

Pandemic – EBT Benefits during SY 2021-22



About:

This resource provides the most up to date information about Pandemic-Electronic Benefits Transfer program which includes FAQs as well as pertinent information about the P-EBT Support Center. The latest information is indicated by the yellow highlights.

Updates will continue to be provided within this resource, in the DISH newsletter, the [School Meal Eligibility webpage](#) and the [P-EBT Data Collection webpage](#).

Training and other resources visit: [School Meal eligibility webpage](#).

Questions about P-EBT requirements, email p-ebt.datapipeline.support@cde.state.co.us.

Questions from households should be directed to the [P-EBT Support Center](#). Households can also visit www.ebtEDGE.com and click cardholder login OR call 888.328.2656 to check P-EBT card balances.

Quick Links:

[P-EBT Updates](#)

[FAQs for SY2021-22 and Summer 2022](#)

[P-EBT Support Center](#)

Pandemic-Electronic Benefits Transfer (P-EBT) updates:

2021-22 Benefit Reconsideration for Remote/Hybrid Learning and COVID-Related School Absences

If a household believes they didn't receive P-EBT benefits as expected for the **2021-22 school year** for **remote/hybrid learning** or **COVID-related absences**, please direct them to call the P-EBT Support Center at **1.800.536.5298** between **March 1 - March 25** to complete the **2021-22 school year** reconsideration process. The P-EBT Support Center is available Monday through Friday from 8 a.m. to 7:30 p.m. and Saturday from 8 a.m. to noon.

To complete the reconsideration process, the current guardian on file with P-EBT will need to provide the following:

1. 2021-22 school year months when the student learned in a remote or hybrid environment for **15 or more calendar days**.
2. 2021-22 school year **COVID-related** school absence dates. **Exact dates** must be provided to be considered for additional benefits. Verbal confirmation that reported absence dates are COVID-related is required by federal policy. Families will need to provide the **COVID-related reason** for the absence.
3. (optional but recommended) P-EBT eligibility notice(s) for 2021-22 school year benefits.

After the household provides this information, it will be confirmed with the school district. If the school district is not able to confirm the information, the P-EBT program will not be able to consider any additional or adjusted benefits.

Benefit adjustments will be paid in mid-summer 2023. For detailed Q&A's please [visit the CDHS frequently asked questions about P-EBT](#).

P-EBT SY2022-23 and Summer 2023 Guidance

USDA has issued [guidance for P-EBT benefits in SY2022-23](#) and Summer 2023. CDE is working with federal partners on the feasibility of implementing the program for the current school year and summer. The new guidance has increased the complexity of student eligibility and required data needed to issue benefits. CDE will share any updates as they come available.

The P-EBT SNAP Under 6 Plan

Families on SNAP with children under the age of 6 may be eligible for P-EBT benefits for the 2021-22 school year. For families to be eligible, children must be:

- Under the age of 6 as of August 1, 2021 and were not eligible to receive P-EBT benefits through school enrollment; AND
- A member of a household that received Supplemental Nutrition Assistance Program (SNAP) benefits at any time between September 2021 and May 2022.

For more information visit the CDHS P-EBT website: <https://cdhs.colorado.gov/p-ebt>.

SY 2021-22 Benefit Issuance

All SY 2021-22 P-EBT benefits will be issued in two separate issuances. One for Fall Semester in early Fall 2022. Another for Spring Semester in late Fall 2022. Summer 2022 benefits will be paid out after Spring and Fall benefits in a separate issuance, providing three separate issuances to a PEBT or EBT card. The issuance date for Summer PEBT has yet to be confirmed. Households questioning their eligibility or have not yet received their P-EBT card may contact the P-EBT Support Center.

Reminder: There is no P-EBT application

Remind households to be aware of scammers trying to collect personal information.

Frequently Asked Questions for P-EBT Benefits

What is the P-EBT eligibility criteria for school children in SY 2021-2022?

A school child is eligible for P-EBT when two conditions are met:

1. The child would have received free or reduced-priced school meals under the National School Lunch Program (NSLP) and/or the School Breakfast Program (SBP), if not for the COVID health emergency. This includes children who are directly certified, eligible by application or are enrolled in a Community Eligibility Provision (CEP) or Provision 2 school **AND**
2. The child does not receive free or reduced-price meals at the school because the school is closed or has been operating with reduced attendance or hours for at least 5 consecutive days in the current school year. This will include 100% virtual learning, hybrid learning models, or students affected by an outbreak/quarantine situation.

How will P-EBT benefits be issued?

If the parent already receives SNAP and has an EBT card, then P-EBT funds will be loaded directly onto that card. Where the family is not currently receiving SNAP, a card will be mailed to them, as well as a letter from CDHS explaining how to use the P-EBT card. Cards which are undeliverable will be returned to CDHS and

families will be able to claim the cards through the P-EBT Support Center. Households should ensure that current P-EBT cards be kept for any future P-EBT benefit issuances. We recommend not discarding the card for any reason while eligible for benefits.

Can students who receive P-EBT benefits continue to access school meals?

Yes. Students that receive P-EBT benefits can continue to access school and summer meals and are highly encouraged to do so. P-EBT benefits are intended to help with family's grocery bills and supplement the days in which students could not access school meals.

Are P-EBT benefits in competition with school meal programs?

No. P-EBT is a supplemental program to assist families with their at home grocery bill. Sponsors should continue to promote their school meal programs alongside P-EBT. It will be important for sponsors to communicate to families that they are able to, *and should*, access school meals if they also receive P-EBT benefits. By doing so, families are helping support their school meal program as well as their local grocery community.

What items can be purchased using P-EBT funds?

Funds can be spent on eligible food items at many local retail stores, online retailers such as Amazon and Walmart, as well as farmers' markets. For a list of eligible items, visit the USDA Food and Nutrition Service [website](#).

Can P-EBT benefits be used with Double Up Food Bucks as well?

Yes, households can earn Double Up Food Bucks (also known as the GusNIP Incentive) and can make qualifying purchases using P-EBT benefits. For more information on Double Up Food Bucks please visit: <https://doubleupcolorado.org/>.

Colorado P-EBT Support Center

The Colorado P-EBT Support Center is open and able to answer questions on P-EBT eligibility, benefits, and card issuance/replacements.

What can the Support Center do:

- Resource to households to answer questions about:
 - P-EBT or free and reduced-price meal eligibility status
 - Benefit issuance
 - P-EBT card activation, issuance, or replacements
- Update mailing address for P-EBT cards
- Update parent/guardian contacts only for instances when:
 - If the currently listed parent/guardian contact is deceased, medically incapacitated, or incarcerated
 - If the currently listed parent/guardian makes the request to designate a new parent/guardian contact

P-EBT Support Center

1-800-536-5298

Operating Hours



**Monday – Friday
8am – 7:30pm**

Saturday, 8am – Noon

Email:

**[cdhs_pebtcolorado@state.
co.us](mailto:cdhs_pebtcolorado@state.co.us)**

and provides updated contact information (new guardian name and mailing address) for the new contact

- Provide and process completed dispute forms for individual student absences that differ from their school/district.

What the Support Center cannot do:

- Accept free and reduced-price meal applications
 - Applications must be submitted to student’s school/district
- Change amount of benefits paid
 - Dispute resolution process is for households where student information, learning modality, eligibility etc. is incorrect.
- Cannot provide benefits or student level information if data *was not* provided during the collection periods
 - Families will be directed to contact their school district to confirm eligibility for free and reduced-priced meals.
- Cannot accept any custody agreement documentation, foster/adoption documentation or parent/guardian change documentation

Example District response to P-EBT enquiries (email template):

Thank you for your inquiry about P-EBT benefits for your student(s). Colorado Department of Human Services (CDHS) is administering the P-EBT program and have additional resources on the [CDHS P-EBT web page](#).

Please contact the support center for help with:

- Update mailing address,
- P-EBT eligibility,
- Benefit payments,
- P-EBT card activation, issuance, or replacements.

You can call the P-EBT Support Center **1-800-536-5298**, Monday – Friday 8 am – 7:30 pm, Saturday 8am – noon, or by email to cdhs_pebtcolorado@state.co.us.

To apply for free and reduced-price meals, [\[insert the application process for your school district here\]](#).

Spanish Example District response to P-EBT enquiries (email template):

Gracias por su consulta sobre los beneficios de P-EBT para su(s) estudiante(s). El Departamento de Servicios Humanos de Colorado (CDHS, por sus siglas en inglés) está administrando el programa P-EBT y ofrece recursos adicionales en la [página de internet de P-EBT del CDHS](#)

Comuníquese con el centro de soporte para recibir ayuda referente a:

- Cómo actualizar su dirección postal,
- Su elegibilidad para P-EBT,
- El pago de sus beneficios,
- La activación, expedición o reemplazo de tarjetas P-EBT.



Puede llamar al centro de soporte de P-EBT al **1-800-536-5298** de lunes a viernes, de 8 a.m. a 7:30 p.m. y los sábados de 8 a.m. al mediodía, o enviar correo electrónico a cdhs_pebtcolorado@state.co.us

Para solicitar comidas gratuitas o a precio reducido, *[insert the application process for your school district here]*.