

# Language Line Information

## Quick Tips for Principals and School Staff

Basic Information	Goals
<ul style="list-style-type: none"> <li>• 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.</li> <li>• Language Line is authorized for telephone interpretation services when other resources have been exhausted or for short encounters (20 minutes or less).</li> <li>• Packets with instructions on how to use Language Line are provided to all schools and offices each summer. If your school needs more copies, please contact Maria Elena Campos at <a href="mailto:Maria_E_Campos@mcpsmd.org">Maria_E_Campos@mcpsmd.org</a>.</li> <li>• Instructions for using Language Line are listed below and also can be found at <a href="http://www.montgomeryschoolsmd.org">www.montgomeryschoolsmd.org</a>, search Language Line.</li> </ul>	<ul style="list-style-type: none"> <li>• Improve services to families who do not speak English</li> <li>• Ensure that all school office staff know how to use Language Line</li> <li>• Increase staff familiarity in using Language Line</li> </ul>
How to Use Language Line	Guidelines for the Proper Use of Language Line
<ol style="list-style-type: none"> <li>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.</li> <li>2. Dial 1-800-874-9426.</li> <li>3. When prompted, dial in the MCPS Client ID—530046.</li> <li>4. When asked for your personal code, dial in your employee ID number. Omit any leading zeroes for the employee ID number.</li> <li>5. Request the language needed.</li> <li>6. Select an appropriate code to indicate the reason for the telephone call. (See Language Line Codes document.)</li> <li>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.</li> <li>8. If you are asked to do so, please briefly explain the nature of the call to the interpreter.</li> </ol>	<ul style="list-style-type: none"> <li>• <b>In what circumstances should Language Line be used?</b> Language Line should generally be used for short conversations (20 minutes or less).</li> <li>• It may also be used for longer encounters in <b>limited circumstances</b> when an interpreter cannot be obtained.</li> <li>• <b>Who is allowed to use Language Line?</b> Any MCPS staff, health room employee, and Linkages to Learning staff can use Language Line.</li> <li>• <b>When is Language Line available?</b> Language Line is available 24 hours a day, seven days a week.</li> </ul>
Numbers You Need to Know to Use Language Line	
<p><b>Client ID: 530046</b> This number is the same for all MCPS staff.</p> <p><b>Personal Code: Your Employee ID number (minus the leading zeros).</b></p> <p>Your employee ID number can be found under Employment Info in the HUB.</p>	

## Language Line Codes

Reason: Conference		Code
Includes: All School Staff Over-the-Phone Conferences and Conference Scheduling, Parent Permission and Student Progress		
Between Staff Member and:	Reason:	
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
	Other Student Conference (Not Listed Above)	21

Reason: Counseling for Mental Health, Drug/Alcohol, Abuse, etc.		Code
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

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

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