



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

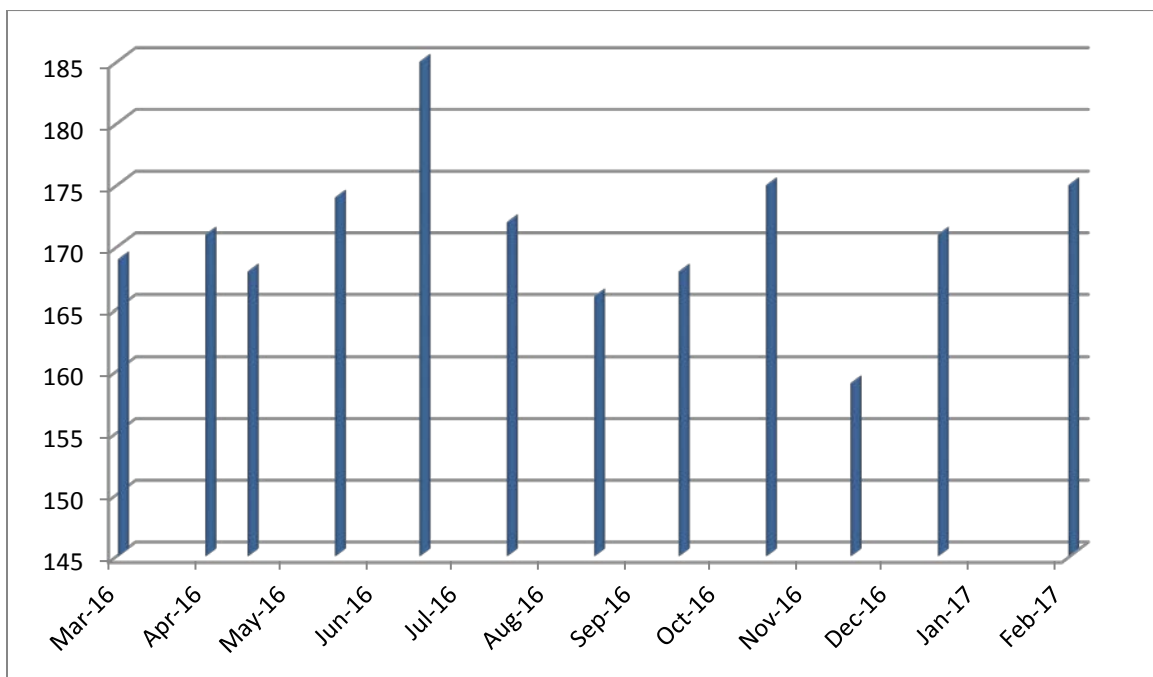
43,528 contacts in 2016

6,904 contacts in 2017

**125,731 total number of contacts
(As of February 28, 2017)**

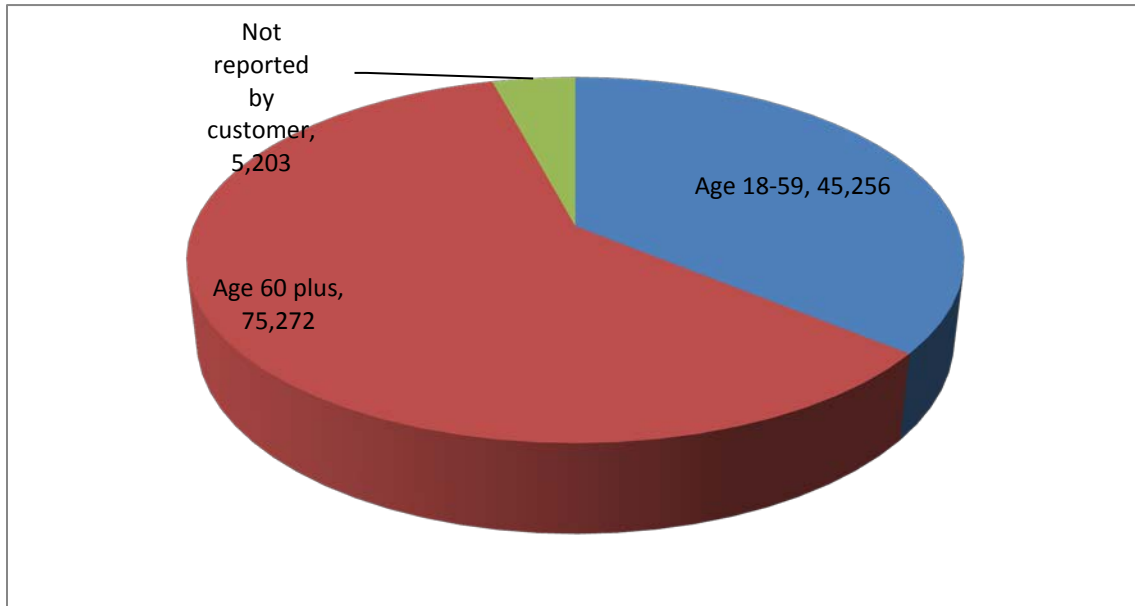
Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
3,879	March 2016	23	169
3,599	April 2016	21	171
3,521	May 2016	21	168
3,829	June 2016	22	174
3,692	July 2016	20	185
3,950	August 2016	23	172
3,481	Sept 2016	21	166
3,518	October 2016	21	168
3,499	November 2016	20	175
3,342	December 2016	21	159
3,411	January 2017	20	171
3,491	February 2017	20	175



Consumer Age Groups

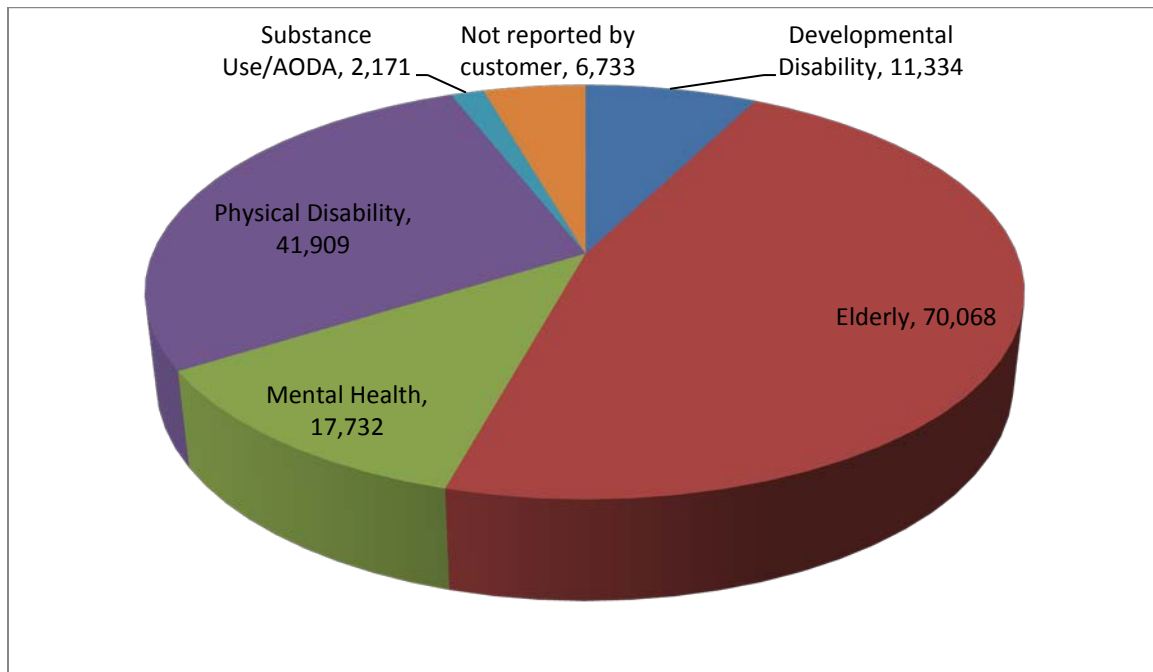
45,256	Age 18-59
75,272	Age 60 plus
5,203	Not reported by customer



Target Group:

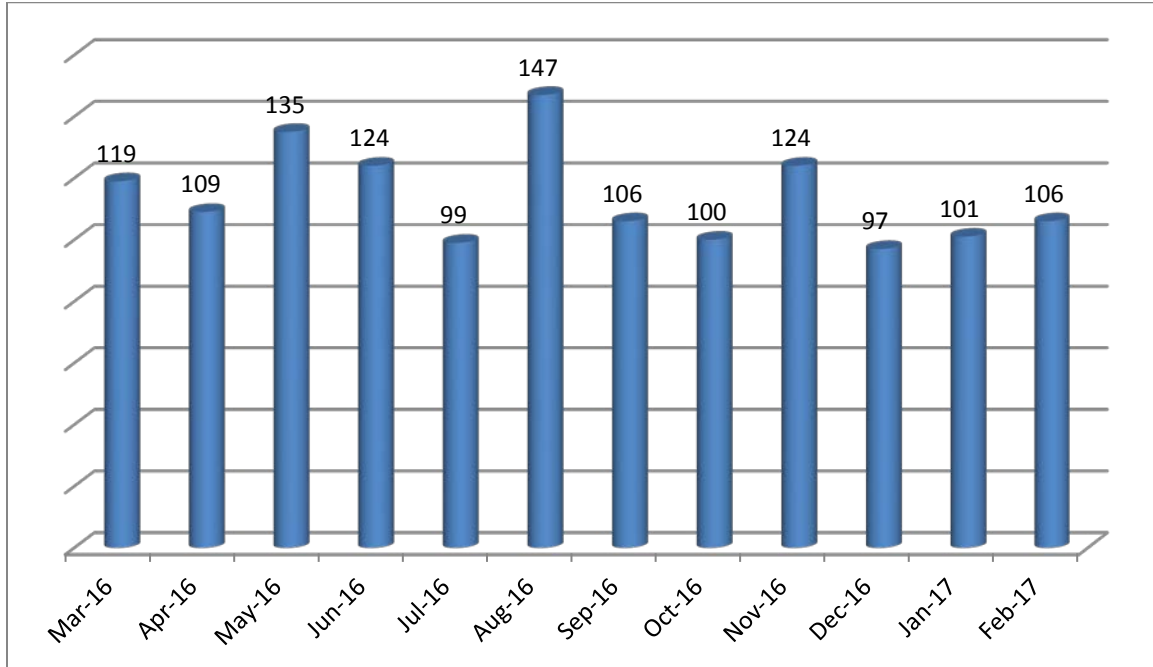
11,334	Developmental Disability
70,068	Elderly
17,732	Mental Health
41,909	Physical Disability
2,171	Substance Use/AODA
6,733	Not reported by customer

*Some customers fall in multiple target groups



Walk-Ins:

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
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
101	67:22 (average 40 minutes per customer)	January 2017
106	65:45 (average 37 minutes per customer)	February 2017



Email Inquiries:

# Email Inquiries	Month
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
24	February 2017

