



# CHANGE OF ADDRESS PROTOCOL

FEBRUARY 2023

## **An Agora representative/department is made aware that a family has moved, or plans to move**

**Common scenarios, but certainly not limited to:**

- There is mention of a move/or new internet connection in an absence notification**
- Sibling of an *existing* student is enrolling with a different address**
- Family discloses this information to a staff member**
- Mail/supplies/equipment sent to the family has been returned**
- Notification from the student's resident SD**
- Family reports an unfamiliar address during an equipment replacement request**
- Home is found vacant during a home visit**
- Student mentions a recent move**

## So why is it important to disclose and process a family's Address Change?

24 P.S. §§ 17-1701-A - 17-1732-A - Amended for Act 70

**Date of Issuance:** March 31, 2020 (School Facilities Portion), May 22, 2019,  
**REPLACES:** 24 P.S. § 17-1701-A, Charter Schools, issued October 1, 2004

### Notification to District of Residence

Charter schools should provide each student's resident school district with the PDE Charter School Student Enrollment Notification Form within 15 days of the student's enrollment or change in residency and should notify the relevant school

of any withdrawal from the charter school. The PDE Enrollment Notification Form is available on the Department's

A charter school has no obligation to enroll a child—or make available to the child any free school privileges—until a parent or guardian of the student has provided the school with proof of the child's age, residence, and required immunizations.

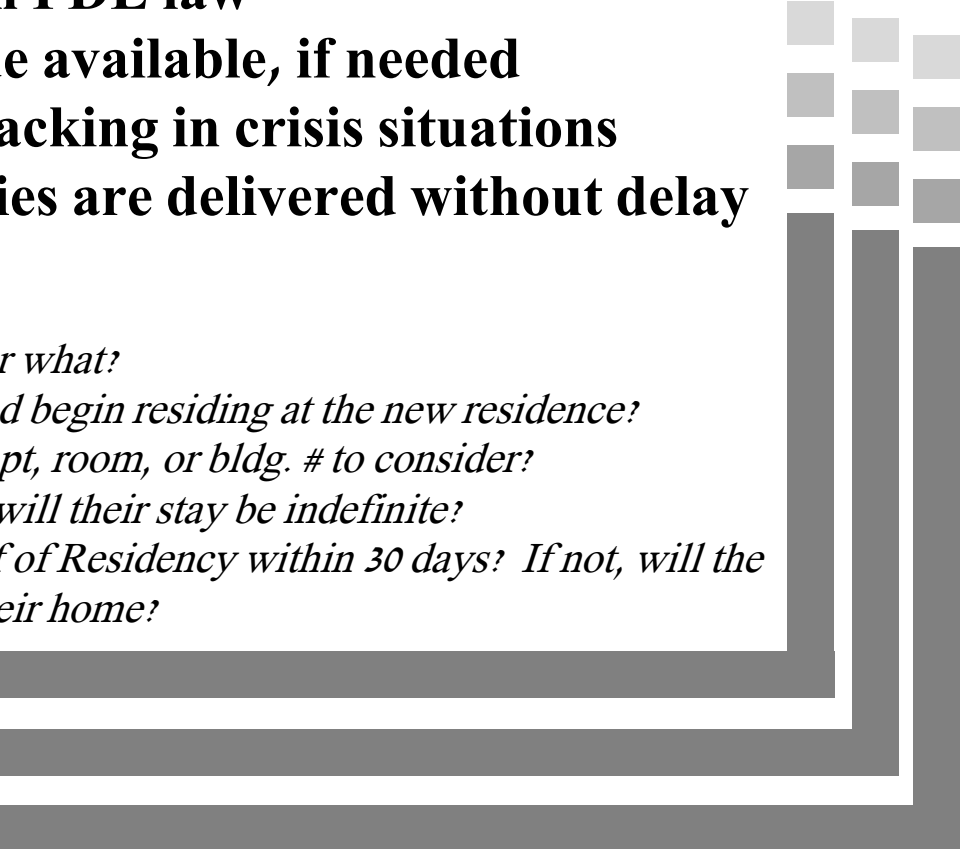
In order for a student to continue to receive a tuition-free education from his or her charter school, the parent or guardian should reestablish their residency status with their child's school upon any changes thereto by providing the school with current proof of residency. Accordingly, charter schools must adopt a policy

Charter schools should inform parents or guardians via its enrollment policies of their responsibility to provide the school with residency information at enrollment or at any time after enrollment when residency changes or is questioned to ensure that the parent and charter school can comply with the applicable requirements.



## **Asking some questions will help to ensure:**

- ✓ **The student's safety**
- ✓ **Continued eligibility as PA residents**
- ✓ **Our direct compliance with PDE law**
- ✓ **That resources can be made available, if needed**
- ✓ **Efficient and immediate tracking in crisis situations**
- ✓ **That equipment and supplies are delivered without delay**

- 1. Was the family forced out of the home? By whom or what?*
  - 2. What date did they leave their previous residence and begin residing at the new residence?*
  - 3. What address are they now residing in? Is there an apt, room, or bldg. # to consider?*
  - 4. Have they moved in with another (host) family, and will their stay be indefinite?*
  - 5. Will the Legal Guardian(s) be able to present a Proof of Residency within 30 days? If not, will the host family assist in verifying the family's stay in their home?*
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# PROTOCOL STEP 1

**When appropriate, notify their Family Coach  
(the FC is not *always* the first to know)**

**Family Coaches *no longer* need to:**

**Email the Change of Address Form to families**

This is an automated process where the LG will receive a Docusign to complete and sign the form online

**Direct families to the Change of Address Form webpage**

Again, we are moving away from printed forms

**Report the move to [addresschange@agora.org](mailto:addresschange@agora.org)**

The Student Account Changes Power App will replace this practice



# PROTOCOL STEP 2

**The Family Coach will determine who needs to be notified:**

**Our Federal Programs Coordinator *or*,  
Change of Address Department**





# PROTOCOL STEP 3

**Contact Alina immediately if the family is in crisis, *or***  
**If appropriate, the Family Coach will add a request into the**  
***Student Account Changes* Power App, found in [ClassLink](#)**

Instructions for these entries can be found within the app, a video tutorial, or a written guide



# PROTOCOL STEP 4

**Notify all other staff, departments and faculty, as needed, *or***  
**Please assist the family in completing this process within Agora's**  
**30 day allowance**



# WHAT TO EXPECT

- 1) **After the Change of Address notification is submitted through the Student Account Changes Power App, a team member will review it when its order in the queue approaches**
- 2) **The COA will be initiated in our SIS, the address changed to DO NOT SHIP in Total View; on this day:**
  - 3) **An email, with all instructions, will be sent to the LG on file, FC copied and deadline provided**
  - 4) **The LG (FC is copied) will receive a link via email, to review the Address Change policy and access a form to complete, sign and submit with any Proof(s) Of Residence**
  - 5) **The Student Account Changes Power App will be updated by our team, at which time the Family Coach will receive a status email**
- 6) **20 days after the initial email, a reminder email is sent to the LG and FC**
- 7) **3 days before the deadline, another reminder email is sent to the LG and FC**
- 8) **On the due date, a final reminder email is sent to the LG and FC**
  - 9) **NOTE: The emails are not specific to the family and are general in nature. We have added a special alert to families who have already submitted documents so that they can be assured the email may not wholly apply to them**
  - 10) **NOTE: Our team member does not control the automated emails, and in fact, may be experiencing a large volume of submissions that can only be processed one at a time**
- 11) **After the deadline, if the family have not responded, do not cooperate or clearly show disinterest in their obligations to comply, the student may be considered for an involuntary withdrawal.**



# COMMON ACRONYMS

COA	Change of Address	For any move, any distance, any time
AOLG	Acknowledgement of Legal Guardianship	Attestation: Guardianship of student
RSS	Residential Sworn Statement	Attestation: Legal resident of a SD
POA / POAA / BC	Proof of Age/Proof of Age Affidavit or Birth Certificate	
POR	Proof of Residency	Required during enrollment & COA
CPOR	Current Proof of Residency	Reflects utility charges for >30 days
BPOR	Backdated Proof of Residency	Reflects utility charges in month of move
MOA	Multiple Occupancy Affidavit	Attestation: Family lives w/homeowner
SAC	Student Account Changes	
CO	Court Order	
UB	Utility Bill	
LA	Lease Agreement	
Feel free to add any others!		

# POR

- ✓ **Bank Statements are not acceptable**
- ✓ **County Benefits material is not acceptable**
- ✓ **Medical/Health cards or records are not acceptable**
- ✓ **USPS Address Change Confirmations are not acceptable**
- ✓ **Temporary state issued ID/DL are not acceptable**
- ✓ **Random mail is not acceptable**

- ✓ **LG must be the account holder on utility bills**
- ✓ **LG must be listed as obligatory tenant on Lease Agreement**
- ✓ **LG must be listed as loan holder on mortgage statements**
- ✓ **LG must be indicated as owner on Vehicle Registrations**

**...and remember, if its not signed,  
its not valid**



# NOT ANY BILL WILL DO

## Utility Bills

- ✓ Must be electric *or*, water *or*, gas *or*, internet *or*, cable *or*, propane *or*, sewer *or*, trash
- ✓ All detail pages must be included; we need to verify *service* dates
- ✓ All 4 corners of each page *must* be visible
- ✓ Must indicate the new residence as the *service* address
- ✓ Must reflect charges for the *current* month if move took place LESS than 30 days ago
- ✓ Must reflect charges for a *backdated* month if move took place MORE than 30 days ago

## Utility Bills

“*Current*” means within the past 30 days *only*  
This supports they *continue* to, or live in the home *now*

“*Backdated*” means to support they received utility service *anytime in the month of the move*

- ✓ We verify *service* dates; not bill dates
- ✓ We verify *issue* dates on ID/DL \* vehicle registrations

Moves that took place within the last 30 days:  
Require CPOR

Moves that took place more than 30 days ago:  
Require BPOR & CPOR

## Lease Agreements

Legal Guardian must be on the contract as a tenant

Property address must be visible and complete

Lease Terms must be indicated, valid and pertinent

Copy or image must be clear, legible, focused, and complete (showing all 4 corners of each pg)

Signature page must contain Landlord and all Tenant signatures; sig pages for Addendums will be rejected

Signature date must be indicated, valid and pertinent