

## HISPANIC HOTLINE

The Hispanic Hotline was created several years ago to minimize language barriers between MCPS staff and monolingual Spanish speaking parents of the community in everyday simple situations related to school issues affecting the children of these parents. This idea came from a series of meeting with leaders of the Spanish community who were concerned about the daily communication between Spanish speaking families and the school staff.

MCPS in partnership with the Spanish Speaking Community of Maryland, Inc. established a 24-hour telephone service. The Spanish Hotline is attended by a bilingual staff from 8:30 a.m. to 4:30 p.m. **The telephone number is 301-230-3073.** The answering service records the calls at all other time. The hotline staff member reviews and responds to the calls daily.

The Hispanic Hotline is located at the Residency and International Admissions unit at the Rocking Horse Road Center. This service is supervised by the Spanish Speaking Community of Maryland, Inc., and the director of Residency and International Admissions. Schools and parents are encouraged to use this service.

The Hispanic Hotline offers the following services:

- Assists parents in contacting school staff
- Assists school staff in contacting Spanish-speaking parents
- Provides information about various school procedures
- Participates in three-way calls to translate notes, letters, etc.
- Provides information about other county services including health clinics, social services, etc.
- Works with walk-in cases

During Fiscal Year 2010, the Hispanic Hotline assisted 4,348 callers.