



**118,843 contacts from
2012 through 2016**

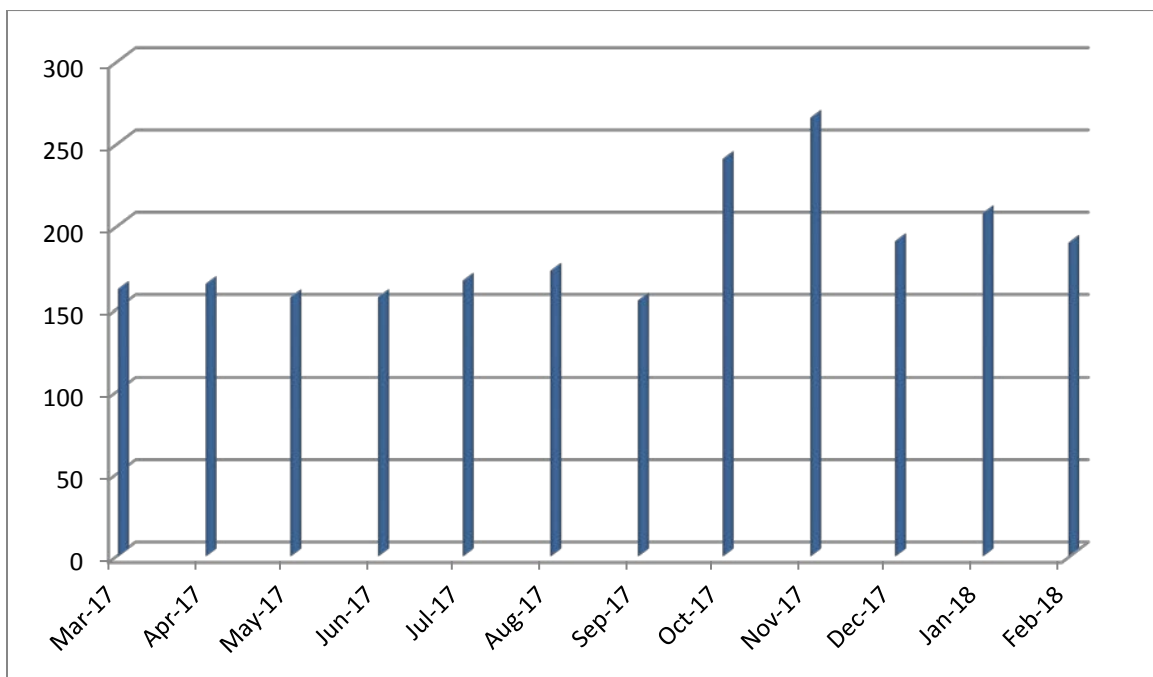
45,897 contacts in 2017

8,166 contacts in 2018

**172,906 total number of contacts
(As of February 28, 2018)**

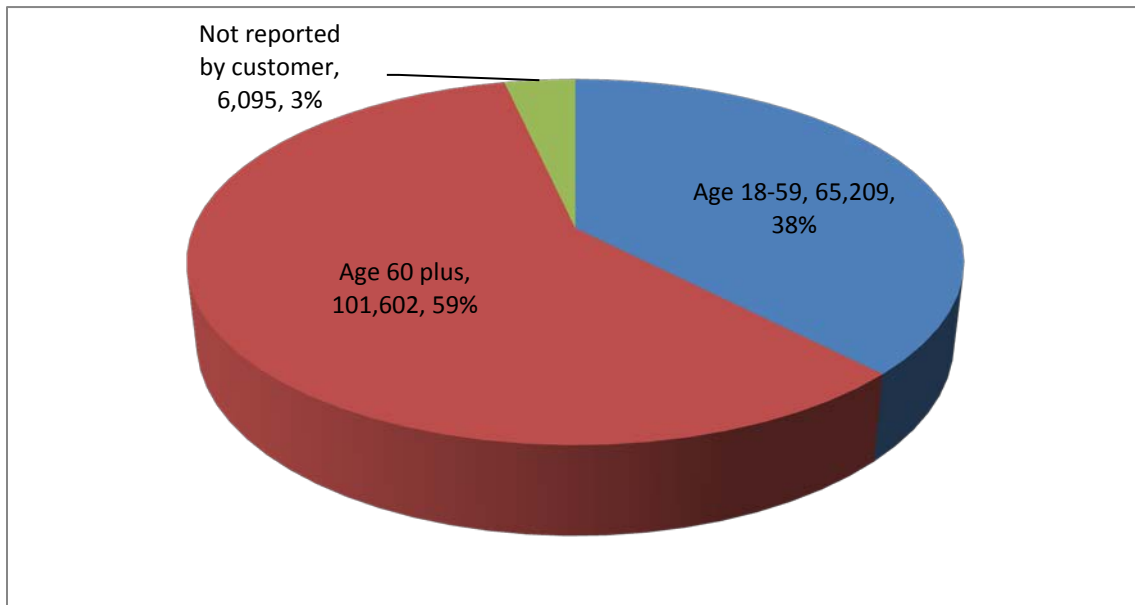
Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
3,728	March 2017	23	162
3,305	April 2017	20	165
3,462	May 2017	22	157
3,455	June 2017	22	157
3,336	July 2017	20	167
3,978	August 2017	23	173
3,260	September 2017	21	155
5,309	October 2017	22	241
5,321	November 2017	20	266
3,824	December 2017	20	191
4,363	January 2018	21	208
3,802	February 2018	20	190



Consumer Age Groups

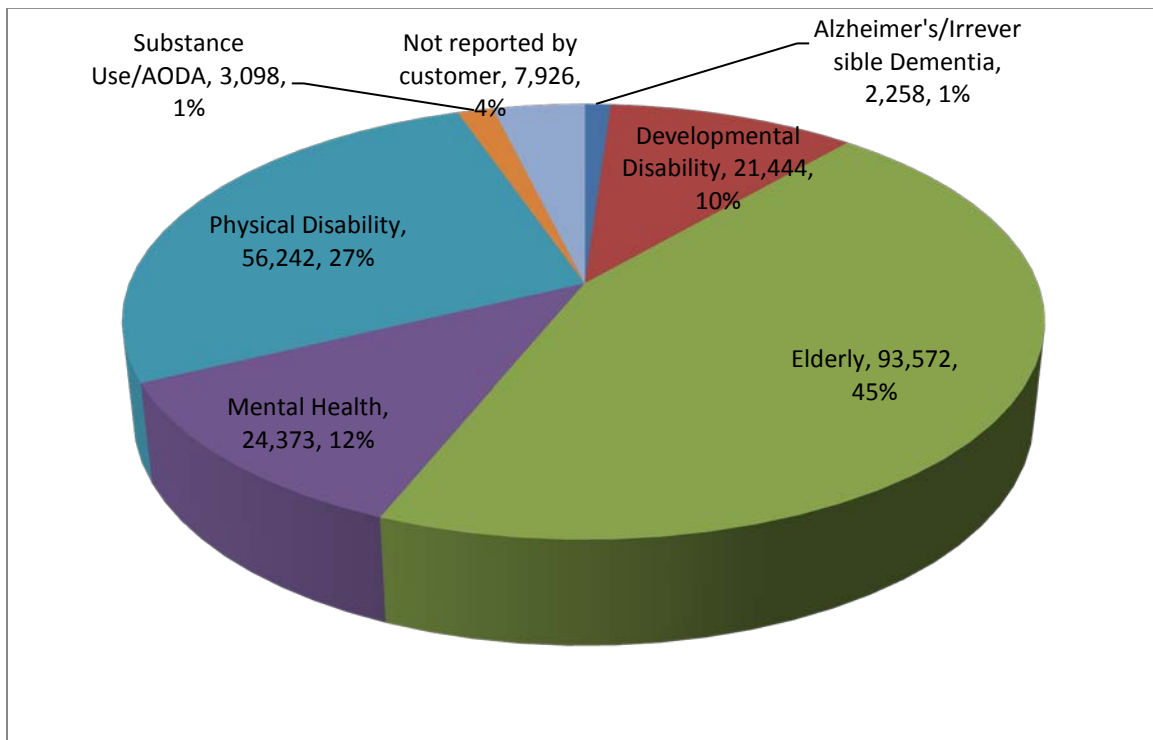
65,209	Age 18-59
101,602	Age 60 plus
6,095	Not reported by customer



Target Group:

2,258	Alzheimer's/Irreversible Dementia (not included in report until April 2017)
21,444	Developmental Disability
93,572	Elderly
24,373	Mental Health
56,242	Physical Disability
3,098	Substance Use/AODA
7,926	Not reported by customer

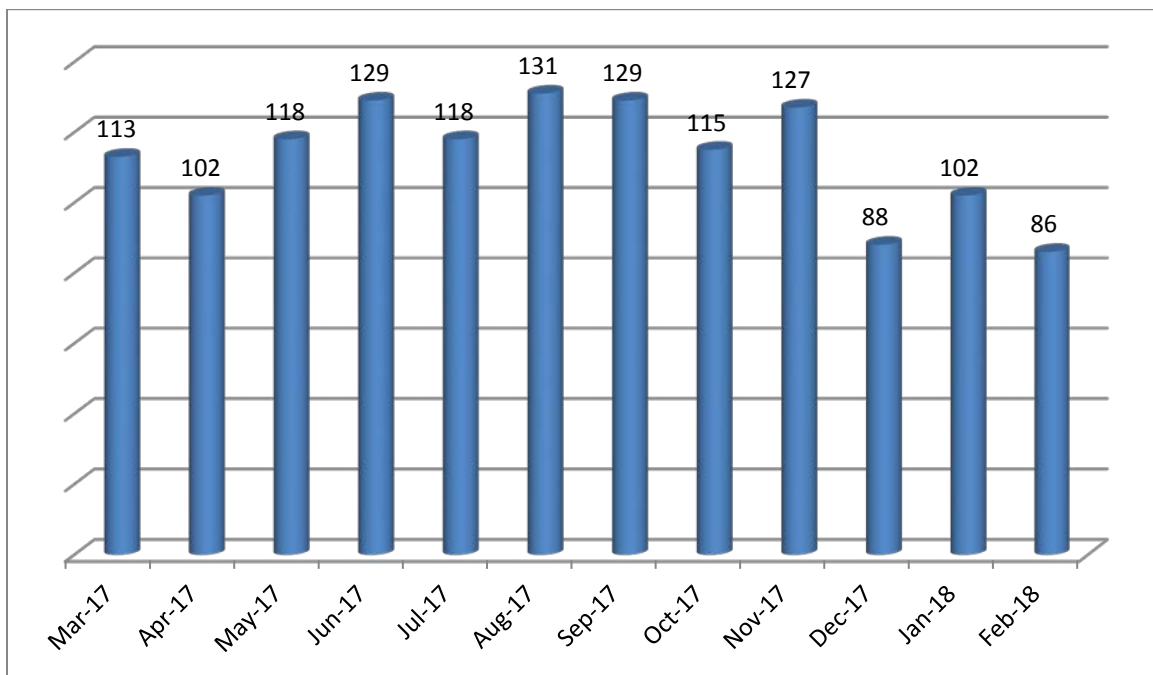
*Some customers fall into multiple target groups



ADRC Data November 28, 2012 to February 28, 2018

Walk-Ins:

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
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
127	60:21 (average 29 minutes per customer)	November 2017
88	43:44 (average 30 minutes per customer)	December 2017
102	46:49 (average 28 minutes per customer)	January 2018
86	46:25 (average 32 minutes per customer)	February 2018



Email Inquiries:

# Email Inquiries	Month
36	March 2017
34	April 2017
38	May 2017
32	June 2017
34	July 2017
28	August 2017
49	September 2017
33	October 2017
33	November 2017
30	December 2017
46	January 2018
36	February 2018

