



THE SCHOOL DISTRICT OF PHILADELPHIA

Office of Multilingual Curriculum and Programs

440 North Broad Street, Suite 251

Philadelphia, PA 19130

Telephone: 215-400-4240

November 2014

Dear Parent/Guardian:

Your son/daughter is enrolled as an ESOL (English to Speakers of Other Languages) student in The School District of Philadelphia.

Enclosed please find information about our services. You will find a copy of the Program Standards for Services to English Language Learners (ELLs), which outlines the services and programs that The School District of Philadelphia provides to your child. You will also find a Problem Solving Protocol, which lets you know how you may raise concerns about your child's education.

In addition, please note that all schools have access to a telephonic interpretation service so that you may always have an interpreter available for you at your child/children's school. The service is provided **FREE** for District families and can be used by school staff for any matter related to your child's education.

Lastly, the District offers a Language Hotline for parents. Language Hotlines for parents are designed to help parents and families who have difficulty speaking English, allowing them to reach out to The School District of Philadelphia with their questions and concerns. If you call a number for your language, you will reach a voice mail box where you can leave a message in your language with your contact information and a short description of the question or situation you are calling about. Someone who speaks that language will return your call to help resolve your problem or provide the information you requested.

The number and website parents can use for assistance is:

Albanian	215 400-8480	http://webgui.phila.k12.pa.us/offices/l/language-albanian/help
Arabic	215 400-8481	http://webgui.phila.k12.pa.us/offices/l/language-arabic/help
Chinese	215 400-8482	http://webgui.phila.k12.pa.us/offices/l/language-chinese/help
French	215 400-8483	http://webgui.phila.k12.pa.us/offices/l/language-francais/help
Khmer	215 400-8484	http://webgui.phila.k12.pa.us/offices/l/language-khmer/help
Russian	215 400-8485	http://webgui.phila.k12.pa.us/offices/l/language-russian/help
Spanish*	215 400-4000	http://webgui.phila.k12.pa.us/offices/l/language-espanol/help
Vietnamese	215 400-8486	http://webgui.phila.k12.pa.us/offices/l/language-vietnamese/help

**live support – not a voice mail box*

We look forward to continuing our work with you in supporting the academic achievement of our ELLs.

Sincerely,

Allison W. Still
Deputy Chief

Enclosures