

FY 2009 QUESTION NUMBER: 50

QUESTION:

What is the status of establishing a one-stop shop for parents at Rocking Horse Road Center?

BUDGET PAGE REFERENCE: N/A

ANSWER:

Steps have been instituted to improve the delivery of services provided by MCPS at Rocking Horse Road Center and additional changes will be made upon the outcomes of a comprehensive study of the international student admissions process, ESOL testing center process, and the ESOL parent center process. In his November 30, 2007, memorandum to the Board of Education, the superintendent reported that the Enrollment and Attendance Compliance Unit will be realigned to the Department of Student Services beginning July 1, 2008. On July 1, 2009, both offices will be co-located in a modular building that will be placed on the grounds of the Rocking Horse Road Center. This co-location will allow for seamless services to be provided to all parents who need support to enroll their children in MCPS. This realignment will make it possible to integrate services provided by both units and a plan specifically outlining this integration of services will be finalized at the time of co-location.

The Division of ESOL/Bilingual Services also has begun efforts to consolidate all language assistance activities (web-based tools and request forms, interpretations, and translations) in order to make it easier for parents and staff to access these services. As part of this consolidation, staff is carefully reviewing activities performed by the ESOL Parent Center to determine what services related to language assistance should be realigned.

An MCPS team composed of staff trained in Six Sigma quality management and process improvement have been studying and creating detailed process maps for services provided by MCPS at Rocking Horse Road Center to determine how best to deploy staff and use technology to improve efficiencies. The team is looking closely at the roles and responsibilities of staff and will determine how best to delineate functions across offices and align resources where they are needed most. One key function performed by two different offices is parent orientation and an initial finding of the team is to standardize orientation and develop a multilingual DVD as a resource for all staff to use with parents. The study will include specific recommendations about how best to use staff from the ESOL Parent Center, International Student Admissions Office, and the Division of Family and Community Partnerships staff to provide orientation and other necessary services during the year. These recommendations will be presented to representatives of the Office of Curriculum and Instructional Programs, the Office of Special Education and Student Services, and the Department of Communications by March 1, 2008, and any realignment will be made by July 1, 2008.