# SNP Memo #2020-2021-56, Rev. 8-25-2022


**COMMONWEALTH of VIRGINIA
Department of Education**

DATE: March 31, 2021

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

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

## SUBJECT: Pandemic EBT Updates Effective Immediately

This memo provides information and guidance regarding the Pandemic Electronic Benefit Transfer (P-EBT) program. The Virginia Department of Social Services (VDSS) and the Virginia Department of Education (VDOE) are working collaboratively with local education agencies (LEAs) to enhance program communication and efficiency. Please read the information below for important updates.

### New P-EBT Cards for the R3 (January 2021) and R4 (March 2021) Files

The VDSS learned of a mechanical breakdown that caused a delay in printing certain P-EBT cards. New P-EBT cards for about 105,000 households were needed for data in the R3 and R4 files. As of yesterday, 30,000 cards had been printed and mailed. The VDSS is working with the vendor on a solution to make the cards available more quickly, but it could take an additional four weeks.

The VDSS is issuing a notice through their public relations channels about the delayed cards. Please notify households in your LEA about the delay in P-EBT cards for R3 or R4. Cards may take another four weeks or so to reach the households by U.S. mail. If the LEA has the ability to issue a robo-call or text message about the delayed cards, please do so. Households will receive the cards as soon as possible. Benefits for R3 and forward will be available when the new card is activated.

To reduce the number of new cards required, please submit consistent P-EBT data in each file. Extract the parent/guardian name from the same field. Format the address in the same way. Submit complete, correct, edited data for every field. Consistent data will increase the number of students who match to an existing P-EBT or SNAP account and increase electronic P-EBT issuance to an existing card.

### New Data Submission Contact for Ongoing Monthly P-EBT Files

**Beginning with the R5 submission, and going forward, send your file directly in the SSWS dropbox to Kim Hudson, EBT Coordinator.** Kim is listed under VDOE in the SSWS dropbox but she is a VDSS employee. You can find her by typing her last name, *Hudson,* in the *Receiver* field or changing the *School Division To:* field to VDOE and searching for Kim Hudson.

The due date for the next P-EBT file (R5) is April 12, 2021, at 5:00 p.m. The simplified P-EBT VDSS file layout remains the same for R5. The forward slash (/), in the street address field only, is now accepted. Please refer to the February 26, 2021, email for the workbook with the data definitions document and file submission schedule.

### New LEA Only Direct to VDSS Communication Channel for P-EBT

In an effort to improve the management of LEA level issues regarding P-EBT, we are asking that you use the VDSS contact information below to submit your concerns effective immediately. The VDSS contact information below is for **LEA use only**. Please do not distribute the information below to anyone other than the LEA SNP staff responsible for managing P-EBT data and issues.

Common P-EBT issues, concerns, or questions to address through these contacts are:

* LEA P-EBT files and data with errors that require correction and re-submission
* Issues with LEA P-EBT files from previous rounds of issuance
* Verifying timelines for issuance or delays (based on others already receiving P-EBT)
* Submitted LEA P-EBT file was missing students
* Questions about issuance dates or dates of issuance for make-up from prior issuances
* Families in desperate situations – no benefits received and contacts with the VDSS P-EBT call center required intervention by the LEA

### VDSS Contacts

**Preferably, for tracking purposes, please send an email detailing your question or concern (include the LEA name in the subject) to the confidential, LEA only email address: xxx.xxxxxxx@dss.virginia.gov.**

For P-EBT file submission concerns, error file responses, and corrections, LEAs may contact one of the VDSS contacts below. Contact the person assigned alphabetically to your LEA.

**Localities: Accomack County to King William County (A-K)**

**Shavon Hinton**

**Localities: Lancaster County to York County (L-Y)**

**Allyson Garner**

SCC/LAF/cc