

Hi Ms. Evelyn,

Thank you for your call today. I am writing as your students have not yet received their P-EBT cards and are following up with your school. On Tuesday of this week, we received information from DES that they were sending 30,000 P-EBT cards out *daily* to families (began mailing on 5/12 to Parent Last Names beginning with A and B).

Families currently accessing SNAP/TANF will have the funds loaded onto their current EBT card. There is a list on the DES website that shows what day the cards will be mailed/funds loaded onto their current EBT card based on last name. The family should receive the card to the address that was on file for the family that the student is marked as 'living with' from their local school. The cards will take 5-12 days to send. At the end of next week, DES will launch an online portal for families to look up their students and change the address if necessary.

When Will P-EBT Benefits Be Issued?

DES will begin issuing March, April and May P-EBT benefits to remaining children who are current Nutrition Assistance and/or Cash Assistance recipients as well as all Non-SNAP National School Lunch Program (NSLP) participants **starting May 12**. This benefit is for children who match records from information provided by participating NSLP local schools. Arizona DES will mail out each Non-SNAP family a P-EBT card and a separate letter about the P-EBT program. The letter will have important information on how to setup the card and use the benefit. See the FAQ below for a picture of what the P-EBT card looks like.

Nutrition Assistance and/or Cash Assistance - SNAP households that have not already received the benefit will see the increase on their accounts for any children identified as participating in the NSLP who were not identified and paid earlier.

The issuance will be distributed over 13 calendar days based on first letter of the Parent/Guardian's the last name.

If the First Letter of your Last Name is	Benefits for March, April and May are deposited
A or B	12 May
C or D	13 May
E or F	14 May
G or H	15 May
I or J	16 May
K or L	17 May
M or N	18 May
O or P	19 May
Q or R	20 May
S or T	21 May
U or V	22 May

If the First Letter of your Last Name is	Benefits for March, April and May are deposited
W or X	23 May
Y or Z	24 May

Thank you,
 Jessica Gibbs, MPH
 School Nutrition Programs Specialist
 Health and Nutrition Services
 Arizona Department of Education
 Office phone: (602) 542-4815

Arizona DES plans to have an online website available May 29 for families to check the status of their P-EBT card. Call the P-EBT Customer Service Hotline to provide updated address information if you don't receive a card by May 29 and the online website tells you it is already sent. Any eligible families that did not receive a P-EBT card and have children attending schools participating in the Richard B. Russell National School Lunch Act may go online and verify their status on May 29.

DES has also simplified their website: <https://des.az.gov/p-ebt> and as a reminder the P-EBT Hotline Phone Number is: 1-844-841-3802.

I recommend letting families know the cards are being mailed by parent last name on a daily basis as per the calendar above. If a family does not receive their card by the end of the month, please have them call 1-844-841-3802 to determine where it is and verify their address.

I hope this helps. The need is high and I understand the frustration among our families. Reach out to me with additional questions as they come up. I am here to help you.