



# NORTH CAROLINA P-EBT REPORT

## School Year 2020–2021

WHO CARDS WERE ISSUED TO:  
**Either parent/guardian or child**

COMMUNICATIONS AND OUTREACH PLAN FOR 2020–2021:  
**Website updates, social media posts, press releases, robocalls and texts**

NUMBER OF SCHOOL-AGE CHILDREN SERVED:  
**899,748**

DATE TO START ISSUING SCHOOL-AGE BENEFITS:  
**February 2020**

NUMBER OF CHILDREN IN CHILD CARE SERVED:  
**194,205**

DATE TO START ISSUING CHILD CARE BENEFITS:  
**xx**

## Summer 2021

STANDARD BENEFIT (Y/N):  
**Yes**

NUMBER OF SCHOOL-AGE CHILDREN SERVED:  
**1,012,000**

NUMBER OF CHILDREN IN CHILD CARE SERVED:  
**200,000**

TOTAL ESTIMATED SCHOOL-AGE BENEFIT ISSUANCE FOR SUMMER:  
**\$379,500,000**

TOTAL ESTIMATED CHILD CARE BENEFIT ISSUANCE FOR SUMMER:  
**\$75,000,000**

SUMMARIES

**SUMMARY OF HOW STATE COLLECTED NAMES FOR ISSUANCE:** To identify eligible school children, North Carolina will use data provided by the Public School Units (PSU) and non-PSUs directly. The Department of Public Instruction (DPI) will instruct PSUs and non-PSUs to provide them with a list of all students that were both eligible for free or reduced-price meals and enrolled during the last month (May) of the school year (SY) 20-21 but did not receive due to attending in-person classes.

**SUMMARY OF HOW THE STATE IDENTIFIED NEWLY ELIGIBLE STUDENTS:** North Carolina will use data provided by the PSUs and non-PSUs directly. DPI will instruct PSUs and non-PSUs to provide them with a list of all students that were determined eligible for free or reduced-price meals during the 90-day covered summer

period. Households wishing to apply for NSLP must submit an application by August 31, 2021. DPI will process all NSLP 5 applications received up to August 31, 2021.

**SUMMARY OF HOW STATE COLLECTED NAMES FOR CHILDREN UNDER 6:** North Carolina will identify all children less than 6 years of age that are part of a household that received North Carolina Food and Nutrition Services (NCFNS) during the benefit months of June, July, and August. This list will be matched with the list of children that have already received P-EBT for the covered summer period.

**SUMMARY OF COMMUNICATIONS AND OUTREACH PLAN FOR SUMMER 2021:** See School Year Communications and Outreach Summary.

**SUMMARY OF DISPUTE RESOLUTION PROCESS:** e-holds regardless of primary language, lack of permanent address or access to technology. North Carolina Department of Health and Human Services' (NC DHHS) EBT Call Center Line will continue to serve as front-line customer support. To aid field staff in assisting callers, staff has access to EBTedge to allow field staff to specifically investigate a child's P-EBT eligibility, benefit amount, and card issuance status. Additionally, a specific email/inbox exists internally at NC DHHS where counties and state field staff may forward issues when they cannot easily be resolved.

**DATE TO START ISSUING BENEFITS:** July 20, 2021