



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

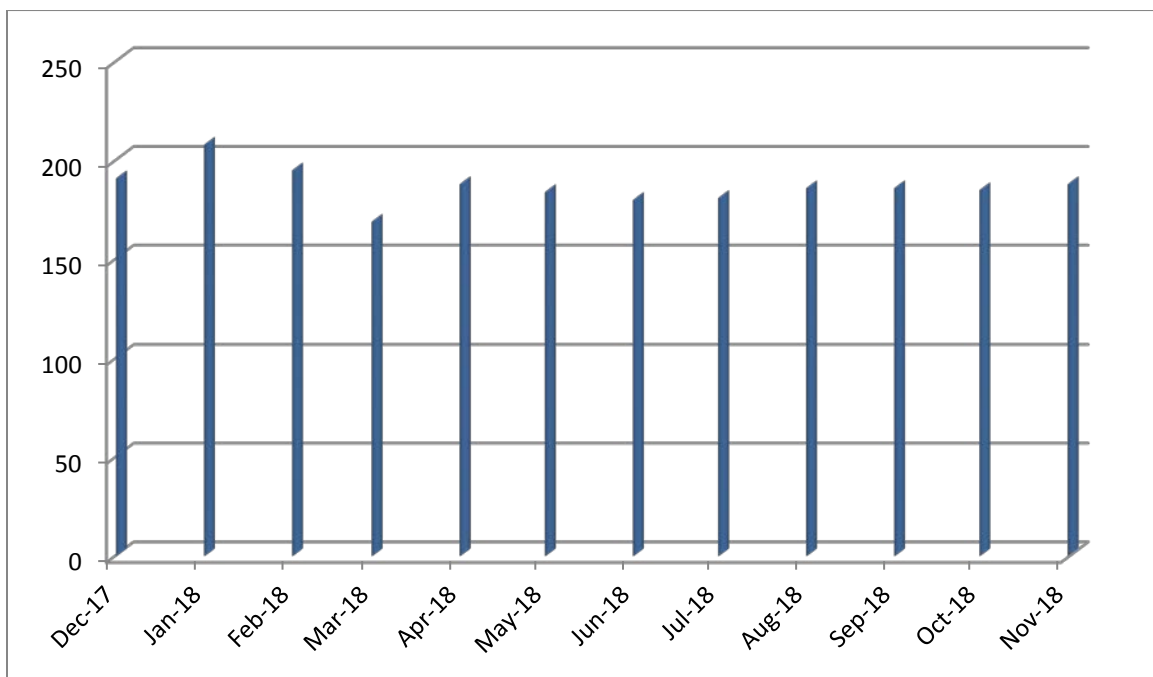
**45,903 contacts in 2017**

**43,582 contacts in 2018**

**208,326 total number of contacts  
(As of November 30, 2018)**

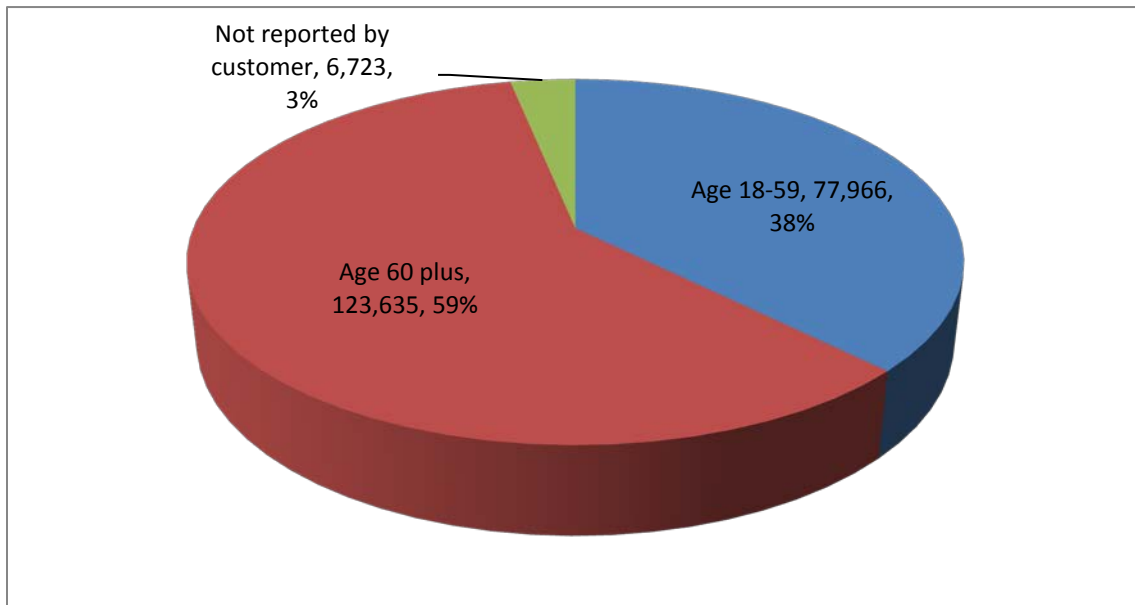
## Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
3,826	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
4,284	August 2018	23	186
3,530	September 2018	19	186
4,248	October 2018	23	185
3,758	November 2018	20	188



### Consumer Age Groups

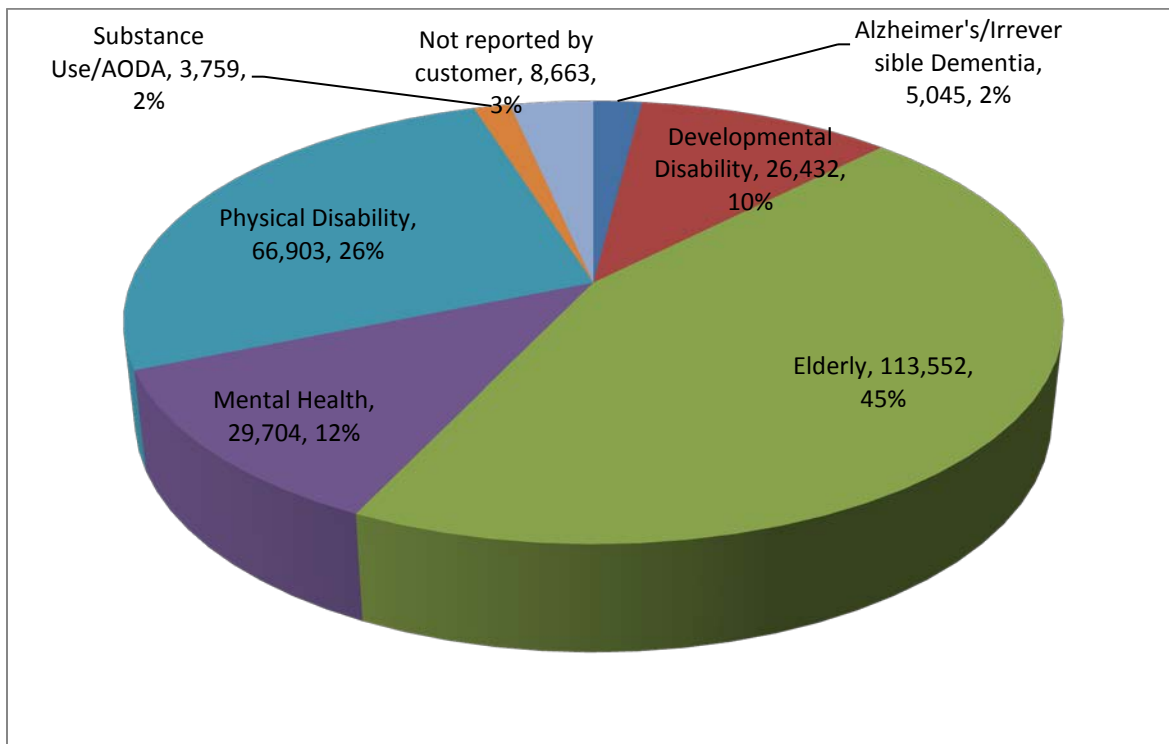
77,966	Age 18-59
123,635	Age 60 plus
6,723	Not reported by customer



### Target Group

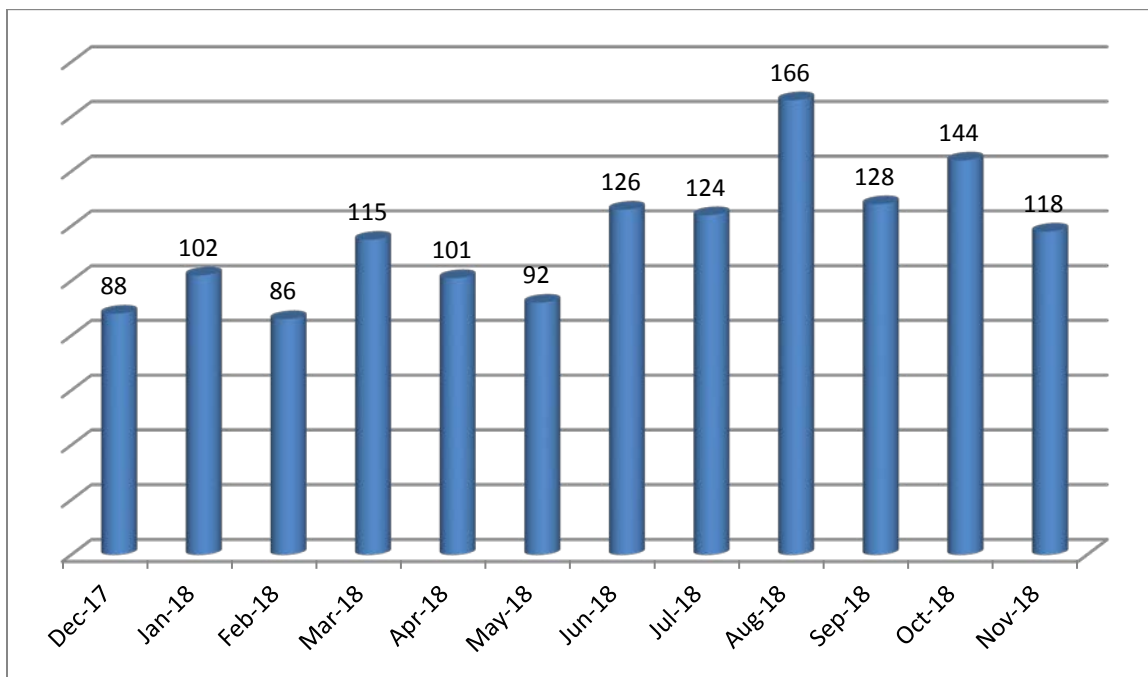
5,045	Alzheimer's/Irreversible Dementia
26,432	Developmental Disability
113,552	Elderly
29,704	Mental Health
66,903	Physical Disability
3,759	Substance Use/AODA
8,758	Not reported by customer

\*Some customers fall into multiple target groups



## Walk-Ins

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
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
118	62:18 (average 32 minutes per customer)	November 2018



## Email Inquiries

# Email Inquiries	Month
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
42	November 2018

