

New Clients (not previously in the system) vs Returning Clients

Month	Previous Client	New Client	Grand Total
2017 January	304	364	668
2017 February	224	268	492
2017 March	268	330	598
2017 April	271	329	600
2017 May	272	338	610
2017 June	305	375	680
2017 July	283	401	684
2017 August	247	352	599
2017 September	231	382	613
2017 October	265	394	659
2017 November	189	334	523
2017 December	217	378	595
Grand Total	3076	4245	7321

Calls recorded per month in HMIS/CSP*

Month	Previous Client	New Client	Grand Total
2017 January	2171	489	2660
2017 February	1653	443	2096
2017 March	1827	624	2451
2017 April	1277	504	1781
2017 May	1354	569	1923
2017 June	1448	639	2087
2017 July	1399	631	2030
2017 August	1320	624	1944
2017 September	1470	671	2141
2017 October	1553	721	2274
2017 November	1452	652	2104
2017 December	1590	753	2343
Grand Total	18514	7320	25834

* Not reflective of the number of phone calls but rather the instances of homelessness crisis experienced by the callers