



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

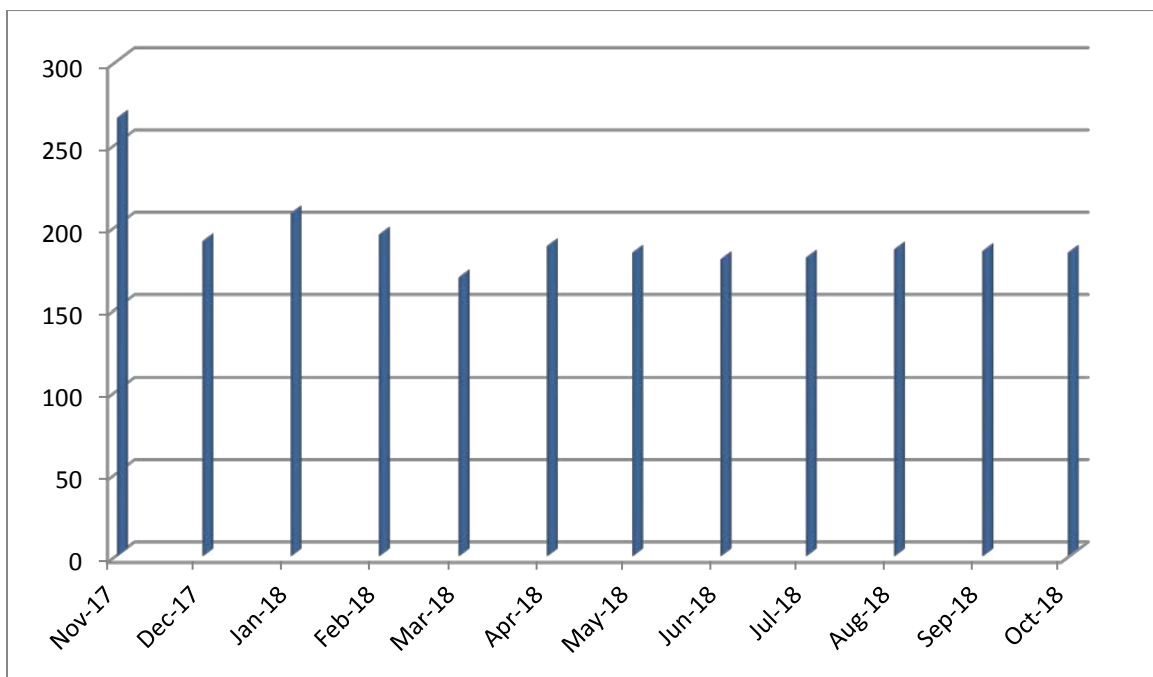
**45,902 contacts in 2017**

**39,804 contacts in 2018**

**204,547 total number of contacts  
(As of October 31, 2018)**

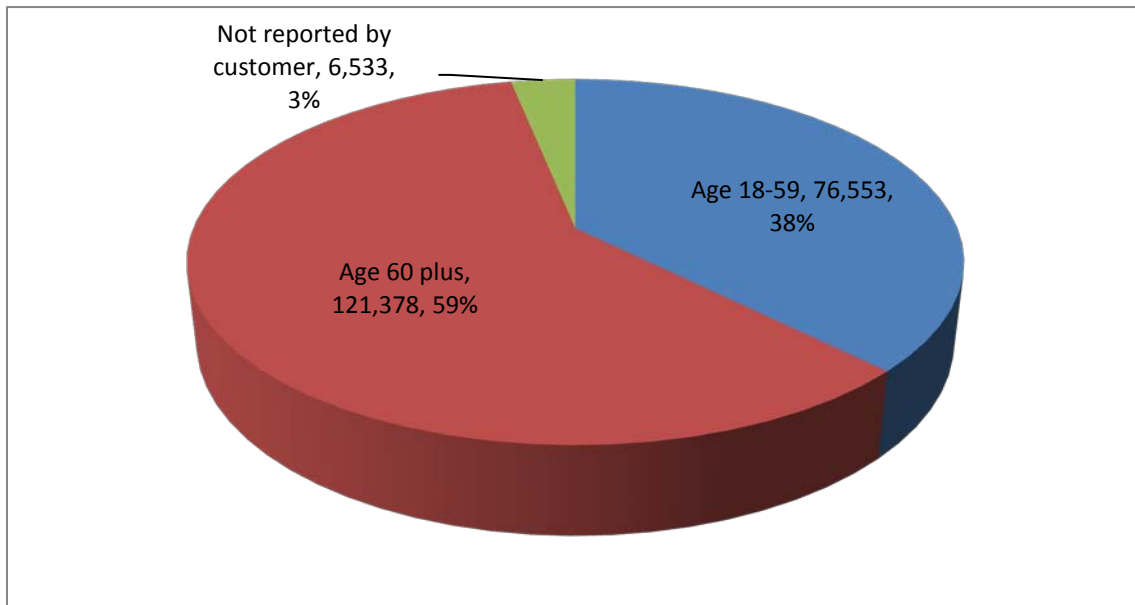
## Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
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
3,794	July 2018	21	181
4,283	August 2018	23	186
3,524	September 2018	19	185
4,237	October 2018	23	184



### Consumer Age Groups

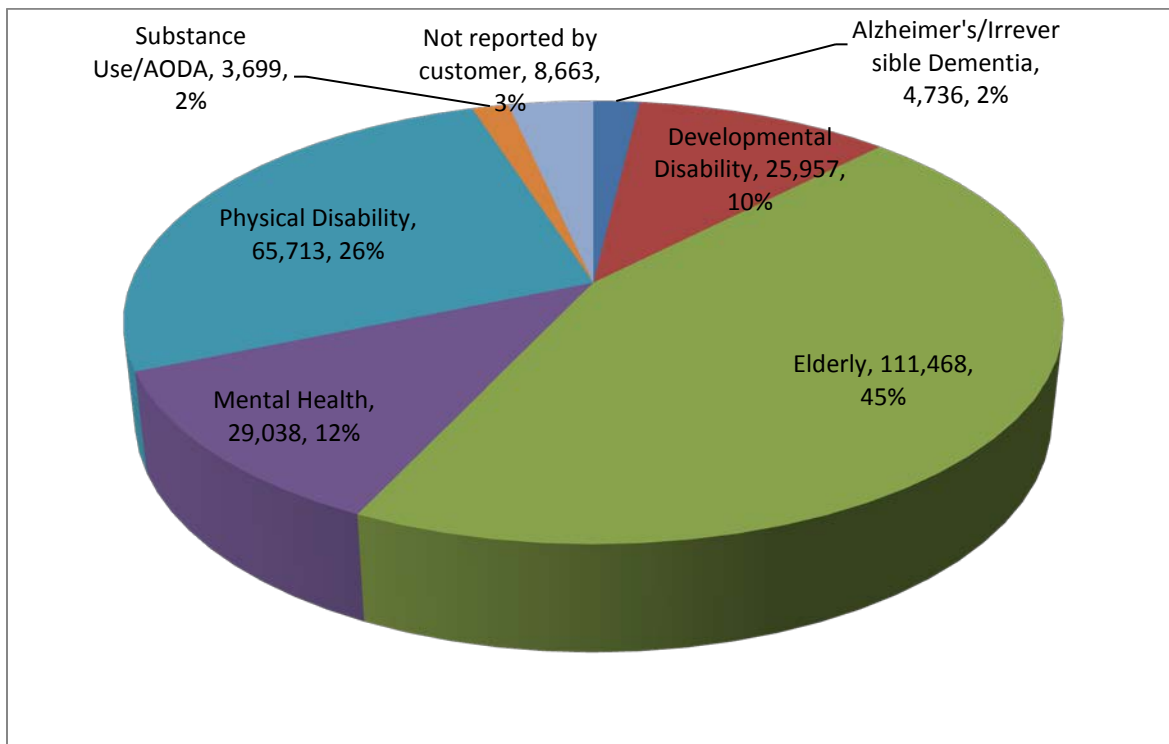
76,553	Age 18-59
121,378	Age 60 plus
6,616	Not reported by customer



### Target Group

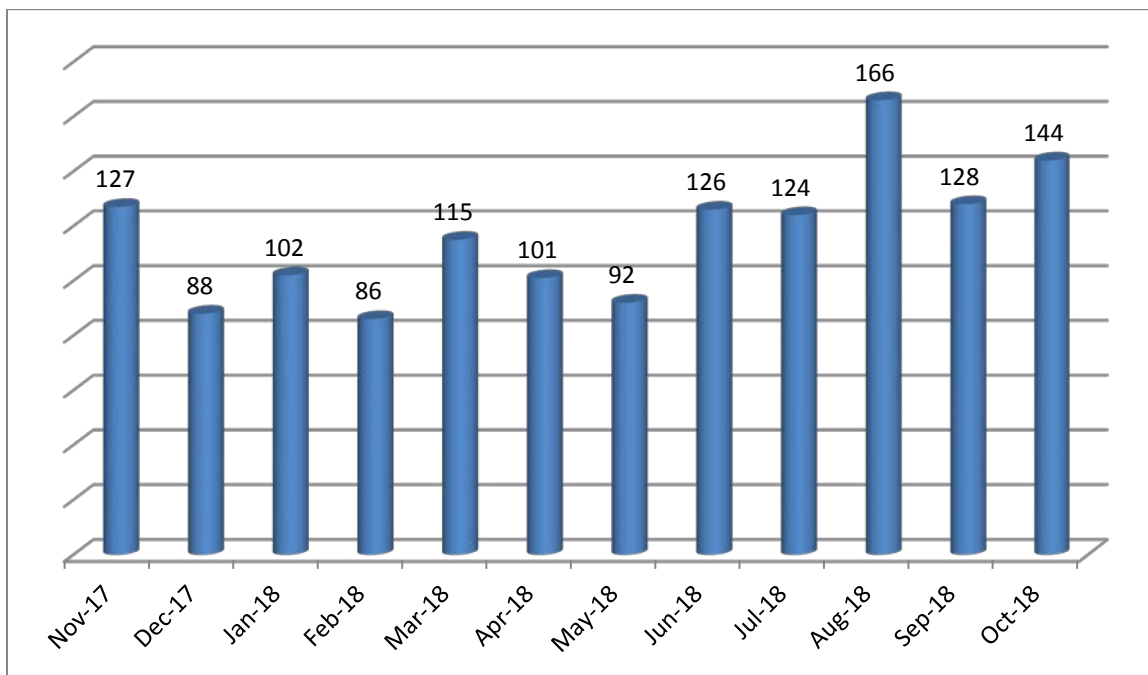
4,736	Alzheimer's/Irreversible Dementia
25,957	Developmental Disability
111,468	Elderly
29,038	Mental Health
65,713	Physical Disability
3,699	Substance Use/AODA
8,663	Not reported by customer

\*Some customers fall into multiple target groups



## Walk-Ins

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
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
144	79:20 (average 33 minutes per customer)	October 2018



## Email Inquiries

# Email Inquiries	Month
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
57	October 2018

