



**118,841 contacts from
2012 through 2016**

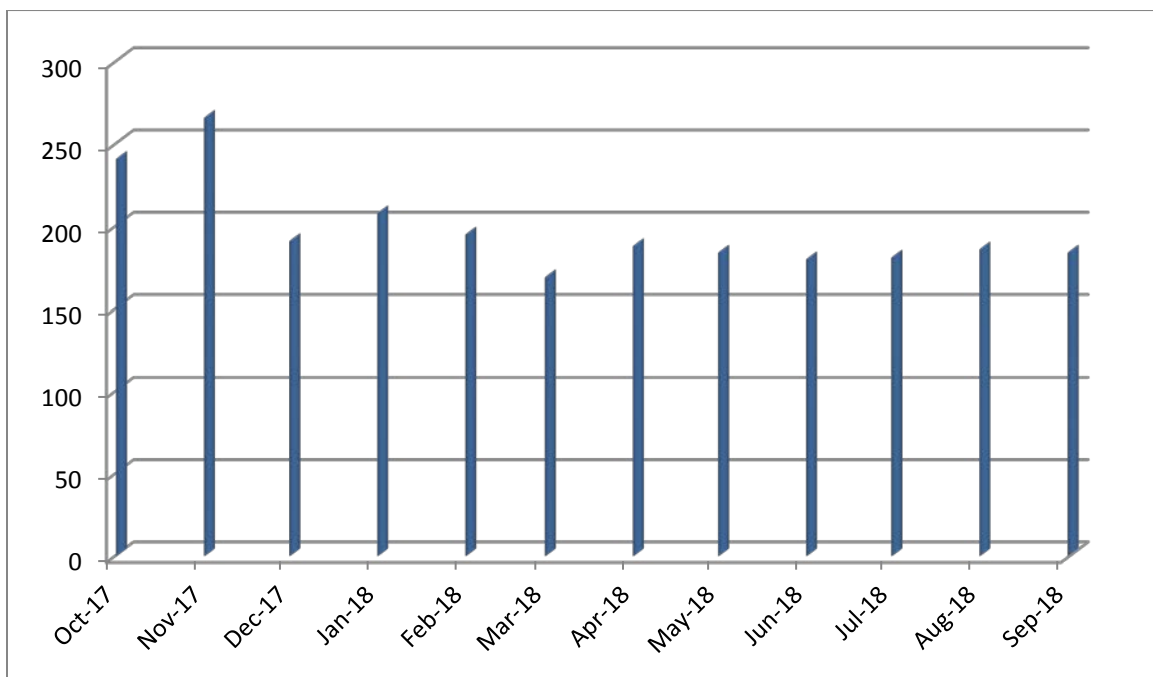
45,901 contacts in 2017

35,526 contacts in 2018

**200,268 total number of contacts
(As of September 30, 2018)**

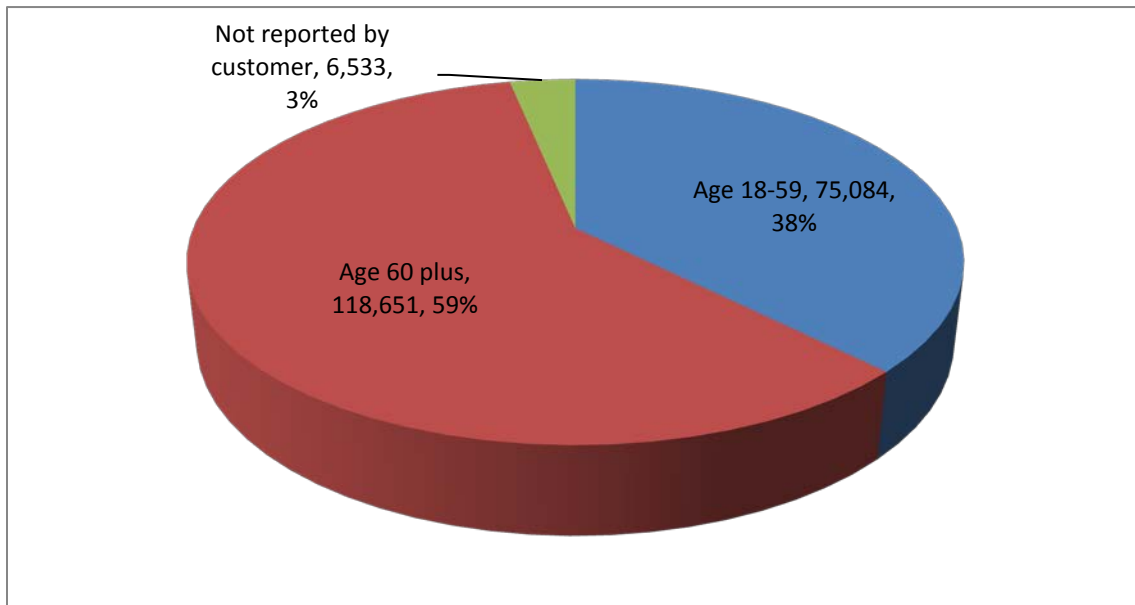
Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
5,309	October 2017	22	241
5,322	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
3,957	April 2018	21	188
4,243	May 2018	23	184
3,778	June 2018	21	180
3,792	July 2018	21	181
4,280	August 2018	23	186
3,488	September 2018	19	184



Consumer Age Groups

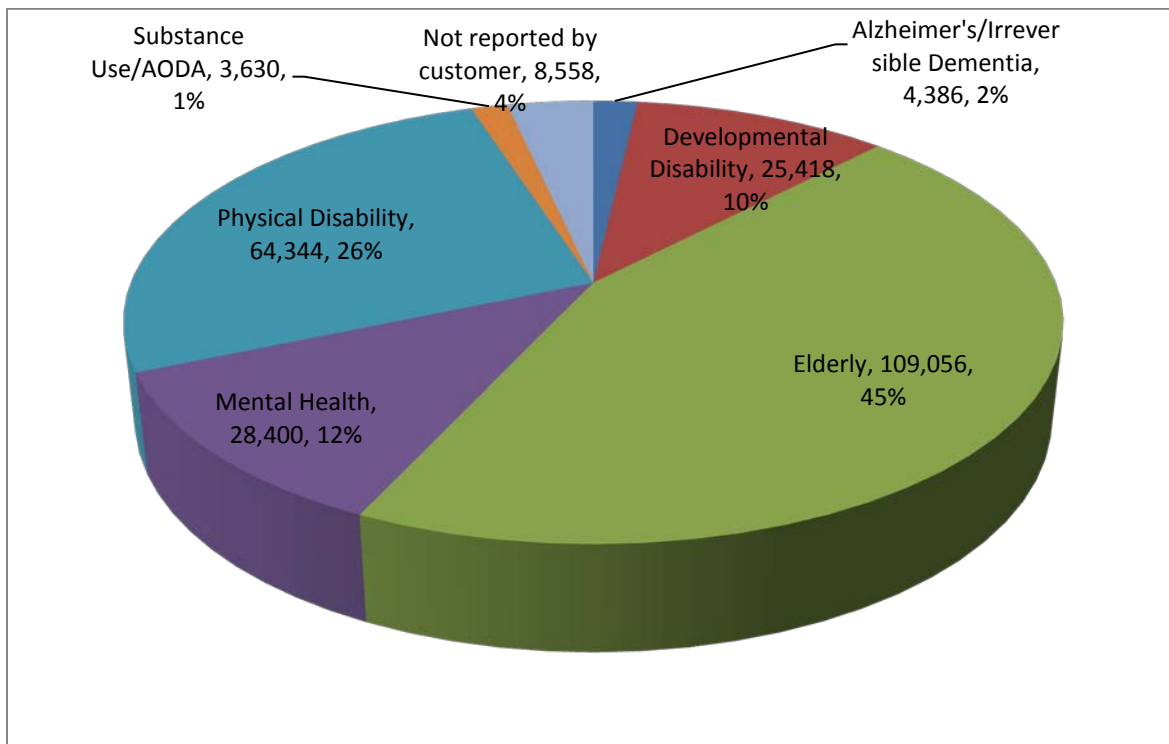
75,084	Age 18-59
118,651	Age 60 plus
6,533	Not reported by customer



Target Group (fix chart)

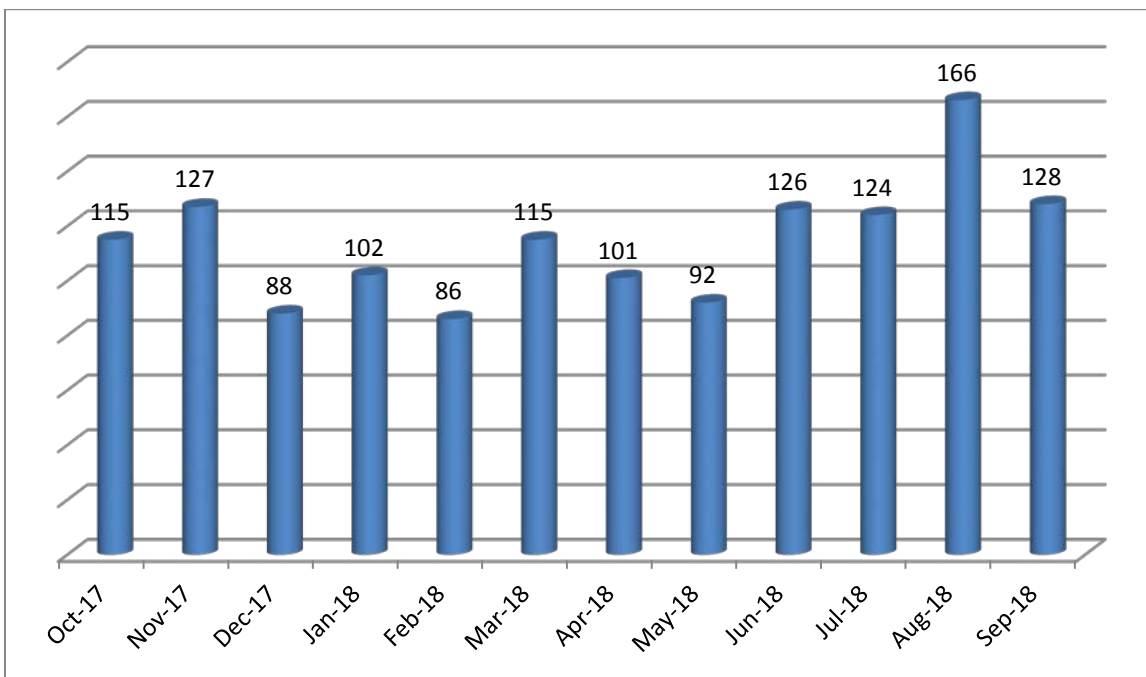
4,386	Alzheimer's/Irreversible Dementia
25,418	Developmental Disability
109,056	Elderly
28,400	Mental Health
64,344	Physical Disability
3,630	Substance Use/AODA
8,558	Not reported by customer

*Some customers fall into multiple target groups



Walk-Ins

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
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
166	84:01 (average 30 minutes per customer)	August 2018
128	81:11 (average 38 minutes per customer)	September 2018



Email Inquiries

# Email Inquiries	Month
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
35	August 2018
39	September 2018

