

Good afternoon SFSAs,

I'd like to thank you again for your work on the P-EBT program. This has been difficult, time consuming, and often confusing. As an update, SY 2020-2021 benefits will begin to appear on cards in the next few days. Often benefits roll out over a several day period, so funds might not be activated for all families at the same time.

We do need your help with some recurring issues. Please work with your district's MSIS coordinator as needed and verify each of the following regarding files sent to MDE SharePoint:

- SY 2021 Graduating Seniors were included
- All income applications received in SY 2021 were processed and income eligible students were included
- All Direct Certification students were included

Note: If you have any large groups of missing students, please contact me so that we might arrange a file upload rather than sending each student on a Smartsheet.

We are continuing to work with MDHS to direct calls to the Call Center and away from the districts. We have been inundated with calls as well and understand your frustration. Whenever we hear reports of the Call Center directing parents to call the district, we are notifying MDHS so that they may work with the vendor. However, with long wait times at the Call Center, some parents may continue to call district offices for answers. The Call Center is adding more staff, so we are hopeful that MDHS's vendor will be more responsive in the near future.

We suggest that you make the following information available to parents on your website.

For an overview of the P-EBT program, please go to this link: [Pandemic-EBT \(P-EBT\) – Mississippi Department of Human Service \(ms.gov\)](#)

For P-EBT FAQs: [P-EBT FAQ – Mississippi Department of Human Service \(ms.gov\)](#)

The P-EBT Hotline: 1-833-316-2423

Address changes: Parents must contact the call center and be directed to the School District. The District cannot initiate these changes.

Check student eligibility: If your child is not listed as eligible, the Call Center will take your information and contact the district for verification

Non-working card: School Districts do not issue cards and are unable to assist with card issues. Parents must contact the call center.

Thanks for all of your hard work on this additional, but highly important, program!

This institution is an equal opportunity provider.