

P-EBT Update Received 8/19/2021

The Pennsylvania Departments of Education (PDE) and Human Services (DHS) is 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.juware.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.
 - o 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/>.