

Pandemic EBT: Q & A

Q: I haven't gotten P-EBT yet, why not?

A: It has taken longer anticipated for the necessary data from schools to be processed so P-EBT can be provided to qualifying children in their districts. The Department of Human Services also is taking longer than anticipated to process this data and be able to mail out EBT cards to all the families with children who qualify. As of right now, they are hoping all benefits can be distributed by mid-September.

Q: Who do I contact to find out why I didn't get PEBT?

A: The Department of Human Services has a P-EBT hotline that you can call or an email address to reach them to ask about your specific family and children. You can check-in to see if they have already sent benefits to your family, if they haven't yet but the benefits are coming or to see if your school hasn't yet submitted data so they are unable to provide you with benefits yet. You can also check-in in case you think you've been missed but should qualify for these benefits or to make sure they have your correct mailing address.

Phone number: 503-945-6481

Email address: EBTschoolmeals@dhsosha.state.or.us

Q: I've called the hotline and I haven't heard back. What do I do?

A: According to our information, it appears that DHS has been slow to respond to families reaching out to the hotline and by email. Please continue calling the hotline and leaving a message or emailing as this is the only source of benefit specific information. Hunger-Free Oregon is currently advocating for quicker response times and to prioritize solutions for families with additional language needs. We encourage families to reach out to their state representatives and to the Governor's office to let them know that Pandemic EBT is a critical food resource that your family has been waiting to receive since March. Doing this will help ensure that the state prioritizes staff time and resources to ensuring families receive P-EBT as soon as possible. Find out who represents you and how to contact them here:

<https://www.oregonlegislature.gov/findyourlegislator/leg-districts.html>. Here's how to contact the Governor's office:

<https://www.oregon.gov/gov/pages/contact.aspx>. Hunger-Free Oregon will be providing additional avenues for advocacy soon.

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Q: How can we see if a school district has submitted data and if DHS has processed this data to know if families in our area have received benefits yet?

A: Oregon Department of Education is publishing online what schools have submitted data to them and if there are any issues with the data. Visit here to see the latest update: <https://www.oregon.gov/ode/students-and-family/childnutrition/Documents/P-EBT%20Reported.pdf>

The Oregon Department of Human Services is publishing the data they have from school districts and if they have processed that data and mailed out EBT cards to families. Visit here to see the latest update:

https://govsite-assets.s3.amazonaws.com/kWE0YjZmSsC2Ce52ddIW_P-EBT-Issuance-by-District-2020-0826.pdf

Q: How are these benefits being distributed? What should I look out for?

A: Oregon Department of Human Services is mailing an Oregon Trail EBT card to the households of children who qualify for this program. They are mailing a letter in the mail that will be addressed to your child or children, so be on the lookout for that. You can always call DHS to make sure they have your correct mailing address.

Q: Will receiving P-EBT mean myself or a family member is considered a public charge?

A: No, immigration status does not matter for PEBT eligibility and PEBT benefits are not considered for public charge.

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