



## 2016 Client Services Statistics

Number of individuals served		Change from 2015
Total number of individuals in receipt of service	<b>3283</b>	21% increase
Total number of new individuals receiving service	<b>1421</b>	19% increase

Breakdown of services provided		Change from 2015
Rides to and from cancer-related medical appointments	<b>4761</b>	5% increase
Parking spots provided	<b>2049</b>	22% increase
Home health equipment items loaned out	<b>3618</b>	31% increase
Home health equipment items on loan with clients active in 2016 (but may have registered prior to 2016)	<b>7103</b>	15% 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.)	<b>2716</b>	152% increase
Personal care and comfort items issued to clients active in 2016 (but may have registered prior to 2016)	<b>5195</b>	68% increase
Number of individuals accessing transportation support	<b>790</b>	12% increase
Number of individuals accessing parking	<b>459</b>	56% increase
Number of individuals accessing home health equipment	<b>2350</b>	16% increase
Number of individuals accessing personal care and comfort products	<b>753</b>	55% increase

Percentage of individuals served by community		Change from 2015
Greater region of Hamilton (74%)		
Ancaster	<b>3%</b>	1% decrease
Dundas	<b>4%</b>	No change
Flamborough, including Waterdown	<b>2%</b>	No change
Glanbrook, including Binbrook and Mount Hope	<b>2%</b>	1% decrease
Hamilton	<b>55%</b>	4% decrease
Stoney Creek	<b>8%</b>	1% decrease
Brant County	<b>4%</b>	No change
Haldimand-Norfolk	<b>3%</b>	1% increase
Halton Region	<b>10%</b>	2% increase
Niagara Region	<b>4%</b>	No change
Other	<b>5%</b>	4% increase*

*\*As a result of the increase in services delivered to individuals living beyond the greater region of Hamilton and immediate surrounding communities, the CAP Board of Directors restricted service boundaries in October 2016.*



## 2016 Client Services Statistics

Gender breakdown of individuals served		Change from 2015
Female	57%	No change
Male	43%	No change

Age breakdown of individuals served		Change from 2015
Up to and including 19 years	2%	No change
20-49 years	7%	No change
50-59 years	15%	No change
60-69 years	25%	1% decrease
70 years and over	51%	1% increase

Length of time accessing CAP services		Change from 2015
0-6 months	23%	No change
7-12 months (between 6 months and one year)	20%	1% increase
13-24 months (between 1 and 2 years)	22%	1% decrease
25-36 months (between 2 and 3 years)	13%	1% increase
37-48 months (between 3 and 4 years)	7%	3% decrease
49-60 months (between 4 and 5 years)	6%	No change
61-72 months (between 5 and 6 years)	4%	No change
73-84 months (between 6 and 7 years)	3%	1% increase
85-96 months (between 7 and 8 years)	1%	1% increase
Over 8 years	1%	No change

Top 10 home health equipment loans		Top 10 loans in 2015	
1. Rollator	6. Transport chair	1. Rollator	6. Wheelchair
2. Commode	7. Wheelchair	2. Commode	7. Transport chair
3. Bedrail	8. Bath chair with back	3. Bathtub transfer bench	8. Bath stool
4. Bathtub transfer bench	9. Bath stool	4. Raised toilet seat	9. Bath chair with back
5. Raised toilet seat	10. Standard walker	5. Bedrail	10. Standard walker