

**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
<b>Totals</b>	<b>174</b>	<b>842</b>	<b>125</b>	<b>1141</b>	<b>759</b>	<b>193</b>	<b>189</b>
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.							
Feb.							
Mar.							
Apr.							
May							
Jun.							
<b>Totals</b>							

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

\*\*indicates meeting at child's school

\*\*\*indicates meeting at child's home

**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

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

**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
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<b>2015-2016</b>	<b>174</b>	<b>842</b>	<b>125</b>	<b>1141</b>	<b>759</b>	<b>193</b>	<b>189</b>
<b>2016-2017</b>							
<b>Percentage Change</b>							