



**118,842 contacts from
2012 through 2016**

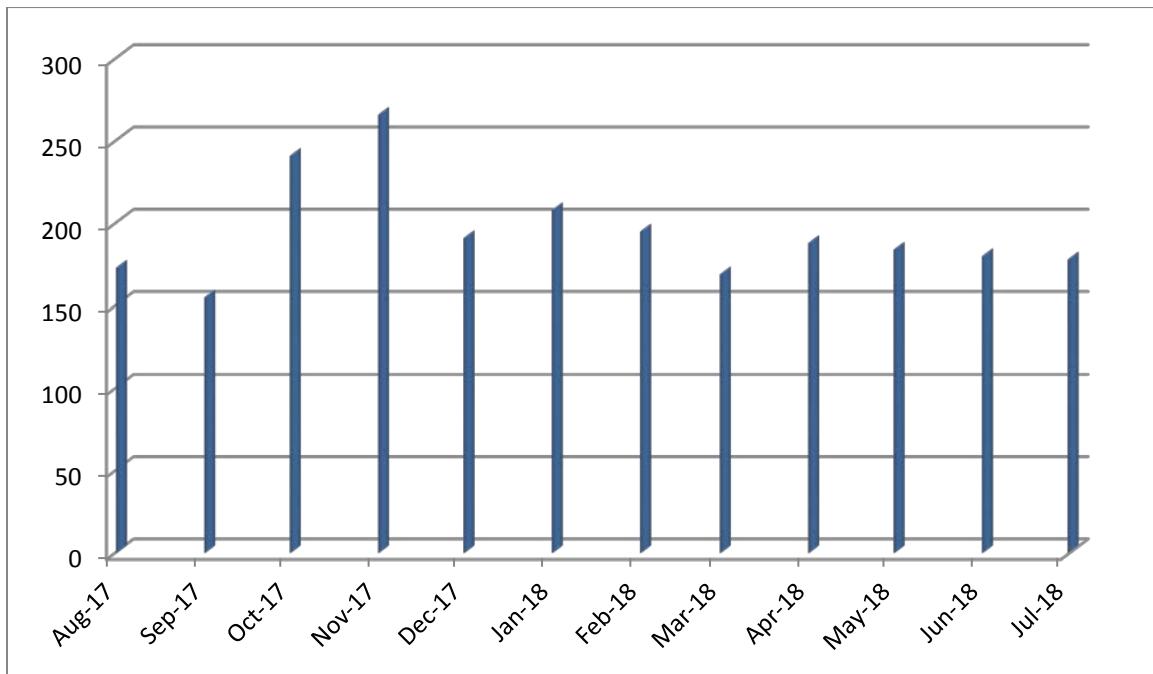
45,902 contacts in 2017

27,708 contacts in 2018

**192,452 total number of contacts
(As of July 31, 2018)**

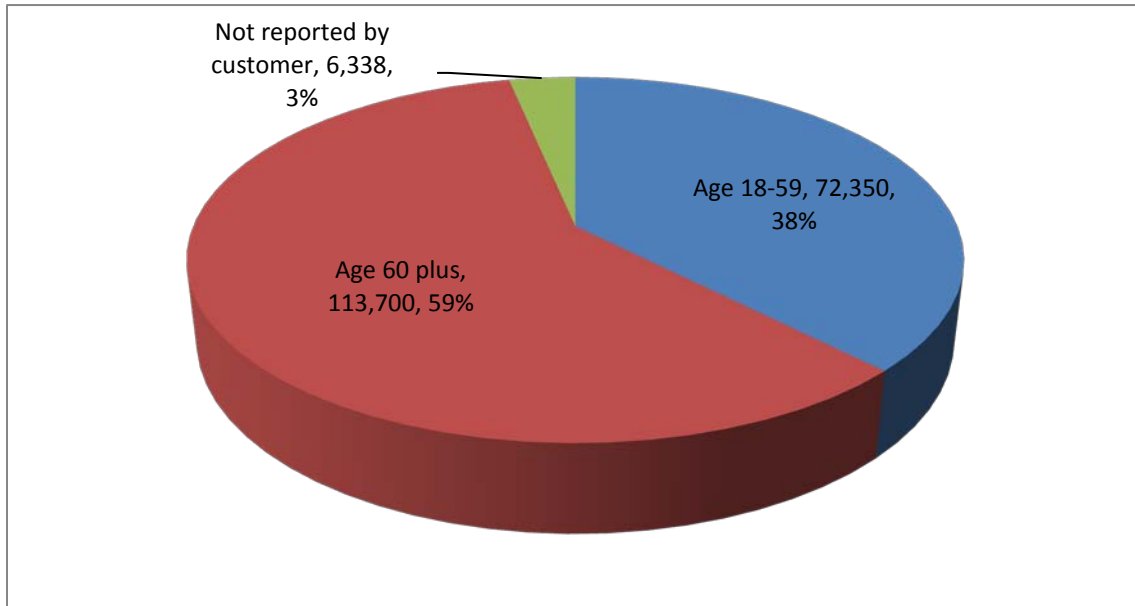
Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
3,980	August 2017	23	173
3,260	September 2017	21	155
5,309	October 2017	22	241
5,323	November 2017	20	266
3,825	December 2017	20	191
4,373	January 2018	21	208
3,894	February 2018	20	195
3,721	March 2018	22	169
3,955	April 2018	21	188
4,242	May 2018	23	184
3,778	June 2018	21	180
3744	July 2018	21	178



Consumer Age Groups

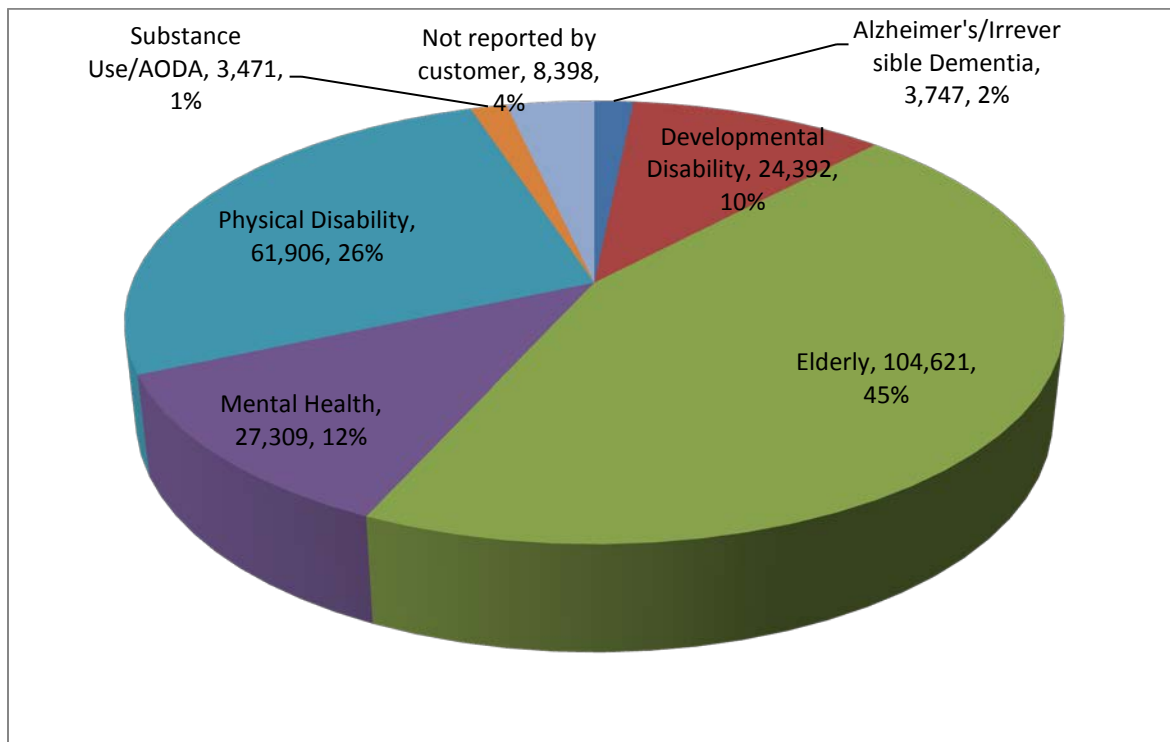
72,350	Age 18-59
113,700	Age 60 plus
6,400	Not reported by customer



Target Group

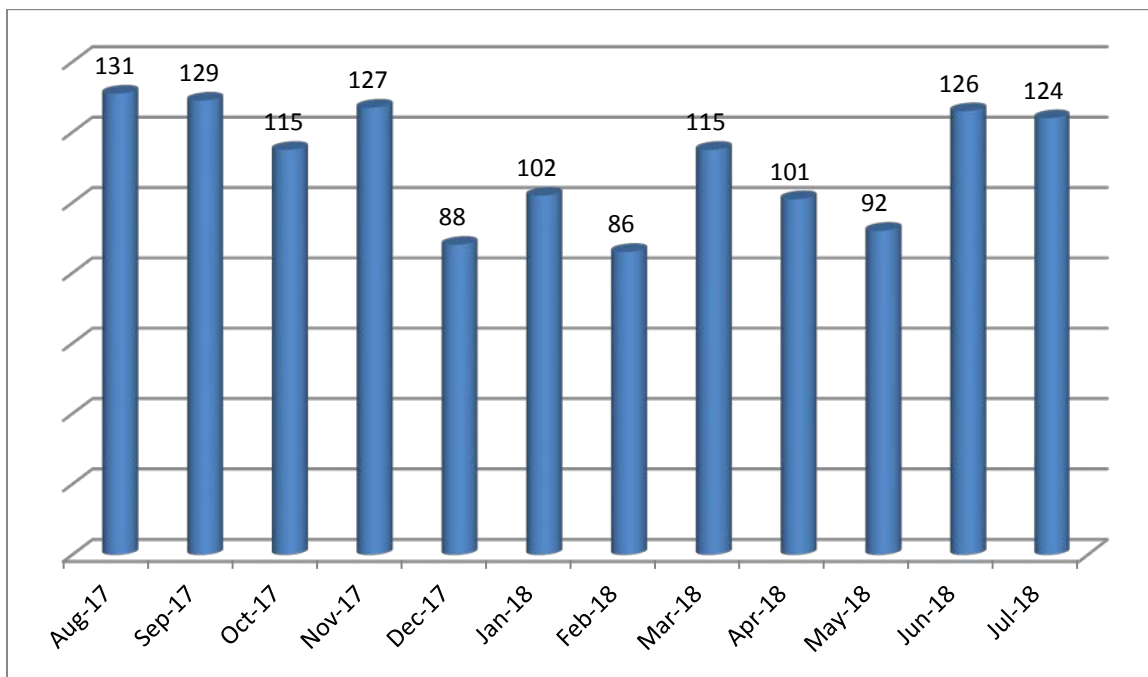
3,747	Alzheimer's/Irreversible Dementia
24,392	Developmental Disability
104,621	Elderly
27,309	Mental Health
61,906	Physical Disability
3,471	Substance Use/AODA
8,398	Not reported by customer

*Some customers fall into multiple target groups



Walk-Ins

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
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
101	51:12 (average 30 minutes per customer)	April 2018
92	45:29 (average 30 minutes per customer)	May 2018
126	67:47 (average 32 minutes per customer)	June 2018
124	64:59 (average 31 minutes per customer)	July 2018



Email Inquiries

# Email Inquiries	Month
28	August 2017
49	September 2017
33	October 2017
33	November 2017
30	December 2017
46	January 2018
36	February 2018
42	March 2018
39	April 2018
43	May 2018
25	June 2018
25	July 2018

