

**PRC Contact Data  
2017-2018 and 2018-2019**

Month 2017-2018	Calls	Emails	In-Person Contacts	Total Contacts	Parents	Staff	Other
Aug. (PRC opened 8/4. Includes data from 6/23-8/31)	13*	51	6*	70	32	21	17
Sept.	16*	63	11	90	45	35	10
Oct.	27*	125	16 *and**	168	84	60	24
Nov.	17*	122	13 *and**	152	66	60	26
Dec.	9*	77	7* and**	93	30	45	18
Jan.	33*	155	14* and**	202	86	58	58
Feb.	31*	146	11* and***	188	82	60	46
Mar.	23*	103	12* and***	138	62	52	24
Apr.	37*	164	12	213	91	70	52
May	25*	145	16**	186	76	75	35
June (includes date through 6/20)	12*	59	8	79	30	25	24
<b>Totals</b>	<b>243</b>	<b>1210</b>	<b>126</b>	<b>1579</b>	<b>684</b>	<b>561</b>	<b>334</b>
Month 2018-2019	Calls	Emails	In-Person Contacts	Total Contacts	Parents	Staff	Other
Aug. (PRC opened 8/6. Includes data from 6/21-8/31)	50*	72	6	128	62	49	17
Sept.	22	256	12 **and***	290	154	114	22
Oct.	23*	332	20 ***and***	375	139	176	60
Nov.	17	154	8	179	60	101	18
Dec.							
Jan.							
Feb.							
Mar.							
Apr.							
May							
June							
<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 or other non-school location

**Please note that data collection has changed between 2017-2018 and 2018-2019. Previously, a "contact" was counted only when parents, ACPS staff members or members of the**

**Alexandria Community contacted PRC staff directly, in-person, or via email or phone, as specified by data collection norms established by the Virginia DOE. However, this changed in the 2018-2019 school year, so that a “contact” also includes instances where PRC staff members initiate contact to parents, staff and members of the community. Consequently, numbers of contacts may be significantly larger, reflecting this change.**

**Use of Interpreter or Language Line 2017-2018**

8/23-Spanish

8/25-Spanish

9/13-ASL

9/18-ASL

10/10-Amharic

10/17-Arabic

10/23-Arabic

10/25-Spanish

11/3-Spanish

11/7-Spanish

11/9-Spanish

11/13-Spanish (2 separate parents)

12/14-Arabic

12/14-Turkish

1/9-Turkish (both call and in-person meeting)

1/10-Turkish (Language Line)

1/23-Spanish (Language Line)

2/5-Spanish

2/7-Turkish (Language Line)

2/7-Spanish

2/8-Turkish

2/13-Spanish (interpreter and Language Line-two separate parents)

2/14-Spanish (Language Line and interpreter-two separate parents)

2/16-Spanish

2/20-Turkish (Language Line)

2/21-Turkish (Language Line)

2/23-Amharic (Language Line)

2/23-Spanish (Language Line)

2/23-Arabic (Language Line)

3/1-Spanish (Language Line)

3/5-Spanish (Language Line)

3/5-Turkish (Language Line)

3/6-Spanish

3/7-Spanish

4/18-Spanish (2) (Language Line)  
4/18-Amharic (Language Line)  
4/18-Arabic (Language Line)  
5/2-Spanish (Language Line)  
5/11-Spanish (Language Line)  
5/11-Spanish (interpreter)  
5/15-Spanish (Language Line)  
6/13-Spanish (Language Line)

**Support Groups 2017-2018-All are daytime support groups, with the exception of three meetings of the John Adams group (3/19, 4/23 and 5/21)**

9/12/17-Young Children (3)  
9/13/17-Moderate to severe (0)  
10/3/17-Young Children (6)  
10/6/17-Maury (6)  
10/11/17-Moderate to severe (1)  
11/8/17-Moderate to severe (2)  
11/10/17-Maury (6)  
11/14/17-Young Children (1)  
12/5/17-Young Children (1)  
12/13/17-Moderate to Severe (1)  
1/9/18-Young Children (1)  
1/10/18-Moderate to Severe (3)  
1/29/18-George Mason Spanish only (1)  
2/6/18-Young Children (2)  
2/8/18-Maury (2)  
2/14/18-Moderate to Severe (0)  
2/15/18-Ramsay (2)  
2/26/18-Spanish only George Mason (0)  
2/28/18-John Adams (1)  
3/2/18-Maury (0)-cancelled due to school closure  
3/6/18-Young children (1)  
3/14/18-Moderate to severe (1)  
3/15/18-Ramsay (2)  
3/19/18-John Adams (evening)-(1) There was a problem with the entrance to the school being locked.  
4/3/18-Young Children (0)  
4/4/18-John Adams (0)  
4/6/18-Maury (3)  
4/11/18-Moderate to Severe (0)  
4/19/18-Ramsay (2)  
4/23/18-John Adams (1) (evening) (used Amharic interpreter)

5/1/18-Young Children (3)  
 5/2/18-John Adams (0) (morning)  
 5/4/18-Maury (6)  
 5/9/19-moderate to severe (2)  
 5/17/18-Ramsay (5)  
 5/21/18-John Adams (0)-evening  
 6/1/18-Maury (4)  
 6/5/18-Young Children (2)  
 6/13/18-Moderate to Severe (3)

A total of 75 people attended support groups in the 2017-2018 school year. 33 attended PRC based groups, and 42 attended school based groups.

**Use of Interpreter or Language Line (2018-2019)**

8/29-Language Line (Spanish) (2 times)  
 10/19-Language Line (Spanish)

**Support groups (2018-2019)**

10/2/18-Young Children (2)  
 10/10/18-All Ages (6)  
 11/13/18-Young Children (2)  
 11/14/18-All Ages (4)

**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**

<b>Time Period</b>	<b>Calls</b>	<b>Emails</b>	<b>In-Person</b>	<b>Total</b>	<b>Parents</b>	<b>Staff</b>	<b>Other</b>
<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>235</b>	<b>978</b>	<b>134</b>	<b>1347</b>	<b>703</b>	<b>348</b>	<b>296</b>
<b>Percentage Change</b>	<b>+35.1%</b>	<b>+16.2%</b>	<b>+7.2%</b>	<b>+18.1%</b>	<b>-7.4%</b>	<b>+80.3%</b>	<b>+56.6%</b>

**Comparison of 2016-2017 to 2017-2018**

<b>Time Period</b>	<b>Calls</b>	<b>Emails</b>	<b>In-Person</b>	<b>Total</b>	<b>Parents</b>	<b>Staff</b>	<b>Other</b>
<b>2016-2017</b>	<b>235</b>	<b>978</b>	<b>134</b>	<b>1347</b>	<b>703</b>	<b>348</b>	<b>296</b>
<b>2017-2018</b>	<b>243</b>	<b>1210</b>	<b>126</b>	<b>1579</b>	<b>684</b>	<b>561</b>	<b>334</b>
<b>Percentage Change</b>	<b>+3.4%</b>	<b>+23.7%</b>	<b>-6.0%</b>	<b>+17.2%</b>	<b>-2.7%</b>	<b>+61.2%</b>	<b>+12.8%</b>

**Comparison of 2017-2018-2018-2019**

<b>Time Period</b>	<b>Calls</b>	<b>Emails</b>	<b>In-Person</b>	<b>Total</b>	<b>Parents</b>	<b>Staff</b>	<b>Other</b>
<b>2017-2018</b>	<b>243</b>	<b>1210</b>	<b>126</b>	<b>1579</b>	<b>684</b>	<b>561</b>	<b>334</b>
<b>2018-2019</b>							
<b>Percentage Change</b>							