Basic Food Education Forum

DSHS Updates for Community Services Division (CSD)
September 23rd, 2020
Community Services Office Lobbies Are Closed

- All business conducted over the phone 877-501-2233.
- **Identicard service is back starting 9/8/2020.**
- Telephonic signature for all applications and eligibility reviews.
- No EBT cards issued at the local offices except for clients with general delivery.
- Case managers can be contacted through the Contact Center. They will call clients back.
- Drop boxes are still available.
DSHS Furlough Days

- Monday, September 28
- Monday, October 26
- Monday, November 16
Basic Food Allotments

• All recipient households will receive the maximum benefit amount for their household size for months March - September 2020.
Disaster Cash Assistance (DCAP)

• Only eligible one month in a 12 month period.
• Single adults and adults without children who do not qualify for other cash programs.
• Payments will not exceed the TANF payment standard
  • 1 person = $363
  • 2 person = $459
• Undocumented clients are eligible.
ebtEDGE Mobile App

- View deposit and transaction history
- View benefit schedule
- Select a PIN
- Locate SNAP retailers near your location
- Set your language preference to English, Spanish or Haitian Creole
Pandemic EBT (P-EBT)

• School age children grades K-12 attending schools participating in the National School Lunch Program and receiving free or reduced-price meal in school.
• Phone applications accepted until 3:00 p.m. on Sept. 16
• All minors active on Basic Food/FAP in March – June were already issued PEBT benefits
Community Support Team

• Customers experiencing difficulties establishing a Client Benefit Account can receive assistance by:
  – Asking the Contact Center Call Navigator or a call agent to make a referral to the Community Support Team (formally the SOS Team).
  – Worker will make three attempts to call back.
  – Worker will leave a message for client.
Questions?

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