


# PPAL Data Point

## How PPAL Families Get Informed

Communication, education and information are 3 important ways PPAL meets the needs of families across Massachusetts.




**Only a call away**  
PPAL receives over 2250 calls from families every year who are looking for help, information and resources

1 out of 5 calls is from a health or mental health professional

Parents also contact PPAL by email, text, Messenger, Facebook and other social media

**Knowledge is power**  
In 2016, PPAL offered 102 trainings to families, youth and professionals

Communication with their child's provider was highly important to 86% of parents



Training topics include school supports, juvenile justice, engaging families and supporting LGBTQ youth

### The info parents want and where they get it

**65%** of families say they get most of their information from the internet.

**40%** say they prefer info to be BOTH verbal and written

