



**75,307 contacts from  
2012 through 2015**

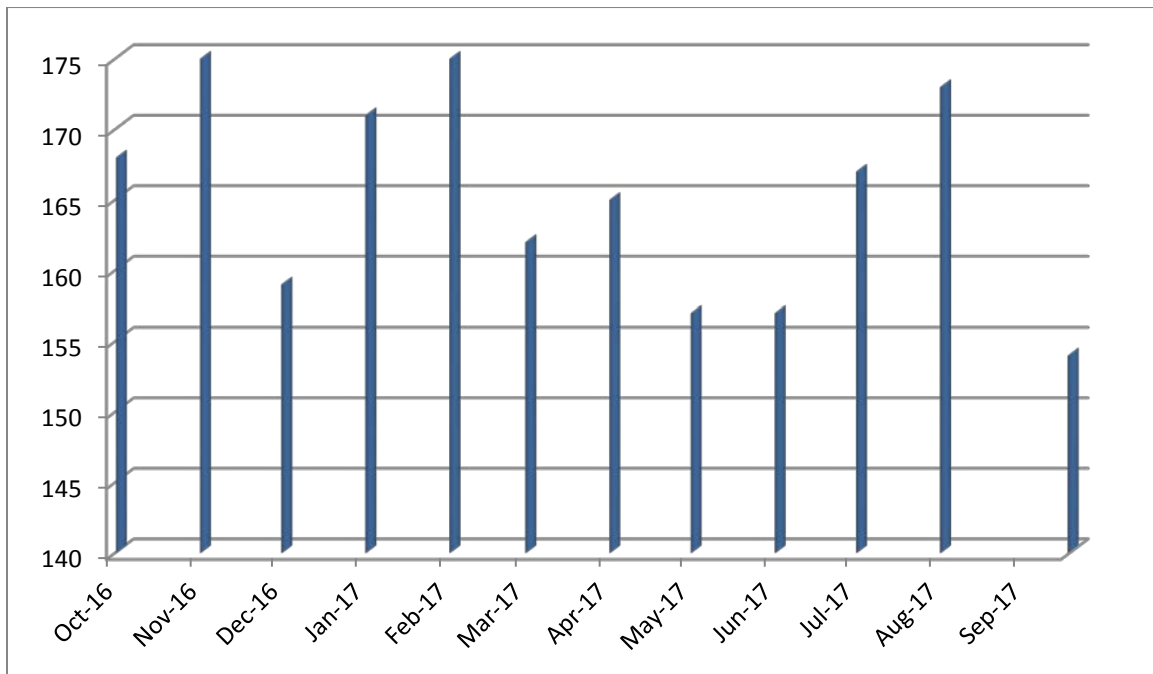
**43,535 contacts in 2016**

**31,406 contacts in 2017**

**150,248 total number of contacts  
(As of September 30, 2017)**

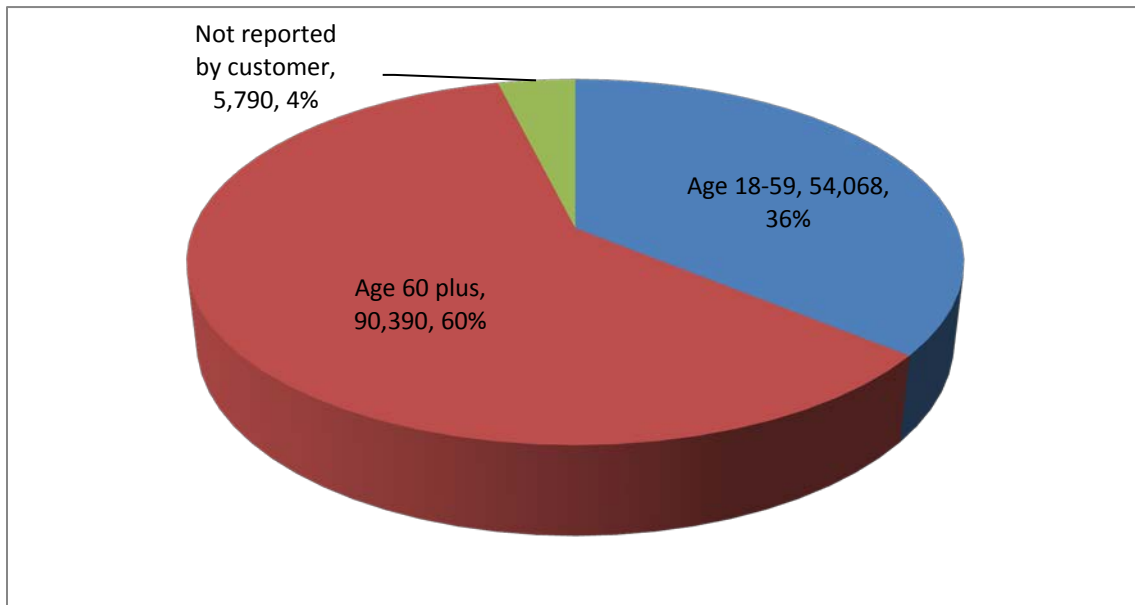
## Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
3,518	October 2016	21	168
3,501	November 2016	20	175
3,343	December 2016	21	159
3,411	January 2017	20	171
3,506	February 2017	20	175
3,729	March 2017	23	162
3,304	April 2017	20	165
3,461	May 2017	22	157
3,452	June 2017	22	157
3,334	July 2017	20	167
3,975	August 2017	23	173
3,234	September 2017	21	154



### Consumer Age Groups

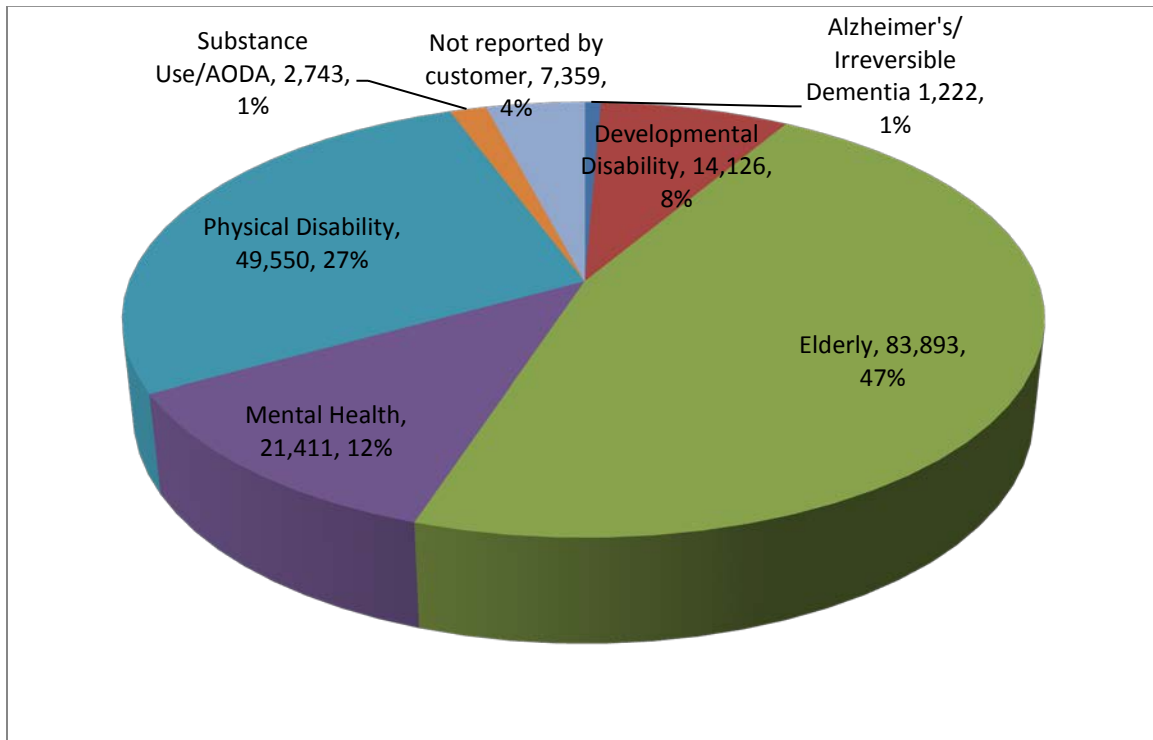
54,068	Age 18-59
90,390	Age 60 plus
5,790	Not reported by customer



### Target Group:

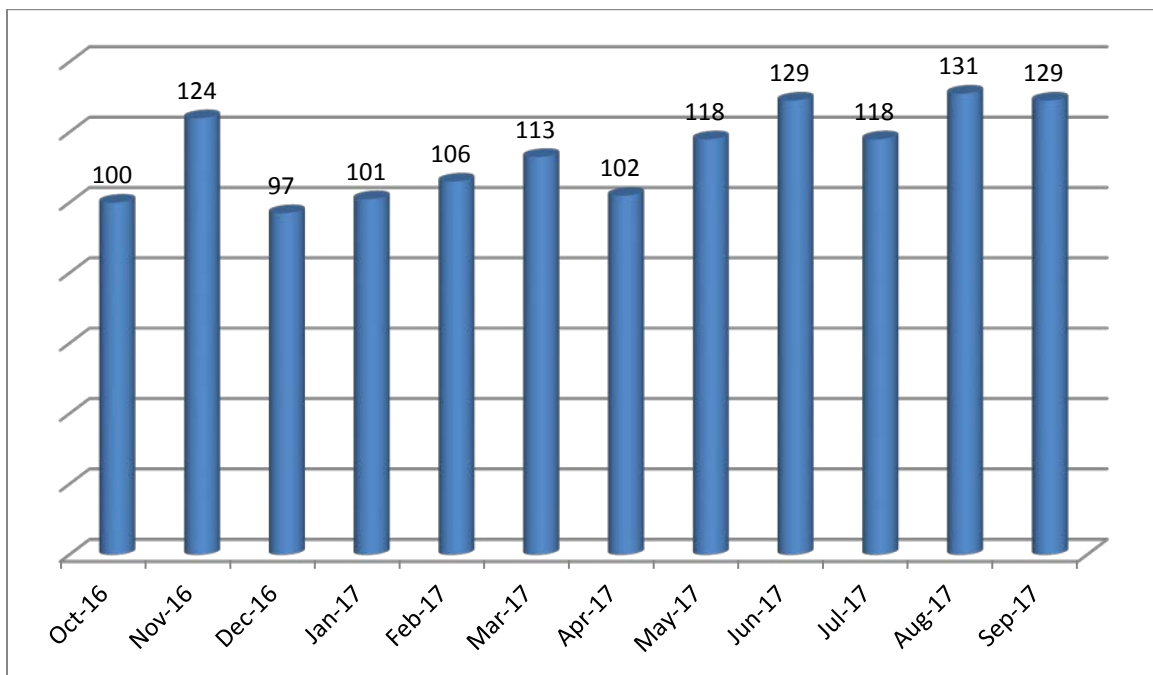
1,222	Alzheimer's/Irreversible Dementia (not included in report until April 2017)
14,126	Developmental Disability
83,893	Elderly
21,411	Mental Health
49,550	Physical Disability
2,743	Substance Use/AODA
7,359	Not reported by customer

\*Some customers fall into multiple target groups



## Walk-Ins:

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
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
129	68:29 (average 32 minutes per customer)	June 2017
118	75:07 (average 38 minutes per customer)	July 2017
131	80:47 (average 37 minutes per customer)	August 2017
129	64:36 (average 30 minutes per customer)	September 2017



### Email Inquiries:

# Email Inquiries	Month
24	October 2016
31	November 2016
38	December 2016
40	January 2017
24	February 2017
36	March 2017
34	April 2017
38	May 2017
32	June 2017
34	July 2017
28	August 2017
49	September 2017

