



**211,810 contacts from
2012 through 2018**

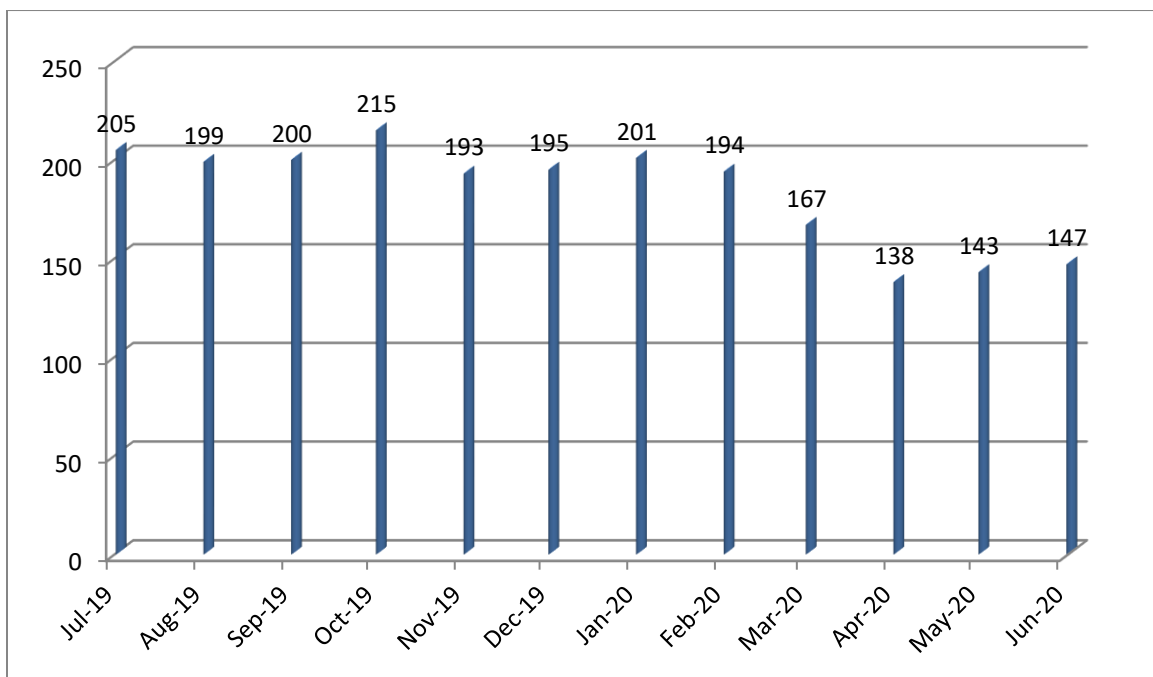
51,516 contacts in 2019

**20,881 contacts in 2020
(As of June 30, 2020)**

**284,207 total number of contacts
(As of June 30, 2020)**

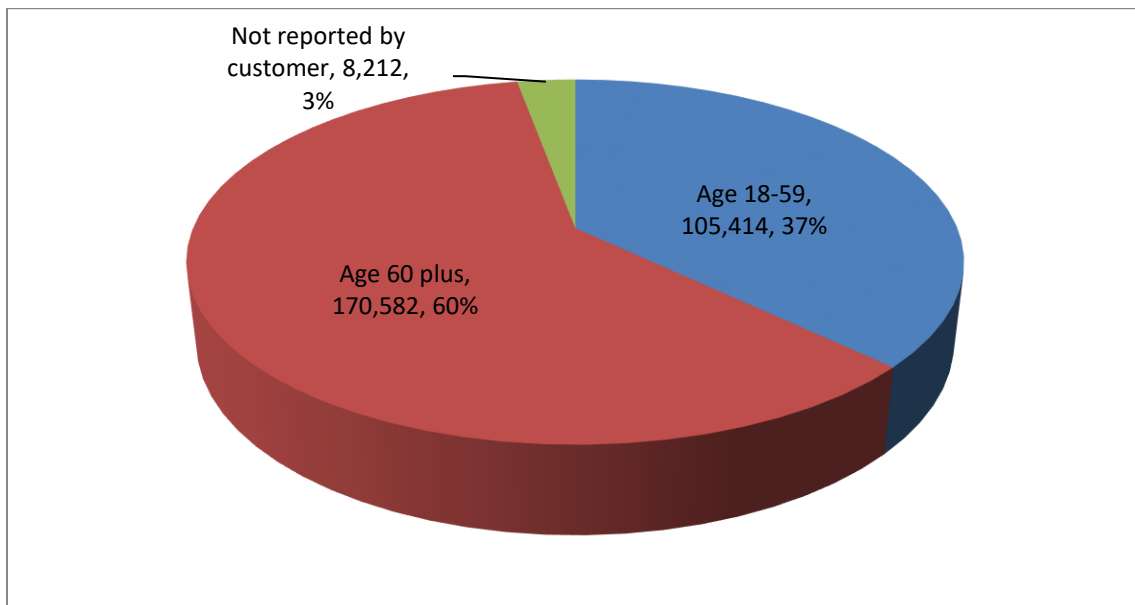
Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
4,726	July 2019	23	205
4,387	August 2019	22	199
4,205	September 2019	21	200
4,937	October 2019	23	215
4,043	November 2019	21	193
3,706	December 2019	19	195
4,223	January 2020	21	201
3,875	February 2020	20	194
3,674	March 2020	22	167
3,035	April 2020	22	138
2,855	May 2020	20	143
3,242	June 2020	22	147



Consumer Age Groups

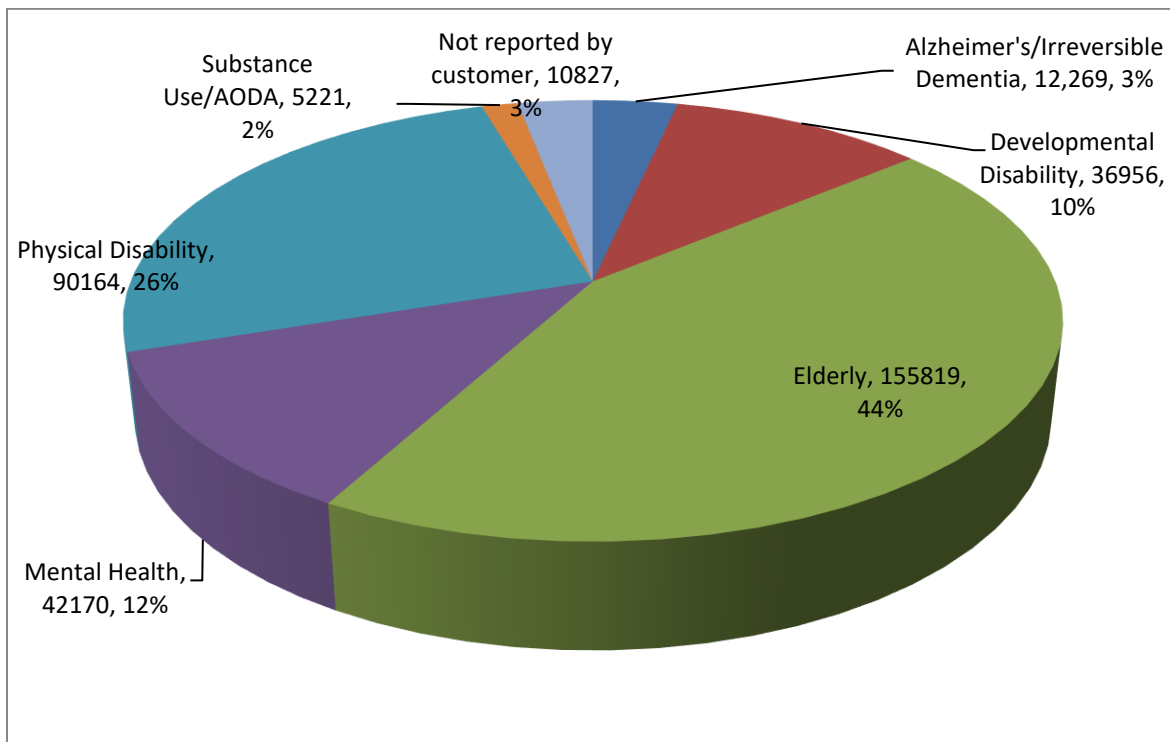
105,414	Age 18-59
170,582	Age 60 plus
8,212	Not reported by customer



Target Group

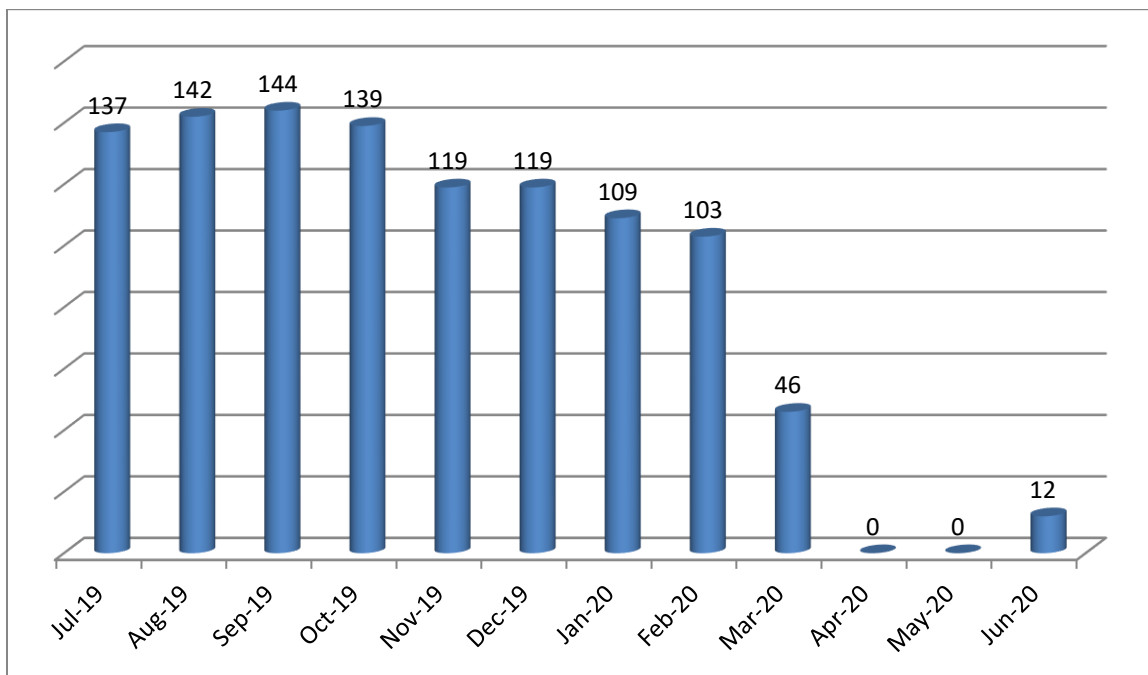
12,269	Alzheimer's/Irreversible Dementia
36,956	Developmental Disability
155,819	Elderly
42,170	Mental Health
90,164	Physical Disability
5,221	Substance Use/AODA
10,827	Not reported by customer

*Some customers fall into multiple target groups



Walk-Ins

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
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
119	63:46 (average 32 minutes per customer)	December 2019
109	65:21 (average 36 minutes per customer)	January 2020
103	18:20 (average 11 minutes per customer)	February 2020
46	24:01 (average 32 minutes per customer)	March 2020
0		April 2020
0		May 2020
12	6:37 (average 33 minutes per customer))	June 2020



Email Inquiries

# Email Inquiries	Month
38	July 2019
50	August 2019
56	September 2019
48	October 2019
54	November 2019
43	December 2019
41	January 2020
62	February 2020
48	March 2020
33	April 2020
39	May 2020
54	June 2020

