



**41,012 contacts from
2012 through 2014**

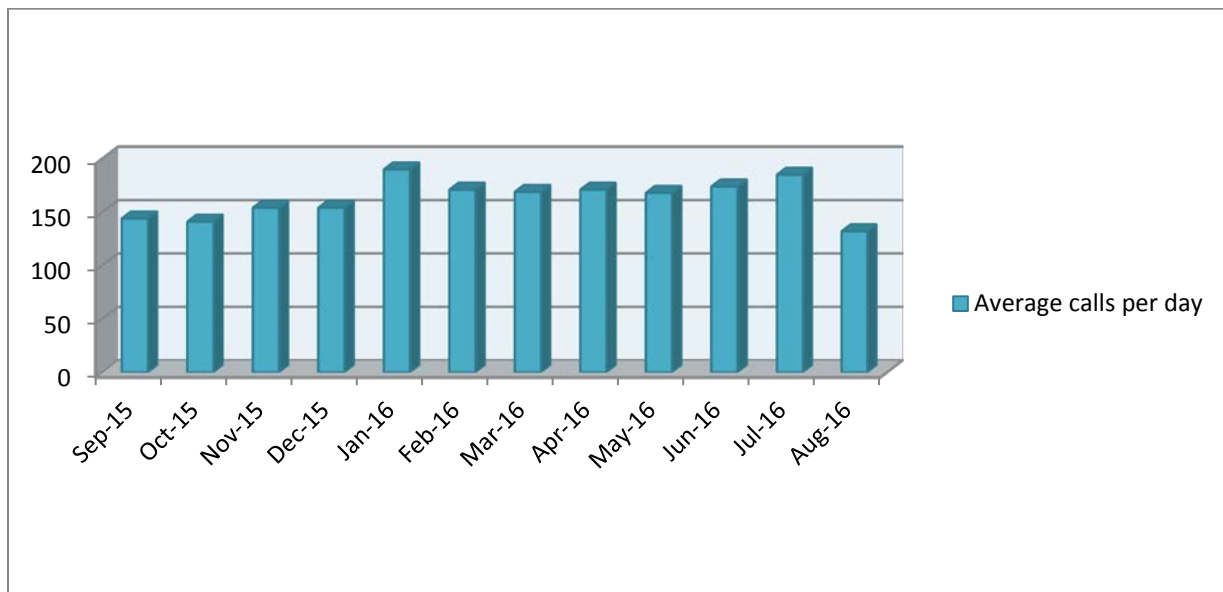
34,286 contacts in 2015

29,623 contacts in 2016

**104,920— total number of contacts
(As of August 31, 2016)**

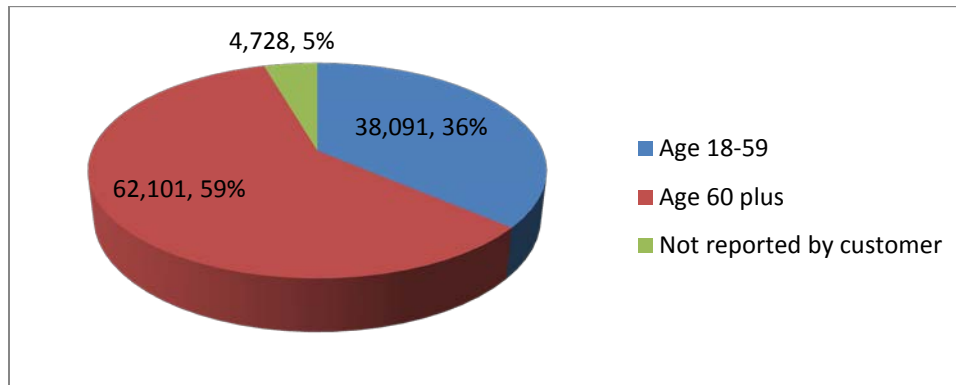
Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
3,024	September 2015	21	144
3,110	October 2015	22	141
2,934	November 2015	19	154
3,077	December 2015	20	154
3,618	January 2016	19	190
3,599	February 2016	21	171
3,878	March 2016	23	169
3,599	April 2016	21	171
3,521	May 2016	21	168
3,830	June 2016	22	174
3,690	July 2016	20	185
3,883	August 2016	23	132



Consumer Age Groups

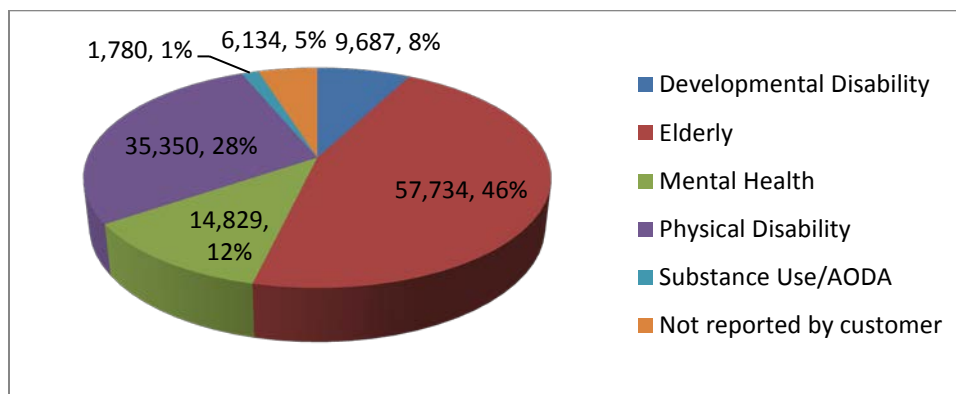
38,091	Age 18-59
62,101	Age 60 plus
4,728	Not reported by customer



Target Group:

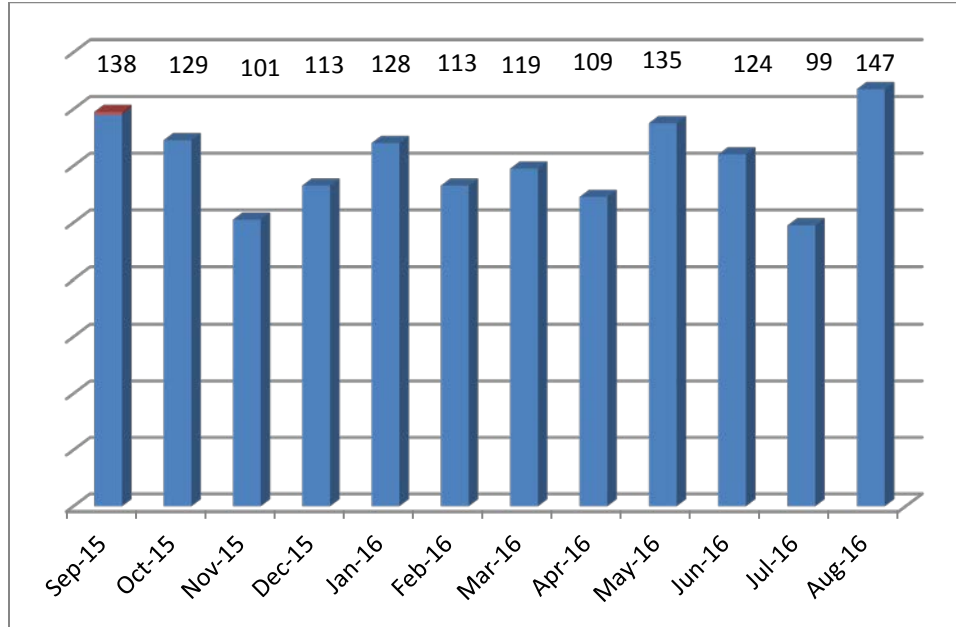
9,687	Developmental Disability
57,734	Elderly
14,829	Mental Health
35,350	Physical Disability
1,780	Substance Use/AODA
6,134	Not reported by customer

*Some customers fall in multiple target groups



Walk-Ins:

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
138	87:36 (average 38 minutes per customer)	September 2015
129	88:53 (average 41 minutes per customer)	October 2015
101	70:21 (average 42 minutes per customer)	November 2015
113	65:39 (average 35 minutes per customer)	December 2015
128	84:01 (average 39 minutes per customer)	January 2016
113	72:49 (average 39 minutes per customer)	February 2016
119	75:6 (average 38 minutes per customer)	March 2016
109	60:23 (average 33 minutes per customer)	April 2016
135	87:41 (average 39 minutes per customer)	May 2016
124	76:26 (average 37 minutes per customer)	June 2016
99	64:34 (average 39 minutes per customer)	July 2016
147	83:17 (average 34 minutes per customer)	August 2016



Email Inquiries:

# Email Inquiries	Month
27	September 2015
29	October 2015
26	November 2015
19	December 2015
35	January 2016
25	February 2016
34	March 2016
26	April 2016
35	May 2016
31	June 2016
23	July 2016
28	August 2016

