

***ANCR began operations as a mandated agency in February 2007**
**** Family Enhancement Program became operational in May 2007**

ANCR CRU Statistics January 2008 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	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.
Number of Intakes Opened by CRU	693	637	638	656	725	586	590	638	670	708	560	524	5657	data gathered from the CFS Applications - Intake Module (IM)
Number of Intakes Closed by CRU	472	402	431	410	466	379	418	427	452	453	374	331	5015	data gathered from the CFS Applications - Intake Module (IM)
Total Number of Intakes Referred to Tier II Intake	204	198	204	243	270	236	179	205	236	214	186	199	2574	data gathered manually by CRU Program
Total Number of Intakes Referred to Abuse	66	64	85	84	79	85	66	74	87	112	79	81	962	data gathered manually by CRU Program
Total Number of Intakes Referred to Family Enhancement	11	16	7	3	3	2	6	7	11	21	14	28	129	data gathered manually by CRU Program

ANCR CRU Statistics January 2009 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	data gathered from Perimeter phone system (the queue). Does not include messages taken at reception, faxes, email or walk-in sources of referral.
Number of Intakes Opened by CRU	637	546	600	578	573	678	555	506	656	588	492	404	6813	data gathered from the CFS Applications - Intake Module (IM)
Number of Intakes Closed by CRU	416	336	359	337	350	314	374	348	465	350	301	229	4179	data gathered from the CFS Applications - Intake Module (IM)
Total Number of Intakes Referred to Tier II Intake	179	209	217	259	208	238	202	154	240	209	175	185	2475	data gathered manually by CRU Program
Total Number of Intakes Referred to Abuse	86	100	120	86	89	102	95	84	111	112	71	95	1151	data gathered manually by CRU Program
Total Number of Intakes Referred to Family Enhancement	8	11	19	39	28	58	16	54	28	42	33	30	366	data gathered manually by CRU Program

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 2011 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	data gathered from Perimeter phone system (the queue). Does not include messages taken at reception, faxes, email or walk-in sources of referral.
Number of Intakes Opened by CRU	605	555	648	554	611	680	540	648	662	626	666	527	7322	data gathered from the CFS Applications - Intake Module (IM)
Number of Intakes Closed by CRU	349	288	335	283	340	433	366	412	407	363	376	302	4254	data gathered from the CFS Applications - Intake Module (IM)
Total Number of Intakes Referred to Tier II Intake	210	216	295	246	253	245	187	268	241	227	270	186	2844	data gathered manually by CRU Program
Total Number of Intakes Referred to Abuse	184	118	119	120	116	108	73	71	82	108	92	100	1291	data gathered manually by CRU Program
Total Number of Intakes Referred to Family Enhancement	24	30	26	20	22	21	8	13	10	14	23	11	222	data gathered manually by CRU Program

ANCR CRU Statistics January 2011 to December 2011

	Jan/12	Feb/12	Mar/12	Apr/12	May/12	Jun/12	Jul/12	Aug/12	Sep/12	Oct/12	Nov/12	Dec/12	Total	notes
Number of CRU Incoming Calls Answered	462	418	471	361	421	415	373	343	348	532	682	493	5319	data gathered from Perimeter phone system (the queue). Does not include messages taken at reception, faxes, email or walk-in sources of referral.
Number of Intakes Opened by CRU	661	611	732	584	671	631	443	541	466	585	782	579	7286	data gathered from the CFS Applications - Intake Module (IM)
Number of Intakes Closed by CRU	397	353	424	359	391	374	263	320	254	291	443	337	4206	data gathered from the CFS Applications - Intake Module (IM)
Total Number of Intakes Referred to Tier II Intake	189	260	210	271	337	257	197	262	253	305	266	230	3037	data gathered manually by CRU Program
Total Number of Intakes Referred to Abuse	118	105	128	130	139	117	115	63	108	125	109	84	1341	data gathered manually by CRU Program
Total Number of Intakes Referred to Family Enhancement	20	19	22	14	12	11	8	7	7	11	7	14	152	data gathered manually by CRU Program