



## P-EBT Frequently Asked Questions

### Students who are Eligible for the 2021-2022 P-EBT Benefits.

Student has an approved application for free- or reduced-price meals under the National School Lunch Program. This includes any student in a school that provides free meals to all students (under a special rule called “Community Eligibility Provision”), **AND** The student was on a school-approved fully virtual schedule or was out of school under a school-approved quarantine due to the COVID-19 pandemic.

### When will benefits be issued?

P-EBT benefits will be issued in installments from DCFS in the Summer of 2021. **Due to the number of cards being issued, it may take several weeks for you to receive your child’s card.** Please be patient and do not request a new card from DCFS, as that would only cause more delay. *(Please note: The Schools and the School Districts do not issue or mail cards. Cards are issued and mailed by DCFS.)*

### How I can a check the status of my child’s P-EBT case?

The [P-EBT Online Parent Portal](#) allows parents to view their child’s P-EBT case. Information submitted by schools (name, date of birth, local student ID, school name, zip code, benefit amounts, and learning mode) are included within the portal once benefits are processed. Case information will only be available once initial benefits are processed. If a parent registers for the portal and there is no case available for their child, either the child is not eligible for P-EBT, the child’s case is under review, or the child’s case is still in the processing stage. A [video and instructions](#) on how to register, access, and navigate the portal are available on DCFS's P-EBT webpage.

### My child has an active enrollment with EBR, but we have moved and the P-EBT card needs to be mailed to our new address.

Please contact your child’s school to update your address in the local student system. You will have to follow district policy regarding address changes and provide proof of residency before the school can update your child’s address. Once the address has been updated by your child’s school, please submit an address change request through the LA Café Account/Parent Portal at [P-EBT Online Parent Portal](#). The school district personnel will only approve address changes if the address change request entered in the P-EBT Portal matches in the address in the local student system. According to DCFS, new cards can take up to 3-6 weeks to process and arrive by mail.

**I moved outside the EBR district and need my P-EBT card to be mailed to my new address.** Parents will need to submit address changes in the Café Account/Parent Portal for students who are no longer attending school with the EBR School System at [P-EBT Online Parent Portal](#).

### My child’s quarantine dates are incorrect and need to be updated in the P-EBT Portal.

If your child tested positive for COVID-19 and stayed home to Self-Isolate, the parent must contact the school their child was attending while the student was Self-Isolated. Parents must provide proof of a Positive COVID-19 Test result or a signed physician’s note (that verifies test result) to excuse the absence. Please view the



District's guidance for reporting student Isolation and Quarantine days at [COVID-19 Guidance for EBRPSS Pre K-12 Schools and K-12 Sports](#). Once the school has verified and approved the student's quarantine dates, the school will submit the student's updated quarantine date request to district personnel to make the updates in the P-EBT Portal.

If your child did not test positive for COVID-19, but stayed home to Self-Quarantine due to a close contact with an individual who tested positive for COVID-19, the parent must contact the school their child was attending while the student was Self-Quarantined. Testing on Day 5 post-exposure is recommended, but is not required for return to school. Students may submit a note from their healthcare provider to excuse absence. Please view the District's guidance for reporting student Isolation and Quarantine days at [COVID-19 Guidance for EBRPSS Pre K-12 Schools and K-12 Sports](#). Once the school has verified and approved the student's quarantine dates, the school will submit the student's updated quarantine date request to district personnel to make the updates in the P-EBT Portal.

### **How do I activate my child's P-EBT Card?**

**To activate and PIN the card, call 1-888-997-1117 and follow the prompts. You will need the following information ready:**

- Your child's 16-digit card number
- Your child's last 4 digits of their Local Student ID. Enter this four-digit number when prompted to enter the last four digits of the Social Security Number.
- Your child's date of birth
- Your child's mailing address ZIP code

**Some key places where your child's Local Student ID might be found are:**

- Student's Report Card
- Student Grades Portal
- School ID Card
- Student's Login to the Computer
- Student Library Card
- Student's Medical Records Portal
- Student's IEP Record

If you cannot find your child's Local Student ID, you will need to contact your child's school.

### **I verified with the school that my child's student information is correct:**

If the card information is correct and you are still experiencing issues with activating the P-EBT card, please call DCFS at 1-888-LAHELPU or 1-888-524-3578 for assistance. *(Please note: You must be able to verify your child's full name, DOB, Student ID number and address in order for DCFS to help the parent with the card activation issue.)*

### **2020-2021 P-EBT Benefits (Previous School Year):**

New Issuance for the 2020-2021 P-EBT benefits are not allowed. Parents should direct questions and address change request regarding the 2020-2021 P-EBT Benefits via the [P-EBT Online Parent Portal](#).