

## HISPANIC HOTLINE

The Hispanic Hotline was created several years ago to minimize language barriers between Montgomery County Public Schools (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, staff, 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.



## **HISPANIC HOTLINE**

Línea telefónica de información

**Oficina de Residencia y Admisiones Internacionales  
4910 Macon Road Rockville, MD 20852**

**(301) 230-3073**

### **SU MEJOR RECURSO DE COMUNICACIÓN CON LAS ESCUELAS PUBLICAS DEL CONDADO DE MONTGOMERY (MCPS)**

**Un gran servicio para que usted:**

- **Se pueda comunicar con la escuela de su hijo(a)**
- **Pueda interpretar los documentos que le llegan de la escuela**
- **Conozca las oportunidades que le ofrece para la Educación de Adultos**
- **Se informe acerca de los servicios y ayuda que brinda el Condado de Montgomery a la comunidad.**
- **Reciba información de dónde puede encontrar ayuda en caso de tener crisis familiares**

#### **HORARIO**

**Lunes a viernes de 8:00 a.m. a 4:30 p.m.**

**Después de horas de oficina y durante sábados y domingos,  
deje su mensaje y número de teléfono en la contestadora automática para  
que se le devuelva la llamada lo más pronto posible**

**Programa ofrecido en colaboración con la “Comunidad de Habla Hispana de  
Maryland, Inc.”, localizada en 8519 Piney Branch Road, Silver Spring, MD  
20901 y la Oficina de Residencia y Admisiones Internacionales  
de las Escuelas Públicas del Condado de Montgomery**

**Teléfonos: (301) 587- 7217 ó (301) 587-7218**