



**118,843 contacts from
2012 through 2016**

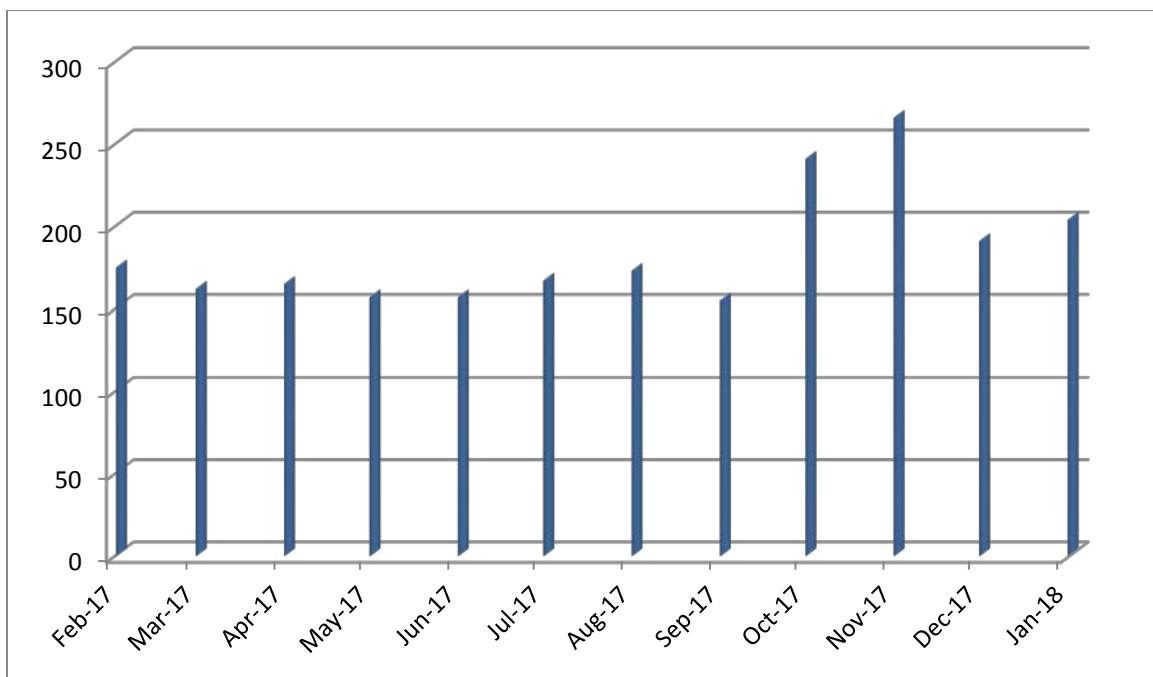
45,875 contacts in 2017

4,284 contacts in 2018

**169,002 total number of contacts
(As of January 31, 2018)**

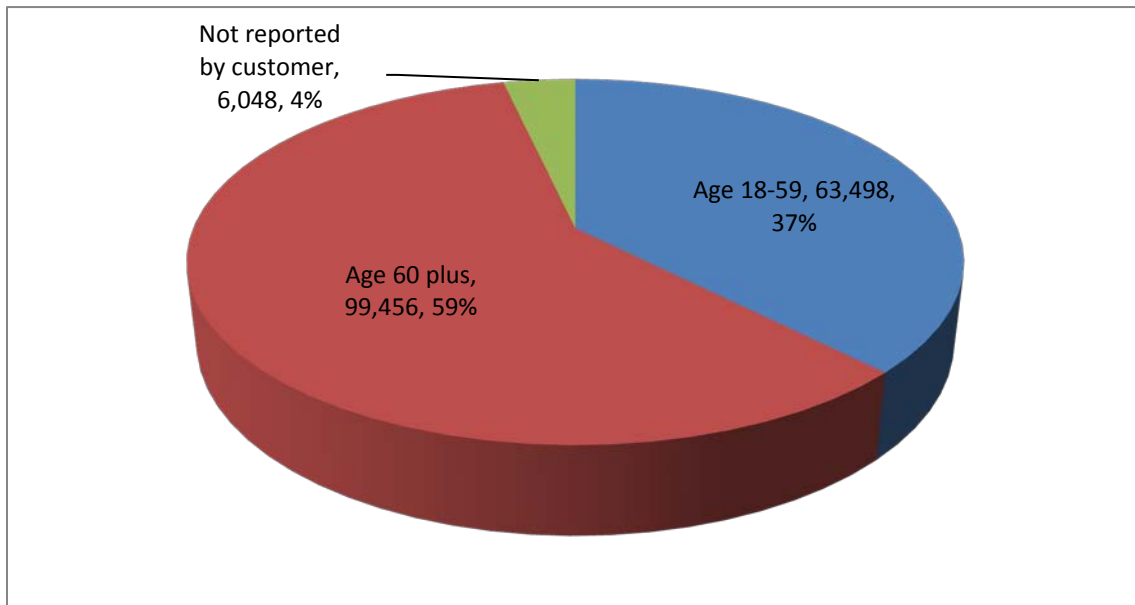
Breakdown of Contacts Per Month

| No. of contacts | Month | No. of working days | Average per day |
|-----------------|----------------|---------------------|-----------------|
| 3,506 | February 2017 | 20 | 175 |
| 3,729 | March 2017 | 23 | 162 |
| 3,305 | April 2017 | 20 | 165 |
| 3,462 | May 2017 | 22 | 157 |
| 3,454 | June 2017 | 22 | 157 |
| 3,335 | July 2017 | 20 | 167 |
| 3,978 | August 2017 | 23 | 173 |
| 3,260 | September 2017 | 21 | 155 |
| 5,304 | October 2017 | 22 | 241 |
| 5,318 | November 2017 | 20 | 266 |
| 3,812 | December 2017 | 20 | 191 |
| 4,281 | January 2018 | 21 | 204 |



Consumer Age Groups

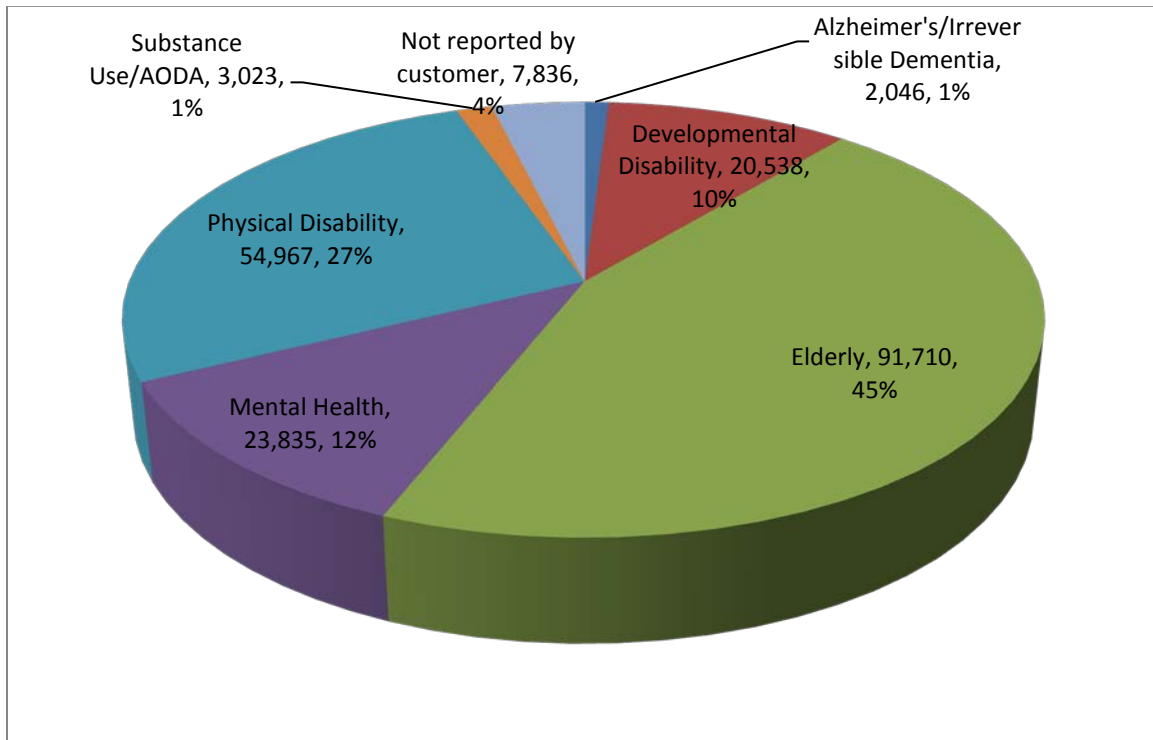
| | |
|--------|--------------------------|
| 63,498 | Age 18-59 |
| 99,456 | Age 60 plus |
| 6,048 | Not reported by customer |



Target Group:

| | |
|--------|---|
| 2,046 | Alzheimer's/Irreversible Dementia (not included in report until April 2017) |
| 20,538 | Developmental Disability |
| 91,710 | Elderly |
| 23,835 | Mental Health |
| 54,967 | Physical Disability |
| 3,023 | Substance Use/AODA |
| 7,836 | Not reported by customer |

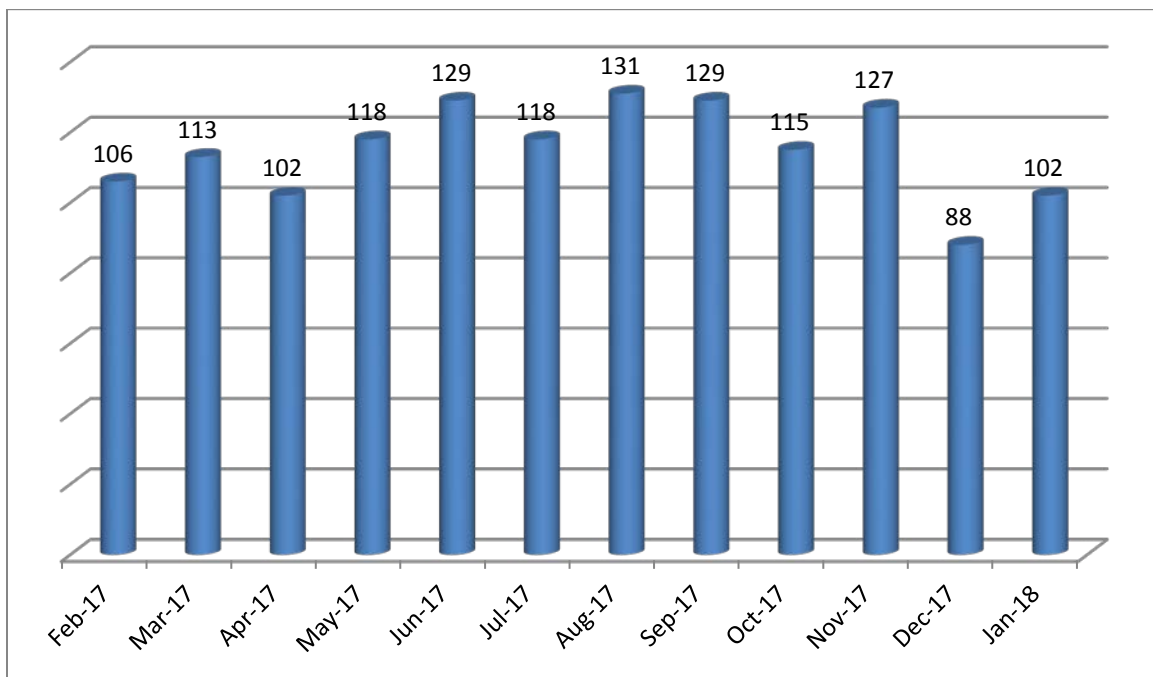
*Some customers fall into multiple target groups



ADRC Data November 28, 2012 to January 31, 2018

Walk-Ins:

| # of walk-ins | Time spent with walk-ins (Total Hours:Minutes for the month) | Month |
|---------------|---|----------------|
| 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 |
| 118 | 75:07 (average 38 minutes per customer) | July 2017 |
| 131 | 80:47 (average 37 minutes per customer) | August 2017 |
| 129 | 64:36 (average 30 minutes per customer) | September 2017 |
| 115 | 61:23 (average 32 minutes per customer) | October 2017 |
| 127 | 60:21 (average 29 minutes per customer) | November 2017 |
| 88 | 43:44 (average 30 minutes per customer) | December 2017 |
| 102 | 46:49 (average 28 minutes per customer) | January 2018 |



Email Inquiries:

| # Email Inquiries | Month |
|-------------------|----------------|
| 24 | February 2017 |
| 36 | March 2017 |
| 34 | April 2017 |
| 38 | May 2017 |
| 32 | June 2017 |
| 34 | July 2017 |
| 28 | August 2017 |
| 49 | September 2017 |
| 33 | October 2017 |
| 33 | November 2017 |
| 30 | December 2017 |
| 46 | January 2018 |

