

FREQUENTLY ASKED QUESTIONS (FAQs)
2024 SUN BUCKS (SUMMER EBT)

What are SUN Bucks? Summer EBT, which is branded as SUN Bucks, is a new and permanent program to provide benefits to households with school-aged children to purchase food during the summer. Households will receive \$177 for each qualifying child, to be spent during the summer months. Eligibility must be established annually.

How is SUN Bucks funded? SUN Bucks is funded by the state of Hawai'i and the United States Department of Agriculture (USDA).

Is SUN Bucks the same thing as Pandemic EBT (P-EBT)? No. the P-EBT program was a program meant to help families during the COVID-19 pandemic. P-EBT last issued benefits for Summer 2023 and has since ended.

SUN Bucks is a new program that helps families get nutritious foods by giving them benefits to buy groceries over the summer. Some students who were eligible for P-EBT will not be eligible for SUN Bucks. Unlike P-EBT, some families will need to apply for the SUN Bucks program. Many students will be automatically approved for it.

Who automatically qualifies (no application is required) for SUN Bucks? School-aged children are automatically eligible for SUN Bucks if:

The child was in a household that participated in Supplemental Nutrition Assistance Program (SNAP) or Temporary Assistance for Needy Families (TANF) in any month from July 1, 2023 through August 4, 2024; or
The child has been identified as a ward of the state (foster child), or identified by their school as homeless, migrant, or runaway; or
The child attended a school that offers the National School Lunch Program (NSLP), and the household applied for and was approved for free or reduced-price school meals.
Exceptions to the school-aged requirement are Head Start and/or other pre-K students that attended a program that participated in the NSLP at their NSLP participating school.

Who needs to complete a SUN Bucks application? The following households would need to complete a SUN Bucks application starting July 5, 2024 through August 4, 2024:

Households with children attending a school operating the Community Eligibility Provision (CEP) where all meals are free to all students, who did not apply for or was not approved for free or reduced-price school meals and who have household income that falls at or below the limits of the Federal Income Eligibility Guidelines (see chart below).
Households with children attending a school operating NSLP who were not approved for free or reduced meals during the school year but may be eligible now because their household income falls at or below the limits of the Federal Income Eligibility Guidelines (see chart below).

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FEDERAL INCOME ELIGIBILITY GUIDELINES EFFECTIVE JULY 1, 2024

Household Size	Yearly	Monthly	Weekly		Household Size	Yearly	Monthly	Weekly
1	\$ 32,024	\$ 2,669	\$ 616		5	\$ 77,830	\$ 6,486	\$ 1,497
2	\$ 43,475	\$ 3,623	\$ 837		6	\$ 89,281	\$ 7,441	\$ 1,717
3	\$ 54,927	\$ 4,578	\$ 1,057		7	\$ 100,733	\$ 8,395	\$ 1,938
4	\$ 66,378	\$ 5,532	\$ 1,277		8	\$ 112,184	\$ 9,349	\$ 2,158
For each additional person:						\$ 11,452	\$ 955	\$ 221

What is the definition of school-aged? A child who will have arrived at the age of at least six years, and who will not have arrived at the age of 18 years on or before December 31 of any school year.

My child is homeschooled, can we receive SUN Bucks? Homeschool families that receive or received SNAP or TANF in any month from July 1, 2023 through August 4, 2024, or have a foster child are eligible to receive this benefit. Interested families should complete this application and designate their foster status. The application will then be reviewed to determine eligibility. An application is not needed for SNAP and TANF households, please see item 3 above. Homeschool households cannot qualify for SUN Bucks using household income.

How much in SUN Bucks will I get? SUN Bucks will be issued as a \$177 lump sum per eligible child for the summer period. This amount is intended to assist with groceries for the entire summer.

When will I receive the SUN Bucks EBT card? For children who automatically qualify, (see item 4 above) the SUN Bucks EBT card with the \$177 benefit already loaded will be mailed out by our mainland vendor, FIS, starting July 16 via USPS. Households should anticipate that it may take 1-2 weeks for delivery. We are using the mailing address based on the child's school records, or the household's mailing address per their SNAP or TANF case if the school record information is not available. If families believe we may have incorrect mailing information they should contact the **SUN Bucks Customer Service toll-free at 1-888-975-SEBT(7328)** to report their change of address.

For households that apply (see item 5 above) and are determined eligible, the SUN Bucks EBT card with the \$177 benefit already loaded will be mailed out via USPS by our mainland vendor, FIS, starting July 17 and then thereafter the next business day after eligibility is determined for subsequent applications that are received and approved through August 4. Households should anticipate that it may take 1-2 weeks for delivery.

If your child is a foster child, cards will be mailed to a central Child Welfare office on O'ahu first and will be routed to the appropriate Child Welfare office that services the foster child thereafter for distribution.

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Where can I use SUN Bucks and what can be purchased with it? Use SUN Bucks anywhere EBT benefits are accepted. Benefits may only be used to purchase food. Stores cannot give change or cash back from a food benefit transaction. Only the exact amount of food purchases may be deducted from the food benefit account. If returns are made from a SNAP account, the amount of the return will go onto the EBT card as a credit. Cash cannot be given for returns according to federal law. There is no minimum dollar amount per transaction or a maximum limit on the number of transactions.

For a list of SNAP-eligible foods, see www.fns.usda.gov/snap/eligible-food-items. SUN Bucks can also be used with the Da Bux program.

What purchases are not allowed with SUN Bucks? The following are products that cannot be paid for using SUN Bucks:

- Hot Food
- Beer/wine/other alcoholic drinks
- Cigarettes/cigars/other tobacco products
- Gasoline
- Dog food/cat food/other pet foods
- Vitamins/medicine

Further, any unauthorized use, transfer, alteration, possession, or presentation of the SUN Bucks benefit or card may be subject to prosecution as a federal offense.

When will SUN Bucks expire? Unused benefits expire 122 days after the date benefits are issued. Please use the benefit within that time frame. Once expired, the benefit cannot be reloaded.

How does my child receive the SUN Bucks card if custody is split between two households? The SUN Bucks benefit is meant for the child; the SUN Bucks EBT card is issued in the child's name and is meant to travel with the child between households. The child's SUN Bucks card will be mailed via USPS to the mailing address of the parent or guardian listed in the child's school record. This may be the adult who submitted a free and reduced priced meal application for the child, or the adult listed as the primary contact in the school's system. Please work with any other parent/guardians and coordinate to support the child that the benefits are intended for.

What should I do when I get my SUN Bucks card in the mail? Follow the instructions that came with your SUN Bucks card and set up your PIN. Then your card can be used to buy food in most grocery stores and farmer's markets.

How do I change my PIN? To change your PIN or learn how to protect your benefits, download the free ebtEDGE mobile app or visit www.ebtEDGE.com.

If your SUN Bucks card is lost, stolen or damaged and you need a replacement card, call the **FIS Customer Service Center** toll-free at **1-888-328-4292**.

Should I fill out an application if I received a notice saying that my child is approved SUN Bucks for Summer 2024? No, but please read the notice and the enclosed FAQs about SUN Bucks. If any children in your household were missing from your eligibility notification,

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please contact the **SUN Bucks Customer Service toll-free at 1-888-975-SEBT(7328).**

Will the information I provide on my application be checked? Yes. We may also ask you to send written proof of the household income you report.

If I don't qualify now, may I apply later? Yes, you may apply at any time during the SUN Bucks 2024 period that is open till August 4, 2024. For example, should you or someone in your household experience a loss of wages or becomes unemployed, you may choose to reapply and your child may be eligible for SUN Bucks if the household income drops below the income limit.

What if I disagree with the decision about my application? Please contact the **SUN Bucks Customer Service toll-free at 1-888-975-SEBT(7328).**

May I apply if someone in my household is not a U.S. citizen? Yes. You, your children, or other household members do not have to be U.S. citizens to apply.

What if my income is not always the same? List the amount that you normally receive. For example, if you normally make \$1,000 each month, but you missed some work last month and only made \$900, put down that you made \$1,000 per month. If you normally get overtime, include it, but do not include it if you only work overtime sometimes. If you have lost a job or had your hours or wages reduced, use your current income.

What if some household members have no income to report? Household members may not receive some types of income we ask you to report on the application, or may not receive income at all. Whenever this happens, please write a "0" in the field. However, if any income fields are left empty or blank, those will also be counted as zeroes. Please be careful when leaving income fields blank, as we will assume you meant to do so.

What if there isn't enough space on the application for my family? List any additional household members and required information on a separate piece of paper, and attach it to your application.

Can I apply online? Yes! We encourage you to complete an online application instead of a paper application if you are able. The online application has the same requirements and will ask you for the same information as the paper application. Visit sunbucks.dhs.hawaii.gov to begin the online application process or need to download the paper application. Contact the **SUN Bucks Customer Service toll-free at 1-888-975-SEBT(7328)** if you have any questions about the online application process.

Non-Discrimination Statement: This explains what to do if you believe you have been treated unfairly.

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In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at 202-720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at 800-877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling 866-632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

mail:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or

fax:

833-256-1665 or 202-690-7442; or

email:

Program.Intake@usda.gov

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