

HISD PRESS RELEASE

HISD to host back-to-school phone banks to address questions from parents, students

September 2, 2020 – The Houston Independent School District will hold two back-to-school phone banks on Friday, September 4 to address questions from parents and students as the district helps families to [Reconnect Safely, Return Strong](#) for the 2020-2021 school year.

The phone banks will give the public the opportunity to ask questions in English and Spanish by calling the HISD at H.O.M.E. hotline number at 713-556-(INFO) 4636. The phone bank in English will take place from 11 a.m. to 1 p.m. and in Spanish from 3:30 to 5:30 p.m.

“Every year we hold our phone banks to ensure our parents and students can get their questions answered by talking one-on-one with an HISD team member,” HISD Interim Superintendent Grenita Lathan said. “During this “Year of Flexibility”, it is imperative that we remain in frequent communication with families to provide them with the information they need to make informed decisions as it relates to their child’s education.”

HISD staff members will take the calls and can answer questions on a variety of topics such as virtual and in-person instruction options, testing and attendance, meals, COVID-19 precautions and procedures, resources for special populations, and more.

HISD’s 11 a.m. phone bank is being conducted in partnership with KPRC-TV Ch. 2 and will allow callers to ask questions by phone or through an “Ask 2” chatroom manned by HISD staff. The live digital chat will appear at Click2Houston.com/chat. The public may ask questions by creating an account by clicking “Sign In” on the top of the Click2Houston.com page.

HISD’s 3:30 p.m. phone bank is being conducted in partnership with KTMD-Telemundo Houston Ch. 47 and will be conducted in Spanish. The number to call for both phone banks is the HISD at H.O.M.E. hotline number, 713-556-(INFO) 4636.

The first day of virtual learning for all HISD students takes place on Tuesday, September 8th.

(Note: Media is invited to cover the phone banks in-person at the Hattie Mae White Educational Support Building, 4400 W. 18th Street 77092. Media wishing to cover must RSVP by emailing the Press Office at pressoffice@houstonisd.org. Masks must be worn, and physical distancing must be practiced.)

HISD PRESS OFFICE | 713-556-6393 | PressOffice@HoustonISD.org | HoustonISD.org/HISDmedia

The Houston Independent School District is the largest school district in Texas and the seventh-largest in the United States, with 280 schools and more than 209,772 students. The 333-square-mile district is one of the largest employers in the Houston metropolitan area, with more than 27,000 employees.

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