



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

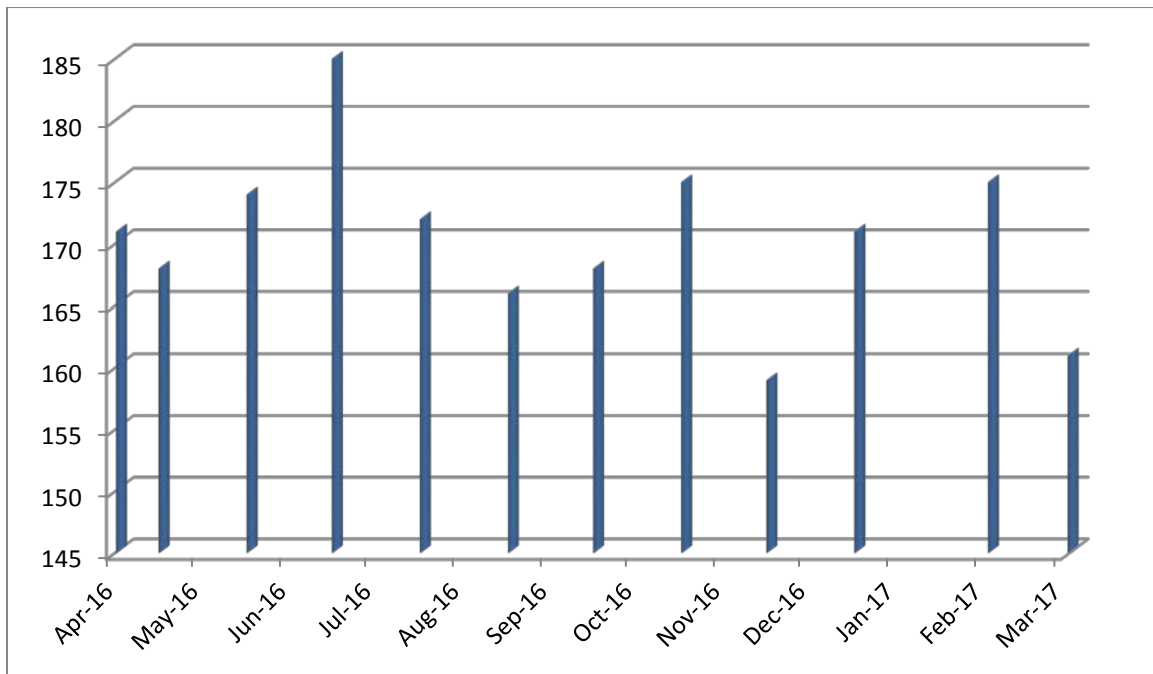
**43,529 contacts in 2016**

**10,617 contacts in 2017**

**129,445 total number of contacts  
(As of March 31, 2017)**

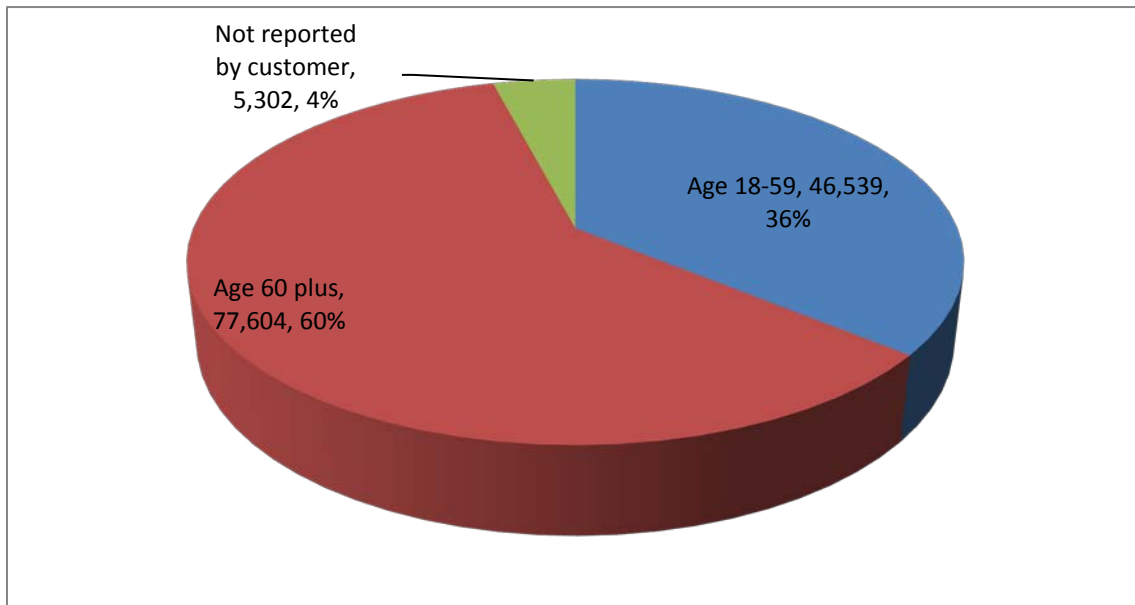
## Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
3,599	April 2016	21	171
3,521	May 2016	21	168
3,829	June 2016	22	174
3,692	July 2016	20	185
3,951	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
3,500	February 2017	20	175
3,706	March 2017	23	161



### Consumer Age Groups

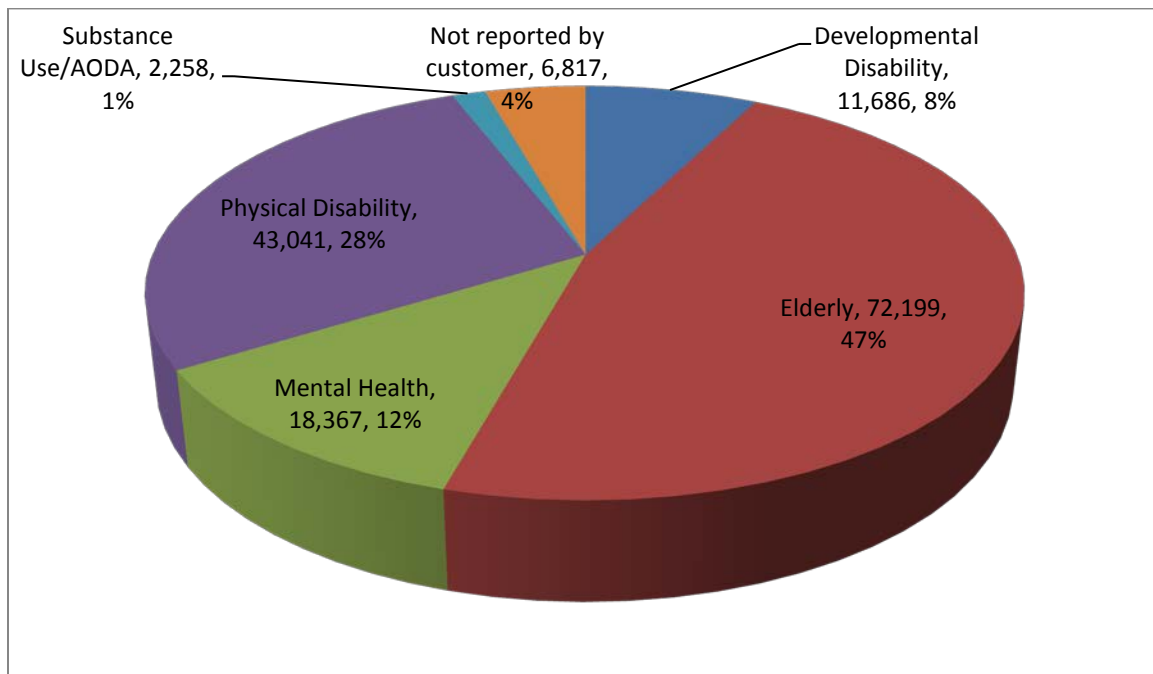
46,539	Age 18-59
77,604	Age 60 plus
5,302	Not reported by customer



**Target Group:**

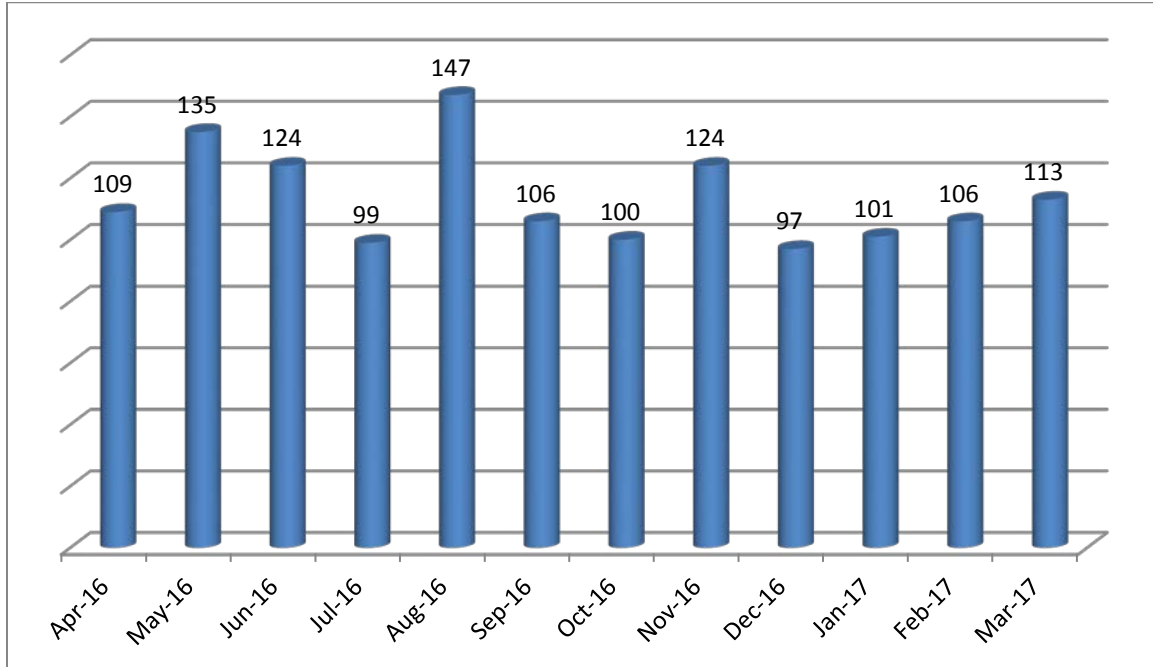
11,686	Developmental Disability
72,199	Elderly
18,367	Mental Health
43,041	Physical Disability
2,258	Substance Use/AODA
6,817	Not reported by customer

\*Some customers fall in multiple target groups



## Walk-Ins:

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
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
113	72:33 (average 39 minutes per customer)	March 2017



### Email Inquiries:

# Email Inquiries	Month
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
36	March 2017

