

Frequently Asked Questions

Who is considered a newcomer student?

The following descriptors are used to determine newcomer status:

- Recently settled in the United States
- CCSD student for less than two years
- Identified as an English language learner
- Received an Overall WIDA ACCESS/ Screener score of 1.0–2.9

To whom will the CCSD Family Support Center provide services?

Services primarily focus on the needs of newcomer students and their families. However, we encourage all CCSD students and families to reach out when in need of support and services. Call for additional information.

What languages does the staff speak?

Staff will be available daily to support in English and Spanish. Support in other languages will also be made available on assigned days based on interpreter availability. Call for additional information.

What are the hours of operation?

Hours of operation are Monday–Friday from 8:00 a.m. to 4:00 p.m., in accordance with CCSD's annual calendar.

Will I need an appointment?

Newcomer students and families are always welcome. In an effort to offer the needed support and interpretation in your language on the day of your visit, appointments are strongly encouraged.

CCSD Family Support Center



The CCSD Family Support Center will provide services aimed at supporting newcomer students, services for families, and school support. The center will leverage community partnerships as it addresses students' social, physiological, emotional, and linguistic needs to promote academic success.

For more information, please contact:

CCSD Family Support Center
1720 S. Maryland Parkway
Las Vegas, NV 89104
(702) 799-0072

**Walk-ins are welcome.
Appointments are strongly encouraged.**

Clark County School District Family Support Center



Program Model

The Clark County School District (CCSD) Family Support Center has been established to build a community that welcomes and supports newcomer students and families as they transition to life in Nevada.



***"Education is the most powerful
weapon which you can use to change
the world."***

~Nelson Mandela

NEWCOMER SUPPORT SERVICES

The CCSD Family Support Center will provide guidance and services to assist newcomer students. Services will include:

- Initial District and school orientation
- Specialized programming focused on language and literacy development
- Foreign transcript analysis
- College prep support and higher education resources
- Assistance with clothing, backpacks, and basic school supplies
- Initial interviews and assessments to aid with student placement

FAMILY ENGAGEMENT SERVICES

CCSD's Family Engagement Department will provide resources and learning opportunities to CCSD families in support of their child's overall well-being and academic achievement.

Services will include:

- Workshops for families and caregivers to support Pre-Kindergarten–Grade 12 students
- School readiness workshops for families and children (ages 3–5)
- English classes for adults
- Lending library with books, learning materials, and resources
- Free Rosetta Stone licenses



HEALTH SERVICES

The CCSD Family Support Center will provide CCSD newcomer students with health and wellness services. Health services will include:

- Access to quality health care services through virtual appointments for medical needs
- Sports physicals available on a quarterly basis
- Vaccines available on a quarterly basis

Mental Health services will include:

- Access to individual and family therapy
- Support with substance abuse treatment



Photo by [Hush Naidoo Jade](#)

***Medical services are at no cost for newcomer students. Medicaid and private insurance will be utilized when available.**

***Health services are not for medical emergencies. If you are experiencing a medical emergency, please visit your nearest hospital emergency room or call 911.**

NEWCOMER FAMILY SUPPORT

The CCSD Family Support Center will provide services to assist newcomer families. Services will include:

- Guidance and support with student registration
- Initial orientation, including information specific to CCSD policies and available supports
- Access to interpreters and translators in selected and low-incidence languages to support parent/guardian communication and collaboration with schools
- Access to District and community resources
- Referral to wraparound services
- Guidance with post-graduation goals (e.g., college applications, financial aid, career options)

COMMUNITY PARTNERS

Community partners will be available to support the CCSD Family Support Center with the overall goal of assisting newcomer students and families to successfully adjust to their new community, school, academic expectations, and social environment. Examples of community partnerships include:

- African Community Center
- Catholic Charities of Southern Nevada
- Employment Services, Employ NV Career/Youth Hub
- United Citizens Foundation - mental health services