



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

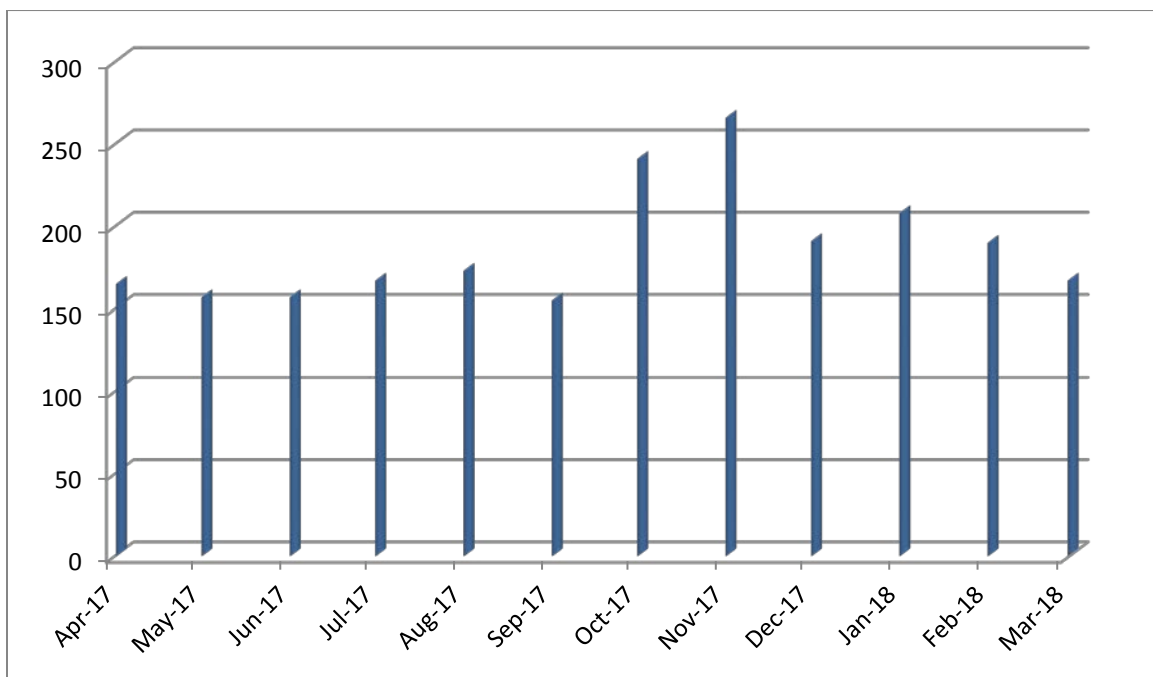
**45,897 contacts in 2017**

**11,922 contacts in 2018**

**176,662 total number of contacts  
(As of March 31, 2018)**

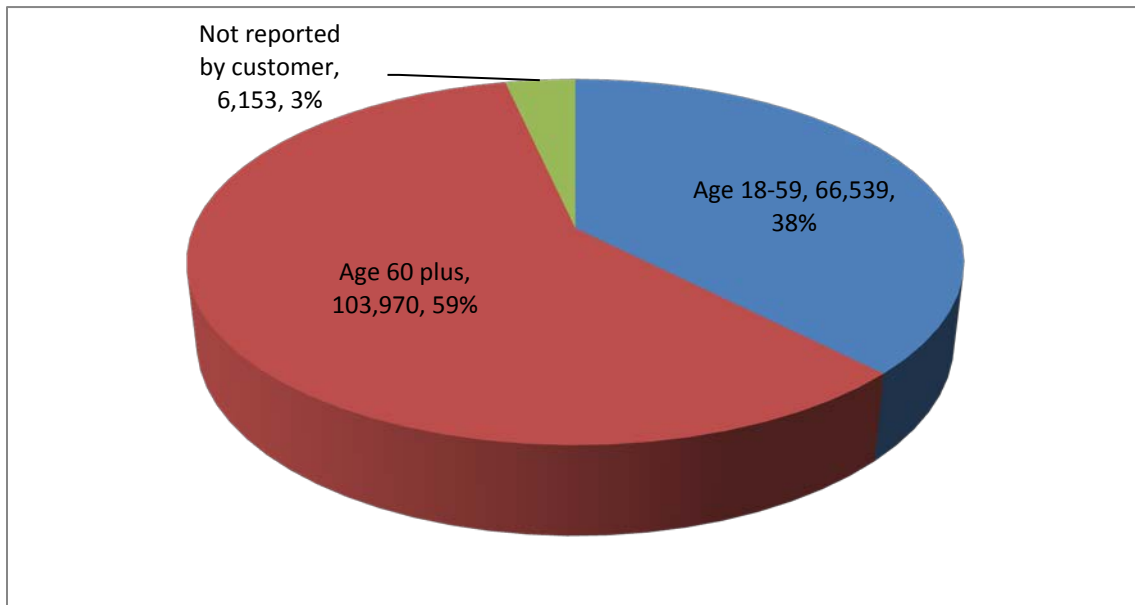
## Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
3,305	April 2017	20	165
3,462	May 2017	22	157
3,455	June 2017	22	157
3,336	July 2017	20	167
3,979	August 2017	23	173
3,260	September 2017	21	155
5,309	October 2017	22	241
5,322	November 2017	20	266
3,825	December 2017	20	191
4,363	January 2018	21	208
3,885	February 2018	20	190
3,663	March 2018	22	167



### Consumer Age Groups

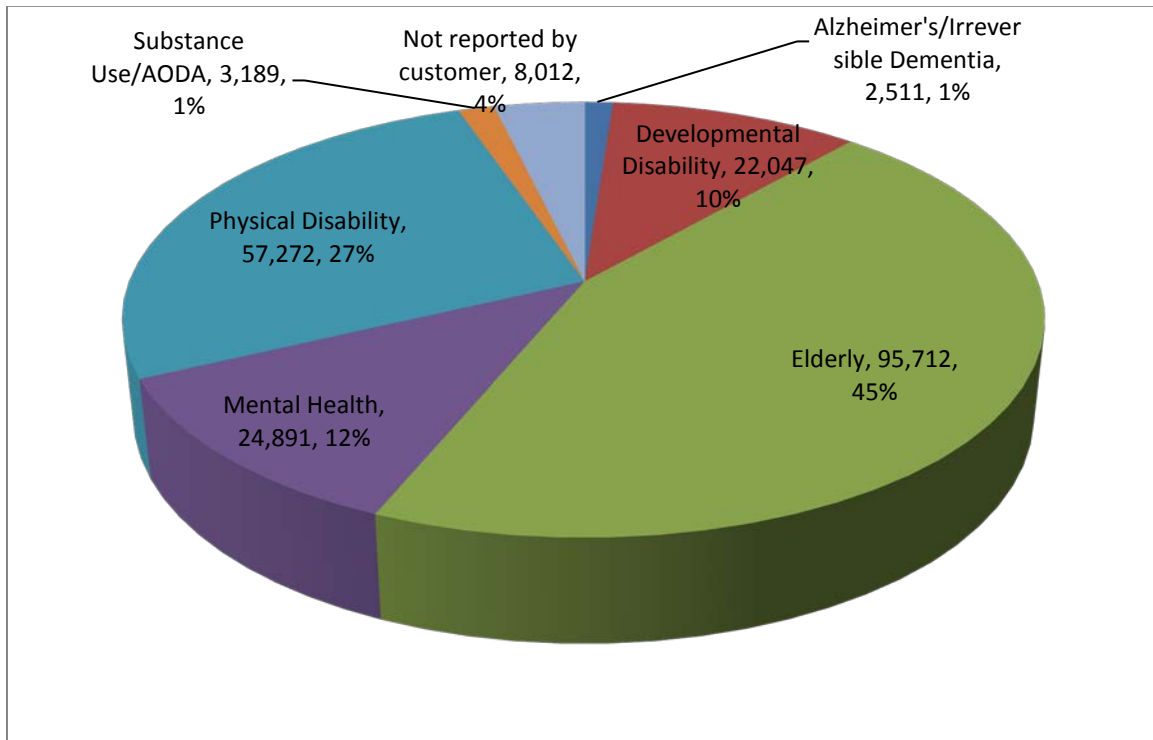
66,539	Age 18-59
103,970	Age 60 plus
6,153	Not reported by customer



**Target Group:**

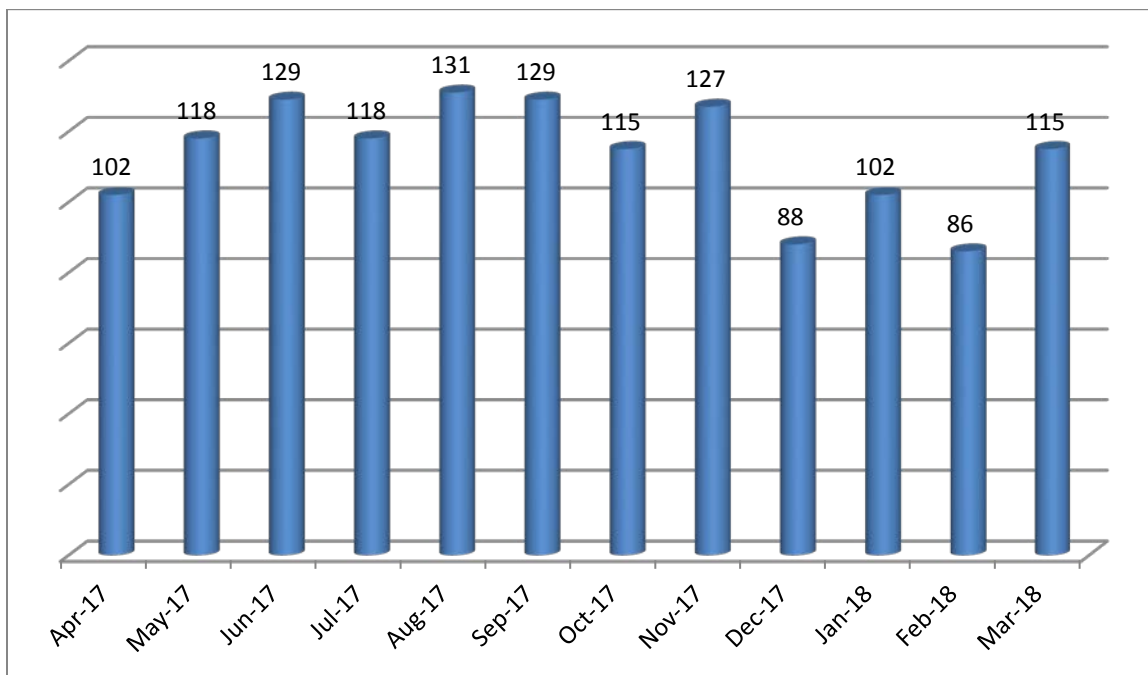
2,511	Alzheimer's/Irreversible Dementia (not included in report until April 2017)
22,047	Developmental Disability
95,712	Elderly
24,891	Mental Health
57,272	Physical Disability
3,189	Substance Use/AODA
8,012	Not reported by customer

\*Some customers fall into multiple target groups



## Walk-Ins:

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
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
115	55:27 (average 29 minutes per customer)	March 2018



### Email Inquiries:

# Email Inquiries	Month
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
42	March 2018

