use it to shop for the whole family.

Continue



Your application has been submitted!

Write down your confirmation number:

70CFA-01234-56789

If approved, you'll get a P-EBT card with money for groceries within 10 days.

[Learn more](#) about the P-EBT program.

If approved, how much in P-EBT benefits will I get?

You can get up to \$338 for each child who is eligible for P-EBT benefits. As long as you apply before June 30th, 2020, you will get the full amount of benefits for all four months.

Each eligible child will get the following amount for each month:

- March 2020: \$63 per child
- April 2020: \$111 per child
- May 2020: \$111 per child
- June 2020: \$53 per child

How was your experience with this application?



Digital Outreach Toolkit for P-EBT Application

- Outreach flyers with URL
- Sample social media posts with URL link
- Sample emails and SMS/text that link to URL



Get help buying food while schools are closed

You could receive up to \$365 per child to spend on groceries through a new program called Pandemic EBT or P-EBT.



Apply in 5 minutes at ca.p-ebt.org by June 30, 2020

Since schools are closed right now due to the global coronavirus (COVID-19) pandemic, millions of people are having a harder time feeding their families. There's help. If your child is eligible for free or reduced-price school meals, you can get up to \$365 in benefits to use on groceries.

Visit ca.p-ebt.org/info to learn more.

Use it like a debit card.

Apply today and get your P-EBT card in the mail in 10 days.



*If you already got this card in the mail, you do not need to apply. Use it to buy groceries for your family.

Ca.p-ebt.org is built by Code for America for San Francisco Unified School District and the people of California.

Statewide Outreach Plan and Resources

P-EBT Outreach Plan

Phased and targeted outreach plan to ensure that all children eligible for free and reduced-price school meals across the state are aware of Pandemic EBT benefits.

The goal of this outreach effort is to ensure that eligible families know what P-EBT benefits are and the steps they need to receive these benefits.

P-EBT Outreach: Directly Certified Children

Ensure that families who are eligible for P-EBT and receive their benefits **via direct certification data match** know:

- What P-EBT benefits are and why they are getting them
- How to activate and use their P-EBT benefits
- Where to get more info about P-EBT benefits
- **They do not need to apply online**

Remember: the CDE and CDSS direct certification data match will identify families eligible for P-EBT because they receive CalFresh, Medi-Cal, or Foster Care

P-EBT Outreach: Online Application Children

Ensure that families who are eligible for P-EBT, but receive their P-EBT through online application:

- **They do need to apply online**
- Where to apply online and how to get more info about P-EBT benefits
- What P-EBT benefits are and why they are getting them
- How to activate and use their P-EBT benefits

Remembers: students eligible for free or reduced-price school meals through the paper meal application process will need to apply online for P-EBT benefits.

We Need You!

Help Spread the Word

Two Trusted Messengers

Schools and School Districts

- Create P-EBT outreach lists of students eligible through meal applications now!
- Launch a virtual campaign to promote P-EBT via email, social media and on your website to eligible families.
- Educate staff so they are equipped to answer basic P-EBT questions and refer clients to appropriate online resources.

Community Partners, including Counties

- Launch a virtual campaign promote P-EBT via email, social media and on your website to eligible families.
- Educate staff so they are equipped to answer basic P-EBT questions and refer clients to appropriate online resources.

Two Key Resources

P-EBT [Partner Webpage](http://www.cdss.ca.gov/pandemic-ebt): www.cdss.ca.gov/pandemic-ebt

Q-Outreach Flyers, FAQs, and more coming soon

P-EBT [Client Webpage](http://www.ca.p-ebt.org) and (Future) [Application site](http://www.ca.p-ebt.org):
www.ca.p-ebt.org/info and www.ca.p-ebt.org

Q&A