

Language Line Information

Quick Tips for Principals and School Staff

Basic Information	Goals
<ul style="list-style-type: none"> • Language Line is a resource available to all MCPS personnel to facilitate communication with families who do not speak English. The Language Assistance Services Unit (LASU) manages this service for MCPS. • Language Line is authorized for telephone interpretation services when other resources have been exhausted or for short encounters (20 minutes or less). • Packets with instructions on how to use Language Line are provided to all schools each summer. If your school needs more copies, please contact Maria Escobar at Maria_E_Escobar@mcpsmd.org. • Instructions for using Language Line are listed below and also can be found at www.montgomeryschoolsmd.org, search Language Line. 	<ul style="list-style-type: none"> • Improve services to families who do not speak English • Ensure that all school office staff know how to use Language Line • Increase staff familiarity in using Language Line
How to Use Language Line	Guidelines for the Proper Use of Language Line
<ol style="list-style-type: none"> 1. 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. 2. Dial 1-800-874-9426. 3. When prompted, dial in the MCPS Client ID—530046. 4. When asked for your personal code, dial in your employee ID number plus the last two digits of your distribution location number. Omit any leading zeroes for the employee ID number. 5. Request the language needed. 6. Select an appropriate code to indicate the reason for the telephone call. (See Language Line Codes document.) 7. If the parent is not already holding on the telephone line, provide their telephone number to the Language Line operator, and they will connect the parent to MCPS. 8. If you are asked to do so, please briefly explain the nature of the call to the interpreter. 	<ul style="list-style-type: none"> • In what circumstances should Language Line be used? Language Line should generally be used for short conversations (20 minutes or less). • It may also be used for longer encounters in limited circumstances when an interpreter cannot be obtained. • Who is allowed to use Language Line? Any MCPS staff, health room employee, and Linkages to Learning staff can use Language Line. • When is Language Line available? Language Line is available 24 hours a day, seven days a week.
Numbers You Need to Know to Use Language Line	

Client ID: 530046

This number is the same for all MCPS staff.

Personal Code: Your Employee ID number (minus the leading zeros) plus the last 2 digits of your distribution location number. (Paint Branch=15)

Your employee ID number and distribution location number can be found at the top of your ePayStub.

Language Line Codes

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 or 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	

Reason: Parent and Community Outreach	
Includes: All Evening Meetings and Workshops	
	Code
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, Meetings, and Testing	
	Code
Eligibility Evaluation/Re-evaluation Testing for Special Education Services	60
Individualized Education Program (IEP) Meeting	61
Other Special Education (Not Listed)	69

Other Student Conference (Not Listed Above)	21
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Reason: Counseling for Mental Health, Drug/Alcohol, Abuse, etc.	
Includes: All Counseling Office Staff Members and Emergency Calls from Other Staff Members	
	Code
Counseling Session: With Parent, Guardian, or Other Family Member	30
Counseling Session: With Student	31

(Revised August 2016)

Reason: Other	
Only Use This Code When the Reason for Call is Not Included in the Categories Listed	Code
Other Reason (Not Included in the Categories Listed)	99