



**164,745 contacts from  
2012 through 2017**

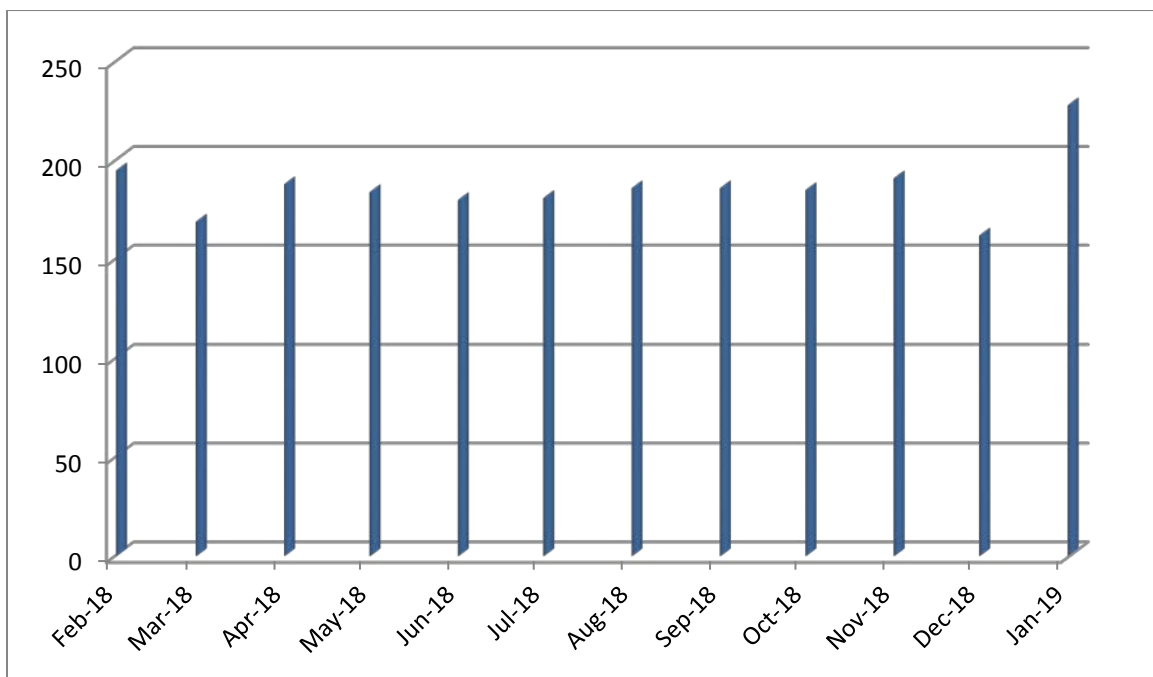
**47,046 contacts in 2018**

**4,104 contacts in 2019**

**215,895 total number of contacts  
(As of January 31, 2019)**

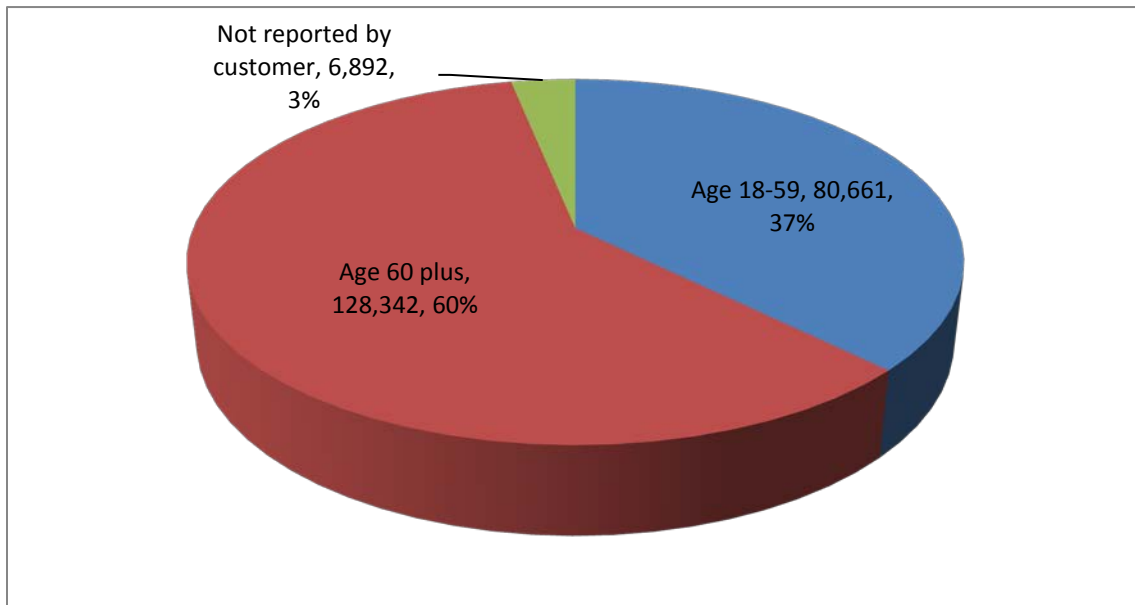
## Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
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
4,288	August 2018	23	186
3,532	September 2018	19	186
4,253	October 2018	23	185
3,810	November 2018	20	191
3,403	December 2018	21	162
4,104	January 2019	18	228



### Consumer Age Groups

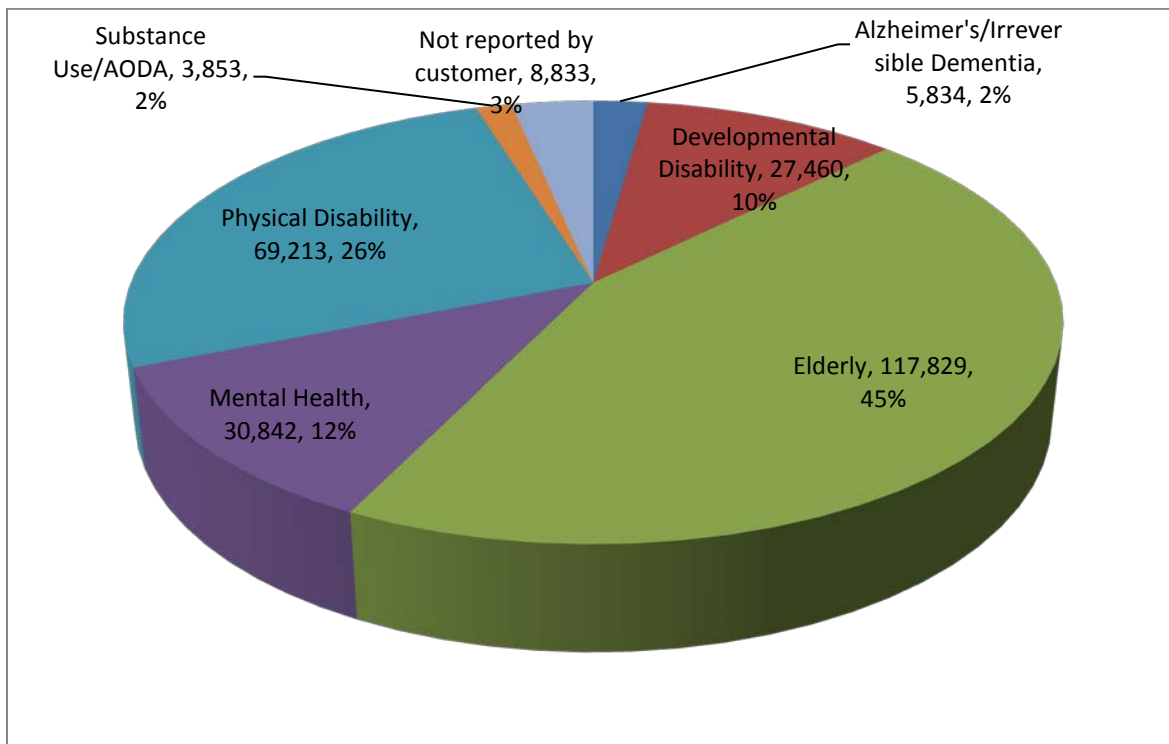
80,661	Age 18-59
128,342	Age 60 plus
6,892	Not reported by customer



### Target Group

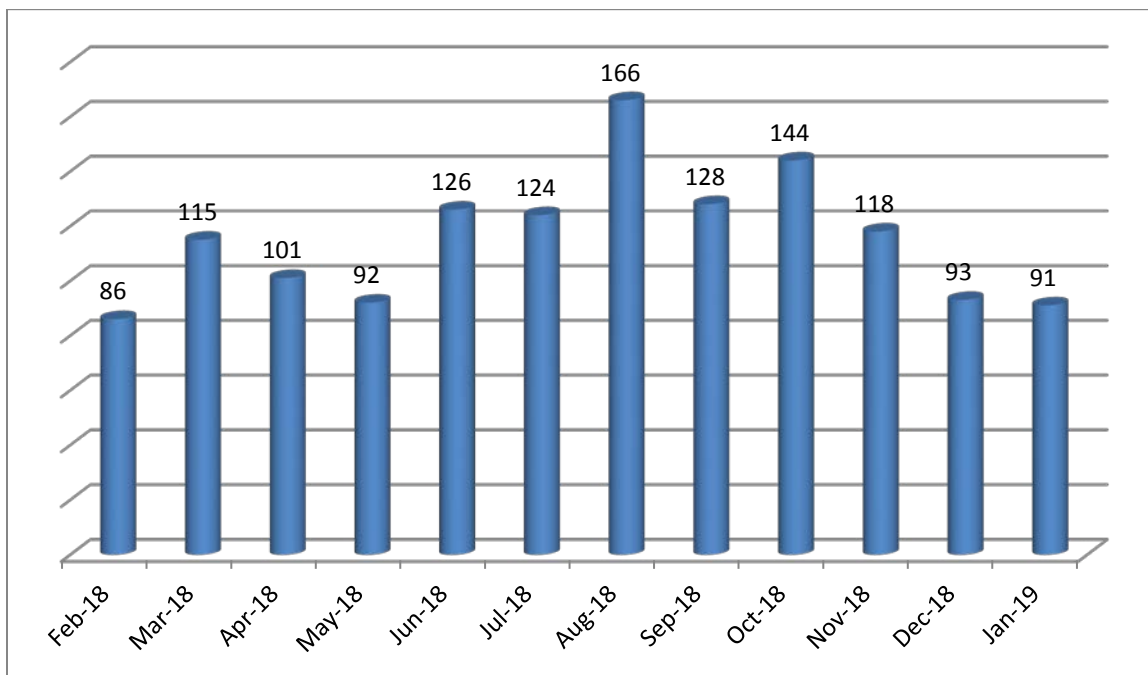
5,834	Alzheimer's/Irreversible Dementia
27,460	Developmental Disability
117,829	Elderly
30,842	Mental Health
69,213	Physical Disability
3,853	Substance Use/AODA
8,946	Not reported by customer

\*Some customers fall into multiple target groups



## Walk-Ins

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
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
93	57:18 (average 37 minutes per customer)	December 2018
91	56:56 (average 38 minutes per customer)	January 2019



## Email Inquiries

# Email Inquiries	Month
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
33	December 2018
42	January 2019

