# SCNP Memo #2024-2025-08

[](http://www.doe.virginia.gov/administrators/index.shtml)  
**COMMONWEALTH of VIRGINIA   
Department of Education**

DATE: July 25, 2024

TO: Directors, Supervisors, and Contact Persons Addressed

FROM: Sandra C. Curwood, PhD, RDN, ***Sandy***

## **SUBJECT: Virginia SUN Bucks Website Navigation, Tools, and Frequently Asked Questions for Summer 2024**

The purpose of this memorandum is to share essential information about the recently launched Virginia SUN Bucks website ([www.virginiasunbucks.com](http://www.virginiasunbucks.com)), which contains information and resources for local education agencies (LEAs) that engage with families as they navigate the website and receive benefits. LEAs should encourage parents/guardians to visit the [Virginia SUN Bucks website](http://www.virginiasunbucks.com).

### Actions Required

* Review the [Virginia SUN Bucks](https://virginiasunbucks.com) website, including the [Frequently Asked Questions](https://virginiasunbucks.com/faqs/) (FAQs), and [Information on Eligibility](https://virginiasunbucks.com/eligibility/).

### Virginia Department of Social Services Communication Resources

The Virginia Department of Social Services (VDSS) is the main source for Virginia SUN Bucks information. LEAs are encouraged to share social media posts from VDSS as they are disseminated. The VDSS social media accounts include: [Facebook](https://www.facebook.com/VDSSGOV), [Instagram](https://www.instagram.com/vdssgov/), [X](https://x.com/VDSS) (formerly Twitter), and [LinkedIn](https://www.linkedin.com/company/virginia-dss).

Amplifying existing content will help parents/guardians view VDSS as the responsible agency of Virginia SUN Bucks, **not** local schools or school nutrition program (SNP) directors. Directly posting graphics or images about the program on local school social media pages may mislead parents/guardians to think their questions, phone calls, or applications can be directed to their local school.

The VDSS created flyers that LEAs may use to display information on how to apply, eligibility, benefit essentials, and more. Additional language translations are available.

* [Introducing Virginia SUN Bucks](https://virginiasunbucks.com/pdfs/FAQ_Flyer.pdf)
* [Benefit Distribution Infographic](https://virginiasunbucks.com/pdfs/Benefit_Distribution.pdf)
* [Eligibility Criteria Infographic](https://virginiasunbucks.com/pdfs/Eligibility_Criteria.pdf)
* [Benefit Essentials to Know Flyer](https://virginiasunbucks.com/pdfs/Virginia_SUN_Bucks_Benefit_Essentials_to_Know.pdf)
* [What is Virginia SUN Bucks](https://virginiasunbucks.com/pdfs/Infographic_What%20is%20VA%20SUN%20Bucks.pdf)

### Virginia SUN Bucks Eligibility Overview

Parents/guardians who receive **Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Income-eligible Medicaid, or students placed in foster care** are automatically eligible for Virginia SUN Bucks (direct certification acronyms **SN/TO/MF or MR**). Families of students attending Community Eligibility Provision (CEP) schools are not automatically eligible for Virginia SUN Bucks. Parents/guardians of students attending CEP schools who do not have eligibility through SNAP, TANF, or Income-eligible Medicaid may apply. To determine eligibility, navigate to the “[Eligibility](https://virginiasunbucks.com/eligibility/)” page or click the “Do you need to apply for Virginia SUN Bucks?” button on the [homepage](https://virginiasunbucks.com).

Households that become income-eligible during the summer and households that submit meal applications at school can reference the [new income eligibility guidelines](https://virginiasunbucks.com/eligibility/) effective July 1, 2024.

### Application Process and Benefit Issuance

If a student does not meet one of the eligibility criteria above, but the family believes they would qualify based on income, the family must apply to receive Virginia SUN Bucks. **The application closes on August 30, 2024.**

Parents/guardians may apply by:

* Completing a paper [application](https://virginiasunbucks.com/resources/#application) that can be downloaded from the website and mailed to:

Virginia SUN Bucks, c/o VDSS, 5600 Cox Road, Glen Allen, VA 23060

* Starting July 22, 2024: Contacting the Virginia SUN Bucks call center at [866-513-1414](tel:866-513-1414) (toll-free) or [804-294-1633](tel:804-294-1633) on Monday-Friday, between 9:00 a.m.–6:00 p.m. to complete a telephone application.

Families are required to have the student’s local student identification (ID) number to complete the application. Applications without the local student ID number will be considered incomplete and will not be approved. **Please notify households in your LEA where they can find the ID number for their students.**

The VDSS is accepting Virginia SUN Bucks applications only from students who are enrolled in a National School Lunch Program (NSLP) participating school and who are not automatically eligible through previous direct certification (listed above) or approved meal application.

Applications are processed and approved by the VDSS, not the local DSS agency or school.

Benefits will be issued beginning **August 2024** on a rolling basis to students who automatically qualify and to families who are eligible by application. **Families might get their Virginia SUN Bucks benefits at different times depending on when they qualified or applied.** Benefits will either be uploaded on a family’s existing SNAP electronic benefits transfer (EBT) card or a preloaded Virginia SUN Bucks card received by US Mail.

### Virginia SUN Bucks Card FAQs

* *How will cards be received?*
  + Parents/Guardians will receive their Virginia SUN Bucks card in the US Mail with further instructions on how to activate and use it.
* *Will parents with multiple children receive multiple cards?*
  + If your family receives SNAP benefits, the Virginia SUN Bucks benefits will be loaded onto your existing SNAP EBT card. If you do not receive SNAP benefits, Virginia SUN Bucks benefits will be loaded onto one card for all eligible children in the household and sent via US Mail.
* *What to do if a card is lost?*
  + To replace a lost EBT or Virginia SUN Bucks card, call ConnectEBT customer service at 866-281-2448 (TTY-relay services for hearing/speech impaired at 800-828-1120) to cancel the lost card and request a new one.

### For More Information

**Parents/guardians** and **the public** should visit the [www.virginiasunbucks.com](http://www.virginiasunbucks.com) website for all questions regarding Virginia SUN Bucks.

**LEAs** should contact Lynne Fellin, SCNP Technical Advisor to the State Director at [Lynne.Fellin@doe.virginia.gov](mailto:Lynne.Fellin@doe.virginia.gov) with Summer EBT (SEBT) questions. LEAs should contact VDSS for assistance with specific SEBT data file questions and submission issues using the previously provided VDSS LEA-only email address.

SCC/NK/st