



SUMMER

NUTRITION

SUMMIT

JANUARY 23-24, 2024



Lessons Learned and Looking Ahead

Family & School Perspectives
on P-EBT and Summer EBT

Welcome!
Please grab some post-its
& a handout and find a
seat!

SUMMER NUTRITION SUMMIT 2024



WELCOME!

Goals for Today's Session:

- Identify learnings from people's experiences with P-EBT: families as well as school staff.
- Articulate where you'd like to aim with Summer EBT: name a few things that are critical to respond to and next step on responding.
- No shame, no blame.

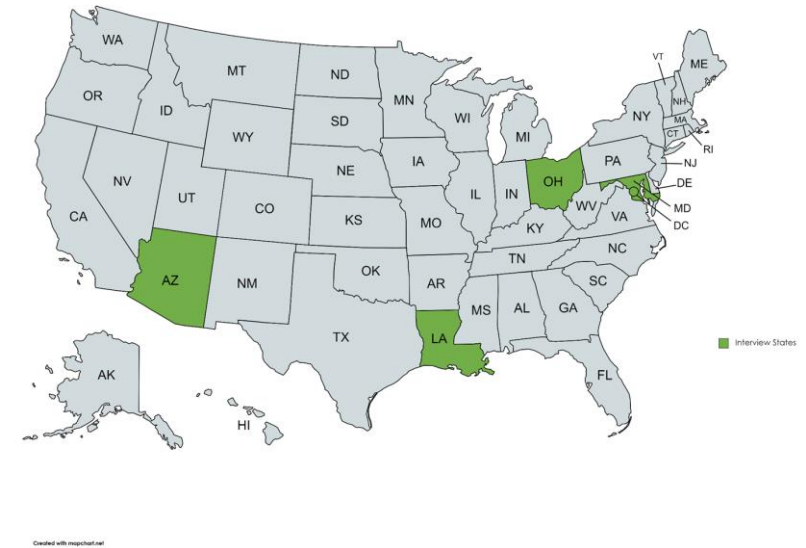
ROADMAP FOR TODAY'S SESSION

- 1) Project Background
- 2) P-EBT Participant Journeys
- 3) Confusion around P-EBT
- 4) Summer EBT in Context
- 5) Summer EBT Recommendations
- 6) Interventions in Summer EBT Journey
- 7) Questions & Discussion
- 8) Wrap Up

My ask: As we move through presentation, please jot down anything that surprises, worries or deeply resonates with you. One idea per post-it.

BACKGROUND: Why, What, Who of this project

- WHY: P-EBT as blessing AND headache
- WHAT & WHO
 - Interviews with 25 families across 5 states (AZ, DC, LA, MD, OH)
 - Interviews with school staff in 4 states
 - School & Community: rural, suburban and urban areas; Special Provision as well as traditional counting and claiming schools; traditional public and charter schools.
 - Households: Varying immigration status; SNAP recipients and non-recipients; Latino, Black and white parents





Marisol: Mom of 1 elementary school student.
CEP school. Rcvng SNAP throughout.
Received P-EBT 1x in 2021 on SNAP card; nothing since.

“Friends asked if I knew about the program... I know a lot of people who wanted to apply, but they didn’t know how to apply....

I couldn’t find concrete information.”

Looking for clear, concrete information

“I would give it a 5 out of 10. Because yes, I received the money and was able to use it, but there were a lot of questions... Before I received the money, I was one of those people who was searching for information, and the truth was I didn’t find it.

So at that point, it was another thing to stress me out, to worry about.”

P-EBT Worries

What is P-EBT?

“Since they said it was a school program, I looked on the school website, but there wasn’t anything... then later someone mentioned that it was on SNAP cards, so...I started looking online at the [SNAP-administering agency] website.

And still the information wasn’t clear... it said, families would receive this amount, but it didn’t say, for example, for people who aren’t receiving SNAP, what is going to happen with them? Do they need to apply? How are they going to get the benefit?”

General Experience with PEBT

“A lot of people who received the card – they were afraid... They said, ‘is this going to affect my immigration application?’ *People were afraid of receiving that card, of using those funds, because they thought that they would become a public charge.*”

Isabel: Mom of 1 elementary-aged student. Immigrant parent.
Count and claim school. Current SNAP recipient.
Has not received P-EBT to date.



“I found out [about P-EBT] from other people that had kids in school... I asked at school, but they told me that that had been from the government, that they didn’t have access...”

“That’s why I hadn’t applied for food stamps, because of my [immigration] status, they said that it could hurt you.

But I went to Social Services to ask them, and they said if I had a daughter who was born here, who was from here, she had a right to receive food stamps.... They explained the application would be for her...”

[P-EBT] came directly from the government, automatically, for kids that were studying.”

We would participate if we could

Eligible, but no benefits

My daughter must not be eligible for P-EBT

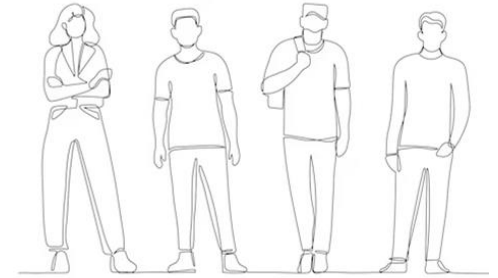
“I think that we would [participate]...”

like many other people that are single moms, really this would help us so much.”

Addressed immigration concerns with SNAP

“A while ago they sent me an email saying that [daughter] qualified for the card for [Summer P-EBT], but nothing ever arrived.”

Jayla: mom of 2 students (HS and recent grad)
Attend(ed) CEP school. Family has not rcvd SNAP.
Received P-EBT multiple times for both children.
Works within school district.



“ I thought it was just for the people that was already receiving SNAP benefits....

.... And then, when I looked into it and I realized it was for, you know, for your kids.”

“The setup was easy, all you had to do was just hold on to your cards....

I held on to these two, I'm not sure why — somebody had to tell me though, to not throw them away.”

How does P-EBT compare to other programs I know about?

Who is P-EBT for?

“Every now and then I would see [on the news] when they said they were coming, I would just... ask our food nutritionist...if she knew anything about it....

I had a benefit of seeing her...I had some inside information.”

When am I going to get benefits?

What should I do with my cards?

“The [P-EBT] process is totally different from the disaster process [DSNAP].

[DSNAP], you have to go stand in line ... for hours just to get the food stamp, and give all this information. The state already had this information, I guess from the schools. So there was no having to go out and stand in line and wait for a card...”

P-EBT CONFUSION: What did it look and feel like?

We would have gotten it automatically if we were eligible.

“We’ve never heard of [P-EBT], and we couldn’t have qualified for it....***if it really had been something that we could have qualified for, they would have said to us, ‘Know what? Here’s Pandemic EBT.’*** But really, we only had EBT [SNAP].”

- Father of 2 at CEP School/SNAP recipient

Why haven’t we gotten benefits yet?
Something went wrong.

“...parents that were maybe in the last letters of the alphabet were ***confused as to why other parents were saying they were getting their benefits.*** ...

[And] they were way behind schedule... ***it would say the date that they would get it and they still wouldn't see anything.*** So they were confused....”

- School staff person who fielded many parent phone calls

P-EBT CONFUSION: What did it look and feel like?

“I think my only concern—and this with my SNAP too— is if I have an income change...making sure the guidelines are super clear.... ***Because I always panic and think, ‘Oh my goodness, if I’m over, am I gonna have to pay something back?’***”

- Parent who received SNAP and P-EBT

Could I have to repay benefits?

How could someone get help?

“...People would say, ‘Well the school has no idea, like the school doesn't know anything about this. So who do I talk to?’ ...

On the PEBT website...they created this inquiry form. But that would essentially be this black hole that would lead to nothing....people would never hear back....

And when people call [state agency] to ask about PEBT, they also would tell them they can't help them. ***So it just became this run around program...***”

- School staff person

P-EBT & SUMMER EBT IN CONTEXT

SNAP Participants

- Timing of benefit issuance
- Access to SEBT benefits info
- Those who begin/exit SNAP during course of school year

SNAP Non-Participants

- Appearance of benefits issued (identical to SNAP?)

Affect access to any other government benefits?

In your communities:

- DSNAP?
- FDPIR?
- News from across state lines?

What else?

RECOMMENDATIONS FOR S-EBT

How do you want to hear about Summer EBT?

School

- Flyers home
- Text/Email/School App
- School social media (school nutrition/general)
- Ability to ask questions/get answers in person (partner with CBOs?)

SNAP-administering agency

- Text
- Letter
- Detailed info on website (to confirm what hear on social media, word of mouth)

In Community

- Flyers up across community (civic centers, libraries, WIC offices)
- News media (need to be able to confirm, get details)
- At stores: "We Accept Summer EBT"

RECOMMENDATIONS FOR S-EBT

When do you want to hear about Summer EBT?

School Perspectives:

Schools need to receive SEBT info first.

“If they could **at least give school systems a month – and that might be hard – at least two weeks, 3 weeks** to let them know what the plan is. So we don't get bombarded with phone calls from parents wondering, ‘When is it coming?’”

- School staff member

Family Perspectives:

- A spring push for families that may need to apply
- But **EVERYONE** wants to know ahead of time

I would say...**a month and a half before [the] deadline**. Because I know that if they get busy with other things that they have going on, they give them some extra time to provide that information to the [agency].

- Parent

RECOMMENDATIONS FOR S-EBT

How do you want to get help with Summer EBT?

School Perspectives:

- Direct point of contact at administering agency?
- Offer training annually to school staff
- Reliable, up-to-date info on website, available in multiple languages

“ A dedicated Summer EBT...training for us operators, aside from just a memo...
What are our resources?”

- School nutrition staff

Family Perspectives:

- Phone
 - Separate Summer EBT from SNAP, other DHS/DCFS/etc. inquiries
 - # on back of card
- Tools for managing high call volume
 - Get a return phone call
 - Option via email or text
- School
- Reliable, up-to-date info on website, available in multiple languages

INTERVENTIONS IN THE S-EBT JOURNEY

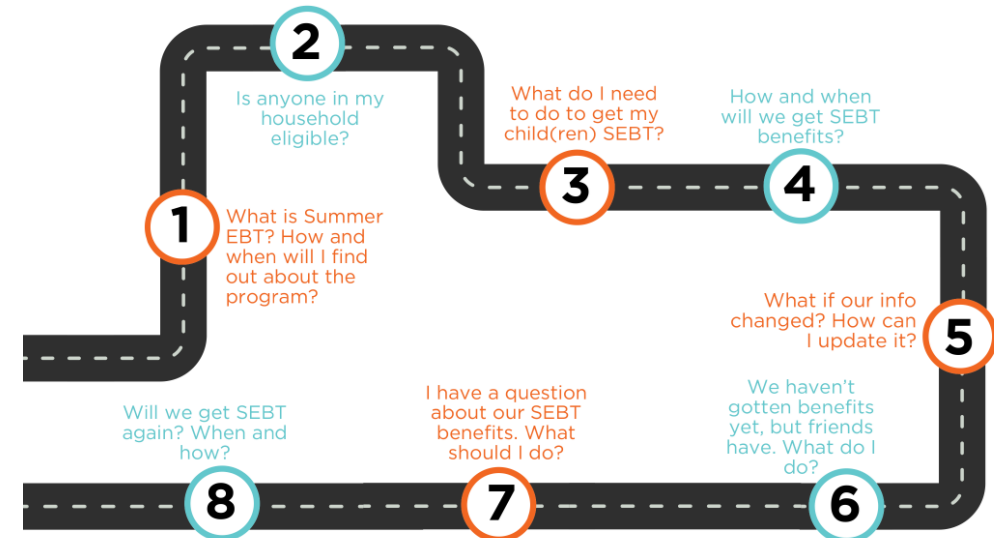
Where would you intervene in your state/tribe/territory's SEBT journey? (identify 2-3)

- Where do you want people's experience to look different with SEBT?
- What is something specific your team or another partner could do?
- What is 1 next step you could take to begin that process?

3 minutes to brainstorm

4 minutes to discuss

SUMMER EBT JOURNEY



TAKEAWAYS

- 1) Lack of clear program information stressed participants and schools. We have the opportunity to share clear, consistent, timely information.
- 2) Leverage schools, but lighten their load.
“We felt like the weight of it was on our shoulders, 100%. We were carrying this weight and not getting any help.”
- 3) “...How would you tell people...if they have to apply?.... I think that's kind of your main hiccup right now.”

THANK YOU!

