



**75,299 contacts from
2012 through 2015**

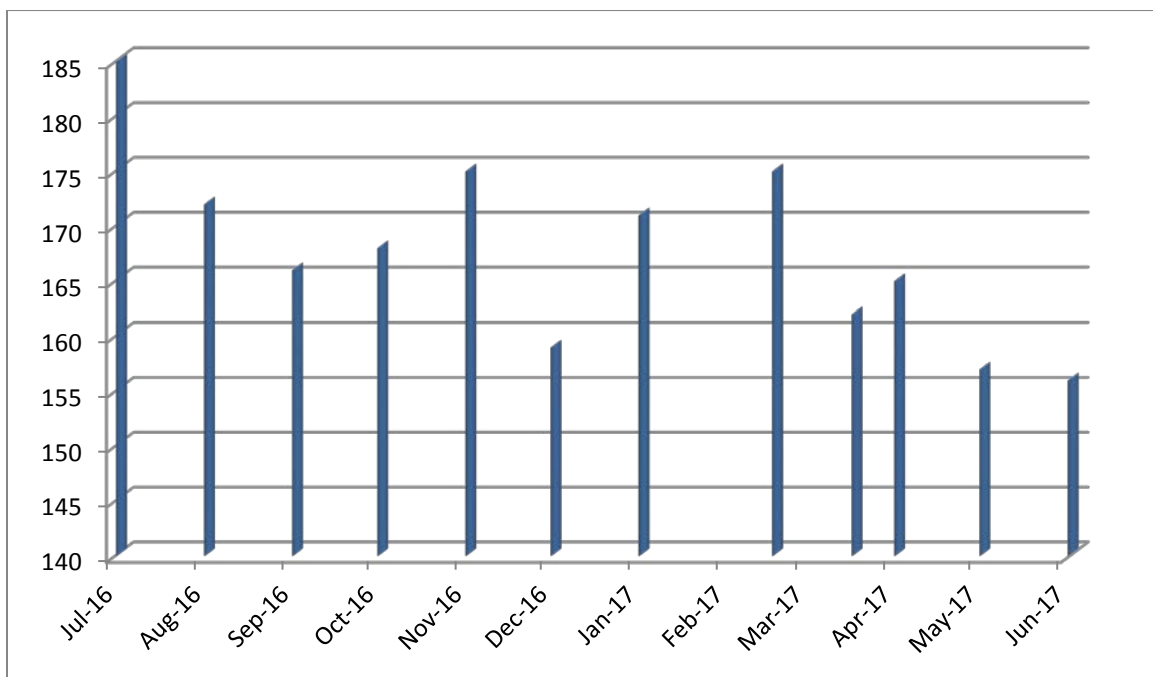
43,531 contacts in 2016

20,823 contacts in 2017

**139,653 total number of contacts
(As of June 30, 2017)**

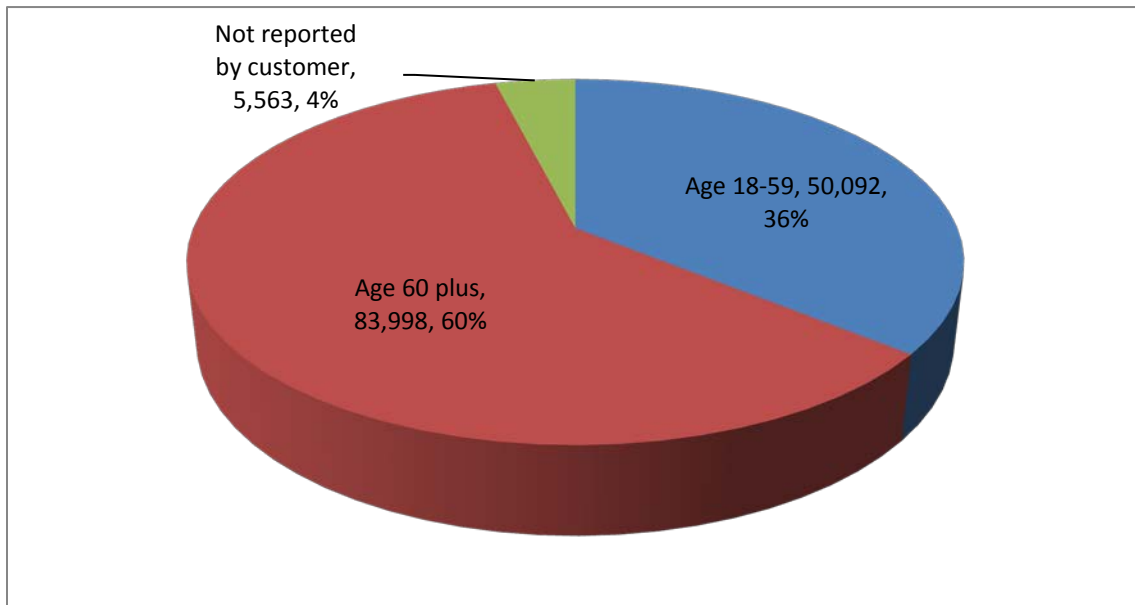
Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
3,692	July 2016	20	185
3,951	August 2016	23	172
3,481	Sept 2016	21	166
3,518	October 2016	21	168
3,500	November 2016	20	175
3,342	December 2016	21	159
3,410	January 2017	20	171
3,504	February 2017	20	175
3,727	March 2017	23	162
3,300	April 2017	20	165
3,447	May 2017	22	157
3,435	June 2017	22	156



Consumer Age Groups

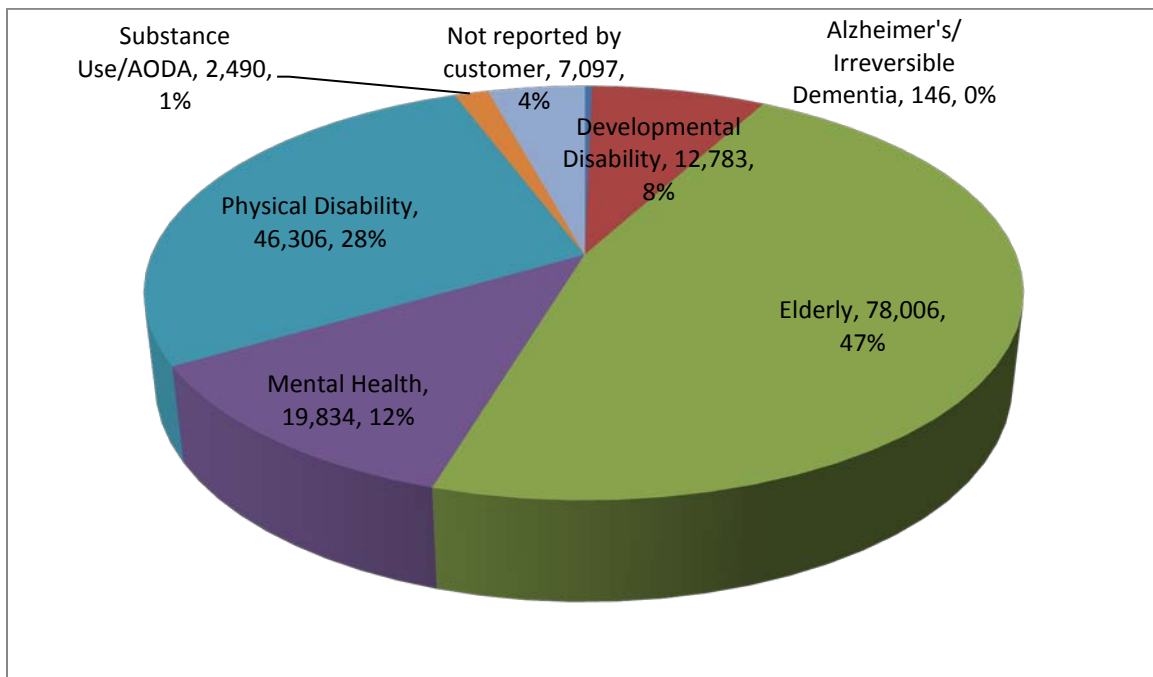
50,092	Age 18-59
83,998	Age 60 plus
5,563	Not reported by customer



Target Group:

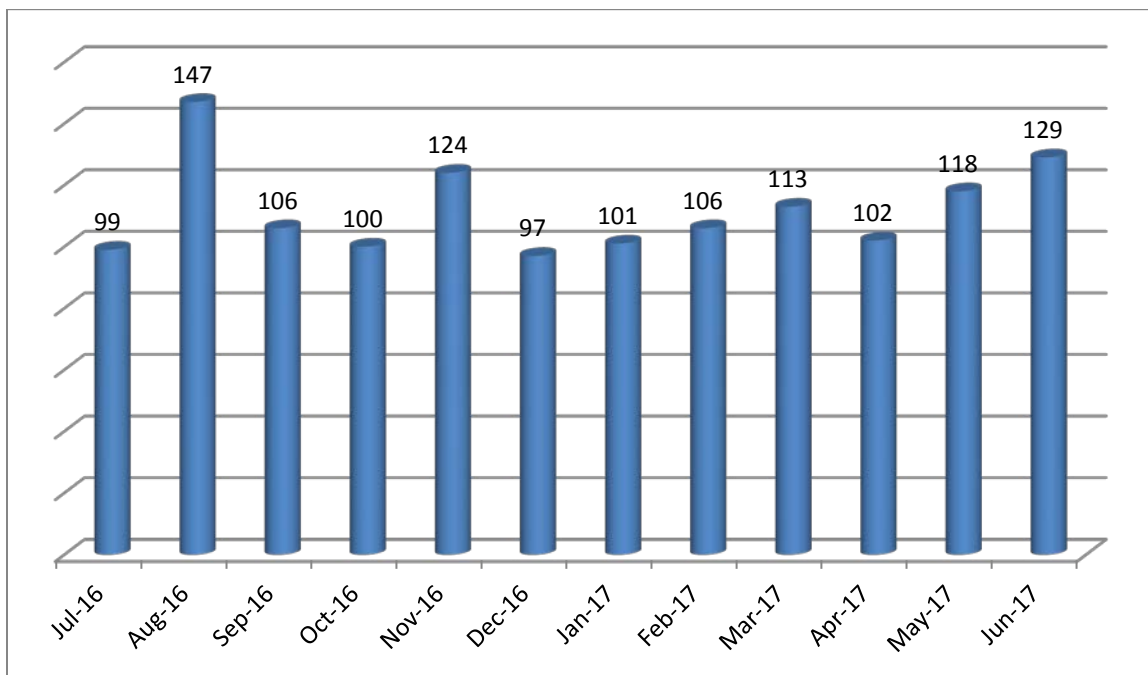
544	Alzheimer's/Irreversible Dementia
12,783	Developmental Disability
78,006	Elderly
19,834	Mental Health
46,306	Physical Disability
2,490	Substance Use/AODA
7,097	Not reported by customer

*Some customers fall into multiple target groups



Walk-Ins:

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
99	64:34 (average 39 minutes per customer)	July 2016
147	83:17 (average 34 minutes per customer)	August 2016
106	62:54 (average 36 minutes per customer)	September 2016
100	64:52 (average 39 minutes per customer)	October 2016
124	77:54 (average 38 minutes per customer)	November 2016
97	63:48 (average 39 minutes per customer)	December 2016
101	67:22 (average 40 minutes per customer)	January 2017
106	65:45 (average 37 minutes per customer)	February 2017
113	72:33 (average 39 minutes per customer)	March 2017
102	57:01 (average 34 minutes per customer)	April 2017
118	81:12 (average 41 minutes per customer)	May 2017
129	68:29 (average 32 minutes per customer)	June 2017



Email Inquiries:

# Email Inquiries	Month
23	July 2016
28	August 2016
26	September 2016
24	October 2016
31	November 2016
38	December 2016
40	January 2017
24	February 2017
36	March 2017
34	April 2017
38	May 2017
32	June 2017

