# SNP Memo #2019-2020-46


**COMMONWEALTH of VIRGINIA
Department of Education**

DATE: May 8, 2020

TO: School Nutrition Program Directors, Supervisors, and Contact Persons (Addressed)

FROM: Sandra C. Curwood, PhD, RDN, ***Sandy***

## SUBJECT: Pandemic EBT (P-EBT) Resources

This memo provides resources for local educational agencies (LEAs) and families about the Pandemic Electronic Benefit Transfer (P-EBT) assistance that will be issued to certain households under the Families First Coronavirus Response Act of 2020. The Virginia Department of Social Services (VDSS) and the Virginia Department of Education (VDOE) developed the resources jointly. The VDSS and VDOE are distributing these resources to LEAs to meet the P-EBT outreach requirement, to provide answers to LEA questions about P-EBT, and to share information with eligible households about how P-EBT works.

### P-EBT Media Release

The VDSS and VDOE will issue a joint P-EBT press release to major media outlets statewide on Friday, May 8, 2020. LEAs should distribute the P-EBT Media Release, Attachment A to this memo, to all local media outlets that reach households in their area. All LEAs participating in the P-EBT must distribute the media release through the same outlets the LEA uses to notify households of the availability of free and reduced-price meals. Distribution is required; it is not required to pay a fee to have the media release printed. In addition to the local media distribution, LEAs may post the media release on their website.

### P-EBT Frequently Asked Questions

The VDSS and VDOE created two resources to answer frequently asked questions (FAQs) and outline details of P-EBT implementation. The FAQs for School Nutrition Program and other LEA staff is Attachment B to this memo. This FAQs target staff who will be local points of contact for the P-EBT or who may have to answer questions from families about the P-EBT. The second FAQs, FAQs for Households, is Attachment C to this memo. This FAQs document gives eligible households information they need to understand who is eligible, when benefits will be available, and how P-EBT is used.

LEAs can also use the FAQs for Households to provide information on P-EBT by text, robo-call, email, or other channels used to communicate with families. For example, the LEA could send a sentence or two from Question 7, “When will P-EBT be Available?”, by robo-call right after the press release is published to answer questions that otherwise might cause families to call the school. LEAs could distribute the text and website information from Question 5, “My Family Needs Food Now”, immediately to help families find local meal sites or help families who are not currently receiving Supplemental Nutrition Assistance Program (SNAP) benefits to access the Common Help online application.

LEAs may publish the complete FAQs for Households on their LEA website or distribute it by email or other methods to eligible households. Please distribute the FAQs for Households widely to inform eligible households and to reduce the number of questions directed to the LEA. A Spanish translation of the FAQs for Households is in progress and should be available next week.

### P-EBT Client Flyer and Webpage

The VDSS created a colorful, simple flyer for families that will receive P-EBT benefits. It gives basic information on the program, a picture of the P-EBT card, instructions on how to PIN and use the card, and a phone number for recipients to ask questions or ask for help. LEAs can post the flyer to their website or distribute it to eligible households by email. The VDSS created a webpage with P-EBT information that should be active in the next few days and the flyer can be downloaded from the website. Please link to the [P-EBT Virginia website](https://www.dss.virginia.gov/benefit/pebt.cgi) when it becomes active.

### P-EBT Data and Additional Data Collections

Thank you for your work on the P-EBT data file. Please share our thanks with your LEA and vendor partners who helped to create the data files and made the edits to ensure eligible families receive their P-EBT benefits as soon as possible. Today is the deadline to submit the P-EBT data file for all currently eligible students.

Please continue to approve free and reduced-price meal applications and conduct direct certification (DC) using the monthly VDSS file updates. VDOE uploads a VDSS file update to the SNPWeb DC module around the 15th of every month throughout the entire calendar year. LEAs that approve new students by application or DC can submit a P-EBT data file update for these newly eligible students to VDSS and VDOE on the following dates:

* May 22, 2020, for 2019-2020 enrolled students who are newly eligible for free or reduced-price meals or newly enrolled at a CEP school.
* June 12, 2020, for 2019-2020 enrolled students who are newly eligible for free or reduced-price meals or newly enrolled at a CEP school.

If you have questions, please contact your assigned SNP Regional Specialist or Lynne Fellin, SNP Technical Assistance Specialist, by email at [lynne.fellin@doe.virginia.gov](file:///C%3A%5CUsers%5Ckbo89717%5CDesktop%5CTelework%20Docs%20for%20this%20Week%5CPEBT%5Clynne.fellin%40doe.virginia.gov) or by phone at

(804) 225-2717.

SCC/LAF/cc

### Attachments

1. P-EBT Media Release
2. P-EBT FAQs for SNP and Other LEA Staff
3. P-EBT FAQs for Households