



Staying on Track: Questions & Answers

Answers to the questions asked in HNS' July 2024 Staying on Track webinar.

Please note, operators are responsible for remaining up-to-date on program guidance/regulations. The following answers reflect the information available at the time of the live webinar and may be subject to change.

Q

APPLICATIONS & CLAIMING

Q: I changed my site applications for summer school meals. I tried to make my June meal claims and was not able.

A: Your HNS Specialist is reviewing applications in the order they were received. Please continue to follow up with your HNS Specialist. If you continue to have trouble connecting, please submit a HelpDesk ticket to HNS. Please note, you have until August 29 to submit your June claim.

Q: I completed my Site and Sponsor application, but was told the applications are not yet open to submit. When I can redo my applications and submit them?

A: CNPWeb applications for SY24-25 are available now. Please review [HNS 06-2024](#) for more information and assistance completing the application process.

Q: My school is operating CEP. Do we still have to submit the CNPWeb application checklist documents?

A: You will only need to submit documents that apply to your operation. You will be prompted to submit documents that are required.

Q: We started mid-year CEP do we still have to send our BID of enrolled students for 2024-2025?

A: You will only need to resubmit validation documents if you are trying to reapply with a new ISP.

Q: What is the DES license?

A: It is a Department of Economic Services license. This is only required for certain operators so if you have not been required to provide it, you likely do not need to.



SUN BUCKS

Q: Can SUN Bucks be utilized by online school students?

A: If the student was enrolled in an NSLP school they may apply. If the student attended a non-NSLP school they may meet the criteria for SUN Bucks eligibility if they received SNAP/TANF and were 6-16 years old.

Q: What information does the family need to enter other than the student's name, school, etc? Are they putting in any financial information?

A: The information required for the SUN Bucks application is similar to a household income application.

Q: Do we have to share the information with parents on Applying for Sun Bucks?

A: Please do share the SUN Bucks application information with parents in case they have students who are eligible but not receiving benefits.

Q: Only families who did not qualify for free and reduced are the ones who need to apply for SUN Bucks, correct?

A: Households that believe they are eligible for the SUN Bucks benefit but were not identified as eligible by the SFA, including students who attended a school participating in a Special Provision Option who were not directly certified nor qualified for Income 1 or 2 Indicators but believe they may be eligible, may complete and submit the 2024 SUN Bucks Application to ADE by July 31, 2024. ADE will process the application and notify the household of eligibility.

For more information about eligibility for the SUN Bucks benefit, please review the [Summer-EBT Eligibility Flowchart](#).

Q: When I entered the CNP Summer EBT SUN Bucks portal in ADE Connect, there were no students listed. When will students be added to the site?

A: If you do not report to AzEDS you must upload all SY 23-24 enrolled students and associated data (f/r) data if applicable. If you do report to AzEDS please email sunbucks@azed.gov.

Q: If I report to AZEDS, do I still need to access SUN Bucks and do anything? Or do I just need to access to confirm all info is correct?

A: Please review [HNS 05-2024](#) for information about the actions required for SFAs

Q: Do we have to send out information to parents that they are receiving sun bucks if they are directly certified?

A: Households with eligible students will receive a SUN Bucks Notice of Eligibility letter in the mail from the Arizona Department of Economic Security. A sample of the letter they will receive is available on the [SUN Bucks webpage for Parents and Families](#) under the Receiving Benefits accordion.



USDA FOODS

Q: I have looked at myFOODS and it says I am Active status. Do I need to do anything?

A: Please review the [2024-2025 School Meals Application Checklist](#) to ensure all activation activities are completed. Once complete, your myFOODS is properly activated for the upcoming school year.

Q: What is the vendor information for Shamrock (billing info, etc) so that we can issue a PO and who do we send this to? Looking in My Foods, there is no information.

All active contracts for ADE are located within the [Arizona Procurement Portal](#). Keyword search: USDA Foods.

Q: How do we contact Shamrock Foods to get PO information?

A: Please reach out to ADE HNS at USDAFoods@azed.gov or 602-542-8729

Q: Who do we contact to use FFAVORS for summer?

A: Please reach out to ADE HNS at USDAFoods@azed.gov or 602-542-8729.

Q: Does the DoD Fresh apply for SSO or only SFSP?

A: You may use your entitlement with SSO, not SFSP.



FORMS & RESOURCES

Q: When will the documents in the resources tabs be updated?

A: All forms have been updated for the upcoming school year. You may need to clear your web browser's history, cookies, and cache for the updated form(s) to load.

Q: Can you direct me to the new income guidelines?

A: You can find them on the [National School Lunch Program and School Breakfast Program - Program Forms and Resources](#) webpage under the Eligibility Documents for School Meal Benefits accordion.

Q: Have reimbursement rates been released?

No, they have not yet. HNS Communications will release them once they are received from USDA.

Q: Where can I find the SY 24-25 Income form for CEP schools/when is the 24-25 ESEA (Title I) Eligibility form going to be available??

A: All forms are on the [HNS website](#) under the Program Forms and Resources button. Title 1 alternate income applications are located on the Title 1 webpage, and HNS will alert the field once these applications become available.

Q: Is there a class for those of us who are new to our positions?

A: Please review the [Training Curriculum for Arizona Child Nutrition Professionals Operating the National School Lunch and School Breakfast Program](#) to see what courses HNS recommends for new staff.

Q: Where is the HelpDesk ticket found?

A: The HelpDesk tickets are found in ADEConnect.