

**THE SCHOOL DISTRICT OF PHILADELPHIA**  
**Problem Resolution Guide for Parents/Caregivers of Students with Disabilities**  
**2012 - 2013**

*The School District of Philadelphia is committed to working with parents/caregivers to meet the needs of students with disabilities or students thought to be eligible for special education.*

## The Initial Process

Once you sign and return a Permission to Evaluate (PTE) form to the school, an **Evaluation Report (ER)** should be sent to you within **60 calendar days** (minus the summer months). If you have not received this report, you should contact the Special Education Liaison (SEL) at your child's school.

A meeting to develop an Individualized Education Program (**IEP**) should be held within **30 calendar days** of the issuance of the ER. If the meeting has not been scheduled, contact the SEL or the principal.

Once you sign a Notice of Recommended Educational Placement (**NOREP/PWN**) approving the IEP, your child's IEP should be implemented within **10 school days**. If initial services do not begin within that time, contact the principal.

## Contacts for Problem Resolution at Any Time

### **1<sup>st</sup> Contact should be made at the School Level**

- Teacher
- Counselor/Special Education Liaison (SEL)
- Principal

*If not resolved, then...*

**2nd Contact should be made at the Parent and Family Resource Center** (formerly Academic Division Offices - see reverse side for information). Ask for:

- Special Projects Assistant
- Parent Coordinator

*If not resolved, then...*

**3rd Contact should be made at the Education Center, Office of Specialized Services, 440 N. Broad Street, Portal C**

- Director, 215-400-4170
- Deputy Chief, 215-400-4170

*If the problem still remains unresolved, then...*

### **Contact**

- Assistant Superintendent, Accountability, Equity and Compliance Office (AEC), 215-400-4200
- Chief Academic Officer, 215-400-4200

*Questions at any time – contact....*

**Special Education Hotline 215-400-5656**  
[specialeducationsupport@philasd.org](mailto:specialeducationsupport@philasd.org)

***District personnel are expected to respond to each parent contact within 48 hours.***

# Parent and Family Resource Center Locations

## **Center City Parent & Family Resource Center**

*(supports high schools and serves as a central intake location for all schools city-wide)*

440 N. Broad Street, 1st floor, Philadelphia, PA 19130

Phone: 215-400-4180 | Fax: 215-291-4183

## **Rivera Parent & Family Resource Center**

*(supports former AD-5 schools and families in North and Central East Philadelphia)*

2603 N. 5th Street, 5th floor, Philadelphia, PA 19133

Phone: 215-291-5680 | Fax: 215-291-5690

## **Northeast Parent & Family Resource Center**

*(supports former AD-6 schools and families in Northeast Philadelphia)*

4101 Chalfont Drive, Philadelphia, PA 19154

Phone: 215-281-3623 | Fax: 215-281-2645

## **Northwest Parent & Family Resource Center**

*(supports former AD-7 schools and families in Northwest Philadelphia)*

(Leeds Middle School, ground floor)

1100 E. Mt. Pleasant Ave., Philadelphia, PA 19150

Phone: 215-248-6685 | Fax: 215-248-6687

## **South Parent & Family Resource Center**

*(supports former AD-8 schools and families in South Philadelphia)*

Childs' Building, 4th floor

1599 Wharton Street, Philadelphia, PA 19104

Phone: 215-952-6300 | Fax: 215-952-8594

## **West Parent & Family Resource Center**

*(supports former AD-9 schools and families in West and Southwest Philadelphia)*

(McMichael School, ground floor rear)

3543 Fairmount Ave., Philadelphia, PA 19104

Phone: 215-823-5530 | Fax: 215-823-5535

***Hours of Operation: 7:30 am to 6:00 pm***