

What's Next for Pandemic EBT in CA? Eligibility Decisions & Appeals



As of late July, P-EBT has distributed \$1.3 billion in food benefits to more than 3.5 million children in California. That is great progress -- and there is more work to be done!

The State has completed all P-EBT eligibility determinations. A family that applied for P-EBT and provided an email address with the application should have already received an email notification from the California Department of Social Service (CDSS) about the outcome of their application. Families that did not provide an email address with their application will not receive a notification. Decisions about eligibility can be appealed. **The deadline to appeal denied applications is 11:59pm on Monday, August 17, 2020.**

Below are updates about P-EBT eligibility decisions, the appeals process, how to get help with P-EBT, and actions you can take to make sure P-EBT continues to help children throughout California.

Click on a topic below to find the information you need.

P-EBT Eligibility Decisions & Appeals

- I received an email that my P-EBT application was denied. What should I do?
- I applied for P-EBT, haven't received a card, and haven't received a notification about the outcome of my application. What should I do?
- The appeal form asks for the name of the school my child attended in the 2019-20 school year. My child attended more than one school during the school year. What should I do?
- I submitted an appeal. When will I hear back?

Getting Help with P-EBT

Take Action

P-EBT Eligibility Decisions & Appeals

I received an email that my P-EBT application was denied. What should I do?

If you think the denial was a mistake, you can appeal the decision by calling the P-EBT helpline (833-780-0353) or using this appeal form <https://inquiry.pebt.dss.ca.gov/appeal>.

- You must submit one appeal per eligible child in your household.

- You must submit your appeal by **11:59pm on Monday, August 17, 2020**.
- The success of your appeal will depend on the accuracy of the information you provide. Please be sure to carefully complete all of the required questions.
 - For example, your child's birthdate needs to be entered with a two-digit month, a two-digit day, and a four-digit year. That is, if your child's birthdate is January 5, 2012, you need to enter 01/05/2012.

Important Note: While the appeal form (<https://inquiry.pebt.dss.ca.gov/appeal>) does not require you to enter an email address, you will not receive updates or communications about your appeal without providing one. Please make sure to include an email address in order to receive notifications regarding your appeal. If you do not provide an email on the appeal form and you are determined eligible, you will still receive a P-EBT card in the mail.

I applied for P-EBT, haven't received a card, and haven't received a notification about the outcome of my application. What should I do?

If you did not provide an email address with your P-EBT application, you will not receive a notification about the outcome of your application (i.e., whether or not you were determined eligible for P-EBT).

If you think your application was denied and that the denial is an error, you can submit an appeal by calling the P-EBT helpline (833-780-0353) or using this form <https://inquiry.pebt.dss.ca.gov/appeal>.

- You must submit one appeal per eligible child in your household.
- You must submit your appeal by **11:59pm on Monday, August 17, 2020**.
- The success of your appeal will depend on the accuracy of the information you provide. Please be sure to carefully complete all of the required questions.
 - For example, your child's birthdate needs to be entered with a two-digit month, a two-digit day, and a four-digit year. That is, if your child's birthdate is January 5, 2012, you need to enter 01/05/2012.

Important Note: While the appeal form (<https://inquiry.pebt.dss.ca.gov/appeal>) does not require you to enter an email address, you will not receive updates or communications about your appeal without providing one. Please make sure to include an email address in order to receive notifications regarding your appeal. If you do not provide an email on the appeal form and you are determined eligible, you will still receive a P-EBT card in the mail.

The appeal form asks for the name of the school my child attended in the 2019-20 school year. My child attended more than one school during the school year. What should I do?

Please use the name of the school your child last attended during the 2019-20 school year.

I submitted an appeal. When will I hear back?

Your appeal should be processed by the CDSS within one month. Please remember that in order to receive communications about your appeal, you need to provide an email address on the appeal form (<https://inquiry.pebt.dss.ca.gov/appeal>).

Getting Help with P-EBT

- The P-EBT helpline (833-780-0353) and the secure, online inquiry form (<https://inquiry.pebt.dss.ca.gov/>) will be available through Friday, August 21, 2020.
- Helpline staff will work through Friday, August 28, 2020 to respond to inquiries and voicemails received by August 21, 2020.
- Please note that helpline staff cannot provide specific information about application denials or the status of appeals.
- Later this month (August), county office will begin providing support for issues with P-EBT cards, such as assistance with setting PINs and replacing lost cards. The CDSS will release more information about these plans and we will update you when they do.
- For more on getting help with P-EBT, please see our [P-EBT FAQ](#).

Take Action

P-EBT shouldn't be a one-time benefit and shouldn't leave vulnerable children behind. We need a change in federal law to extend and expand the P-EBT program. Millions of Californian children need help now -- and will need help as the COVID-19 crisis continues to undermine our health, safety, and economic security.

We call on federal leaders to extend P-EBT through the 2020-21 school year. We also call on federal leaders to expand P-EBT to all young children who lost access to free and reduced-price meals through the closure of early learning and early care programs.

[Voice your support](#) for children and P-EBT.

Have questions that aren't answered here?

- Read our [P-EBT FAQ](#)
- Contact Tia Shimada (tia@cfpa.net) or Betzabel Estudillo (betzabel@cfpa.net)