

Smartsheet for Verifying Information for P-EBT Students (2020-2021 School Year)

Background Information

We anticipate that some families with children who are eligible for P-EBT benefits will need to update their mailing address in order to receive their child's P-EBT card. We will be directing families to call the P-EBT call center to update their mailing address.

Callers will need to provide the child's MSIS number in order to request an address change. If the child's mailing address can be verified by the call center staff using MDE-provided data and the caller is able to provide additional information required, the mailing address will be automatically updated by the call center staff. No district action will be needed.

If the child's mailing address cannot be verified by the call center staff using MDE-provided data, the address will not be updated by the call center staff. Instead, the P-EBT Call Center Representative will submit the child's information (as provided by the caller) for the school district to verify. The Call Center will also ask the caller to ensure that their child's 2020-21 school district has their updated mailing address.

Once the caller-reported information is verified by the school district, it will be used to update MDHS' record for the child and a new P-EBT card will be sent to the new address.

Similarly, there may be times when the child's date of birth in records provided to MDHS may have been accidentally entered incorrectly or an eligible child may have been inadvertently left off the list of eligible children. This same basic process will be used to gather information from school districts in those cases.

We anticipate that the majority of needed corrections will relate to address updates.

Why Are Districts Involved?

We know that some families will have moved after school districts submitted their data for the P-EBT program. If we are not able to use existing data sources to verify reported new addresses, we need a way to confirm mailing addresses for families so that funds go to the right family at the right address and the risk for fraud is reduced.

There may also be some instances when we need your help correcting a child's date of birth or establishing the eligibility for a child that was not on the list of eligible students.

What tool will districts use to review data and submit responses?

MDHS is providing a Smartsheet tool to ensure the information from the P-EBT call center can be quickly and easily provided to school districts and then seamlessly submitted to the P-EBT card vendor. Smartsheet allows information contained on one spreadsheet to be shared with only the users that should have access to that information. This means we are able to ensure you only have access to see and update information for the children that attended your school district in 2020-21. More information about Smartsheet's security is available below.

Responsible Party

The Mississippi Student Information System (MSIS) Coordinator in each school district is responsible for confirming whether the information provided by the caller to the P-EBT call center is correct by noon each Friday. The responses confirming the information in Smartsheet will be submitted to the P-EBT vendor at the end of the day each Friday. All updates made after noon each Friday will be included in the submission for the following week.

Overview of the Update Process

- The MSIS Coordinator in your district will receive an email every week on Tuesday at 5 a.m. This email will have the subject line: *P-EBT Requests for Confirmation*
- The email will have a link to a secure, online spreadsheet called a “Smartsheet” that lists students that need information confirmed. Only students that were in that district during the 2020-21 school year will be listed.
 - The email and link cannot be forwarded to anyone else. The link will only work for the designated person.
 - If you have not used Smartsheet before, you will need to create a login the first time you use the system. Smartsheet is free to use.
- The new address reported for that student will be listed on the Smartsheet. The district contact person will be asked to simply indicate whether they are able to confirm this address.
- For cases where a student date of birth may need to be updated, you will be asked to confirm the reported date of birth.

- For cases where a student’s eligibility is in question, you will be asked to confirm several pieces of reported information for that student.
- We are asking that districts submit responses no later than Friday at 12 p.m. each week.
- This process is likely to go on throughout the fall semester as we work to correct any mailing issues.

Update Field Names and Options

You will not be asked to input new data for the listed students. You will only be asked to confirm data provided by the caller to the P-EBT call center. For each child listed, you may be asked to confirm an address, a date of birth, or eligibility.

- If the child’s **address** needs to be confirmed, you will review the new address provided by the caller and then complete the “School District Response for Address” field using the drop down menu provided, indicating whether or not the address is confirmed.
- If the child’s **date of birth** needs to be confirmed, you will review the new date of birth provided by the caller and then complete the “School District Response to Reported DOB” field using the drop down menu provided, indicating whether or not the date of birth is confirmed.
- If the child’s **eligibility** needs to be confirmed, you will review all of the information provided for the child and then complete the “School District Response for Eligibility” field using the drop down menu provided, indicating whether or not the child is eligible to receive P-EBT benefits.

You will need to update only the district response field(s) that are blank for each child listed. Some fields will state: “No Update Needed.” Please do not update those fields.

After you have updated the appropriate field, click “Completed by School District” and click Save.

District Response Options

Please use the table below to understand each of the district response fields in the Smartsheet and the available options:

Field Name	What is Being Questioned	Options You May Select	What it Means
School District Response for Address	The caller is reporting a different address than the one that was submitted to MDHS.	Yes, Address Confirmed, Send P-EBT	You have confirmed the address in Smartsheet is correct in your records or with the parent/guardian.
		No, Reported Address Not Yet Confirmed	You have not yet been able to find the address in Smartsheet in your records or discuss with the parent/guardian. Note: These cases will remain on your list for the next week's review.
		No, Reported Address is Incorrect	You have confirmed the address in Smartsheet is not correct through contact with the parent/guardian.
		Cannot Locate Student in Records	You cannot find the student in your records.
		No Update Needed	You should ignore this field. Do not make changes to this field.
School District Response to Reported DOB	The caller is reporting a different date of birth than what was submitted to MDHS (he/she cannot use the card until the DOB is corrected).	Yes, Reported DOB Confirmed	You have confirmed the date of birth listed on the Smartsheet is correct in your records or with the parent/guardian.
		No, Reported DOB Not Yet Confirmed	You have not yet been able to find the DOB in Smartsheet in your records or discuss with the parent/guardian.
		No, Reported DOB is Incorrect	You have confirmed the date of birth in Smartsheet is incorrect .
		Cannot Locate Student in Records	You cannot find the student in your records.
		No Update Needed	You should ignore this field. Do not make changes to this field.

School District Response for Eligibility	The caller is reporting an eligible child that was not on the list provided to MDHS. Note: There will be strict parameters around the types of situations in which eligibility can be disputed.	Yes, Child Attended and Eligible for FRPL	You have reviewed all data fields for this child and confirmed both that the child attended your school during the 2020-2021 school year AND was eligible/enrolled in the National School Lunch Program.
		No, Child Did Not Attend or Not FRPL Eligible	You have reviewed all data fields for this child and confirmed the child did not attend your school during the 2020-2021 school year OR was not eligible/enrolled in the National School Lunch Program.
		Cannot Locate Student in Records	You cannot find the student in your records.
		No Update Needed	You should ignore this field. Do not make changes to this field.

Update Deadlines

You can update the Smartsheet anytime by logging in at the link below. A reminder will be sent each week on Tuesdays at 5 a.m. to the MSIS Coordinator. All updates must be made no later than noon each Friday to be sent to the P-EBT vendor that week.

Accessing the Smartsheet

In order to review information for the children who attended your school district during the 2020-21 school year, you can copy and paste the link below into your web browser:

<https://dynamicview.smartsheet.com>

You will need to login. If you already have a Smartsheet account, use the same credentials you use to access that account.

If you do not yet have a Smartsheet account, please create one. It is free. Here is the link to sign up:

<https://app.smartsheet.com/b/signup>.

- After you login, your sheet will be listed as a “view.” The name of the sheet is “*P-EBT Requests for Confirmation.*”

Questions

If you have additional questions or need help, please contact the following:

Smartsheet/address changes:

Breanne Anderson at MDHS Breanne.Anderson@mdhs.ms.gov

For MSIS questions:

MDEAPPS Help Desk mdeapps@mdek12.org 601-359-3487 (MDE OTSS)

For Student F/R eligibility questions:

Marianna Chauvin mchauvin@mdek12.org 601-576-4955 (MDE Office of Child Nutrition)

Smartsheet's Security Details

The following security and privacy-related audits and certifications are applicable to the Smartsheet Cloud-Based Platform and services.

- ISO27001/27701/27018: Smartsheet undergoes an annual audit resulting in certification against ISO standards. The resulting certificates address our ISMS, our PIMS, and PII protection.
- SOC 2/SOC 3: Smartsheet undergoes annual examination and testing as part of the SOC auditing process. The resulting external audit reports attest to the design and operating effectiveness of internal controls across our business, including security, availability, and confidentiality.
- DoD/DISA Impact Level 4 (IL4): Smartsheet has received an ATO with the Department of Defense at IL-4. This specifies the applicability of the service for data classified at the level of Controlled Unclassified Information or lower.

- FedRAMP (moderate): Smartsheet was selected for the FedRAMP Connect program by the Joint Authorization Board (JAB), which prioritized Smartsheet Gov for certification based on demand from federal government agencies. Smartsheet Gov is a new Smartsheet environment with FedRAMP authorized status, making it easier for the U.S. government to use Smartsheet for managing their work while helping them meet their security and compliance requirements.
- Sarbanes-Oxley Act of 2002: Smartsheet is a public company and is required to be compliant with Sarbanes-Oxley (SOX). SOX compliance helps build a cohesive internal team and improves communication between teams involved with the audits.

For additional information, visit the Smartsheet Trust Center at <https://www.smartsheet.com/trust>.