**TANF Pandemic Emergency Assistance Fund Question and Answer**

 *For Customer Service Use Only*

1. Who is eligible for PTANF one-time supplement?

PTANF will be issued to households who have an ongoing active TANF program and received TANF benefits between November 12, 2021, through May 11, 2023.

1. Who is not eligible for the TANF Pandemic Emergency Assistance one-time supplement?

Households who are not eligible for TANF for the following reasons: no active TANF program between November 12, 2021, and May 11, 2023, whereabouts unknown, residency requirements are not met, incarcerated, loss of contact, deceased, or who do not have an active status for their EBT account for 1 year or longer will not be eligible for PTANF.

1. Do I have to apply for this supplement?

No. This is a one-time supplement that has been automatically deposited into your EBT Account and was made available on September 5, 2023, on your EBT card.

1. I have not received my PTANF benefit…

Households who are not eligible for TANF for the following reasons: no active TANF program between November 12, 2021, and May 11, 2023, whereabouts unknown, residency requirements are not met, incarcerated, loss of contact, deceased, or who do not have an active status for their EBT account for 1 year or longer will not be eligible for PTANF.

1. Will this supplement count towards my time limit for receiving TANF cash assistance?

No. This is a one-time supplemental payment and does not count towards the TANF lifetime limit.

1. Will this affect my current TANF benefit?

No. This benefit will not affect your current TANF benefit.

1. Can I use my TANF Pandemic Emergency Assistance supplement outside of the State of Kansas?

Cash can be withdrawn from any ATM. No TANF cash assistance can be used at retail stores outside the State of Kansas.

Note: TANF cash assistance cannot be used to purchase alcohol, cigarettes, tobacco, lottery tickets, concert tickets, professional or collegiate sporting event tickets or tickets for other entertainment events intended for the general public or sexually orientated adult materials. No TANF cash assistance can be used in any retail liquor store, casino, gaming establishment, jewelry store, tattoo parlor, massage parlor, body piercing parlor, spa, nail salon, lingerie shop, tobacco paraphernalia store, vapor cigarette store, psychic or fortune telling business, bail bond company, video arcade, movie theatre, swimming pool, cruise ship, theme park, dog or horse racing facility, pari-mutuel facility, or sexually oriented business or any retail establishment which provides adult-oriented entertainment in which performers disrobe or perform in an unclothed state for entertainment, or in any business or retail establishment where minors under age 18 are not permitted.

1. Is there a time limit to spend this money or can I save it to be used later?

Unused cash assistance will expire 120 days from the date of first availability, regardless of transaction activity. When the cash assistance benefits expire, they become unavailable to the cardholder.

1. When can I expect to receive the TANF Pandemic Emergency Assistance supplement?

PTANF was added to your existing Kansas Benefits Card (EBT card) on September 5, 2023, if you received TANF benefits between November 12, 2021, and May 11, 2023, and are still receiving TANF benefits.

1. Can I receive my TANF Pandemic Emergency Assistance one-time supplement faster by calling my local DCF office?

No. Calls to the local DCF office will not result in faster processing of the TANF Pandemic Emergency Assistance one-time supplement. Please do not call your local DCF office with questions about the TANF Pandemic Emergency Assistance one-time supplemental payment. Customer Service will be handled by Kansas Department for Children and Families 1-888-369-4777.

1. What if I do not want the TANF Pandemic Emergency Assistance one-time supplemental payment?

Unused TANF benefits will automatically be removed from the KS Electronic Benefits Transfer card after 120 days. Clients can also contact DCF to have the funds removed. Customer Service will be handled by Kansas Department for Children and Families 1-888-369-4777.

1. I just started receiving TANF in November 2021. Will I receive this benefit?

Yes, if you still receive TANF benefits and your application was received and approved between November 12, 2021, and May 11, 2023.

1. I received TANF for myself and 3 children in January 2022, my TANF has since closed, will I receive PTANF?

No, you must still be receiving TANF benefits at this time, and were receiving them between November 12, 2021, and May 11, 2023.