



**75,297 contacts from
2012 through 2015**

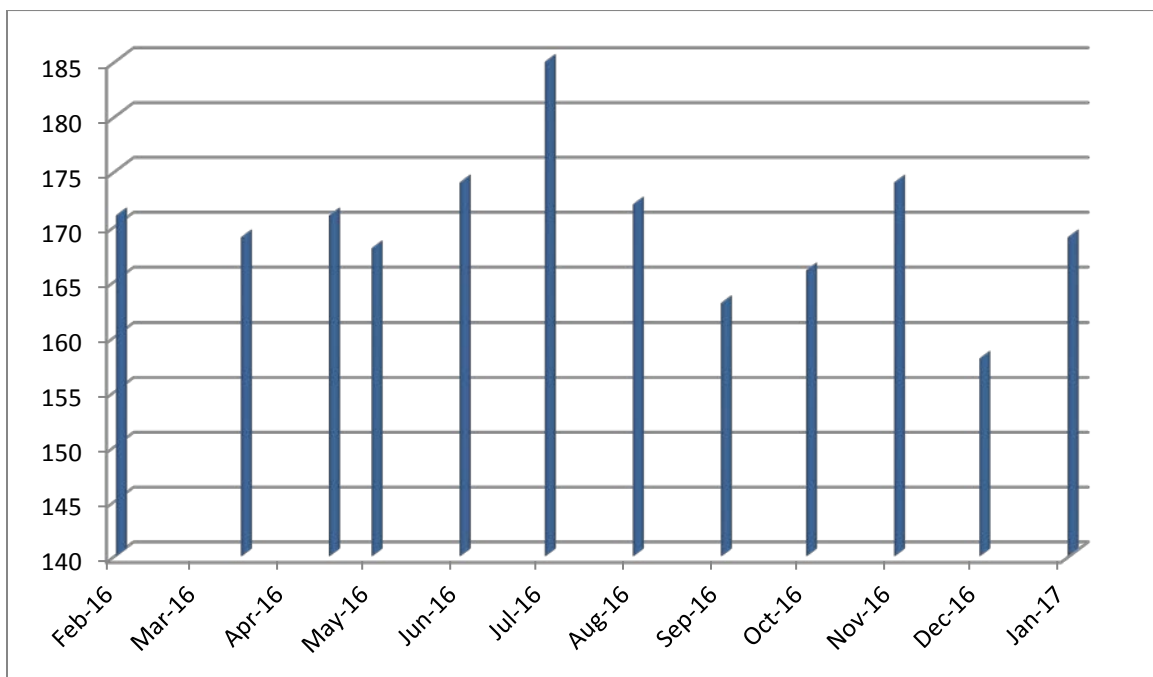
43,522 contacts in 2016

3,389 contacts in 2017

**122,208 total number of contacts
(As of January 31, 2017)**

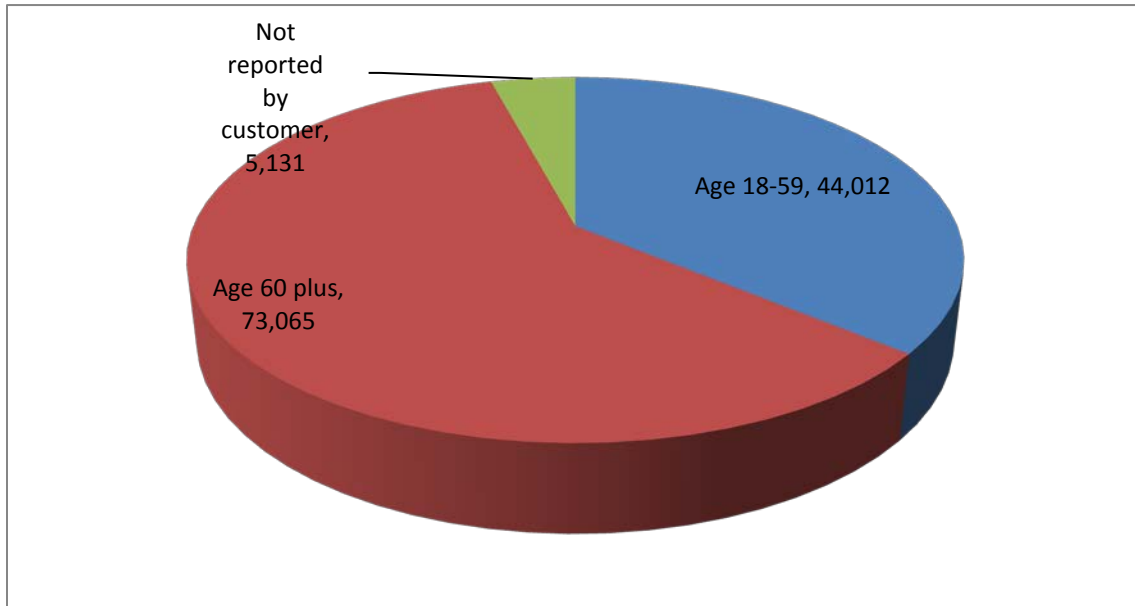
Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
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
3,697	July 2016	20	185
3,947	August 2016	23	172
3,432	Sept 2016	21	163
3,477	October 2016	21	166
3,488	November 2016	20	174
3,312	December 2016	21	158
3,389	January 2017	20	169



Consumer Age Groups

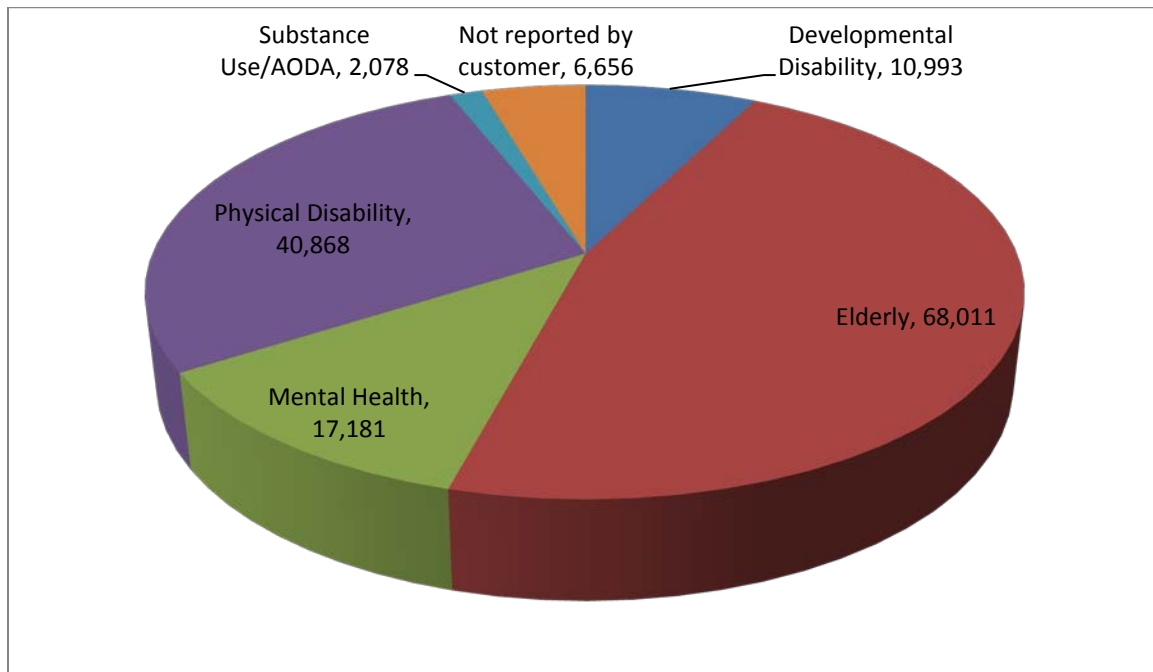
44,012	Age 18-59
73,065	Age 60 plus
5,131	Not reported by customer



Target Group:

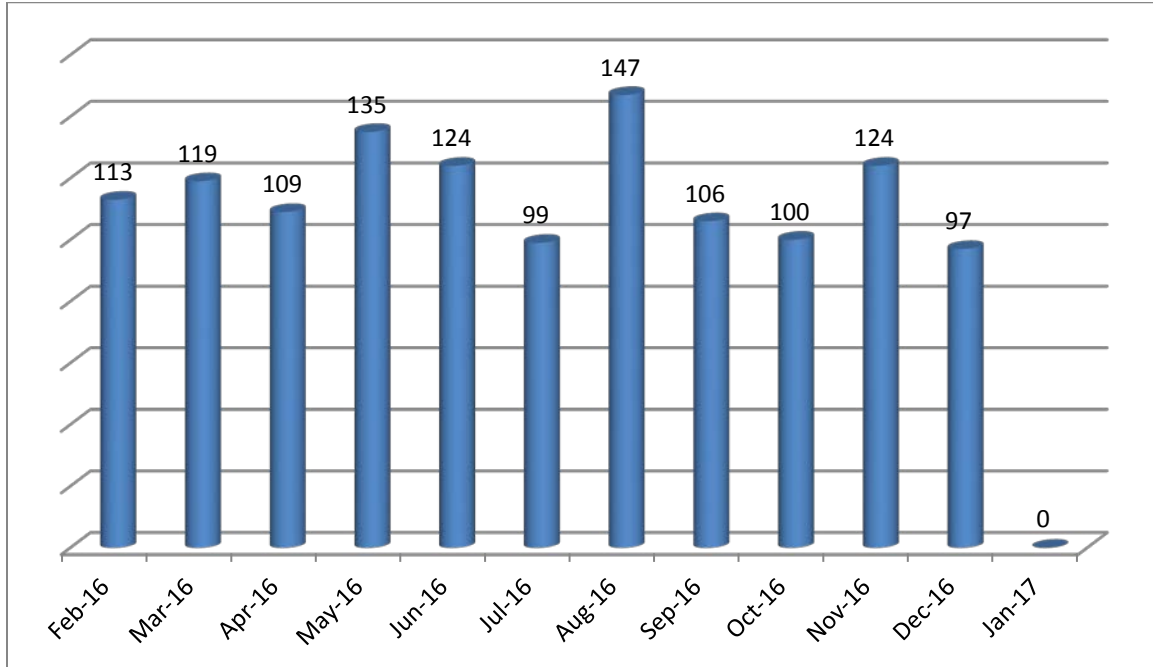
10,993	Developmental Disability
68,011	Elderly
17,181	Mental Health
40,868	Physical Disability
2,078	Substance Use/AODA
6,656	Not reported by customer

*Some customers fall in multiple target groups



Walk-Ins:

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
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
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
	Not available at this time	January 2017



Email Inquiries:

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

