



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

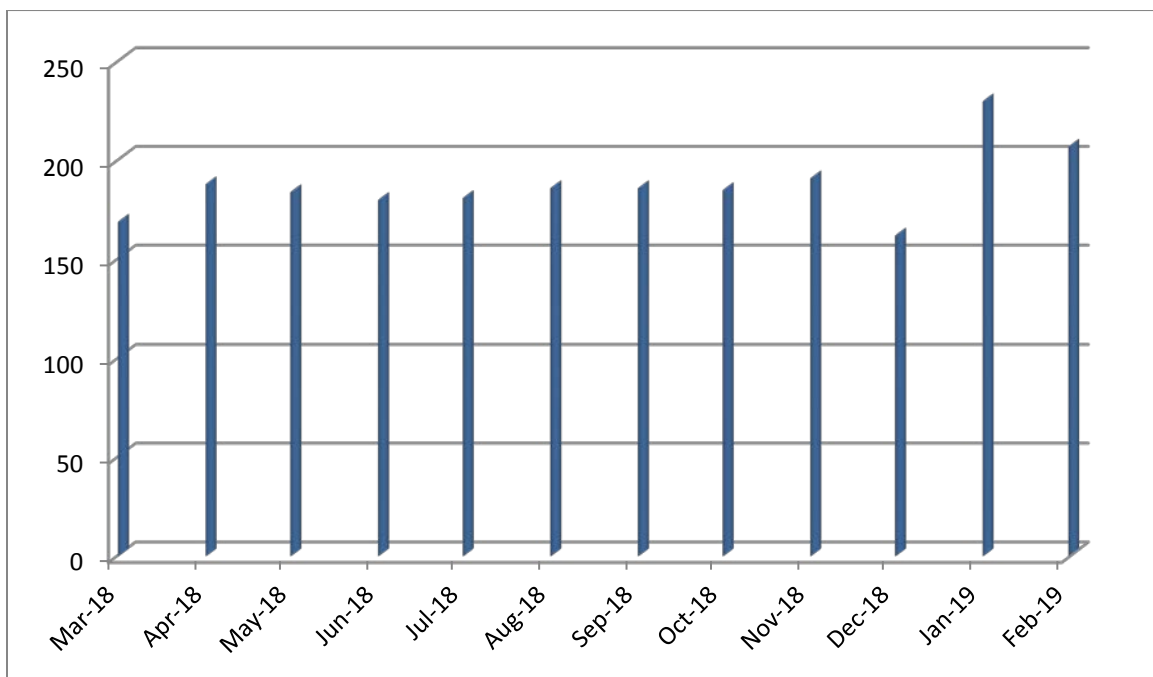
47,051 contacts in 2018

8,288 contacts in 2019

**220,084 total number of contacts
(As of February 28, 2019)**

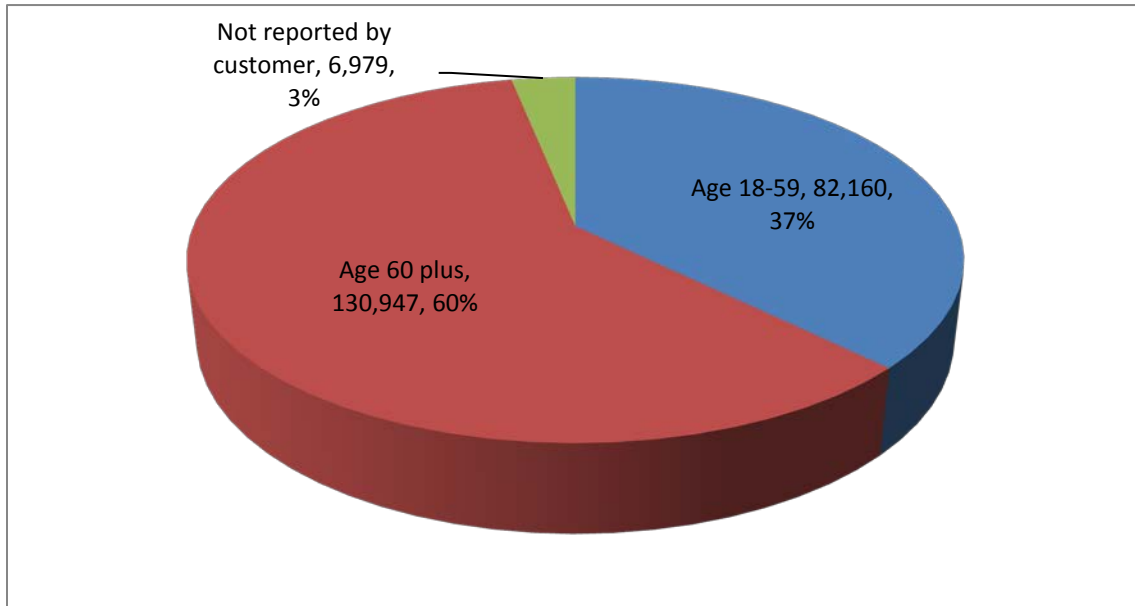
Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
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
4,255	October 2018	23	185
3,810	November 2018	20	191
3,405	December 2018	21	162
4,146	January 2019	18	230
4,142	February 2019	20	207



Consumer Age Groups

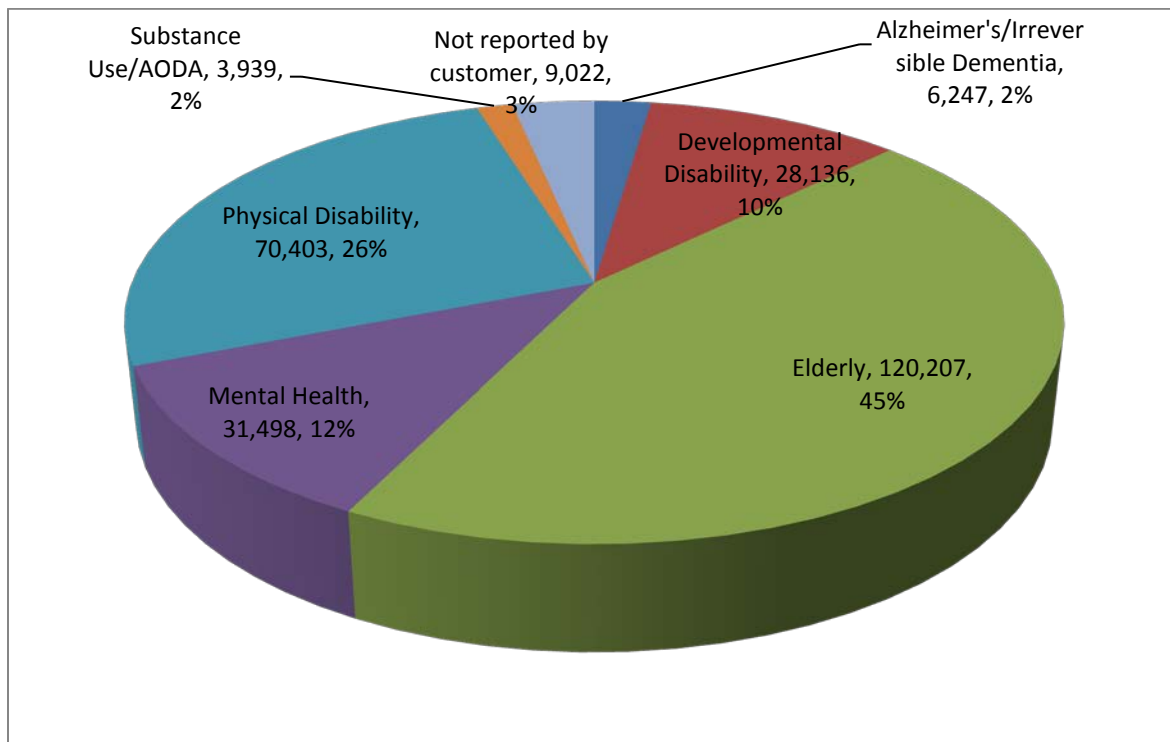
82,160	Age 18-59
130,947	Age 60 plus
6,979	Not reported by customer



Target Group

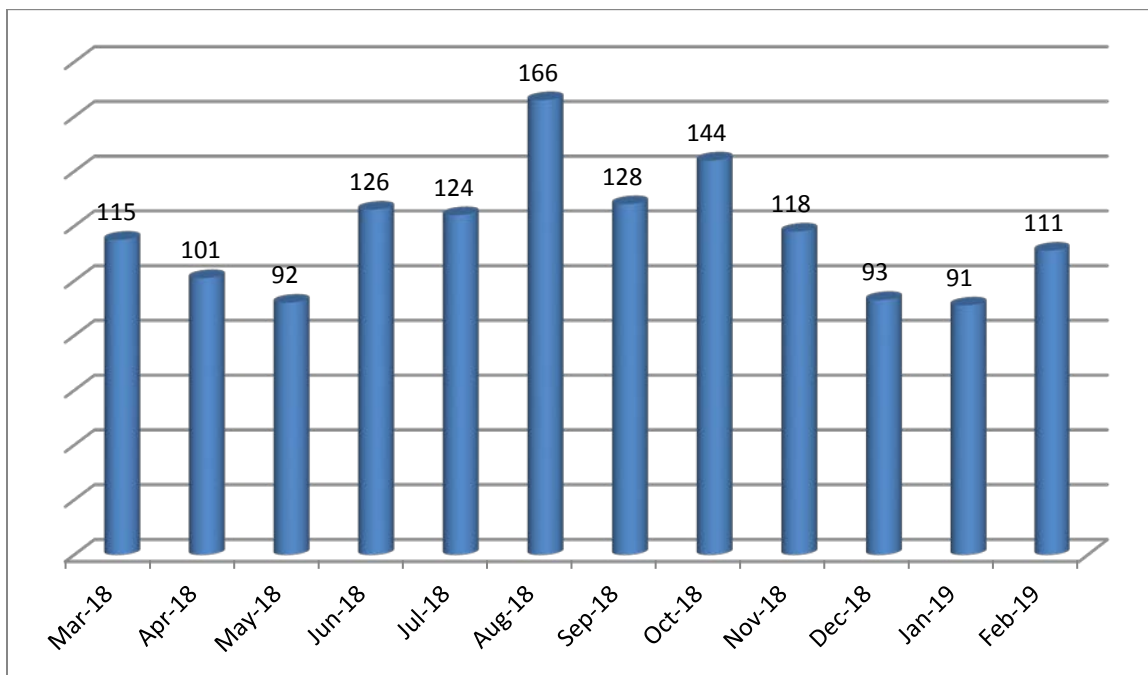
6,247	Alzheimer's/Irreversible Dementia
28,136	Developmental Disability
120,207	Elderly
31,498	Mental Health
70,403	Physical Disability
3,939	Substance Use/AODA
9,022	Not reported by customer

*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	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
111	56:44 (average 31 minutes per customer)	February 2019



Email Inquiries

# Email Inquiries	Month
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
39	February 2019

