



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

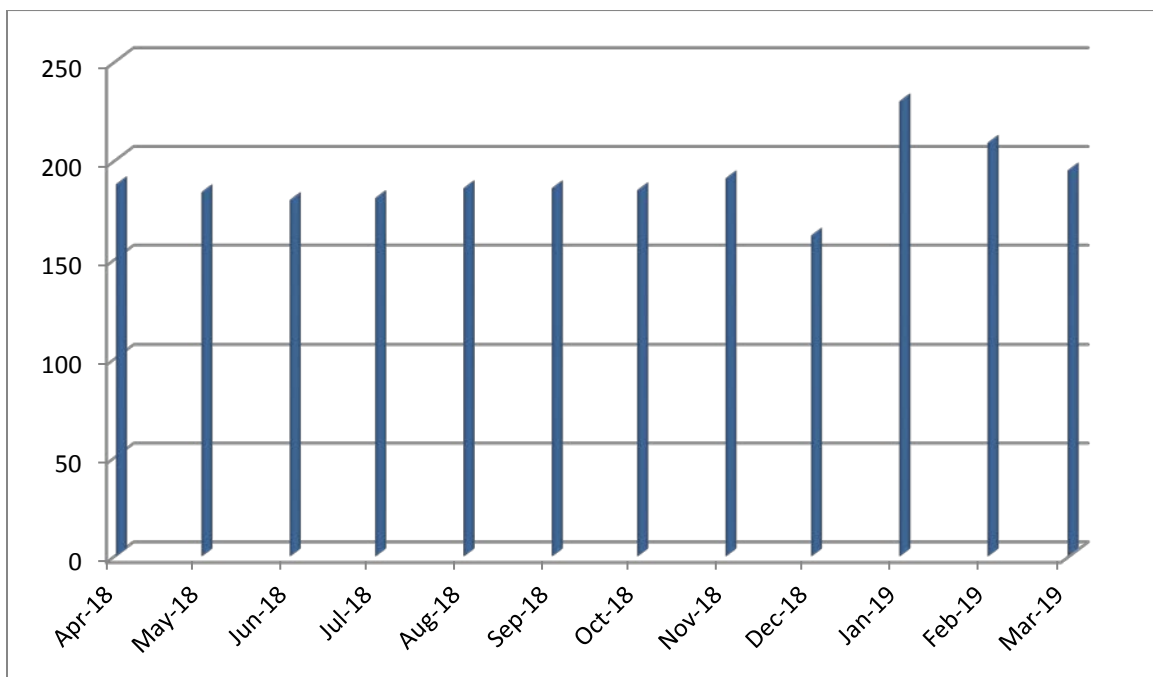
47,054 contacts in 2018

12,420 contacts in 2019

**224,219 total number of contacts
(As of March 31, 2019)**

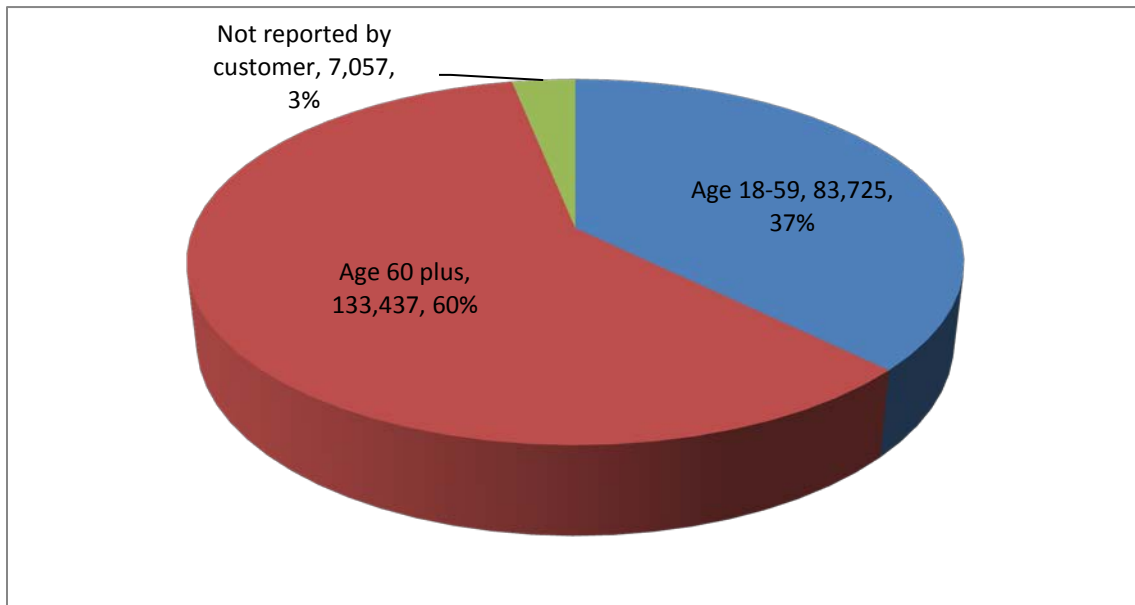
Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
3,957	April 2018	21	188
4,244	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
4,256	October 2018	23	185
3,811	November 2018	20	191
3,405	December 2018	21	162
4,146	January 2019	18	230
4,187	February 2019	20	209
4,087	March 2019	21	195



Consumer Age Groups

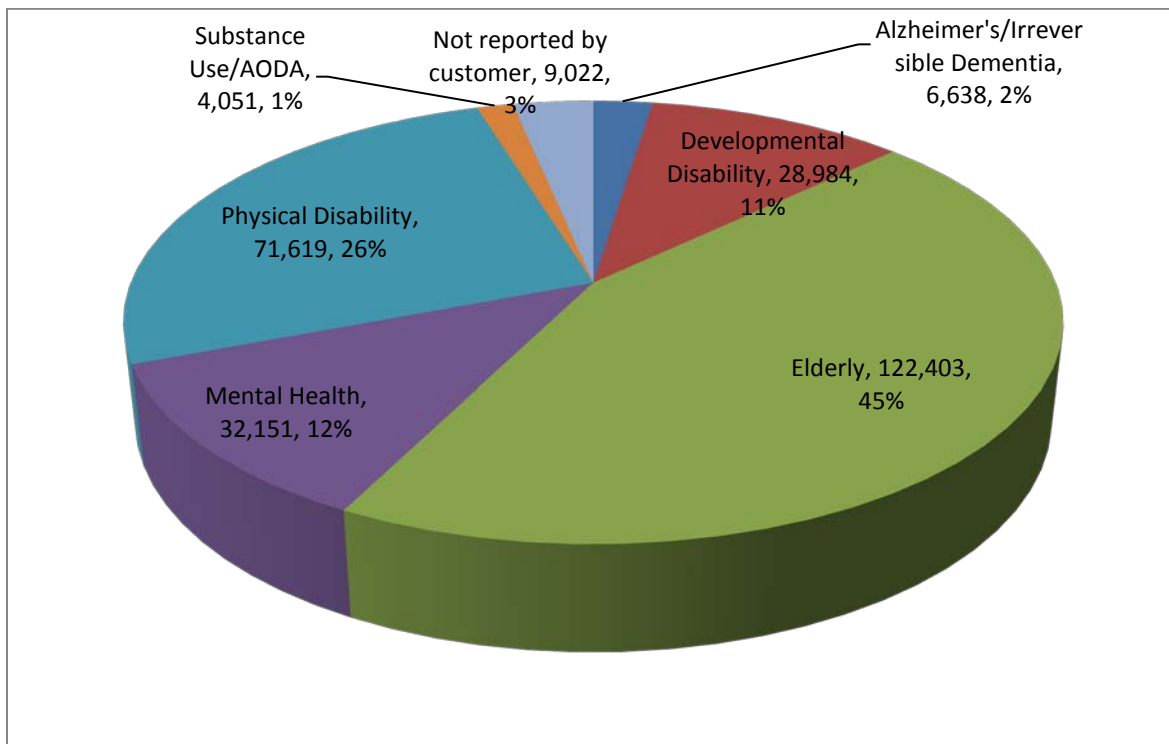
83,725	Age 18-59
133,437	Age 60 plus
7,057	Not reported by customer



Target Group

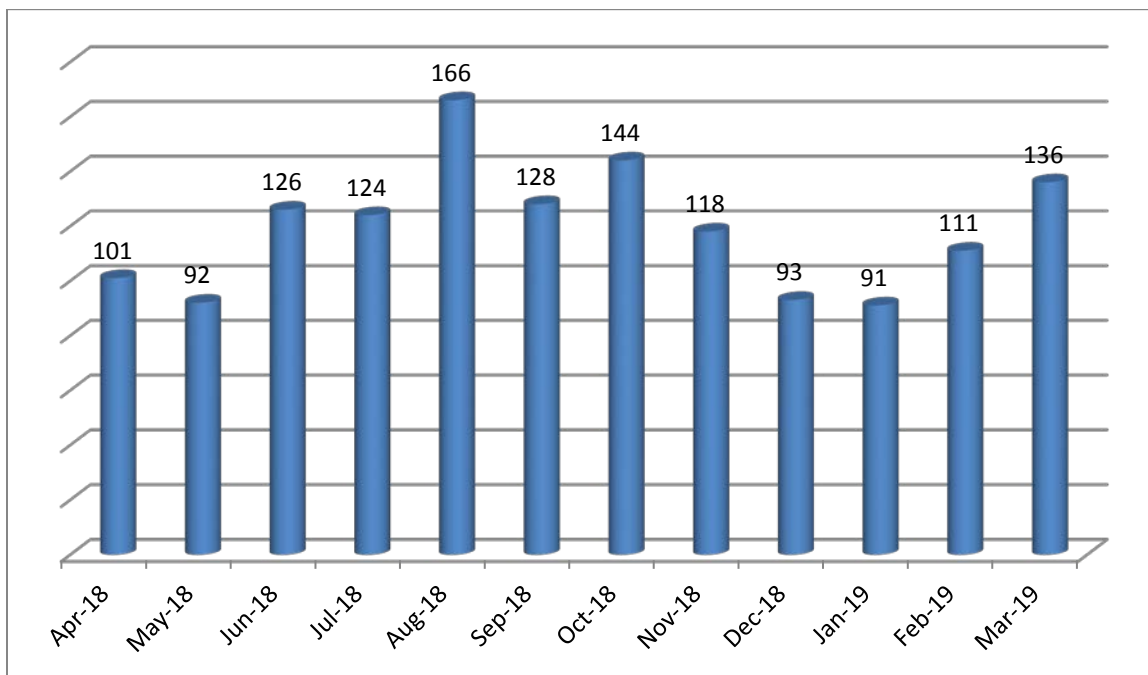
6,638	Alzheimer's/Irreversible Dementia
28,984	Developmental Disability
122,403	Elderly
32,151	Mental Health
71,619	Physical Disability
4,051	Substance Use/AODA
9,107	Not reported by customer

*Some customers fall into multiple target groups



Walk-Ins

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
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
136	76:27 (average 34 minutes per customer)	March 2019



Email Inquiries

# Email Inquiries	Month
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
44	March 2019

