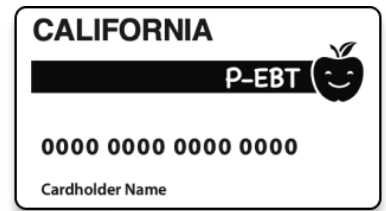


Pandemic EBT Quick Reference Guide



Pandemic EBT (P-EBT) is a food benefit for children who may not have regular access to free or reduced- priced school meals because of coronavirus related school facility closures. P-EBT eligible families will receive up to \$365 per eligible child on their P-EBT card to use on groceries.

Before referring P-EBT eligible families to the EBT Customer Service Center, partners should refer to this quick reference guide and answer general questions. The EBT Customer Service Center is intended to provide issue resolution services to P-EBT families. If you are able to answer general questions first, this will ensure that the EBT Customer Service Center is available for customers who need more detailed and case specific assistance:

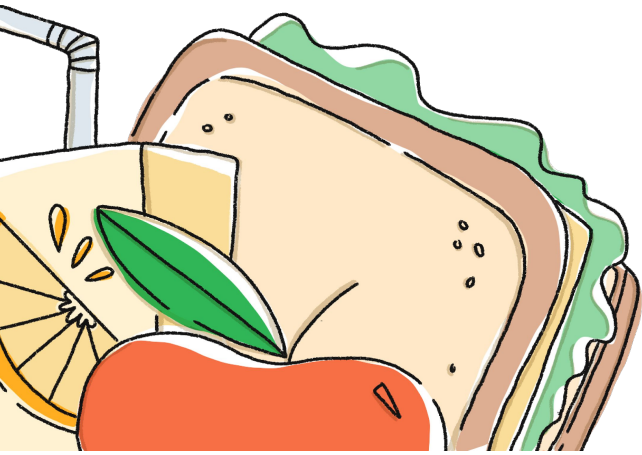
Who is eligible for P-EBT?

Children are eligible for P-EBT benefits if their school is closed due to coronavirus, and they are eligible for free or reduced-price school meals. Children who pick up “to-go” meals in their community or receive CalFresh benefits are still eligible for P-EBT benefits.

Who will receive their P-EBT cards automatically?

Children who get free or reduced-price school meals because they received CalFresh, Medi-Cal, CalWORKs, or Foster Care during the school year **DO NOT** need to apply for P-EBT benefits. These households will receive their P-EBT card automatically in the mail between about May 12 and May 22.

Refer existing CalFresh households to <https://ca.p-ebt.org/info> to find more information about P-EBT online before referring them to the EBT Customer Service Center. Existing CalFresh households should only call the EBT Customer Service Center if they have not received their card by about May 22 or they are experiencing trouble activating and creating a PIN.



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Who needs to apply to get their P-EBT card?

P-EBT eligible families who were not directly approved for free or reduced-price school meals can apply online beginning on May 22 at <https://ca.p-ebt.org/>. These families include those that do not receive public benefits and who are eligible for free or reduced-price school meals based on paper application or community eligibility.

Refer these families to <https://ca.p-ebt.org/info> to find more information about P-EBT online before referring them to the EBT Customer Service Center. These families should only call the EBT Customer Service Center if they have not received their P-EBT card within 10 days of completing the online application or they are experiencing trouble activating and creating a PIN.

Key Dates

- P-EBT cards will arrive for eligible *CalFresh*, *Medi-Cal*, *CalWORKs* and *Foster Care* households **between about May 12 and May 22.**
- P-EBT application opens online on **May 22** for Eligible, non *CalFresh*, *Medi-Cal*, *CalWORKs*, and *Foster Care* households.
- Eligible, non *CalFresh*, *Medi-Cal*, *CalWORKs*, and *Foster Care* households must apply online **before June 30.**

Resources

Find partner facing materials online at: <https://www.cdss.ca.gov/home/pandemic-ebt>

Find client facing materials online at: <https://ca.p-ebt.org/info>

Find the P-EBT application online, beginning May 22 at: <https://ca.p-ebt.org/>

The number for the EBT Customer Service Center is: **(877) 328-9677**

