

S-EBT FAQs

Summer 2024

Thank you for your continued work and support to facilitate S-EBT nutrition benefits. These FAQs are broken down into three sections: Background Information, S-EBT School Portal, and Parent FAQs. Please contact Summer.EBT@tnedu.gov if you have additional questions.

Background Information

1. What is S-EBT? Is it the same as P-EBT?

- The Summer Electronic Benefit Transfer Program or S-EBT is a new nutrition benefit program to help families buy food for their school-aged children during the summer. It is different from P-EBT which provided monetary benefits to students not attending in-person school due to COVID.

2. Who can receive benefits?

- Children within the compulsory age (6 -17) who receive assistance through SNAP, Medicaid, and/or TANF. These students do not have to attend a school that participates in NSLP to receive benefits.
- Foster, homeless, migrant, and/or runaway school-aged children.
- School-aged children who have been certified as eligible for free or reduced priced meals during the 2023-24 school year and attend a school that participates in NSLP.
- School-aged children that fall under the reduced-price meals' income thresholds, attend a NSLP participating school during the 2023-24 school year, and have an approved S-EBT application.

3. Will students automatically qualify for benefits if they attend a CEP or Provision 1 or 2 school?

- No, CEP and Provision 1 or 2 students must be certified as eligible for free or reduced-price meals (i.e., approved NSLP application or a SY 23-24 alternative income form) OR participate in SNAP, Medicaid, and/or TANF OR fall under the 2023-24 school year reduced-price meals' income thresholds and have an approved S-EBT application.

4. How much is the benefit?

- Households will receive one \$120 payment per eligible child.

5. When will students receive their benefits?

- The Tennessee Department of Human Services (TDHS) will start issuing benefits in June. Parents will receive new S-EBT cards in the mail.

6. When will the benefits expire?

- S-EBT benefits will expire after 122 calendar days. Benefits cannot be reinstated after they expire. TDHS will notify families at least a month in advance before the expiration date.

7. Can students participate in other summer feeding programs if they receive S-EBT benefits?

- Yes, S-EBT is meant to supplement the Seamless Summer Option program and the Summer Food Service Program.

- 8. Will districts/schools receive media/marketing information to share with parents?**
 - Yes, TDHS will create social media toolkits and additional online resources. The Tennessee Department of Education (TDOE) will share these resources with districts/schools when they are available.
- 9. Will Tennessee participate in S-EBT in Summer 2025?**
 - It has not been determined whether Tennessee will participate in S-EBT after Summer 2024.

S-EBT School Portal

- 1. What is the link to the portal?**
 - tdhs.service-now.com/sebt_school
- 2. Who should I contact if I have upload questions?**
 - Please email Summer.EBT@tnedu.gov or call the S-EBT School Portal Helpline at (833)772-8347. **The helpline number will not be available until Monday, April 29, 2024.**
- 3. Where can I find the S-EBT Student Submission Template?**
 - TDOE sent the S-EBT Student Submission Template to School Nutrition Directors on Monday, April 22, 2024. You can also find the template on the FAQs page on the S-EBT School Portal.
- 4. Should I change the file name of the S-EBT Student Submission Template?**
 - No, TDHS can identify which district/school a template file is linked to even if multiple files have the same name.
- 5. Can I add or modify column headers on the S-EBT Student Submission Template?**
 - No, please do not add, delete, and/or modify column headers. Doing so will increase your risk of having a failed submission.
- 6. I did not receive an email from TDHS with my log-in information. How do I request access?**
 - Send an email to Summer.EBT@tnedu.gov with your first name, last name, email address, phone number, district/school, and role. It generally takes one week to process access requests. **Please submit access requests as soon as possible.**
 - Please check your junk folder prior to reaching out to Summer.EBT@tnedu.gov.
- 7. What is the deadline to upload my eligible student list to the portal?**
 - The portal will close on Friday, May 10, 2024, at 5 p.m. CT/6 p.m. ET.
- 8. Will there be an additional upload window after May 10, 2024?**
 - No, TDHS is currently planning to only have one upload window for districts/schools. Students that transfer to your school/district after the upload period ends can establish their eligibility by submitting an S-EBT application.
- 9. Who should I contact if I cannot log-in or successfully upload my eligible student list?**
 - Starting Monday, April 29, 2024, you can contact the S-EBT School Portal Helpline at (833)772-8347. Please email Summer.EBT@tnedu.gov if you have access issues prior to April 29, 2024.
- 10. Which students should I add to my S-EBT Student Submission Template if I represent a non-CEP school/district?**
 - Students with approved NSLP applications, including those with extended eligibility.

- Foster, homeless, migrant, and/or runaway students. You should include these students even if they do not have an approved NSLP application.
 - Extended eligibility students identified at the local level (captured via direct certification and not through TMAC)
- 11. Which students should I add to my S-EBT Student Submission Template if I represent a CEP, Provision 1, or Provision 2 school/district?**
- Foster, homeless, migrant, and/or runaway students. You should include these students even if you do not collect NSLP applications.
- 12. Should CEP, Provision 1, and Provision 2 schools/districts add all enrolled students to the S-EBT Student Submission Template?**
- No, please only add foster, homeless, migrant, and/or runaway students.
- 13. My district/school transitioned to CEP after the 2023-24 school year started. Should I add students to the S-EBT Student Submission Template if they have approved NSLP applications from earlier in the year?**
- Yes, if you still have a record of students who submitted approved NSLP applications, please add them to the S-EBT Student Submission Template. Any NSLP applications received after your district/school transitioned to CEP should not be processed to determine S-EBT eligibility.
- 14. My district contains a mixture of CEP and non-CEP schools. We collected alternative income forms/streamlined application forms to gather household income information for students attending CEP schools. Can I add these CEP students to my S-EBT Student Submission Template if their household income would have qualified them for free or reduced-price meals?**
- Yes, please add these CEP students to the S-EBT Student Submission Template if you collected these forms during the 2023-24 school year.
- 15. Which students will TDOE send to TDHS for Streamlined Certification of benefits?**
- TDOE will send all direct certification students to TDHS as well as any student who participates in Medicaid, SNAP/TANF, and foster care regardless of their school attendance. TDOE will only send Medicaid, SNAP/TANF, and foster care students that were, are, or will be 6-17 years old at any point during the eligibility period.
- 16. Can I upload more than one file?**
- Yes, but they must be in separate submissions. The S-EBT School Portal will automatically append new students to existing eligibility data. You do not need to re-upload students in previous submissions.
- 17. My district/school does not separate direct certification students from NSLP application students in our Free & Reduced Lunch database. Can I add direct certification students to my S-EBT Student Submission Template?**
- Yes, you can add these students if it is easier for you, but you are not required to add them. TDOE and TDHS will remove duplicate students prior to issuing benefits.
- 18. My Free & Reduced Lunch database cannot filter between students who were active or inactive during the 2023-24 school year. Can I add inactive students to the S-EBT Student Submission Template?**

- No, please do not add inactive students to the S-EBT Student Submission Template. Any student that you add to the S-EBT Student Submission Template must attend a NSLP participating school during the 2023-24 school year to be eligible for benefits.
- 19. Should I add extended eligibility students to the S-EBT Student Submission Template?**
- Yes, you should add all known extended eligibility students to minimize the risk of missing eligible students. TDOE and TDHS will remove duplicate students prior to issuing benefits.
- 20. Should I add preschool and/or Head Start students to the S-EBT Student Submission Template?**
- Yes, if these are students who are enrolled and have an approved NSLP application and/or are foster, runaway, migrant, and/or homeless students. Although these students are below the compulsory age, they are still eligible for benefits since they attend a NSLP participating school.
- 21. Should I add a student if they withdrew before the end of the school year?**
- Yes, please add these students to minimize your risk of missing eligible students. TDOE and TDHS will remove duplicate students prior to issuing benefits.
- 22. What should I enter into the “State Student ID #” column if a student attends a private school?**
- Please use your local student identification number. If the local student identification number matches another student’s number, the S-EBT School Portal will send you an error report. Starting Monday, April 29, 2024, please call the S-EBT School Portal Helpline at (833)772-8347 if you need additional guidance on private school identification numbers.
- 23. What address should I enter if a student’s address cannot be given out?**
- You can use the student’s school address. Starting Monday, April 29, 2024, you can call the S-EBT School Portal Helpline at (833)772-8347 for additional guidance on this matter.
- 24. My district/school only records NSLP application approval dates. Can I insert those dates for the “Date F&R Application Received” column?**
- Yes, you can input receipt or approval dates. Please use whichever date is easiest to collect, but do not modify the header.
- 25. My district/school does not record NSLP application receipt or approval dates? What date should I enter into the “Date F&R Application Received” column?**
- Use 07/01/2023 if you do not keep a record of NSLP application receipt or approval dates. You should also use 07/01/2023 if you are uploading a runaway, migrant, foster, and/or homeless student without an NSLP application.
- 26. I uploaded my S-EBT Student Submission Template, but the submission status says New. When will I know if my file passed or failed validation?**
- The S-EBT School Portal typically validates submissions within 15 – 30 minutes. Some submissions may take longer to validate but there is no further action required from the school/district if the validation is pending.

Parent FAQs

1. Who should I contact if I have S-EBT questions?

- TDHS will provide a Helpline number for parents in late May. They will also publish S-EBT information, including FAQs, on their website.

2. Do I need to apply for S-EBT benefits?

- Households who do not participate in Medicaid, SNAP/TANF, and/or the foster care system and have not filled out an NSLP application or alternative income/streamlined application form must apply for S-EBT benefits. Parents with students in NSLP/SBP participating schools will use the S-EBT Application to certify that they are income eligible and qualify for S-EBT benefits.

3. When will the S-EBT Application be available?

- The S-EBT Application will be available in late May 2024. Parents will have the option to submit a paper application, but online submissions are encouraged for faster processing.

4. What is the last day that I can submit a S-EBT Application?

- The last day to submit a S-EBT Application is Thursday, August 15, 2024.

5. How much is the benefit?

- Households will receive one \$120 payment per eligible child.

6. When should I expect to see my child's eligibility decision in the S-EBT Parent Portal?

- TDHS will add eligibility data to the S-EBT Parent Portal in late May 2024.

7. When will I receive my benefits?

- TDHS will start issuing benefits in June 2024. Parents will receive new S-EBT cards in the mail.

8. Should I keep my S-EBT card after using benefits?

- Yes, you should keep your card in case your child qualifies for future S-EBT program benefits. Your card will be reloaded as long as the program continues, and your child qualifies. If you no longer have access to the card, you can order a replacement card by calling the S-EBT helpline. The S-EBT Helpline will be active in late May 2024.

9. What are the income thresholds to qualify for S-EBT benefits?

These income thresholds will update on 7/1/2024

Household Size	Annual	Monthly	Twice Per Month	Every Two Weeks	Weekly
1	26,973	2,248	1,124	1,038	519
2	36,482	3,041	1,521	1,404	702
3	45,991	3,833	1,917	1,769	885
4	55,500	4,625	2,313	2,135	1,068
5	65,009	5,418	2,709	2,501	1,251
6	74,518	6,210	3,105	2,867	1,434
7	84,027	7,003	3,502	3,232	1,616
8	93,536	7,795	3,898	3,598	1,799

For each add'l family member, add	9,509	793	397	366	183
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10. When will the benefits expire?

- S-EBT benefits will expire after 122 calendar days. Benefits cannot be reinstated after they expire. Tennessee will notify families at least a month in advance before the expiration date.

11. Can I participate in other summer feeding programs if I receive benefits?

- Yes, S-EBT is meant to supplement Tennessee's existing summer feeding programs, [Seamless Summer Feeding Option](#) & [Summer Food Service Program](#).

12. If I use my benefits, will it impact my family's immigration status?

- No, receiving S-EBT benefits will not affect your immigration status.

13. What can I buy with my benefits?

- You can find a list of eligible and ineligible household items here: <https://www.fns.usda.gov/snap/eligible-food-items>