



2015 Client Services Statistics

Number of individuals served		Change from 2014
Total number of individuals in receipt of service	2725	18% increase
Total number of new individuals receiving service	1195	13% increase

Breakdown of services provided		Change from 2014
Rides to and from cancer-related medical appointments	4539	22% increase
Parking spots provided	1675	39% increase
Home health equipment items loaned out	6184	24% increase
Personal care and comfort items issued (# of packages of incontinence products, # of six-packs of oral nutritional products, wigs, head coverings, breast prostheses, mastectomy bras, etc)	3094	78% increase
Number of individuals accessing transportation support	708	25% increase
Number of individuals accessing parking	294	55% increase
Number of individuals accessing home health equipment	2028	37% increase* *Categories were combined in 2014.
Number of individuals accessing personal care and comfort products	485	

Percentage of individuals served by community		Change from 2014
Greater region of Hamilton (81%)		
Ancaster	4%	1% increase
Dundas	4%	Same
Flamborough, including Waterdown	2%	1% increase
Glanbrook, including Binbrook and Mount Hope	3%	1% increase
Hamilton	59%	6% decrease
Stoney Creek	9%	1% increase
Brant County	4%	2% increase
Haldimand-Norfolk	2%	1% decrease
Halton Region	8%	1% increase
Niagara Region	4%	1% increase
Other	1%	1% decrease



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Gender breakdown of individuals served		Change from 2014
Female	57%	2% decrease
Male	43%	2% increase

Age breakdown of individuals served		Change from 2014
Up to and including 19 years	2%	Not collected in 2014
20-49 years	7%	
50-59 years	15%	
60-69 years	26%	
70 years and over	50%	

Length of time accessing CAP services		Change from 2014
0-6 months		Tbd* <i>*to be calculated December 31, 2016 for a better informed picture of 'length of stay' for individuals accessing services in 2015</i>
7-12 months (between 6 months and one year)		
13-24 months (between 1 and 2 years)		
25-36 months (between 2 and 3 years)		
37-48 months (between 3 and 4 years)		
49-60 months (between 4 and 5 years)		
61-72 months (between 5 and 6 years)		
73-84 months (between 6 and 7 years)		
85-96 months (between 7 and 8 years)		
Over 8 years		

Top 10 home health equipment loans		Change from 2014	
1. Rollator	6. Wheelchair	1. Rollator	6. Transport Chair
2. Commode	7. Transport Chair	2. Commode	7. Raised Toilet Seat
3. Bathtub Transfer Bench	8. Bath Stool	3. Bathtub Transfer Bench	8. Wheelchair
4. Raised Toilet Seat	9. Bath Chair with Back	4. Bath Chair with Back	9. Standard Walker
5. Bedrail	10. Standard Walker	5. Bedrail	10. Versaframe