



**164,741 contacts from
2012 through 2017**

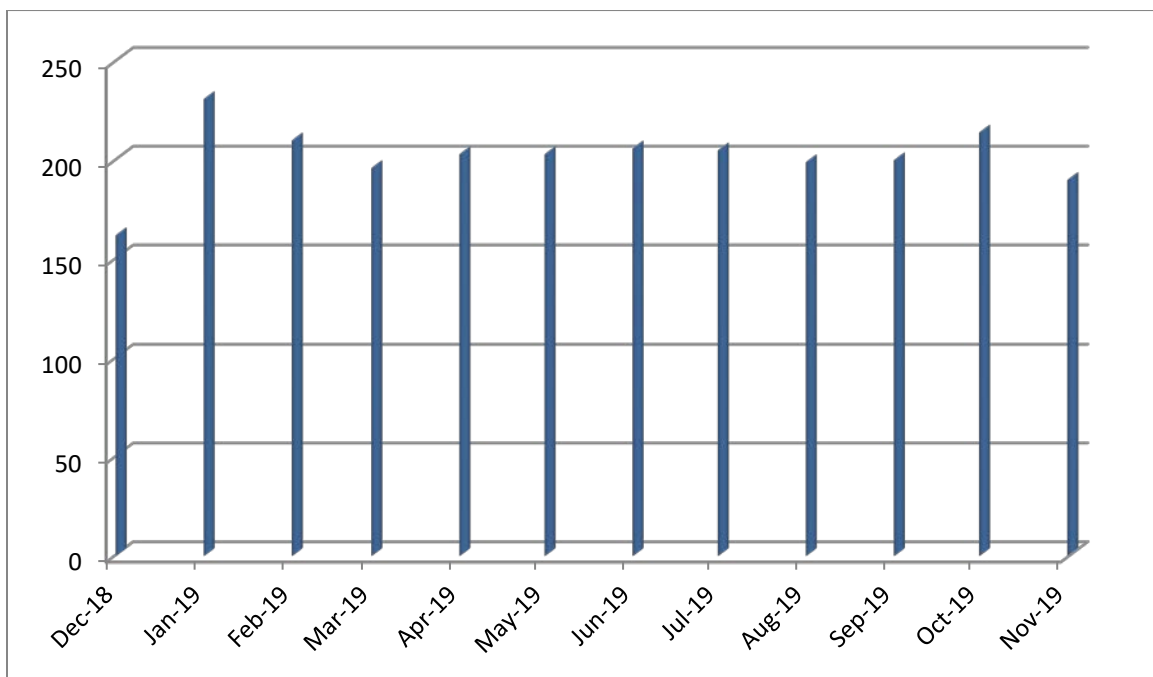
47,067 contacts in 2018

47,740 contacts in 2019

**259,548 total number of contacts
(As of November 30, 2019)**

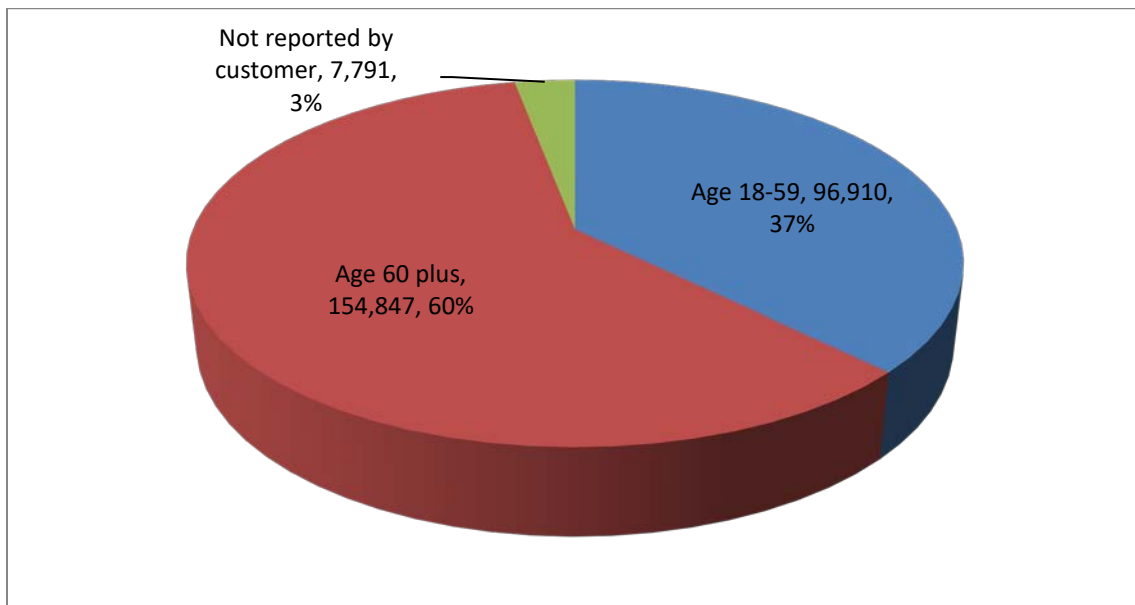
Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
3,407	December 2018	21	162
4,149	January 2019	18	231
4,195	February 2019	20	210
4,118	March 2019	21	196
4,467	April 2019	22	203
4,465	May 2019	22	203
4,114	June 2019	20	206
4,725	July 2019	23	205
4,385	August 2019	22	199
4,203	September 2019	21	200
4,927	October 2019	23	214
3,991	November 2019	21	190



Consumer Age Groups

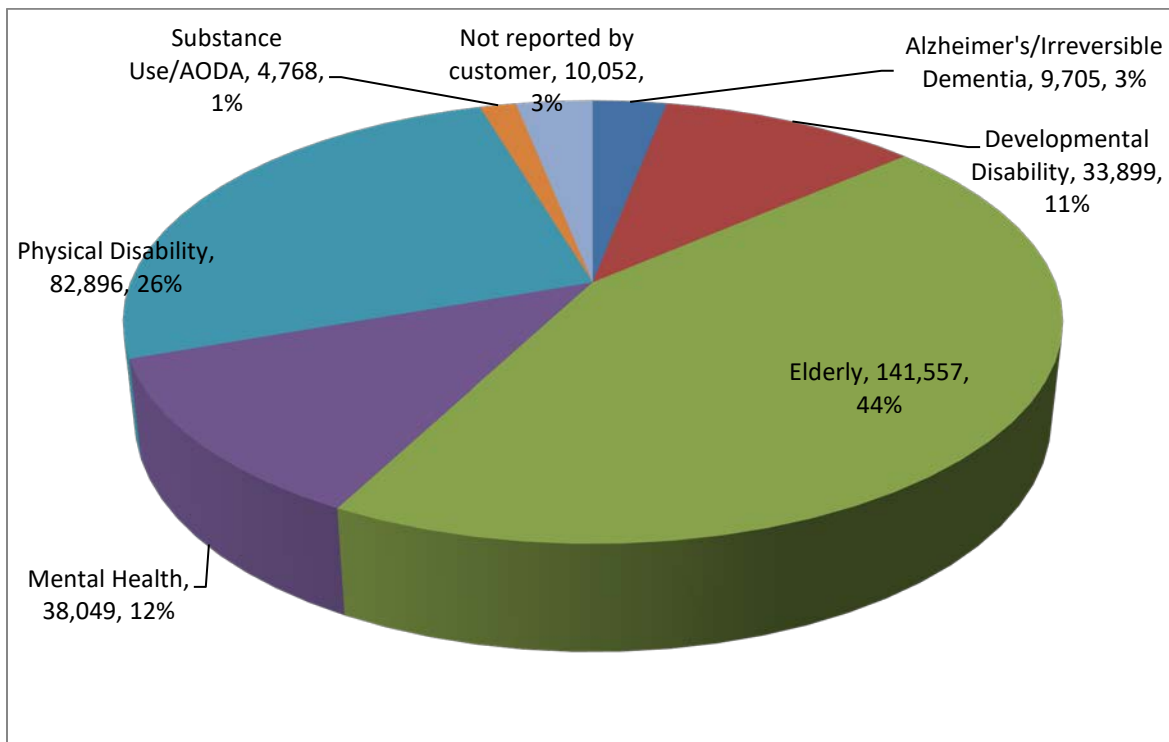
96,910	Age 18-59
154,847	Age 60 plus
7,791	Not reported by customer



Target Group

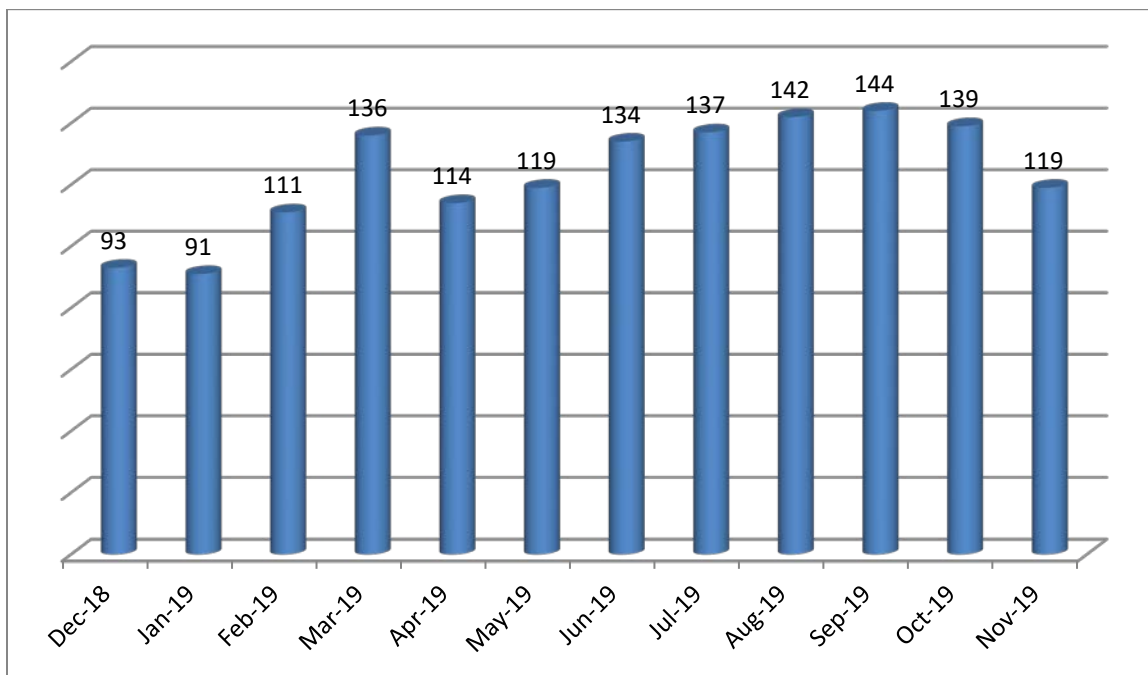
9,705	Alzheimer's/Irreversible Dementia
33,899	Developmental Disability
141,557	Elderly
38,049	Mental Health
82,896	Physical Disability
4,768	Substance Use/AODA
10,052	Not reported by customer

*Some customers fall into multiple target groups



Walk-Ins

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
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
114	67:27 (average 36 minutes per customer)	April 2019
119	58:50 (average 30 minutes per customer)	May 2019
134	79:36 (average 36 minutes per customer)	June 2019
137	72:11 (average 32 minutes per customer)	July 2019
142	66:02 (average 29 minutes per customer)	August 2019
144	76:19 (average 32 minutes per customer)	September 2019
139	78:51 (average 34 minutes per customer)	October 2019
119	62:26 (average 31 minutes per customer)	November 2019



Email Inquiries

# Email Inquiries	Month
33	December 2018
42	January 2019
39	February 2019
44	March 2019
41	April 2019
31	May 2019
42	June 2019
38	July 2019
50	August 2019
56	September 2019
48	October 2019
54	November 2019

