



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

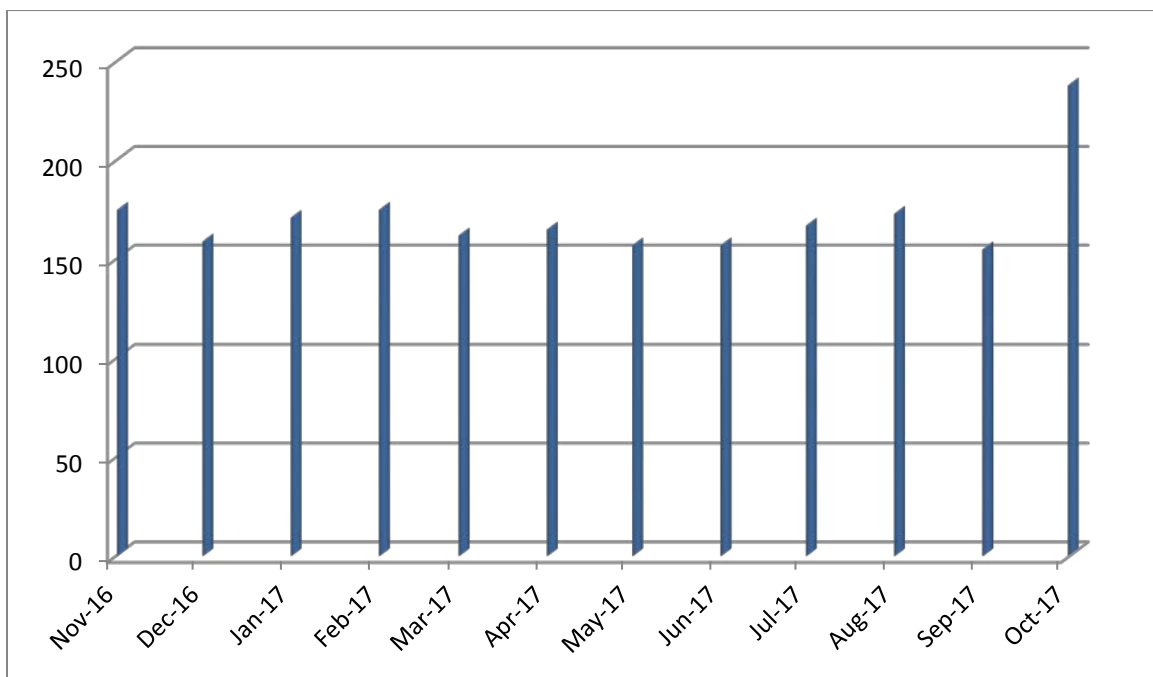
43,535 contacts in 2016

36,669 contacts in 2017

**155,511 total number of contacts
(As of October 31, 2017)**

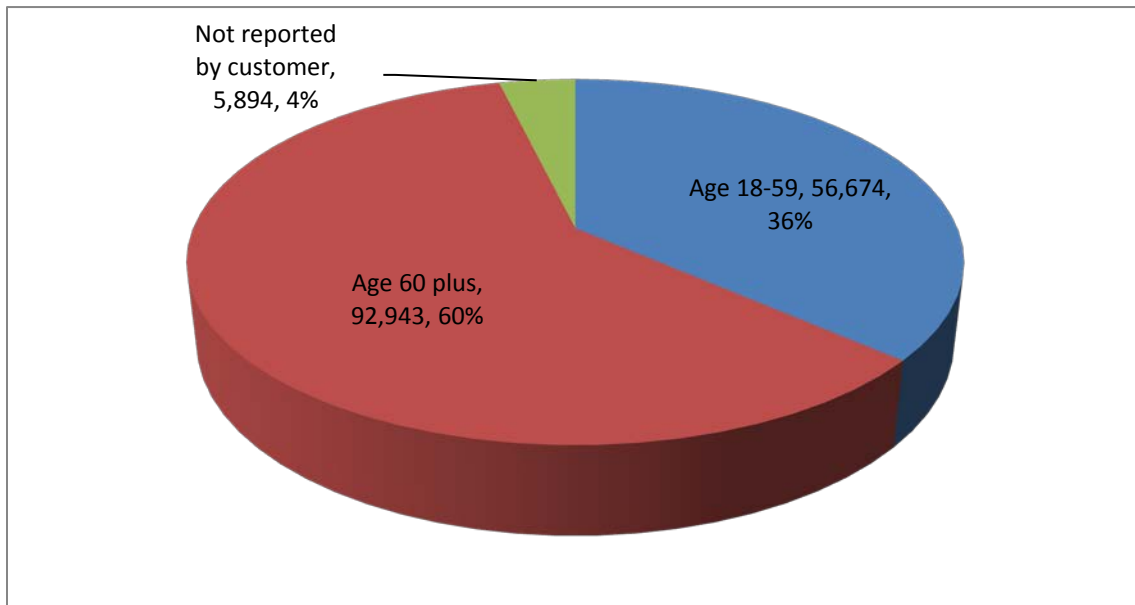
Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
3,501	November 2016	20	175
3,343	December 2016	21	159
3,412	January 2017	20	171
3,506	February 2017	20	175
3,729	March 2017	23	162
3,305	April 2017	20	165
3,462	May 2017	22	157
3,454	June 2017	22	157
3,335	July 2017	20	167
3,977	August 2017	23	173
3,255	September 2017	21	155
5,227	October 2017	22	238



Consumer Age Groups

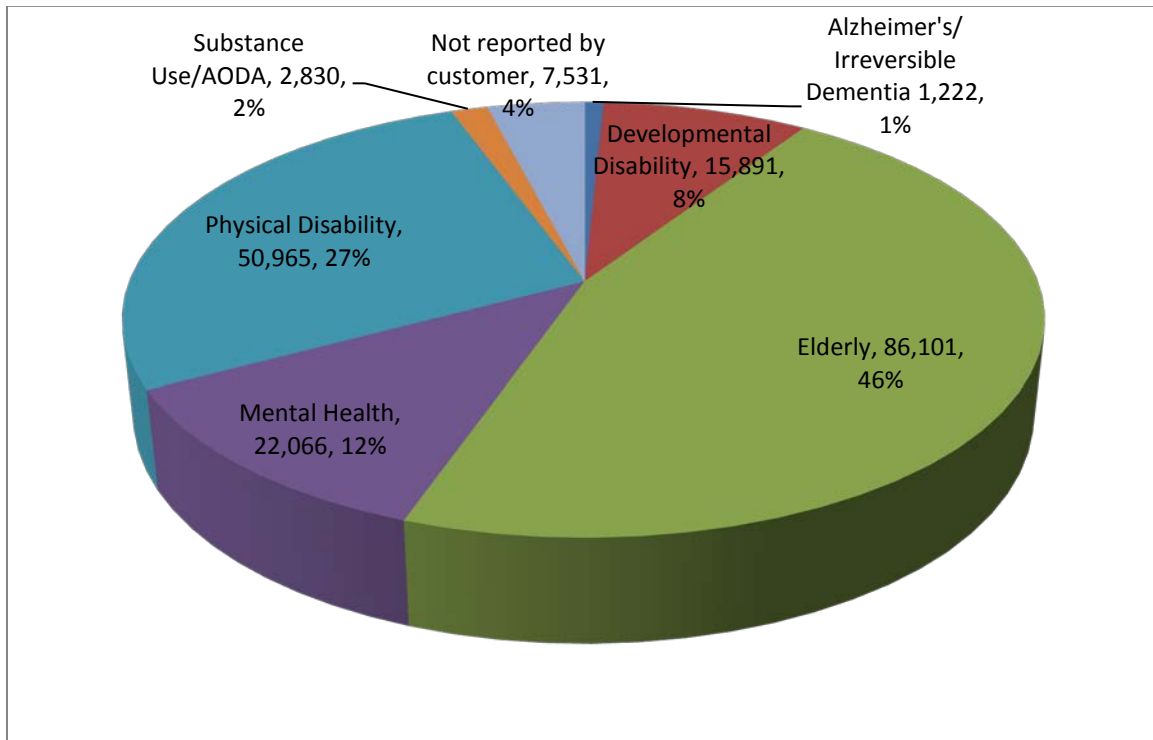
56,674	Age 18-59
92,943	Age 60 plus
5,894	Not reported by customer



Target Group:

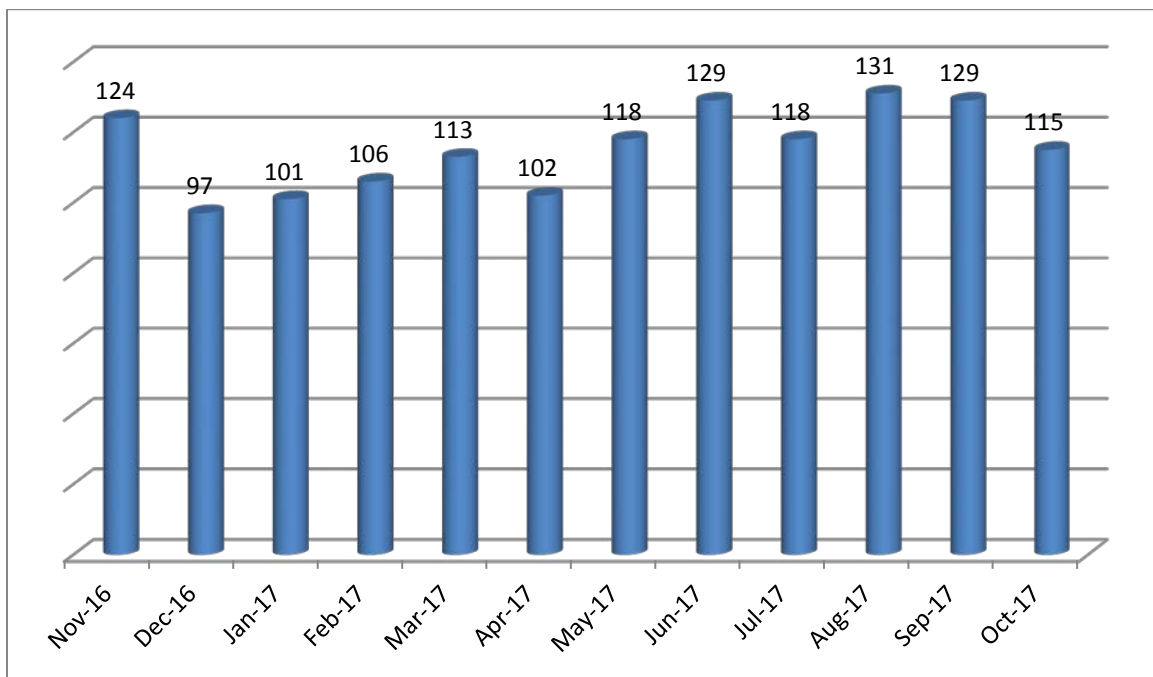
1,470	Alzheimer's/Irreversible Dementia (not included in report until April 2017)
15,891	Developmental Disability
86,101	Elderly
22,066	Mental Health
50,965	Physical Disability
2,830	Substance Use/AODA
7,531	Not reported by customer

*Some customers fall into multiple target groups



Walk-Ins:

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
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
115	61:23 (average 32 minutes per customer)	October 2017



Email Inquiries:

# Email Inquiries	Month
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
33	October 2017

