



## Pandemic Electronic Benefit Transfer (P-EBT) Questions and Answers

A guide for

### SNAP Households

*Families receiving Supplemental Nutrition Assistance Program (SNAP) benefits*

and

### Non-SNAP Households

*Families who do not receive Supplemental Nutrition Assistance Program (SNAP) benefits*



Delaware's Division of Social Services (DSS) and Department of Education (DOE) are committed to ensuring that children continue to have access to nutritious meals despite schools closing due to the COVID-19 coronavirus pandemic. The United States Department of Agriculture's (USDA) Food and Nutrition Service (FNS) provided Delaware funds to implement the Pandemic Electronic Benefit Transfer (P-EBT) Program.

#### 1. What is the P-EBT Program?

The P-EBT Program was implemented as a result of the federal public health emergency declaration for COVID-19. It was enacted by Congress in March through the Families First Coronavirus Response Act of 2020. The P-EBT Program provides food assistance to families with children who lost access to free or reduced-price school meals because of school closures caused by the COVID-19 pandemic.

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

SNAP and non-SNAP households containing children who lost access to free or reduced-price school meals due to their school closing as a result of COVID-19 will receive P-EBT benefits.

To qualify for P-EBT benefits, children must:

- 1) Be enrolled in kindergarten through 12th grade at a Delaware school that participates in the National School Lunch Program  
AND
- 2) Be eligible to receive free or reduced-price school meals when schools are open OR attend a school where all students receive free school meals

Families are eligible to receive P-EBT benefits for each child in their household who qualifies for the P-EBT Program based on these two conditions.

**3. My child lives in Delaware but goes to school in another state. Is my child eligible for Delaware's P-EBT Program?**

No, only children who attend school in Delaware and receive free or reduced-price school meals are eligible for Delaware's P-EBT Program. If P-EBT benefits are available in the state in which your child attends school, your child may be eligible for P-EBT benefits from that state.

**4. My child goes to school in Delaware but lives in another state. Is my child eligible for Delaware's P-EBT Program?**

If your child currently attends school in Delaware and receives free or reduced-price school meals, then your child is eligible for Delaware's P-EBT Program.

**5. Do I have to apply for P-EBT benefits?**

No, you are not required to apply for P-EBT benefits. Families that are eligible for P-EBT are automatically enrolled in the P-EBT Program.

The Division of Social Services and the Department of Education are using school meal information collected from Delaware schools to determine which children are eligible for P-EBT benefits. The information includes children who are currently eligible for free or reduced-price meals and children who attend a school where all students receive free meals.

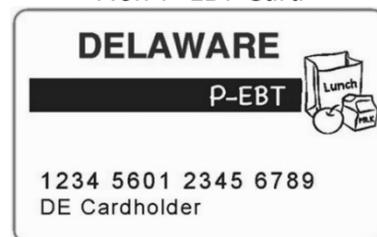
**6. How will I receive my P-EBT benefits?**

P-EBT benefits will automatically be loaded onto a family's existing SNAP EBT card or onto one or more new P-EBT card(s). The P-EBT benefits for all of the eligible children in your household will be loaded to your card in three installments in May and June (see the Monthly P-EBT Benefit Schedule).

*Existing SNAP EBT Card*



*New P-EBT Card*



Most **SNAP households** will receive their P-EBT benefits on their SNAP EBT card. Some **SNAP households** and all **Non-SNAP households** will receive a new P-EBT card. Families that are getting a new P-EBT card will receive a card in the mail in mid-May with March and April P-EBT benefits pre-loaded on the card.

**7. How much in P-EBT benefits will I receive?**

Families will receive \$5.70 for each day that schools were closed for each child in their household who is participating in the free and reduced-price school meals program. Delaware schools were closed for an average of 65 school days.

**Please note:** Families who started participating in the school meals program after March 16, 2020 will receive P-EBT benefits beginning from their start date for free or reduced-price school meals.

**Monthly P-EBT Benefit Calculation Per Child**  
*(\$5.70 x Number of school closure days each month)*

<i>Month</i>	<i>School Closure Days</i>	<i>P-EBT Calculation</i>	<i>P-EBT Monthly Benefit</i>
March 2020	March 16 – 31 (12 days)	\$5.70 x 12 days	\$68.40 per child
April 2020	April 1 – 30 (22 days)	\$5.70 x 22 days	\$125.40 per child
May 2020	May 1 – 31 (21 days)	\$5.70 x 21 days	\$119.70 per child
June 2020	June 1 – 12 (10 days)	\$5.70 x 10 days	\$57.00 per child

**8. When will I receive my P-EBT benefits?**

P-EBT benefits will be issued in installments in May and June 2020.

**Monthly P-EBT Benefit Schedule**

<i>Month</i>	<i>P-EBT Benefit Amount</i>	<i>Date Loaded to EBT Card</i>	
March AND April 2020	\$193.80 per child	SNAP households:	Week of May 11, 2020
		Non-SNAP households:	Week of May 18, 2020
May 2020	\$119.70 per child	SNAP households:	May 26, 2020
		Non-SNAP households:	May 27, 2020
June 2020	\$57.00 per child	SNAP households:	June 23, 2020
		Non-SNAP households:	June 24, 2020

**9. Will my family continue to be eligible to participate in the school meal program provided by the Department of Education while schools are closed if we receive P-EBT benefits?**

Yes, your family may continue to pick-up meals from the Department of Education’s Student Nutrition Sites located throughout Delaware. You can find Student Nutrition Site information at [doe.k12.de.us](http://doe.k12.de.us).

**10. If I accept P-EBT benefits, will my SNAP benefits be affected? **SNAP Households Only****

P-EBT benefits are additional food benefits and will not affect your SNAP benefits.

**11. Will I receive a P-EBT card for each child in my household?**

You may receive one or more P-EBT card(s) loaded with the P-EBT benefits for all of the eligible children in your household. Most **SNAP households** will receive their P-EBT benefits on their SNAP EBT card. Some **SNAP households** and all **Non-SNAP households** will receive a new P-EBT card.

## **12. What should I do when I receive my P-EBT card in the mail?**

Follow the instructions that come with your P-EBT card to activate your card and to create your private Personal Identification Number (PIN). Treat your PIN as you would your credit/debit card PIN. Do not share it with others.

## **13. Do I have to accept P-EBT benefits?**

No, you are not required to use the P-EBT benefits. If you do not wish to participate in the P-EBT Program, please immediately destroy the P-EBT card that was mailed to you by cutting up the card and securely disposing of it. It is illegal to buy, sell, or trade an EBT card or benefits.

## **14. How do I use my P-EBT card and benefits?**

Your SNAP EBT or P-EBT card operates like a debit card. You can purchase SNAP eligible foods at stores and farmer's markets authorized to accept SNAP EBT. Select EBT, swipe your card, and then enter your private PIN.

## **15. What can I purchase with my P-EBT benefits?**

Families can use their P-EBT benefits to purchase SNAP eligible food items, such as:

- Fruits and vegetables
- Meat, poultry, and fish
- Dairy products
- Breads and cereals
- Other foods, such as snack foods and non-alcoholic beverages
- Seeds and plants that produce food for the household to eat

## **16. What can I not purchase with my P-EBT benefits?**

Families cannot use their P-EBT benefits to purchase:

- Beer, wine, liquor, cigarettes, or tobacco
- Vitamins, medicines, and supplements. If an item has a Supplement Facts label, it is considered a supplement and is not eligible for SNAP purchase.
- Live animals (except shellfish, fish removed from water, and animals slaughtered prior to pick-up from the store).
- Prepared foods fit for immediate consumption\*
- Hot foods\*
- Any non-food items, such as:
  - Pet foods
  - Cleaning supplies, paper products, and other household supplies
  - Hygiene items and cosmetics

*\*Prepared foods and hot foods are not eligible for purchase with SNAP or P-EBT benefits at this time. These foods may become eligible for purchase due to the COVID-19 pandemic if they are approved by the Food and Nutrition Service (FNS). If approved, the Division of Social Services will provide additional guidance as it becomes available.*

## **17. Where can I use my P-EBT benefits?**

You can use your P-EBT benefits on your SNAP EBT or P-EBT card at any SNAP-authorized retailer, including most stores that sell groceries and participating farmer's markets.

Go to [fns.usda.gov/snap/retailer-locator](https://fns.usda.gov/snap/retailer-locator) to use the SNAP Retailer Locator tool. The SNAP Retailer Locator allows anyone to locate nearby SNAP-authorized retailers by entering a street address, city, and state or zip code. Enter your starting location and select a retailer or map point to get details and directions.

**18. When will my P-EBT benefits expire?**

P-EBT benefits are non-transferrable and will expire in 365 days. P-EBT benefits will carry over from month to month. If P-EBT benefits are not used within 365 days, they will automatically be removed from your EBT card.

**19. How do I check my SNAP EBT or P-EBT card balance?**

You can check your card balance at any time by going to [ConnectEBT.com](https://ConnectEBT.com) or calling 1-800-526-9099.

**20. What should I do if I lose my SNAP EBT or P-EBT card or forget my PIN?**

You can request a replacement card or select a new PIN by going to [ConnectEBT.com](https://ConnectEBT.com) or calling 1-800-526-9099.

**21. Who can I contact if I would like to apply for free or reduced-price school meals?**

Please contact the Nutrition Department for your child’s school district, charter school, or private school for information on how to apply for free or reduced-price school meals. You may be able to apply online by going to your school district’s or school’s website. To find out if your school participates in the School Nutrition Program and offers free or reduced-price school meals, go to [doe.k12.de.us/Page/2789](https://doe.k12.de.us/Page/2789) and click on School Nutrition Sponsor Contacts. Families will need to meet certain eligibility requirements to receive free or reduced-price school meals.

If your child attends a Community Eligibility Provision (CEP) school where all students receive free meals, you do not need to apply for free or reduced-priced school meals. All students at CEP schools are automatically eligible for P-EBT benefits. A list of Delaware CEP schools can be found at [doe.k12.de.us/cms/lib/DE01922744/Centricity/Domain/4/CEPSchoolList.pdf](https://doe.k12.de.us/cms/lib/DE01922744/Centricity/Domain/4/CEPSchoolList.pdf).

General questions related to eligibility for free or reduced-price meals may be emailed to [schoolnutrition@doe.k12.de.us](mailto:schoolnutrition@doe.k12.de.us)

**22. Who can I contact if I have questions about Delaware’s P-EBT Program or P-EBT benefits?**

Please contact the Division of Social Services at **1-866-843-7212** if you have questions about the P-EBT Program.

**For the latest Division of Social Services COVID-19 program updates, go to:**  
[dhss.delaware.gov/dhss/dss/](https://dhss.delaware.gov/dhss/dss/)