



# **Aging & Disability Resource Center**

**OF DANE COUNTY**

Connecting People With The Assistance They Need

**629 contacts in 2012**

**16,369 contacts in 2013**

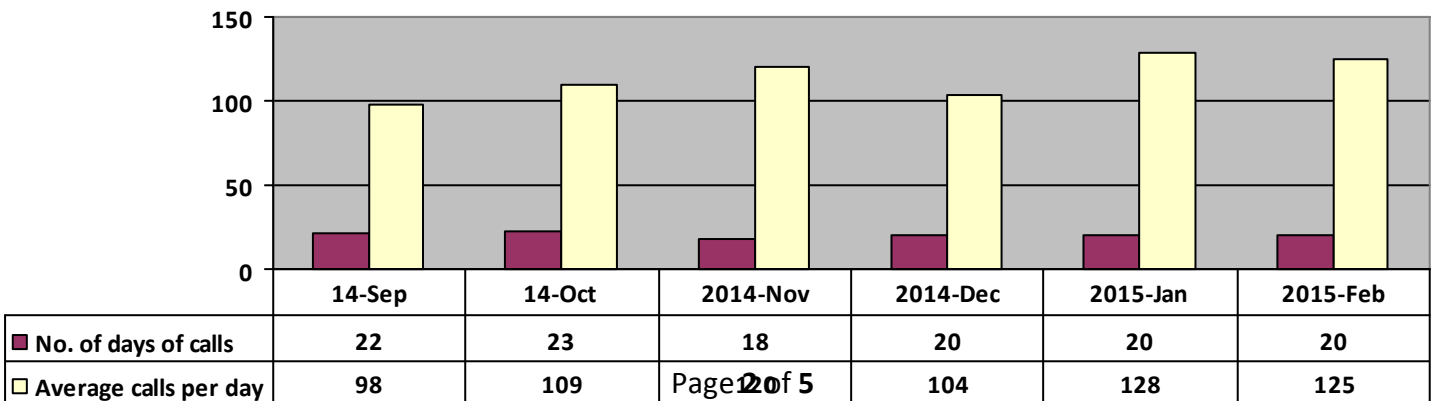
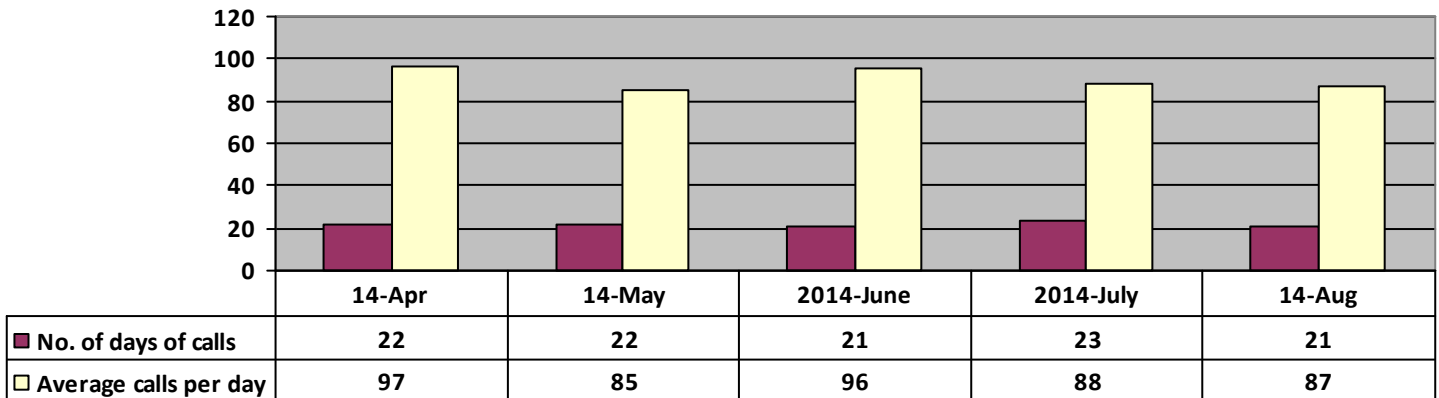
**23,981 contacts in 2014**

**5,060 contacts in 2015**

**46,039 – total number of contacts  
(As of February 28, 2015)**

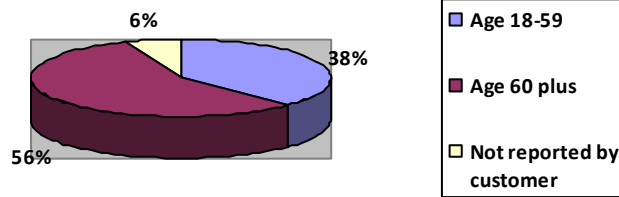
### Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
1,918	March 2014	21	91
2,123	April 2014	22	97
1,874	May 2014	22	85
2,022	June 2014	21	96
2,027	July 2014	23	88
1,822	August 2014	21	87
2,145	September 2014	22	98
2,513	October 2014	23	109
2,153	November 2014	18	120
2,084	December 2014	20	104
2,568	January 2015	20	128
2,492	February 2015	20	125



### Consumer Age Groups

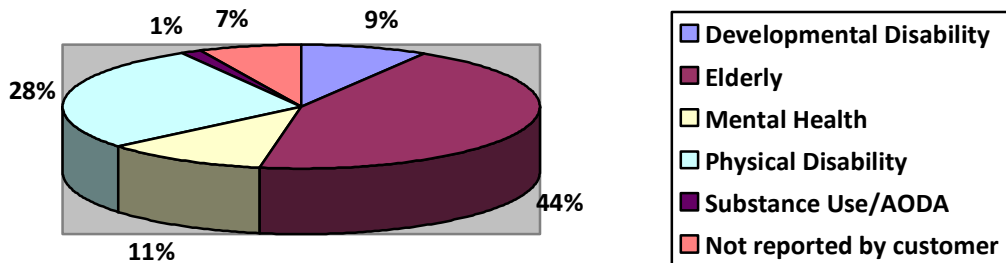
17,298	Age 18-59
25,945	Age 60 plus
2,796	Not reported by customer



### Target Group:

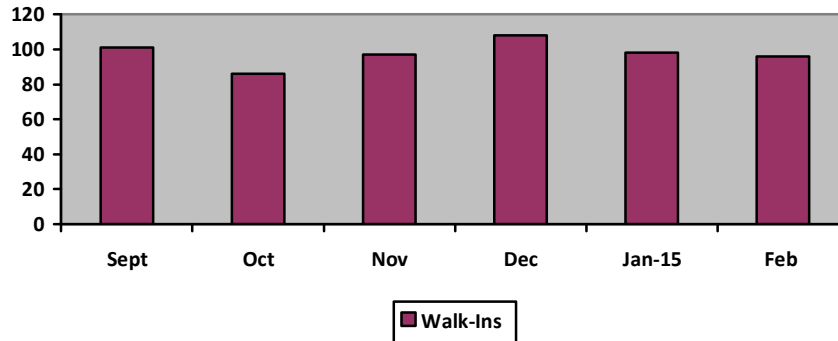
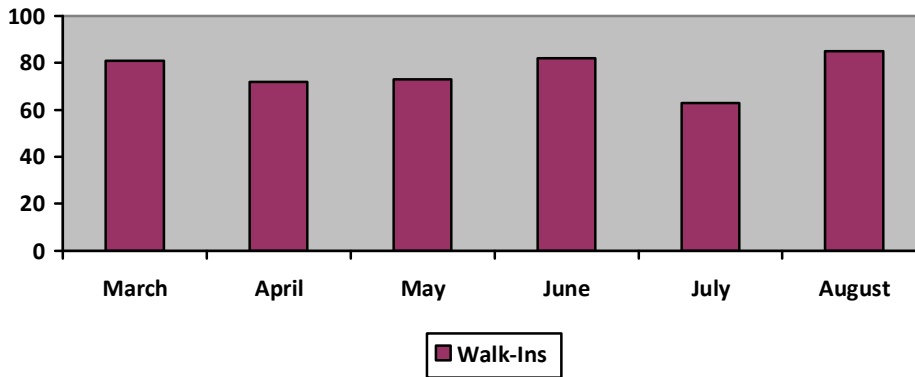
4,690	Developmental Disability
24,055	Elderly
6,105	Mental Health
15,246	Physical Disability
657	Substance Use/AODA
3,853	Not reported by customer

\*Some customers fall in multiple target groups



**Walk-Ins:**

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
81	56:52 (average 42.12 minutes per customer)	March 2014
72	50:18 (average 41.92 minutes per customer)	April 2014
73	55:49 (average 45.88 minutes per customer)	May 2014
82	55:14 (average 40.42 minutes per customer)	June 2014
63	41:44 (average 39.75 minutes per customer)	July 2014
85	52:17 (average 36.91 minutes per customer)	August 2014
101	66:16 (average 39.37 minutes per customer)	September 2014
86	77:38 (average 54.16 minutes per customer)	October 2014
97	64:44 (average 40.04 minutes per customer)	November 2014
108	81:27 (average 45.25 minutes per customer)	December 2014
98	50:59 (average 31.21 minutes per customer)	January 2015
96	57:56 (average 36.21 minutes per customer)	February 2015



### Email Inquiries:

# Email Inquiries	Month
17	March 2014
20	April 2014
18	May 2014
16	June 2014
25	July 2014
19	August 2014
22	September 2014
25	October 2014
25	November 2014
30	December 2014
40	January 2015
33	February 2015

