

SNAP Partner E-Meeting ~ November 2023



From our partners at the Oregon Food Bank

Challenging Settler-Colonialism as a Practice of Love this Native American Heritage Month



In our work, we hold ourselves and greater community accountable to unlearning the false narratives of “America's discovery” by elevating Native wisdom, leadership and solutions to ending hunger and its root causes.

November should be a month filled with pure celebration and joy for Indigenous people and communities, but the reality is that for many, this is a month of mourning.

We encourage all to move beyond land acknowledgements by reflecting on how you can make meaningful relationships with the Native communities who continue to steward and protect the land you settle on.

Learn more [here](#).

SNAP Benefit Scamming and Skimming

In recent months in Oregon there has been an increase in electronic benefit theft. Please encourage customers to use the official EBT website or app through Oregon’s Electronic Benefit transfer (EBT) vendor FIS at ebtEDGE.com or FISGlobal.com/ebtEDGEmobile. **It is important for customers to use the approved website or app *only*, because other sites and apps have been linked to electronic benefit theft.**

At ebtEDGE.com customers can:

- Block internet and out-of-state purchasing.
- Change their PIN.
- Freeze their account.
- View account information.



If someone suspects their SNAP benefits have been stolen due to electronic scam or skimming, please ask them to call the EBT Customer Service Helpline, 888-997-4447, to report the activity and have the EBT card canceled. They can obtain a new EBT card from calling the EBT Replacement Hotline, calling the ONE Customer Service Center or visiting a local office.

Once the card has been canceled, they can request replacement benefits. Customers can fill out the [DHS 0349D](#), and submit it online at [OregONEligibility](#), by email Oregon.Benefits@odhs.oregon.gov, or mail to:

ONE Customer Service Center
PO Box 14015
Salem, OR 97309

Customers can contact the ONE Customer Service Center at 800-699-9075 or visit a local branch office to apply for replacement benefits.

P-EBT Call Center Closing Thursday, November 30

The Pandemic EBT call center will close at the end of this month. Please encourage families with questions or needing a replacement EBT card to contact 1-844-ORE-PEBT (844-673-7328) or visit the P-EBT website at [PEBT.Oregon.Gov](#).

Oregon ONE Mobile App



Oregonians can use the [Oregon ONE Mobile App](#) to create an account, report changes, view messages and upload documents.

“We know that many people in Oregon depend on us when they have questions about their medical, food, cash and child care benefits,” said Nathan Singer (he/him) director of the Oregon Eligibility Partnership at ODHS which manages the ONE Customer Service Center.

“We are doing everything we can to provide the best customer service possible on our phones and in our offices. We encourage people to create or use their ONE Online account, the Oregon ONE Mobile app or online chat bot when possible.”

Wait times at the ONE Customer Service Center remain high and are expected to continue for the next few months. We encourage people to consider all the ways they can connect with us about their medical, food, cash, and childcare benefits.

Do you have questions or feedback to share?

To submit feedback, fill out the [SSP Partner Survey Form](#)

For questions or more information contact:

Stephanie Cooke, SNAP Policy STEPHANIE.K.COOKE@odhs.oregon.gov Misha Mayers, Community Engagement MICHELLE.MAYERS@odhs.oregon.gov