



# Welcome!

## Introducing the Framingham Public Schools Welcome Center

Over the last twenty three years, the [Parent Information Center](#) (PIC) has served as the Framingham Public Schools student registration center. Now relocated to 19 Flagg Drive in Framingham, the site of MassBay Community College Framingham Campus, PIC is now officially renamed the Framingham Public Schools (FPS) Welcome Center. The Welcome Center remains committed to our students and their families, but more than just as an information center.

## When Opportunity Knocks

The summer of 2021 will bring new opportunities with the re-emergence of the Farley Building as a Framingham Public School (FPS) facility. The building lies adjacent to the new Fuller Middle School across from McCarthy Elementary School. FPS will co-occupy the facility along with MassBay Community College, Framingham Adult ESL+, the Early Childhood Alliance, FPS Buildings and Grounds, FPS Central Office Staff (previously housed at the Perini Building), and the Parent Information Center - now reimaged as the FPS Welcome Center.

## Customer Service Like Never Before

The Framingham Public Schools Parent Information Center (PIC) is shifting from a one-time registration experience to a community hub where families can access a range of support services from our many school and community partners. Through our coordinated efforts, we are streamlining access to those critical services that families need when they register for school.

Located on the first floor of the Farley Building, registering families will be greeted by a multilingual receptionist who will guide them to the seated waiting area. Families will sign in using the touch screen kiosk which is accessible in multiple languages. Families will no longer be required to schedule an appointment at the Welcome Center as we have expanded student registration to include more flexible times for families including evening and weekend hours during the high enrollment months.

As part of the complete registration experience, families will have the opportunity to meet with a district representative who can help them access any of our school or community resources. The Office of the Superintendent of Schools will also be housed in the Welcome

Center in an effort to provide the warmest possible welcome to families as they start their journey in the Framingham Public Schools.

## Our Services

- Multilingual PIC Staff Trained as Customer Service Professionals (*Summer/Fall 2021*)
- Multilingual Call Center (6:00am-6:00pm)
- Oversight of Student Placement
- PreK-12 School Registration/Withdrawal
- Address Changes & School Transfer Requests
- Immigrant Support Services
- McKinney-Vento Homeless Assistance
- Food Security Support
- School Supplies & Clothing Resources
- Wraparound Services

## Our Funding Model

- COVID-19 grant-funded Multilingual Call Center Staffing
- Community Partners at no cost to the District
- Grant, State Earmark, Private and Non-Profit Foundation Funded

## Our Partners

- Daniel's Table
- Edward M. Kennedy Community Health Center
- Framingham Department of Public Health
- Jewish Family Services (JFS)
- MassHire
- MetroWest Medical Center/Framingham Union Hospital
- Rotary Council 7910
- South Middlesex Opportunity Council (SMOC)
- United Way of Tri-County

The FPS Welcome Center serves as the entry point to our district and community resource hub for all Framingham families. It is our pleasure to welcome you to our schools!



**Framingham Public Schools**

19 Flagg Drive  
Framingham, Massachusetts 01702