

ANCR CRU Statistics February to December 2007

	Jan/07	Feb/07*	Mar/07	Apr/07	May/07	Jun/07	Jul/07	Aug/07	Sep/07	Oct/07	Nov/07	Dec/07	Total	notes
Number of CRU Incoming Calls Answered														<i>data from Perimeter phone system unavailable prior to June 2008</i>
Number of Intakes Opened by CRU		411	534	593	732	628	592	663	626	682	594	482	6537	<i>data gathered from the CFS Applications - Intake Module (IM)</i>
Number of Intakes Closed by CRU		238	338	390	462	418	418	468	435	430	385	294	4276	<i>data gathered from the CFS Applications - Intake Module (IM)</i>
Total Number of Intakes Referred to Tier II Intake		253	194	206	241	171	154	179	185	242	218	177	2220	<i>data gathered manually by CRU Program</i>
Total Number of Intakes Referred to Abuse		33	68	73	91	89	64	78	87	90	83	59	815	<i>data gathered manually by CRU Program</i>
Total Number of Intakes Referred to Family Enhancement		n/a**	n/a**	n/a**	1	0	1	2	1	5	5	14	29	<i>data gathered manually by CRU Program</i>
<i>*ANCR began operations as a mandated agency in February 2007</i>														
<i>** Family Enhancement Program became operational in May 2007</i>														

ANCR CRU Statistics January to December 2008

	Jan/08	Feb/08	Mar/08	Apr/08	May/08	Jun/08	Jul/08	Aug/08	Sep/08	Oct/08	Nov/08	Dec/08	Total	notes
Number of CRU Incoming Calls Answered						633	652	548	581	647	462	485	4008	<i>data from Perimeter phone system unavailable prior to June 2008. Data represents calls in "the queue" - does not include messages taken at reception, faxes, email or walk-in sources of referral.</i>
Number of Intakes Opened by CRU	693	637	638	656	725	586	590	638	670	708	560	524	5657	<i>data gathered from the CFS Applications - Intake Module (IM)</i>
Number of Intakes Closed by CRU	472	402	431	410	466	379	418	427	452	453	374	331	5015	<i>data gathered from the CFS Applications - Intake Module (IM)</i>
Total Number of Intakes Referred to Tier II Intake	204	198	204	243	270	236	179	205	236	214	186	199	2574	<i>data gathered manually by CRU Program</i>
Total Number of Intakes Referred to Abuse	66	64	85	84	79	85	66	74	87	112	79	81	962	<i>data gathered manually by CRU Program</i>
Total Number of Intakes Referred to Family Enhancement	11	16	7	3	3	2	6	7	11	21	14	28	129	<i>data gathered manually by CRU Program</i>

ANCR CRU Statistics January to December 2009

	Jan/09	Feb/09	Mar/09	Apr/09	May/09	Jun/09	Jul/09	Aug/09	Sep/09	Oct/09	Nov/09	Dec/09	Total	notes
Number of CRU Incoming Calls Answered	497	371	401	517	422	492	519	493	624	555	565	431	5887	<i>data gathered from Perimeter phone system (the queue). Does not include messages taken at reception, faxes, email or walk-in sources of referral.</i>
Number of Intakes Opened by CRU	637	546	600	578	573	678	555	506	656	588	492	404	6813	<i>data gathered from the CFS Applications - Intake Module (IM)</i>
Number of Intakes Closed by CRU	416	336	359	337	350	314	374	348	465	350	301	229	4179	<i>data gathered from the CFS Applications - Intake Module (IM)</i>
Total Number of Intakes Referred to Tier II Intake	179	209	217	259	208	238	202	154	240	209	175	185	2475	<i>data gathered manually by CRU Program</i>
Total Number of Intakes Referred to Abuse	86	100	120	86	89	102	95	84	111	112	71	95	1151	<i>data gathered manually by CRU Program</i>
Total Number of Intakes Referred to Family Enhancement	8	11	19	39	28	58	16	54	28	42	33	30	366	<i>data gathered manually by CRU Program</i>

ANCR CRU Statistics January, 2010 to December 2010

	Jan/10	Feb/10	Mar/10	Apr/10	May/10	Jun/10	Jul/10	Aug/10	Sep/10	Oct/10	Nov/10	Dec/10	Total	notes
Number of CRU Incoming Calls Answered	546	405	426	560	659	655	459	576	622	578	482	491	6459	<i>data gathered from Perimeter phone system (the queue). Does not include messages taken at reception, faxes, email or walk-in sources of referral.</i>
Number of Intakes Opened by CRU	510	463	573	567	680	727	498	604	732	735	725	703	7517	<i>data gathered from the CFS Applications - Intake Module (IM)</i>
Number of Intakes Closed by CRU	286	244	262	328	403	459	325	414	485	472	422	448	4548	<i>data gathered from the CFS Applications - Intake Module (IM)</i>
Total Number of Intakes Referred to Tier II Intake	184	168	263	177	249	255	145	189	166	206	319	230	2551	<i>data gathered manually by CRU Program</i>
Total Number of Intakes Referred to Abuse	98	91	177	127	129	127	63	79	114	135	114	82	1336	<i>data gathered manually by CRU Program</i>
Total Number of Intakes Referred to Family Enhancement	38	37	39	34	33	35	32	41	47	49	52	42	479	<i>data gathered manually by CRU Program</i>

ANCR CRU Statistics January, . . . to December 2011

	Jan/11	Feb/11	Mar/11	Apr/11	May/11	Jun/11	Jul/11	Aug/11	Sep/11	Oct/11	Nov/11	Dec/11	Total	notes
Number of CRU Incoming Calls Answered	418	306	372	308	266	433	444	488	418	395	475	338	4661	<i>data gathered from Perimeter phone system (the queue). Does not include messages taken at reception, faxes, email or walk-in sources of referral.</i>
Number of Intakes Opened by CRU	605	555	648	554	611	680	540	648	662	626	666	527	7322	<i>data gathered from the CFS Applications - Intake Module (IM)</i>
Number of Intakes Closed by CRU	349	288	335	283	340	433	366	412	407	363	376	302	4254	<i>data gathered from the CFS Applications - Intake Module (IM)</i>
Total Number of Intakes Referred to Tier II Intake	210	216	295	246	253	245	187	268	241	227	270	186	2844	<i>data gathered manually by CRU Program</i>
Total Number of Intakes Referred to Abuse	184	118	119	120	116	108	73	71	82	108	92	100	1291	<i>data gathered manually by CRU Program</i>
Total Number of Intakes Referred to Family Enhancement	24	30	26	20	22	21	8	13	10	14	23	11	222	<i>data gathered manually by CRU Program</i>