

# Oregon Pandemic EBT (P-EBT) for the 2020-21 School Year



## FAQ for Families

---

Pandemic EBT (P-EBT) is part of the response to the COVID-19 pandemic and provides food benefits to families with children missing free or reduced-price meals due to school and childcare closures. P-EBT is a program in partnership with the Oregon Department of Human Services (ODHS) and the Oregon Department of Education (ODE).

### Who is eligible for P-EBT benefits?

There is no application. Children are eligible for P-EBT if they:

1. Are enrolled in a school that participates in the [National School Lunch Program](#) (NSLP) and have been determined eligible for free or reduced-price meals by their school.
2. Attend a school approved by ODE to provide all meals free of charge as a [Community Eligibility Provision School](#)
3. Are age 0-5 and receive SNAP benefits.
4. Are age 6, receive SNAP benefits and ODHS has received verification they are enrolled in a childcare facility with reduced hours or closures.
  - Verification can be emailed to [ebt.schoolmeals@dhsosha.state.or.us](mailto:ebt.schoolmeals@dhsosha.state.or.us) or uploaded through [ONE Applicant portal](#)

If things have changed for your family and your student may now be eligible for free or reduced-price school meals, there is still time to apply!

You can apply [online](#) through Oregon Department of Education or contact your school for more information.

### How do I know if my child is eligible?

Eligible children will receive a notice and a P-EBT card in the mail shortly after with their name on it. Families should keep their cards as more benefits may be added later. See the Tentative Benefit Issuance Timeline below for more information on when a notice and card may be expected.

### What happens to the ODE online application after I submit it?

Individual school districts will determine eligibility for free or reduced-price meal benefits.

In addition, this confidential information will be shared with ODHS for P-EBT benefits for students that meet eligibility requirements. This information may be shared with ODHS without written parental consent.

### How much will I get in P-EBT benefits?

Benefits are determined at the school level based on the learning model utilized by most of the enrolled students, as well as the type of meal service. Benefit levels may not be adjusted based on individual student schedules.

A full benefit amount of \$136 will be issued each month in which most students attended remote learning or attended a school that did not provide NSLP meal service as a part of the instructional day for students attending on-site.

A partial benefit amount of \$75 will be issued each month in which most students in a school attended a hybrid learning model.

P-EBT benefit amounts for children 6 and younger receiving SNAP are based on the highest benefit amount for any school in the county the child resides in.

**Will I receive September 2020 P-EBT Benefits?**

A full P-EBT benefit of \$136 will be issued for those eligible students that have not yet received a September P-EBT benefit. Supplements will be issued to households who received less than \$100 for September 2020. The \$36 supplement is only available to children who met previous P-EBT eligibility criteria and does not include children eligible under expanded 2020-21 school year PEBT eligibility criteria.

**My student is homeschooled, are they still eligible for P-EBT?**

No. P-EBT is available only to students enrolled in and receiving education services in a school and would normally receive free or reduced-price meals through the [National School Lunch Program](#) (NSLP) if the school was not closed or had reduced attendance.

**What if my student did not receive a P-EBT card or funding on my existing EBT card?**

If you believe your student attends a qualifying school and is an eligible student, please contact ODHS by emailing [ebt.schoolmeals@dhsosha.state.or.us](mailto:ebt.schoolmeals@dhsosha.state.or.us) or by calling 503-945-6481.

**What if my child was not identified as eligible for P-EBT?**

If you believe your student qualifies for P-EBT benefits and did not receive them, please contact either your students' school or the ODE P-EBT Central Team at [ODE.SchoolsEBT@ode.state.or.us](mailto:ODE.SchoolsEBT@ode.state.or.us).

**When will I receive P-EBT benefits?**

The following is the tentative benefit issuance timeline. P-EBT benefits will be issued based on the last digit of the P-EBT case number which is in the top right corner of the P-EBT Benefit Notice letter that will be sent in the mail.

<b>Tentative P-EBT Benefit Issuance Timeline</b>	
<b>Benefit Months</b>	<b>Date of Notice and Issuance</b>

<p>October 2020</p> <p>November 2020</p> <p>December 2020</p>	<p>No later than July 30, 2021</p>
<p>January 2021</p> <p>February 2021</p> <p>March 2021</p>	<p>No later than August 30, 2021</p>
<p>April 2021</p> <p>May 2021</p>	<p>No later than September 30, 2021</p>
<p>September Supplement 2020</p>	<p>No later than September 30, 2021</p>

If you have not received your initial P-EBT benefit by the end August 2021, contact the ODHS by email ([ebt.schoolmeals@dhsosha.state.or.us](mailto:ebt.schoolmeals@dhsosha.state.or.us)) or by calling 211. For additional information, please visit [pebt.oregon.gov](http://pebt.oregon.gov)

**Can P-EBT benefit amounts be changed or corrected?**

P-EBT benefits will only change if the school reported a correction to the learning model or meal service from what was previously reported that increases the P-EBT amount for all students. All students within a school will receive the same benefit level regardless of how the individual student is attending.

**Will there be more P-EBT benefits?**

It is possible that additional P-EBT benefits will be available to families over the summer months. Future extensions are based on the ongoing need due to the public health emergency declaration because of COVID-19. Avoid delays in accessing future benefits by keeping the card safe once you have spent all your P-EBT benefits. This card will remain active and allow quick access to any future P-EBT benefit issuances. Updates will be posted when available.

**How will I get my P-EBT benefits?**

Non-SNAP households will receive a new card in the mail if you are new to P-EBT or received P-EBT for multiple children on the same card. Benefits will be issued on Oregon EBT cards and mailed to the address on file with the school for students who do not receive SNAP.

SNAP households with P-EBT eligible children will receive P-EBT on the same card as SNAP. The P-EBT issuance is based on the timeline detailed below and will be different than your normal SNAP issuance date.

P-EBT replacement card requests will be accepted starting July 15th. More information to come.

### **What if my family recently moved or the school my child attends does not have the correct address on file?**

If you have recently moved, please contact your student's school to update your address and consider turning in a change of address form at your Post Office.

### **My family does not need these benefits, how do we opt-out?**

P-EBT is intended to reimburse families for the cost of the free meal missed at school. If you opt out, you are letting ODHS know that you don't wish to receive P-EBT benefits for any student in your household. Benefits will not be issued to families who have decided to opt out and will carry over to future years.

Benefits are not transferrable and cannot be gifted or donated. You can change your student's opt-in/opt-out status at any time. If you still wish to decline the benefits, email ODHS by email at [ebt.schoolmeals@dhsosha.state.or.us](mailto:ebt.schoolmeals@dhsosha.state.or.us).

### **Which address is the P-EBT card mailed to?**

If you do not already have an EBT card one will be mailed to the address that is listed on file for your student at their school.

### **My family is facing homelessness. How do I get my P-EBT card?**

If your family is facing homelessness and your child is eligible to receive P-EBT, contact ODHS at [ebtschoolmeals@dhsosha.state.or.us](mailto:ebtschoolmeals@dhsosha.state.or.us) or 503-945-6481 to provide an accessible mailing address (this may include the school's address).

## **Using P-EBT Benefits**

### **I received a P-EBT card in the mail. How do I activate it?**

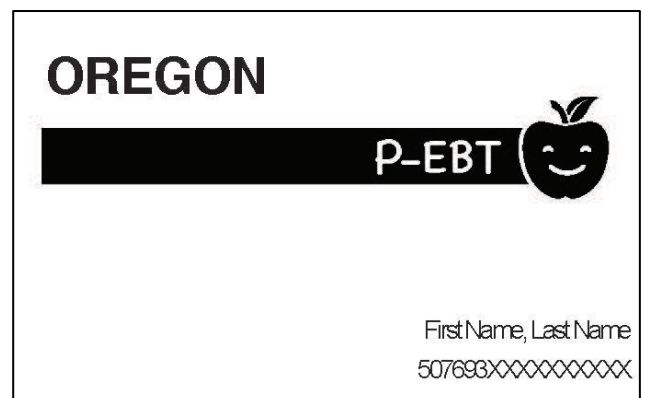
Please call the phone number on the back of your EBT card, the automated message will walk you through the setup of your P-EBT card and PIN.

Instructions on how to use your EBT card can be found [here](#):

(<https://sharedsystems.dhsosha.state.or.us/DHSForms/Served/de0208.pdf>).

General information on EBT cards can be found at [PEBT.oregon.gov](http://PEBT.oregon.gov)

### **Do I have to activate (PIN) my student's P-EBT card by a specific date?**



We encourage all families to activate each student's P-EBT card as soon as the card is received, but there is no set deadline to activate or pin the P-EBT card.

### **Do I have to use all my P-EBT benefits when I get them?**

No. The money will carry over from month to month. Benefits that are not used within 9 months of issuance will be removed from the card.

### **How do I check my balance?**

If you have a EBT card, you can check your balance by visiting the ebtEdge Website [here](https://www.ebtedge.com/gov/portal/PortalHome.do): (<https://www.ebtedge.com/gov/portal/PortalHome.do>). You can also call the number on the back of your P-EBT card (1-877-997-4447) or look at your last store receipt for a benefit balance.

Please note that if you are currently receiving SNAP, the P-EBT benefit will be added to your SNAP account – your balance will reflect both.

### **Where can I use my P-EBT benefits? What can I buy with them?**

You can use your P-EBT benefits at any store that accepts SNAP, including online from Amazon and Walmart. Most retailers have signs saying they accept SNAP or EBT.

P-EBT benefits can be used to buy any food that can be bought with SNAP. [SNAP eligible food](#) is most foods, except prepared foods and foods sold hot.

### **Do P-EBT benefits replace grab and go meal sites?**

No. P-EBT benefits supplement grab and go meal sites. They do not replace them.

## **Questions & Extra Food Help**

### **Who do I contact for questions on P-EBT?**

- For FAQ and program status updates, please visit: [PEBT.oregon.gov](https://www.pebt.oregon.gov)
- General inquiries and program questions can be directed to 503-945-6481
- Contact ODHS with case specific questions at: [ebt.schoolmeals@dhsosha.state.or.us](mailto:ebt.schoolmeals@dhsosha.state.or.us)
- Contact ODE with student eligibility questions at: [ODE.SchoolsEBT@ode.state.or.us](mailto:ODE.SchoolsEBT@ode.state.or.us)

### **P-EBT is not covering all my food cost and I need more assistance, who do I contact?**

Apply for Oregon SNAP Benefits [Online](https://govstatus.egov.com/or-dhs-benefits) (<https://govstatus.egov.com/or-dhs-benefits>)

#### **Oregon Food Bank**

Online at [Oregonfoodbank.org](https://www.oregonfoodbank.org)

Phone at (503) 282-0555

**211info**

Online at [211info.org](http://211info.org)

Phone at (866) 698-6155

Text your zip code to 898211 (TXT211)