

STEP 5: Develop an Action Plan

Language Line Solution

If a parent calls an MCPS school or office or walks in and says, "I speak [language]," staff can use these step-by-step directions for reaching a Language Line interpreter.

HOW TO ACCESS AN INTERPRETER

1. **DIAL:** 1-800-874-9426 or 1-866-874-3972
2. **PROVIDE:** Client ID 530046
3. **INDICATE:** Language
4. **PROVIDE:** EID Number & press #, Reason code (table below)

REASON: Conference		
INCLUDES: All school staff over-the-phone conferences and conference scheduling, parent permission and student progress		
Between Staff Member and—	Reason	Code
Parent and Guardian	Academic Progress	1
	Attendance	2
	Behavior	3
	Curriculum	4
	Discipline/Truancy Hearing	5
	Educational Management Team or Collaborative Problem-solving Meeting	6
	Emergency/Early Release	7
	Grading and Reporting	8
	Health	9
	Request Permission to Stay After School, Attend field Trip or Other Event/Program	10
Other Parent Conference (not listed above)	11	
Student	Academic Progress	15
	Attendance	16
	Behavior	17
	Curriculum	18
	Discipline/Truancy Hearing	19
	Grading and Reporting	20
Other Student Conference (not listed above)	21	

REASON: Parent and Community Outreach	
INCLUDES: All evening meetings and workshops	
Back-to-School Night	40
ESOL Night	41
Math Night	42
Outdoor Education Parent Meeting	43
Parent Training or Workshop	44
Reading/Literacy Night	45
Recruiting Parents to Attend School Events (not listed above), Field Trips, Volunteer, etc.	46
Other school meeting (Not listed above)	49
Countywide meeting	50

REASON: Special Education	
INCLUDES: All Special Education evaluation and testing meetings	
Eligibility Evaluation/Re-evaluation testing for Special Education Services	60
Individualized Education Program (IEP) Meeting	61
Other Special Education (not listed)	69

REASON: Other	
Use this code only when the reason for the call is not included in the categories listed	
Other Reason (not included in the categories listed)	99

REASON: Counseling for Mental Health, Drug/Alcohol, Abuse, etc.	
INCLUDES: All counseling office staff members and emergency calls from other staff members	
Counseling Session: With parent, guardian, or other family member	30
Counseling Session: With student	31

