

**PRC Contact Data  
2016-2017 and 2017-2018**

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.	22*	100	5	127	60	38	29
May	26*	108	15*	149	71	41	37
Jun.	16	44	6	66	37	16	13
<b>Totals</b>	<b>235</b>	<b>978</b>	<b>134</b>	<b>1347</b>	<b>703</b>	<b>348</b>	<b>296</b>
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.							
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

**Use of Interpreter or Language Line 2016-2017**

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  
April 24-Spanish interpreter via Language Line-initiated by PRC staff  
April 28-Spanish interpreter via Language Line-initiated by PRC staff  
May 3-Spanish interpreter via Language Line-initiated by PRC staff  
May 26-Spanish interpreter

### **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-School based-Ramsay -no one attended  
3/17/17-School based-Maury-five attendees.  
3/20/17-PIE parents at Lee Center-no attendees  
3/27/17-PIE parents at Lee Center-no attendees  
3/28/17-School based (Spanish) –George Mason-no attendees  
4/1/17-PIE parents at Lee Center-no attendees

4/4/17-School based-Mt. Vernon-cancelled due to another parent meeting  
4/4/17-Young children-1 attendee  
4/5/17-moderate to severe-one attendee  
4/14/17-Lee Center-no attendees  
4/21/17-School based-Maury-4 attendees  
4/24/17-Lee Center-no attendees  
4/25/17-School based (Spanish)-George Mason-1 attendee  
4/26/17-School based-Ramsay-two attendees  
5/2/17-Young Children-one attendee  
5/10/17-Moderate to Severe-one attendee  
5/17/17-School based-Ramsay-three attendees  
5/19/17-School based-Maury-cancelled  
5/30/17-School Based (Spanish) –George Mason-0 attendees  
6/6/17-Young children-1 attendee  
6/9/17-School based-Maury-4 attendees  
6/14/17-Moderate to severe-0 attendees (coincided with ACPS All School Lock-in)

#### **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)

#### **Support Groups 2017-2018**

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)  
 1/10/17-Moderate to Severe (3)  
 1/29/17-George Mason Spanish only (1)

**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	235	978	134	1347	703	348	296
Percentage Change	+35.1%	+16.2%	+7.2%	+18.1%	-7.4%	+80.3%	+56.6%

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

Time	Calls	Emails	In-Person	Total	Parents	Staff	Other
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<b>Period</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>Percentage Change</b>							