



**164,741 contacts from  
2012 through 2017**

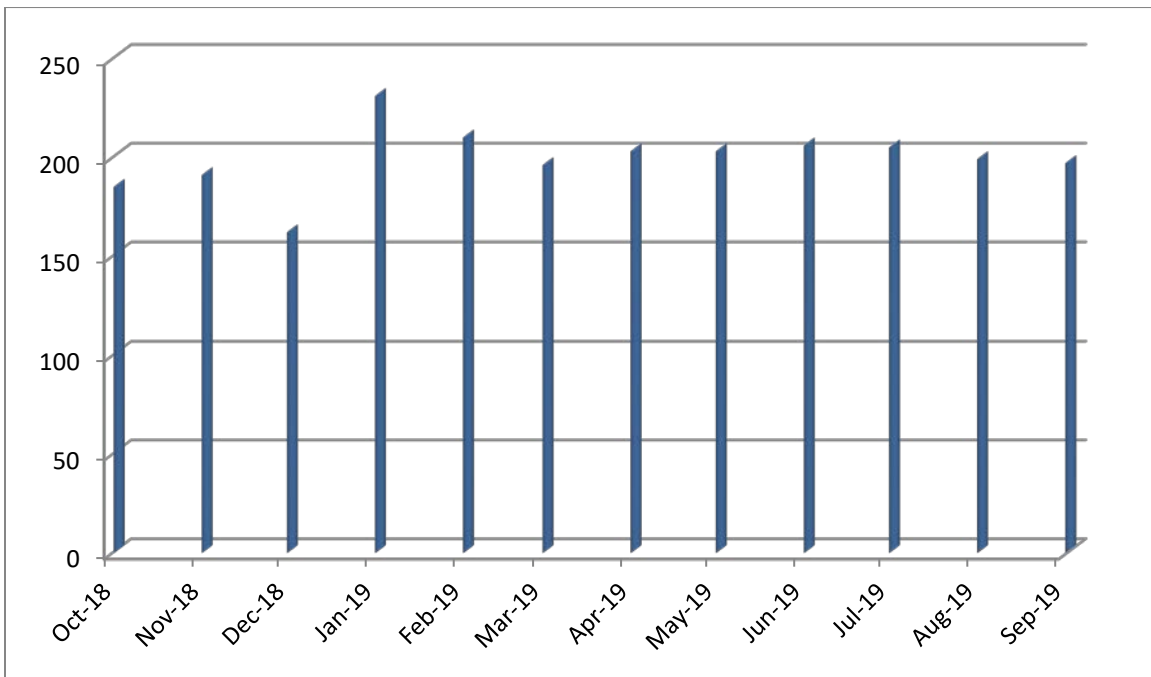
**47,066 contacts in 2018**

**38,740 contacts in 2019**

**250,547 total number of contacts  
(As of September 31, 2019)**

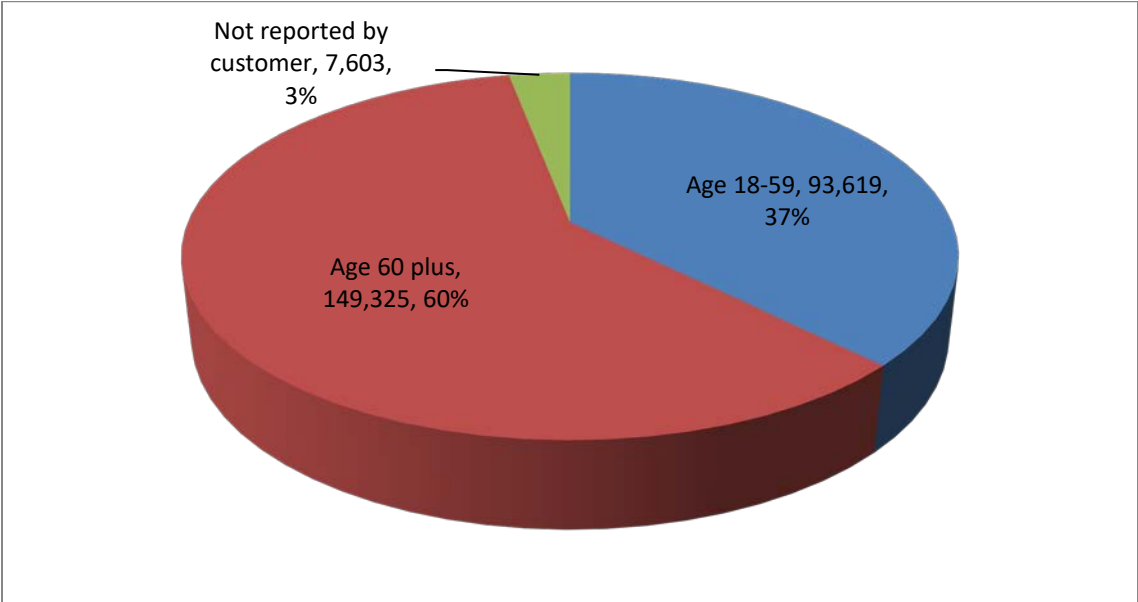
### Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
4,256	October 2018	23	185
3,814	November 2018	20	191
3,406	December 2018	21	162
4,149	January 2019	18	231
4,195	February 2019	20	210
4,118	March 2019	21	196
4,467	April 2019	22	203
4,465	May 2019	22	203
4,114	June 2019	20	206
4,723	July 2019	23	205
4,379	August 2019	22	199
4,130	September 2019	21	197



### Consumer Age Groups

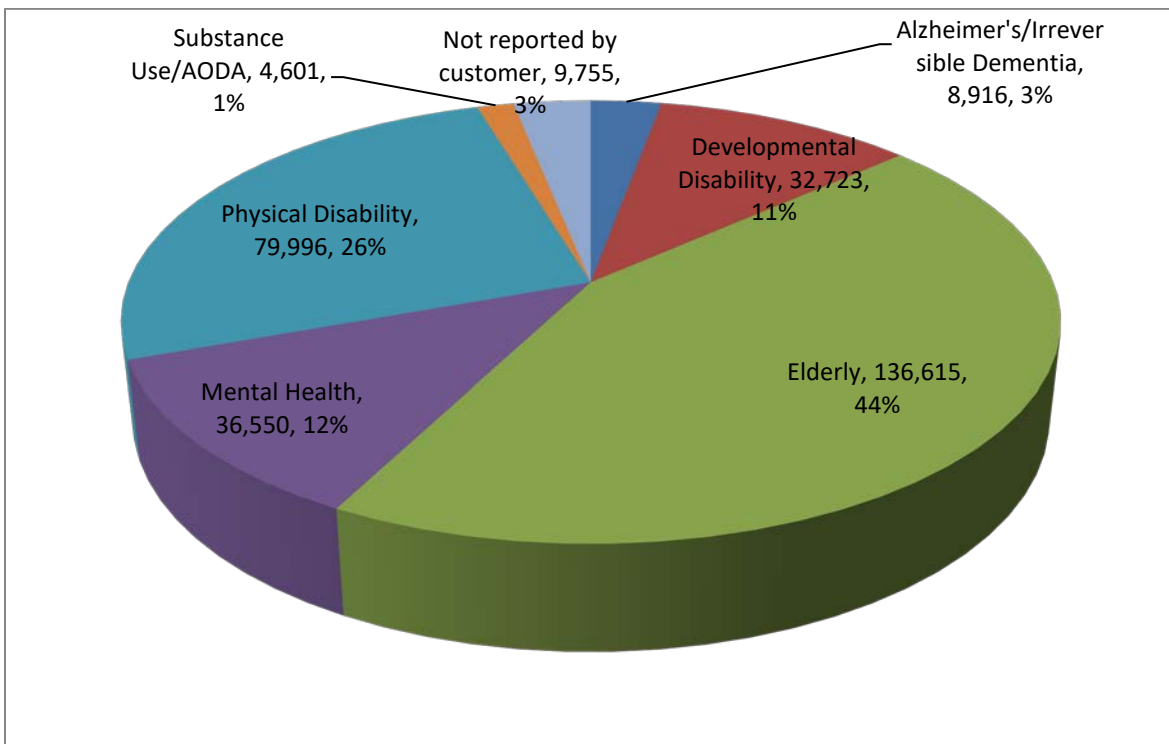
93,619	Age 18-59
149,325	Age 60 plus
7,603	Not reported by customer



### Target Group

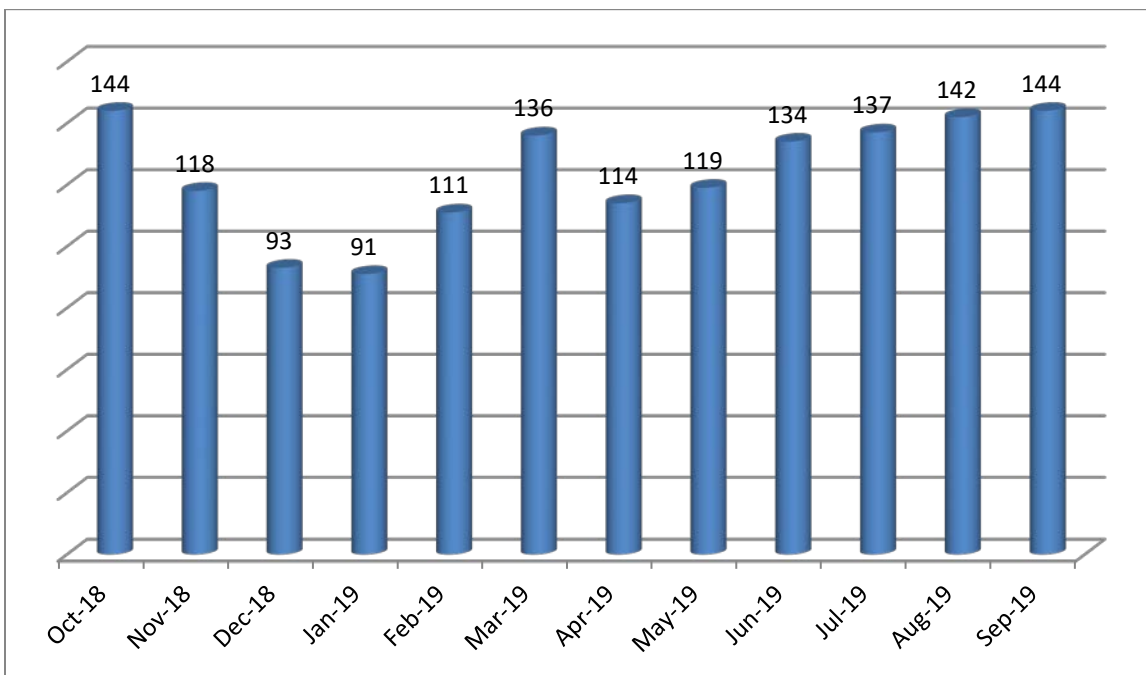
8,916	Alzheimer's/Irreversible Dementia
32,723	Developmental Disability
136,615	Elderly
36,550	Mental Health
79,996	Physical Disability
4,601	Substance Use/AODA
9,755	Not reported by customer

\*Some customers fall into multiple target groups



## Walk-Ins

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
144	79:20 (average 33 minutes per customer)	October 2018
118	62:18 (average 32 minutes per customer)	November 2018
93	57:18 (average 37 minutes per customer)	December 2018
91	56:56 (average 38 minutes per customer)	January 2019
111	56:44 (average 31 minutes per customer)	February 2019
136	76:27 (average 34 minutes per customer)	March 2019
114	67:27 (average 36 minutes per customer)	April 2019
119	58:50 (average 30 minutes per customer)	May 2019
134	79:36 (average 36 minutes per customer)	June 2019
137	72:11 (average 32 minutes per customer)	July 2019
142	66:02 (average 29 minutes per customer)	August 2019
144	76:19 (average 32 minutes per customer)	September 2019



### Email Inquiries

# Email Inquiries	Month
57	October 2018
42	November 2018
33	December 2018
42	January 2019
39	February 2019
44	March 2019
41	April 2019
31	May 2019
42	June 2019
38	July 2019
50	August 2019
56	September 2019

