



## **Update Regarding Summer P-EBT Issuance Delays**

**RICHMOND, VA (September 12, 2022)** – In response to unforeseen delays in the release of Summer 2022 Pandemic EBT (P-EBT) benefits to eligible households statewide, the Virginia Department of Social Services (VDSS) has taken the following actions:

- Worked jointly with our state EBT card vendor to expedite the issuance of P-EBT cards to over 154,000 households scheduled to receive new cards. This includes reissuance of 90,000 invalid cards that were erroneously mailed due to a card processing issue. As of September 10, our vendor has mailed out all P-EBT cards to eligible families, including replacement of the invalid cards.
- Expanded our P-EBT Call Center with an additional 50 staff members to better serve our constituents and reduce call wait times.
- Identified process gaps, system improvements, and solutions to prevent future occurrences of P-EBT issuance delays.
- Partnered with the Virginia Department of Education to disseminate information to affected households via email, automated phone calls, and social media.

Similarly, VDSS is also actively supporting local school districts in rectifying specific data issues that have impacted the issuance of P-EBT benefits to some households in Portsmouth and Arlington County, as well as approximately 20 other school districts with 10 or less students with data issues to resolve.

VDSS is unwavering in its commitment to ensure the timely delivery of all benefits to Virginians. We will continue to prioritize our P-EBT work until all benefits have been issued to the 700,000 households eligible for summer P-EBT benefits. We sincerely apologize for the inconvenience this issue has caused and appreciate the patience we have been granted to maximize all available resources in order to resolve this issue as quickly as possible.

Eligible families can expect to receive benefits on P-EBT cards, or loaded onto existing EBT cards, by September 30. Additional updates and information are available at [PebtVa.com](https://pebtva.com). For assistance with frequently asked questions, please visit the VDSS [P-EBT FAQ's page](#). Virginia residents with questions related to summer P-EBT can contact the P-EBT Call Center at 866-513-1414 or submit questions using the [P-EBT Online Inquiry Form](#).

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### **About the Virginia Department of Social Services**

The Virginia Department of Social Services (VDSS), one of the Commonwealth's largest government agencies, is comprised of approximately 2,000 state staff who proudly serve alongside more than 10,000 employees of 120 local departments of social services and community action agencies to deliver critical social services to Virginia's most vulnerable citizens. VDSS is committed to ensuring Virginians have access to the high-quality human services and resources needed to enhance their individual and collective well-being, and shape strong futures for themselves, their families and communities. The agency provides a wide range of services and resources in the areas of food and energy assistance, foster care and adoption, child support, and abuse and neglect prevention, among others. For more information, visit [dss.virginia.gov](https://dss.virginia.gov).