

**PRC Contact Data
2015-2016 and 2016-2017**

| Month 2015-2016 | Calls | Emails | In-Person Contacts | Total Contacts | Parents | Staff | Other |
|--|------------|------------|-----------------------|-------------------|------------|------------|------------|
| August (PRC opened 8/21) (includes data from 6/22-8/31) | 6 | 39 | 4 | 49 | 25 | 7 | 17 |
| September | 20 | 104 | 15 | 139 | 81 | 38 | 20 |
| October | 18* | 100 | 18 | 136 | 73 | 33 | 30 |
| November | 20 | 105 | 14 | 139 | 91 | 24 | 24 |
| December | 13 | 47 | 10** + * | 70 | 46 | 14 | 10 |
| January | 13* | 74 | 11 | 98 | 73 | 13 | 12 |
| February | 21 | 98 | 11 | 130 | 96 | 19 | 15 |
| March | 17 | 93 | 14** + * | 124 | 95 | 13 | 16 |
| April | 23 | 88 | 14* + ** | 125 | 88 | 17 | 20 |
| May | 12 | 45 | 5 | 62 | 43 | 9 | 10 |
| June | 11 | 49 | 9 | 69 | 48 | 6 | 15 |
| Totals | 174 | 842 | 125 | 1141 | 759 | 193 | 189 |
| | | | | | | | |
| Month 2016-2017 | Calls | Emails | In-Person Contacts | Total Contacts | Parents | Staff | Other |
| Aug. (PRC opened 8/22. Includes data from 6/27-8/31) | 6 | 43 | 5* | 54 | 34 | 8 | 12 |
| Sept. | 23 | 56 | 12 | 91 | 57 | 19 | 15 |
| Oct. | 21* | 81 | 17* | 119 | 61 | 36 | 22 |
| Nov. | 27* | 105 | 17 | 149 | 77 | 45 | 27 |
| Dec. | 14* | 64 | 9 | 87 | 44 | 26 | 17 |
| Jan. | 31* | 135 | 6 | 172 | 85 | 41 | 46 |
| Feb. | 26 | 110 | 16*** | 152 | 67 | 42 | 43 |
| Mar. | 23* | 132 | 26* | 181 | 110 | 36 | 35 |
| Apr. | | | | | | | |
| May | | | | | | | |
| Jun. | | | | | | | |
| Totals | | | | | | | |

*indicates Use of Interpreter (Language Line, In-person or ASL)

**indicates meeting at child's school

***indicates meeting at child's home or other non-school location

2015-2016 Data

Oct.-1 Spanish

Jan.-1/11 Spanish

Mar. 1-3/16 Spanish

April 3- 4/1 Spanish, 4/13 Spanish, 4/25 ASL interpreter

Support Groups (not included in contact data)

9/15/15-Preschool-4 attendees

9/16/15-Autism-4-attendees

10/6/15-Preschool 4 attendees

10/14/15-Autism 3 attendees

11/10/15-Preschool-4 attendees

11/11/15-Autism 1

12/1/15-Preschool-2 attendees

12/9/15-Autism-support group cancelled due to closure of Minnie Howard for lack of water

1/5/16-Preschool-4 attendees

1/13/16-Autism, ID and MD-2 attendees

1/20/16-Learning Challenges-3 attendees

2/2/16-preschool: 3 attendees

2/10/16-autism, ID and MD: one attendee

2/17/16-Learning challenges-one attendee

2/24/16-emotional/behavioral challenges-zero attendees

3/1/16-preschool: three attendees

3/9/16-Autism, ID and MD-two attendees

3/16/16-Learning challenges-two attendees

3/30/16-Emotional/behavioral-one attendee

4/5/16-Young Children-two attendees

4/13/16-City wide ASD, ID, MD-one attendee

4/20/16-Learning challenges-zero attendees

4/27/16-Emotional/behavioral-one attendee

5/3/16-Young Children-one attendee

5/11/16-Citywide ASD, ID and MD-no one attended

5/18/16-Learning challenges-no one attended

5/28/16-Emotional/behavioral-no one attended

6/7/16-Young Children-4 people attended

6/15/16-Citywide ASD, ID and MD-three people attended

PRC staff initiated contacts using Language Line or interpreter

Oct. 3 Spanish

Oct.2 Amharic

Oct. 1 Arabic

Dec. 2 Spanish-including 1 meeting with parent at child's school using interpreter

Mar. 1-Spanish-meeting with parent at child's school using interpreter

April 1- Spanish -2 meetings with parents using interpreter, including one at child's school using interpreter.

April-I ASL phone conference with parent

Support Groups 2016-2017

9/13/16-Young Children-4 parents and one community member attended

9/14/16-Moderate to Severe Disabilities-5 parents and one FACE Center intern attended

10/4/16-Young Children-1 parent

10/12/16-Moderate to Severe-2 parents attended

11/2/16-Young Children-1 parent

11/9/16-Moderate to Severe-3 parents

12/6/16-Young Children-2 parents

12/14/16-Moderate to Severe-1 parent attended

1/10/17-Young Children-2 people attended

1/11/17-Moderate to Severe-4 attendees

2/07/17-Young Children-2 people attended

2/08/17-Moderate to Severe-one attendee

2/15/17-School based-Ramsay-one attendee

2/21/17-Maury school based-five attendees

2/28/17-School based (Spanish)-George Mason-4 attendees

3/6/17-PIE parents at Lee Center-no attendees

3/7/17-Young Children-2 attendees

3/8/17-Moderate to Severe-cancelled due to school closure

3/14/17-MV parent group cancelled due to snow day

3/15/17-Ramsay group-no one attended

3/17/17-Maury group-five attendees.

3/20/17-PIE parents at Lee Center-no attendees

3/27/17-PIE parents at Lee Center-no attendees

4/1/17-PIE parents at Lee Center-no attendees

Aug.-1 Amharic interpreter

Oct. 18-Spanish interpreter

Oct. 19-Spanish-Language Line

Nov. 1, Nov. 16-Spanish –Language Line-initiated by PRC staff, Nov. 17, Nov. 18, Nov. 29

Dec.-Dec. 5-Spanish interpreter for workshop, Dec. 5-Language Line initiated by PRC staff-Spanish

Jan, Jan 3-use of Language Line for Spanish and Amharic

Jan 5-use of sign interpreter for phone conversation

Jan. 12-use of sign interpreter for phone conversation

Jan. 23-use of Language Line (initiated by PRC staff)-Spanish

Feb. 17- Spanish interpreter

March 20-Spanish interpreter-initiated by PRC staff

March 21-Spanish interpreter

March 23-ASL interpreter via phone

March 27-ASL interpreter via phone

Comparison of 2013-2014 to 2014-2015

| Time Period | Calls | Emails | In-Person | Total | Parents | Staff | Other |
|-------------------|--------|--------|-----------|---------|---------|---------|---------|
| 2013-2014 | 113 | 303 | 68 | 484 | 355 | 88 | 41 |
| 2014-2015 | 199 | 785 | 112 | 1096 | 725 | 219 | 152 |
| Percentage Change | +76.1% | +159% | +64.7% | +126.4% | +104.2% | +148.9% | +270.7% |

Comparison of 2014-2015 to 2015-2016

| Time Period | Calls | Emails | In-Person | Total | Parents | Staff | Other |
|-------------------|--------|--------|-----------|-------|---------|--------|---------|
| 2014-2015 | 199 | 785 | 112 | 1096 | 725 | 219 | 152 |
| 2015-2016 | 174 | 842 | 125 | 1141 | 759 | 193 | 189 |
| Percentage Change | -12.5% | +7.26 | +1.16% | +4.1% | +4.69% | -11.8% | +24.34% |

Comparison of 2015-2016-2016-2017

| Time Period | Calls | Emails | In-Person | Total | Parents | Staff | Other |
|-------------------|-------|--------|-----------|-------|---------|-------|-------|
| 2015-2016 | 174 | 842 | 125 | 1141 | 759 | 193 | 189 |
| 2016-2017 | | | | | | | |
| Percentage Change | | | | | | | |