The bar chart shows the percentage of referrals addressed from September 2012 to January 2013.

- **Sep-12**: Paper - 90, Phone - 74
- **Oct-12**: Paper - 48, Phone - 75
- **Nov-12**: Paper - 213, Phone - 61
- **Dec-12**: Paper - 225, Phone - 57
- **Jan-13**: Paper - 260, Phone - 50