

Call Topic Subcategory Information by SFSS call center, CRU, and OIM

Subcategory	Call Center				CRU			
	District*		OIM		District*		OIM	
	N	%	N	%	N	%	N	%
504 plan	0	0.0%	0	0.0%	0	0.0%	1	0.1%
Academic	0	0.0%	0	0.0%	0	0.0%	1	0.1%
Access to extracurriculars	0	0.0%	1	0.1%	0	0.0%	2	0.3%
Accessible parking	0	0.0%	2	0.2%	0	0.0%	0	0.0%
Address Change	2	0.2%	15	1.9%	5	0.6%	2	0.3%
Alternate Curriculum	1	0.1%	1	0.1%	5	0.6%	4	0.6%
Behavior	3	0.4%	4	0.5%	2	0.2%	19	2.7%
Bullying/Harassment	2	0.2%	9	1.1%	6	0.7%	12	1.7%
CDE Complaint	2	0.2%	1	0.1%	3	0.4%	2	0.3%
Changing area/facilities	0	0.0%	0	0.0%	0	0.0%	1	0.1%
Charter	0	0.0%	1	0.1%	0	0.0%	2	0.3%
Compensatory	0	0.0%	0	0.0%	0	0.0%	1	0.1%
Compliance	1	0.1%	2	0.2%	8	1.0%	6	0.8%
Document not provided	0	0.0%	2	0.2%	6	0.7%	11	1.5%
DROP	0	0.0%	2	0.2%	0	0.0%	2	0.3%
Due Process Status	8	1.0%	13	1.6%	9	1.1%	14	2.0%
DVR	2	0.2%	2	0.2%	0	0.0%	91	12.8%
Eligibility	3	0.4%	1	0.1%	4	0.5%	3	0.4%
Enrollment	42	5.2%	40	5.0%	2	0.2%	15	2.1%
Expulsion	0	0.0%	2	0.2%	1	0.1%	0	0.0%
Followup	0	0.0%	1	0.1%	0	0.0%	1	0.1%
Functional Beh. Assess.	2	0.2%	2	0.2%	3	0.4%	2	0.3%
GE Curriculum/Materials	0	0.0%	1	0.1%	1	0.1%	5	0.7%
Gen General Process	6	0.7%	35	4.4%	22	2.7%	28	3.9%
Hostile Environment	2	0.2%	10	1.2%	3	0.4%	14	2.0%
IDR Status/Question	2	0.2%	5	0.6%	7	0.9%	13	1.8%
IEP Service-Vision Therapy (NPA)	1	0.1%	1	0.1%	0	0.0%	0	0.0%
Implementation of IEP	15	1.9%	61	7.6%	42	5.2%	131	18.4%
Independent Educational Eval.	1	0.1%	1	0.1%	4	0.5%	6	0.8%
Initial Evaluation	5	0.6%	3	0.4%	26	3.2%	16	2.2%
Instructional Setting	6	0.7%	6	0.7%	13	1.6%	4	0.6%
Interpretation	2	0.2%	2	0.2%	8	1.0%	9	1.3%
Matriculation	2	0.2%	1	0.1%	0	0.0%	0	0.0%
Meeting Support	5	0.6%	2	0.2%	8	1.0%	12	1.7%
Outside Report Not Considered	0	0.0%	0	0.0%	0	0.0%	2	0.3%
Participants	0	0.0%	1	0.1%	0	0.0%	1	0.1%
Placement	111	13.8%	117	14.6%	27	3.4%	44	6.2%
Prior Written Notice	0	0.0%	0	0.0%	3	0.4%	0	0.0%
Private School	1	0.1%	5	0.6%	0	0.0%	1	0.1%
Program Support	24	3.0%	6	0.7%	3	0.4%	5	0.7%
Qualified teacher	0	0.0%	0	0.0%	0	0.1%	8	1.1%
Re-evaluation	1	0.1%	0	0.0%	13	1.6%	0	0.0%
Records Request	10	1.2%	7	0.9%	0	0.0%	2	0.3%
Related Services	0	0.0%	1	0.1%	1	0.1%	8	1.1%
Route Info	34	4.2%	44	5.5%	12	1.5%	11	1.5%
Service	13	1.6%	23	2.9%	7	0.9%	24	3.4%

Stay Put	0	0.0%	0	0.0%	4	0.5%	2	0.3%
Suspension	1	0.1%	0	0.0%	4	0.5%	18	2.5%
Timelines	0	0.0%	7	0.9%	2	0.2%	57	8.0%
Transfer	24	3.0%	78	9.7%	1	0.1%	15	2.1%
Transition Services	1	0.1%	0	0.0%	0	0.0%	2	0.3%
Vacant Positions	0	0.0%	1	0.1%	0	0.0%	0	0.0%
Ventilation	0	0.0%	0	0.0%	0	0.0%	1	0.1%
Website	4	0.5%	2	0.2%	0	0.0%	0	0.0%
Welligent Support	0	0.0%	0	0.0%	1	0.1%	0	0.0%
Other	210	26.2%	246	30.7%	74	9.2%	49	6.9%
Missing	253	31.5%	35	4.4%	372	46.4%	32	4.5%