

Family Guidance



Families often turn to schools for information, but **most detailed SUN Bucks questions must be answered by DHS.**

However, there are several things PDE and DHS recommend that schools do to assist families with SUN Bucks:

1. Consider posting SUN Bucks information for families on the school's website (or send via text or email) and make sure families who inquire have this information:
 - ✓ DHS SUN Bucks website – dhs.pa.gov/sunbucks
 - ✓ DHS Statewide Customer Service Center – 877-395-8930, or 215-560-7226 in Philadelphia
 - ✓ SUN Bucks family flyers (found at the bottom of the DHS SUN Bucks website, dhs.pa.gov/sunbucks)
 - ✓ CAO locator: <https://www.dhs.pa.gov/services/assistance/pages/cao-contact.aspx>
 - ✓ Summer EBT Income Eligibility Guidelines: <https://bestpractices.nokidhungry.org/resource/sebt-income-eligibility-guidelines>
 - ✓ Pre-recorded FAQ line for families – 877-762-1575
2. Confirm that the student who the parent is inquiring about was reported correctly on the school's 2026 SUN Bucks file.
 - ✓ If there is an error, contact the SUN Bucks School Helpdesk.
 - ✓ If no error, guide the parent to the DHS SUN Bucks resources.