

<b>Mobile Users</b>	<b>Count</b>
Total users at time of report run	3,559
Active users with active case assignment	587
Inactive users with active case assignment	1,749
Users added within timeframe	3,559
Users that opted out within timeframe	292
<b>Initiated by Clients</b>	<b>Count</b>
Number of conversations started	7,597
Number of messages received	12,706
Highest volume of messages received in a day	125
Number of files attached to messages	11,944
Adobe PDF	931
Image JPEG	10,958
Image TIFF	1
Microsoft Word DOC	4
Microsoft Word DOCX	48
Text	2
<b>Initiated by Staff</b>	<b>Count</b>
Number of conversations started	4,103
Announcement	389
Appointment	1,092
Case Status	58
Childcare Assistance	68
Document Needed	529
Education Update	36
Eligibility	43
Employment	191
Event Notification	154
Follow-up	876
Job Logs	130
Job Search	412
Support Service	125
Number of messages sent	11,855
Highest volume of messages sent in a day	100
Number of files attached to messages	2,262
Adobe PDF	1,720
Image JPG	5

Image PNG	15
Measurable Skills Gain	2
Microsoft Excel XLSX	10
Microsoft Word DOC	43
Microsoft Word DOCX	464
Rich Text	2
Text	1
Number of conversations closed	3,747