

School's Role

- Direct all parent/family/public inquiries to DHS Customer Service Line : (484-363-2137) or <https://forms.juvarre.com/forms/eb604f74-e01c-463e-82ea-04c416a5c9c5>.
- Do **not** provide the IU phone number to parents/families or the public. The IU will not be able to assist them.
- Do **not** direct parents/families or the public to PDE. PDE will not be able to assist them.
- Do **not** direct parents/families or the public to the County Assistance Office (CAO). CAOs will not be able to assist them. CAOs will be instructed **not** to refer families to the school, IU, or PDE.
- Due to the number of variables, schools are otherwise limited with assisting parents beyond ensuring student is enrolled, address is correct, eligibility status of free or reduced, and whether the student was marked as in-person, virtual, or blended for respective months.

