



# THE SCHOOL DISTRICT OF PHILADELPHIA

Office of Multilingual Curriculum and Programs

440 North Broad Street, Suite 251

Philadelphia, PA 19130

Telephone: 215-400-4240

## Problem Solving Protocol *for* Families of English Language Learners (ELLs)

Dear Parent/Guardian:

The School District of Philadelphia is committed to supporting the academic and social growth of English Language Learners (ELLs) through our ESOL Programs. If you have any problems or issues that you have not been able to resolve by speaking to your child's teacher or you have concerns about your child's education, the School District has the following lines of support that are ready to help you:

- 1** Contact the **Principal** at your child's school. You are entitled to the services of an interpreter such as a Bilingual Counseling Assistant or telephone interpreter, if available.
- 2** If your problem is unresolved at the school level, call your **Multilingual Manager** at your respective Learning Network. Their contact information is on the reverse side.
- 3** If your problem is unresolved by a Multilingual Manager, please contact Allison W. Still, Deputy Chief, in **The Office of Multilingual Curriculum and Programs**, at (215) 400-4240 (Option #2).

## MULTILINGUAL MANAGERS

| <b>LEARNING NETWORK</b> | <b>MANAGER</b>  |
|-------------------------|---|
| <b>1</b>                | <p>Lidia Lemus<br/><a href="mailto:llemus@philasd.org">llemus@philasd.org</a></p> <p>Education Center<br/>440 North Broad Street, Suite 251 (19130)<br/>215-400-5887, Fax - 215-400-4282</p>                                    |
| <b>2 &amp; 3</b>        | <p>Cheri Micheau<br/><a href="mailto:cmicheau@philasd.org">cmicheau@philasd.org</a></p> <p>McMichael School<br/>3543 Fairmount Avenue (19104)<br/>215-823-5530, Fax - 215-823-5535</p>  |
| <b>4 &amp; 6</b>        | <p>Pauline Cheung<br/><a href="mailto:bcheung@philasd.org">bcheung@philasd.org</a></p> <p>Leeds Middle School<br/>1100 E. Mt. Pleasant Avenue (19130)<br/>215-248-6685, Fax - 215-248-6687</p>                                  |
| <b>5</b>                | <p>Loretta Hulmes<br/><a href="mailto:lhulmes@philasd.org">lhulmes@philasd.org</a></p> <p>Rivera Building<br/>2603 North 5<sup>th</sup> Street, 5<sup>th</sup> Floor (19133)<br/>215-291-5680, Fax - 215-291-5690</p>           |
| <b>7</b>                | <p>Lovinda Weaver<br/><a href="mailto:lgweaver@philasd.org">lgweaver@philasd.org</a></p> <p>Grover Washington Jr. Middle School<br/>201 East Olney Avenue, Suite 200 (19120)<br/>215-456-0433 Ext. 2005, Fax - 215-456-0434</p> |
| <b>8</b>                | <p>Leslie Kirshner-Morris<br/><a href="mailto:lmorris@philasd.org">lmorris@philasd.org</a></p> <p>4101 Chalfont Drive (19154)<br/>215-281-3723, Fax - 215-281-2645</p>  |