75,299 contacts from
2012 through 2015

43,531 contacts in 2016

17,367 contacts in 2017

136,197 total number of contacts
(As of May 31, 2017)

## Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
3,830	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
3,500	November 2016	20	175
3,342	December 2016	21	159
3,410	January 2017	20	171
3,504	February 2017	20	175
3,726	March 2017	23	162
3,298	April 2017	20	165
3,429	May 2017	22	156
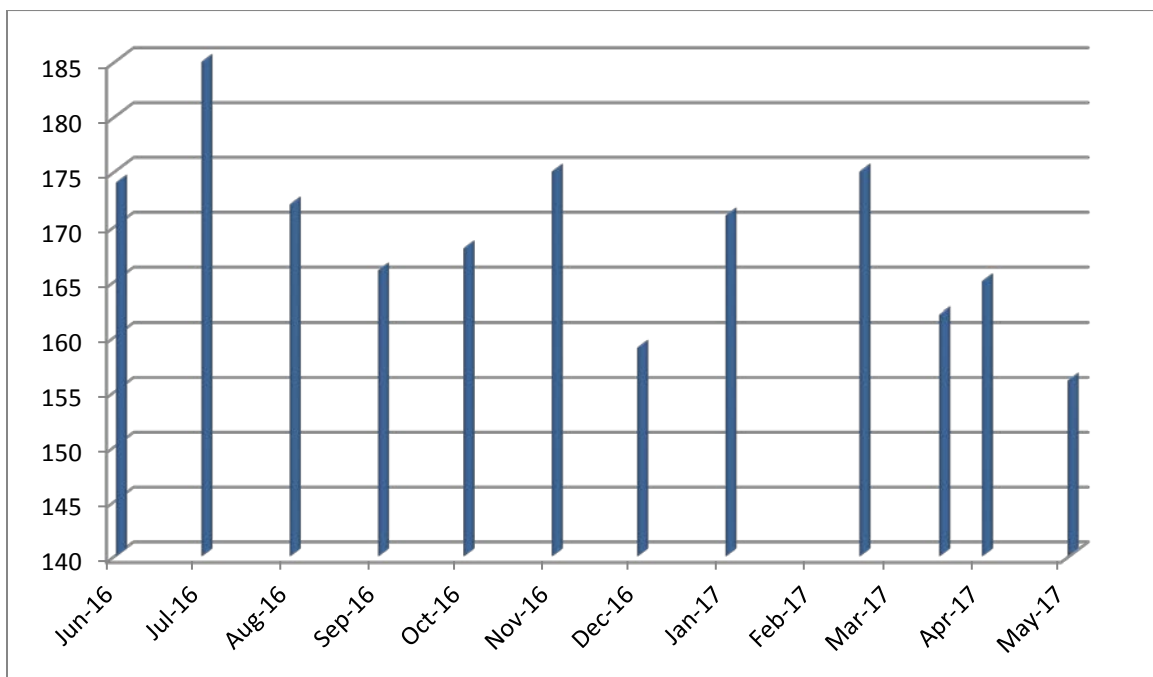
Consumer Age Groups

48,855	Age 18-59
81,864	Age 60 plus
5,478	Not reported by customer

Not reported by customer, 5,478, 4%

Age 18-59, 48,855, 36%

Age 60 plus, 81,864, 60%
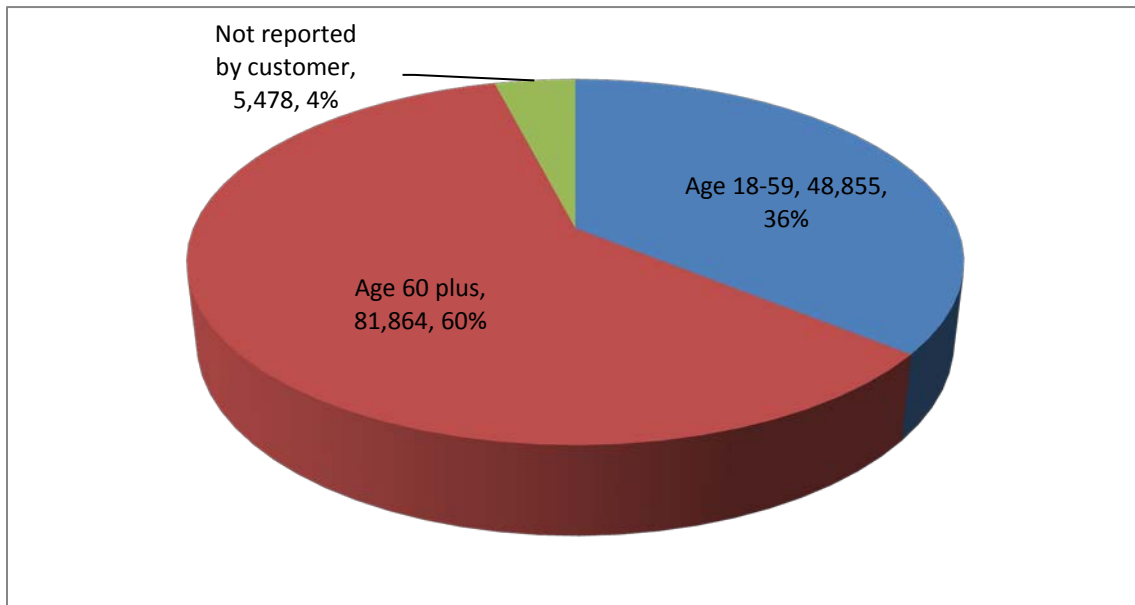
Target Group:

350	Alzheimer's/Irreversible Dementia
12,385	Developmental Disability
76,055	Elderly
19,369	Mental Health
45,216	Physical Disability
2,395	Substance Use/AODA
7,012	Not reported by customer

*Some customers fall in multiple target groups
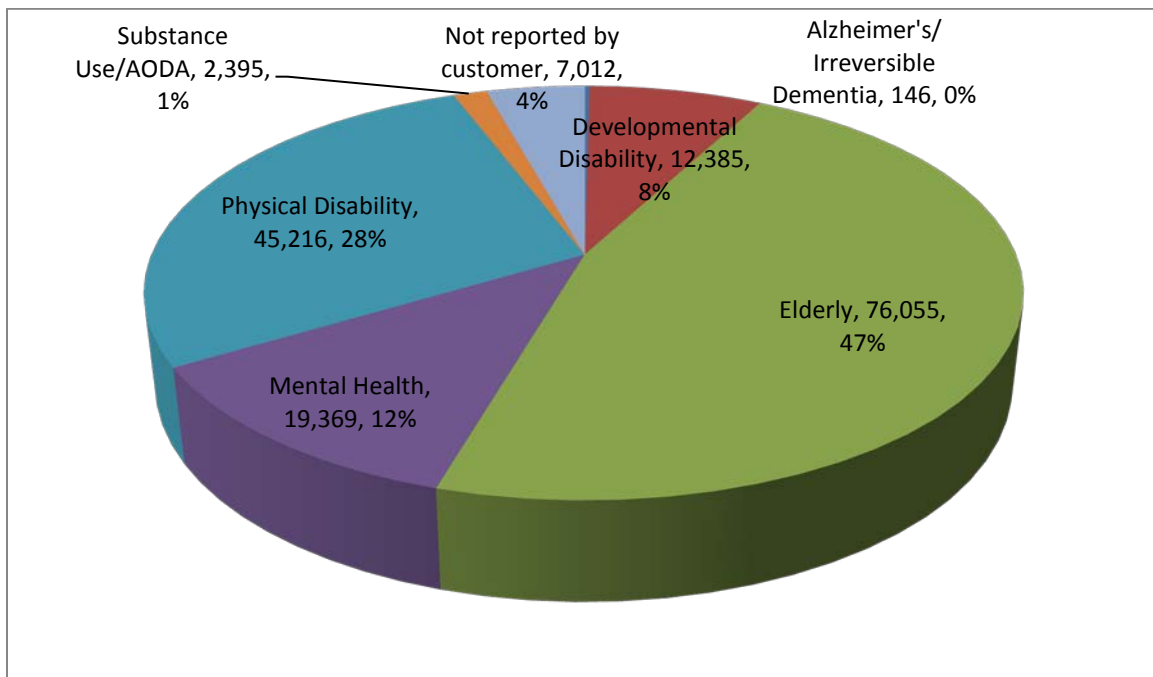
Walk-Ins:

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
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
102	57:01 (average 34 minutes per customer)	April 2017
118	81:12 (average 41 minutes per customer)	May 2017
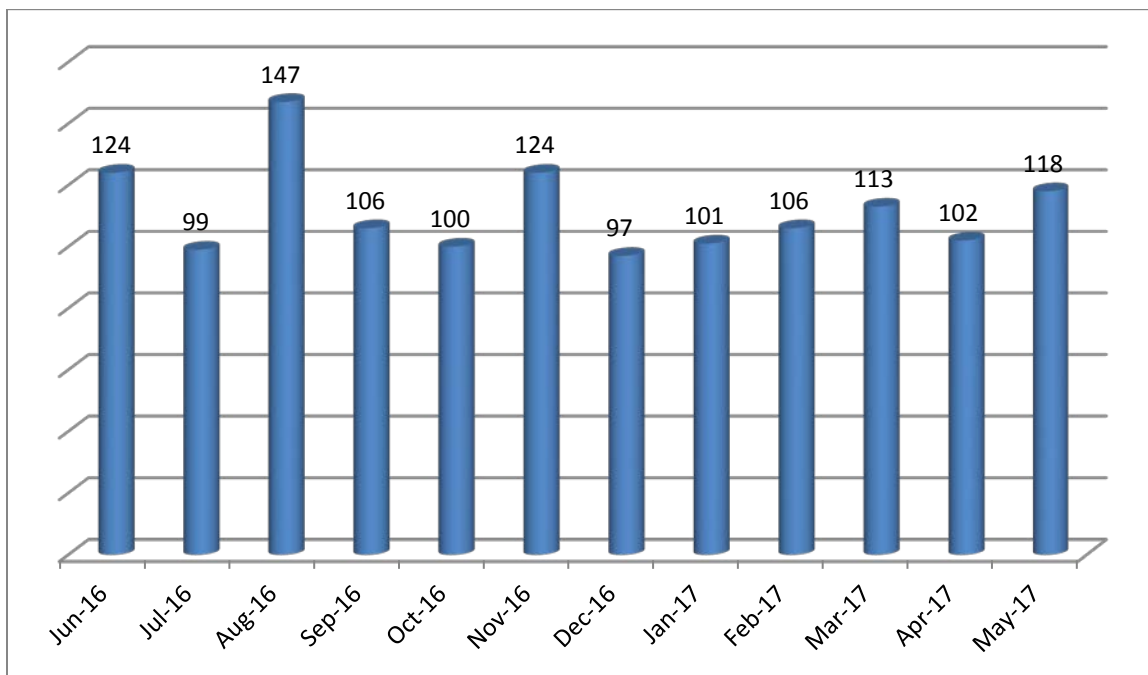
Email Inquiries:

# Email Inquiries	Month
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
34	April 2017
38	May 2017