

Dear National School Lunch Program Sponsor:

8/19/2021

The Pennsylvania Departments of Education (PDE) and Human Services (DHS), as well as Intermediate Unit 16, are aware that schools may be experiencing a substantial increase in the number of inquiries received from parents and guardians on the distribution of Pandemic Electronic Benefit Transfer (P-EBT) funds.

We recognize that addressing these inquiries requires a significant amount of time, and hope that the information below will assist schools with providing responses:

- All parent or guardian inquiries should be directed to the Pennsylvania Department of Human Services (DHS) Customer Service Line (484-363-2137); or the web form available at <https://forms.juvare.com/forms/eb604f74-e01c-463e-82ea-04c416a5c9c5>. PDE does not have access to P-EBT information and cannot provide assistance or guidance.
- The first issuance of P-EBT benefits for the 2020-21 school year was completed at the end of July 2021, except for students that were newly eligible based on the second data submission for the 2020-21 school year - cards will be mailed to newly eligible students at the end of August/early September.
- Parents and guardians are encouraged to visit the DHS P-EBT website: <https://www.dhs.pa.gov/coronavirus/Pages/P-EBT-Questions.aspx/>. The DHS P-EBT website offers contact information, important dates, answers to frequently asked questions, etc.
  - NOTE: inquiries must be submitted via the Inquiry Form or Resource Line. Inquiries are responded to in the order in which they are received. Parents or guardians should not submit duplicate inquiries as it will delay the resolution process.
- Parents/guardians can check their P-EBT benefit amount online via: <http://www.connectebt.com/>.
- When speaking with parents and guardians, consider doing the following:
  - Ensure the P-EBT data that was submitted to DHS through Centers for Schools and Communities (CSC) by the school was correct. If a school identifies an error with the data they submitted or has data related questions, contact CSC via email: [PEBT@csc.csiu.org](mailto:PEBT@csc.csiu.org).
  - If the school confirms the data is correct, direct the parent or guardian to the DHS website to complete and submit an Inquiry Form.
  - The unit at DHS that is addressing P-EBT inquiries does not direct parents or guardians to the school or PDE. If a parent or guardian indicates they were directed by DHS to contact the school, the school may want to find out who the parent or guardian spoke with and a phone number or email address of the individual so that this can be addressed by DHS.
  - As DHS addresses inquiries, DHS will work directly through CSC, who will contact the school, if necessary, to resolve the inquiry.
- DHS has received tens of thousands of inquiries thus far. Each inquiry involves careful research and will take time for DHS to address.

- Schools may find it beneficial to provide P-EBT information on their school website to direct for parent and guardian inquiries appropriately.

Thank you for everything you have done and continue to do to support children and families across the commonwealth!