



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

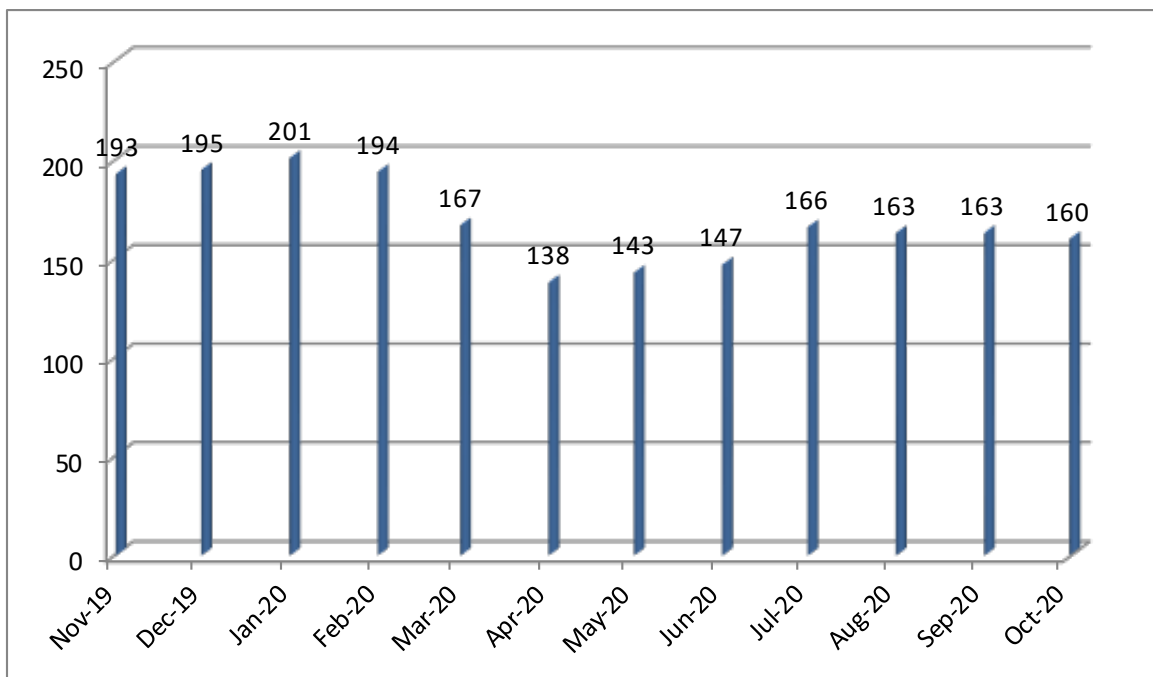
51,515 contacts in 2019

**35,592 contacts in 2020
(As of October 31, 2020)**

**298,916 total number of contacts
(As of September 30, 2020)**

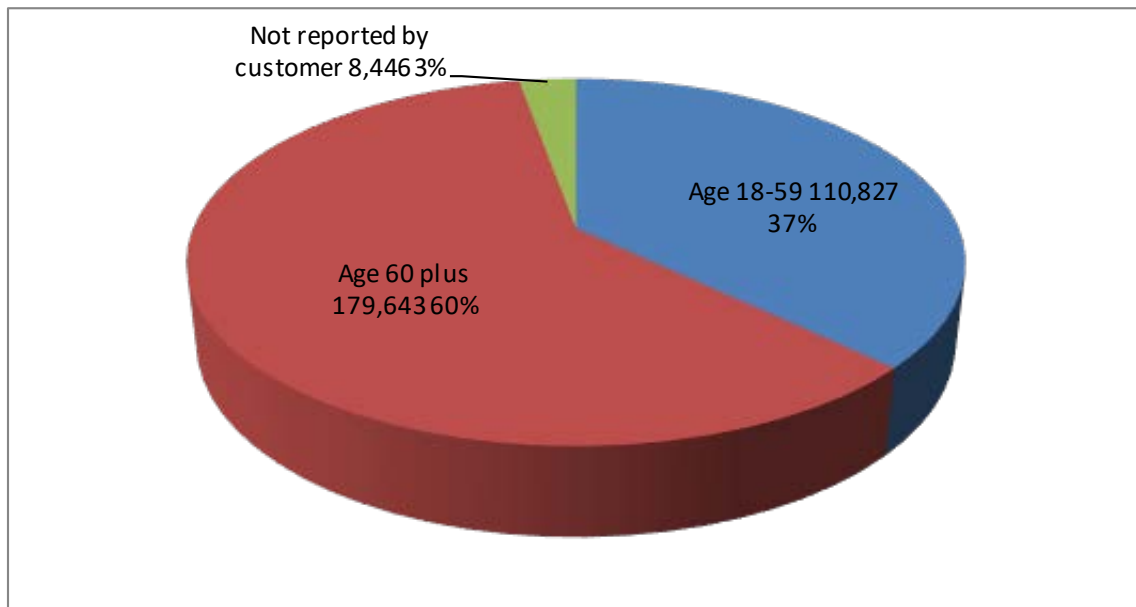
Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
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
3,828	July 2020	23	166
3,427	August 2020	21	163
3,747	September 2020	23	163
3,524	October 2020	22	160



Consumer Age Groups

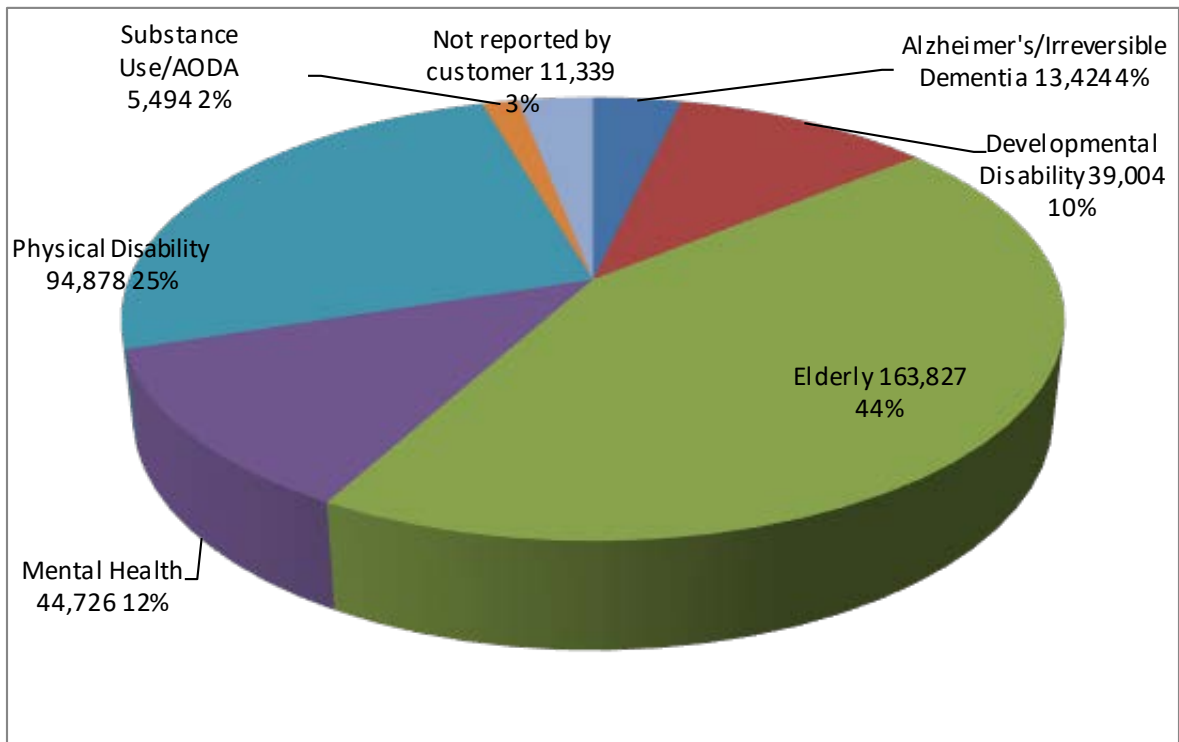
110,827	Age 18-59
179,643	Age 60 plus
8,446	Not reported by customer



Target Group

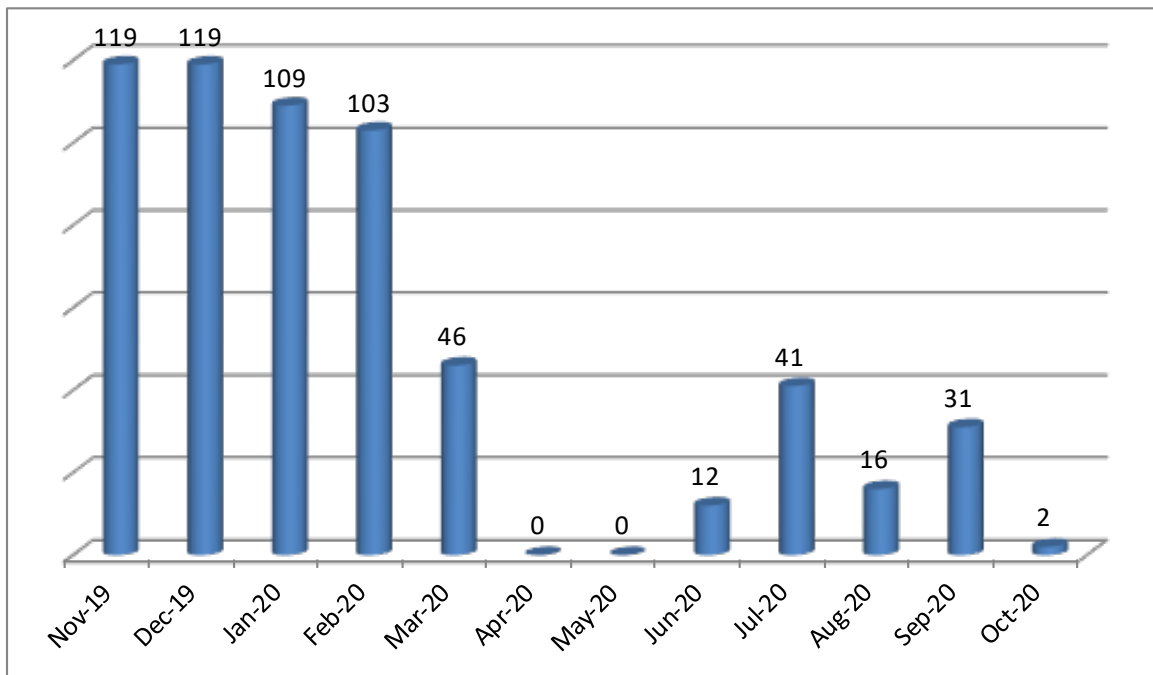
13,424	Alzheimer's/Irreversible Dementia
39,004	Developmental Disability
163,827	Elderly
44,726	Mental Health
94,878	Physical Disability
5,494	Substance Use/AODA
11,339	Not reported by customer

*Some customers fall into multiple target groups



Walk-Ins

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
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
41	20:29 (average 30 minutes per customer)	July 2020
16	6:59 (average 26 minutes per customer)	August 2020
31	12:37 (average 24 minutes per customer)	September 2020
2	1:07 (average 34 minutes per customer)	October 2020



Email Inquiries

# Email Inquiries	Month
54	November 2019
43	December 2019
41	January 2020
62	February 2020
48	March 2020
33	April 2020
39	May 2020
54	June 2020
60	July 2020
63	August 2020
59	September 2020
36	October 2020

