**Suggested Communication for Schools (8/9/21)**

**Text:** Looking for information about your student’s Pandemic EBT benefits? Visit our website at (INSERT SCHOOL WEBSITE LINK) to learn more about the P-EBT Parent Portal and how to request a change to the P-EBT information submitted for your student.

**Web Post (used by Iberia Parish):** The Department of Child and Family Services has a Parent Portal for you to view and receive information about your child's P-EBT benefits. You will need to create a CAFE account and link your student's P-EBT case to your CAFE account. We encourage all of you to do this to verify the information that was sent on your behalf. If you find an error, then reach out to your student's school to verify what we have in the SIS system is correct. Click the link below to get started: <http://www.dcfs.la.gov/page/pebt-parent-portal> If you scroll down, they have video instructions to help you. Please be aware that if an error is found, it will take approximately 6 weeks to process and get you a new card.

**Modified Web Post (based on Iberia Parish post):** The Louisiana Department of Children and Family Services has a Parent Portal that allows you to view and receive information about your student’s P-EBT benefits. You will need to create a CAFE account and link your student's P-EBT case to your CAFE account. We encourage you to do this to verify the information that we sent on your behalf. Click the link below to get started: <http://www.dcfs.la.gov/page/pebt-parent-portal> If you scroll down, you will find helpful video instructions. If you find an error in your student’s information, please let us know and request a correction, if necessary. Please be aware that if a change request is approved, it will take approximately 6 weeks to process and get you a new card.

**How to request a review of the P-EBT information provided for your student:**

If you find an information error in the P-EBT Parent Portal or disagree with the information submitted for your student, please complete this form (INSERT LINK) and follow the directions to submit the form. After we verify your student’s information in the Student Information System, we will send you a response. You can also get a form from the school office and submit it in person.

**Initial Email Response:** Thank you for submitting your request. We will review your student’s information in the Student Information System, consult other records if necessary and contact you if there are questions. If we approve your request, we will submit a change to the P-EBT system for review and processing.

**Follow-up Email Response (if approved**): We approved your P-EBT change request and have submitted the request to the P-EBT system for review and processing. For more information about this process, visit the “Corrections” section of the Frequently-Asked Questions on the P-EBT website: <http://www.dcfs.louisiana.gov/page/pebt-louisiana-faqs#corrections>.

**Follow-up Email Response (if denied):** Thank you for submitting a request for a change to your student’s P-EBT information. We were able to confirm the P-EBT information submitted on your student’s behalf with the information in the Student Information System and other school records. Therefore, we do not see the need to submit a change to your student’s P-EBT information. If you have questions, please contact the school office at \_\_\_\_\_\_\_\_ (INSERT PHONE NUMBER OR EMAIL).

**Selected Pandemic EBT Frequently Asked Questions**

(find more at [www.pebt-la.org](http://www.pebt-la.org))

**What is P-EBT?**

The Pandemic Electronic Benefits Transfer (P-EBT) Program was created in Spring 2020 to provide funds for families to buy food while schools were closed due to COVID-19.

* Eligible students in HYBRID learning situations can expect to receive $48.23 for each **eligible** month. “Hybrid” means a combination of computer-based and in-person learning.
* Eligible students in FULLY VIRTUAL learning situations can expect to receive $120.71 for each **eligible** month. “Fully virtual” means taking classes by computer.

**When can I expect to receive P-EBT benefits?**

P-EBT benefits have been issued for August 2020 to May 2021 for students whose schools reported them as **eligible**. Have you checked the P-EBT Parent Portal? The Portal contains information about your child’s P-EBT case, including the months for which benefits were issued. You can view the Parent Portal by visiting <http://dcfs.la.gov/page/pebt-parent-portal>. If you want to report an error, please visit the Student P-EBT Benefit Update form on our website at \_\_\_\_\_\_\_\_\_\_\_ (INSERT WEB ADDRESS).

**Why haven’t I received a P-EBT deposit for certain months and/or for summer?**

Have you checked the P-EBT Parent Portal? The Portal contains information about your child’s P-EBT case, including the months for which benefits were issued. You can view the Parent Portal by visiting <http://dcfs.la.gov/page/pebt-parent-portal>. If you want to report an error, please visit the Student P-EBT Benefit Update form on our website at \_\_\_\_\_\_\_\_\_\_\_ (INSERT WEB ADDRESS).

The **Summer P-EBT** program only recently received federal approval. We’re submitting information to DCFS for students who were in-person in May, and **you can expect benefits to be issued onto existing P-EBT cards between late August and October.**

**My child attended school in person in the 2020-21 school year, so we didn’t receive a P-EBT card yet. Will we receive Summer P-EBT?**

As schools submit information about students who were enrolled in May **AND** received free meals, DCFS will issue benefits to those students and order cards to be mailed to those students in their names. They are expected be received by October.

**I haven’t received my child’s P-EBT card yet. Why?**

Have you checked the P-EBT Parent Portal? The Portal contains information about your child’s P-EBT case, including the months for which benefits were issued. You can view the Parent Portal by visiting <http://dcfs.la.gov/page/pebt-parent-portal>.

**I’ve checked the Portal and the information that was submitted is not correct. My child didn’t receive benefits for all the months he or she was eligible for.**

We (the school) can review your child’s attendance records in the Student Information System to determine if a correction is warranted. If so, we’ll submit the information to the P-EBT system. This type of update is processed each week and processing could take a few weeks to complete, depending on when the change is submitted and whether there are any other issues. Updates appear in the Parent Portal on Wednesdays.

You’ll find more information about corrections on the P-EBT website at <http://www.dcfs.louisiana.gov/page/pebt-louisiana-faqs#corrections>

**I’ve checked the Parent Portal and my child has been listed as hybrid for months they were virtual.**

We (the school) can review your child’s attendance records in the Student Information System to determine if a correction is warranted. If so, we’ll submit the information to the P-EBT system. DCFS will begin processing these types of updates in mid-August and they’ll begin to appear in the Parent Portal then. Once the update is made, the extra benefits will be made available on cards shortly thereafter.

**I’ve checked the Portal and I don’t have an issuance for summer. Why?**

To be eligible for summer benefits, students had to be in school in May and on free or reduced-price lunch. Summer benefits have already been issued to students that were hybrid or virtual in May, because it was known those students attended school in May. We’re submitting information to DCFS for students who were in-person in May, and **you can expect benefits to be issued onto existing P-EBT cards between late August and October**.

**I need to update the address that my child’s P-EBT card was sent to.**

Have you filled out the [form]? That’ll help us get started on [school/school districts] process to change your address in the system. Once we’ve verified the change of address and submitted the change, it will take a few weeks for the update to appear in the Parent Portal. A replacement card may take up to 30 days to arrive by mail after it appears in the Portal.

**I haven’t received my P-EBT card yet.**

Check the Parent Portal to see if benefits have been issued and if your address is correct. You can expect to receive a card within 30 days of the issuance date.

If you are having another issue with your card, the DCFS LAHelp-U Customer Contact Center should be able to assist. Try calling 1-888-524-3578 or emailing LAHelpU.DCFS@la.gov. You can call LAHelpU from 7:30 a.m. to 6 p.m., M-F, except on holidays. To activate your PEBT Card with the automated system, select your language, then 4 and then 1. If you're having problems activating your card or creating a CAFÉ account to log into the PEBT Parent Portal, you can select 4 and then 2 to have a Customer Service Representative assist you.

*Tip: Call volumes are lightest between 7:30-8:30 am & 5-6 pm. (Monday and Tuesday are the busiest days.)*