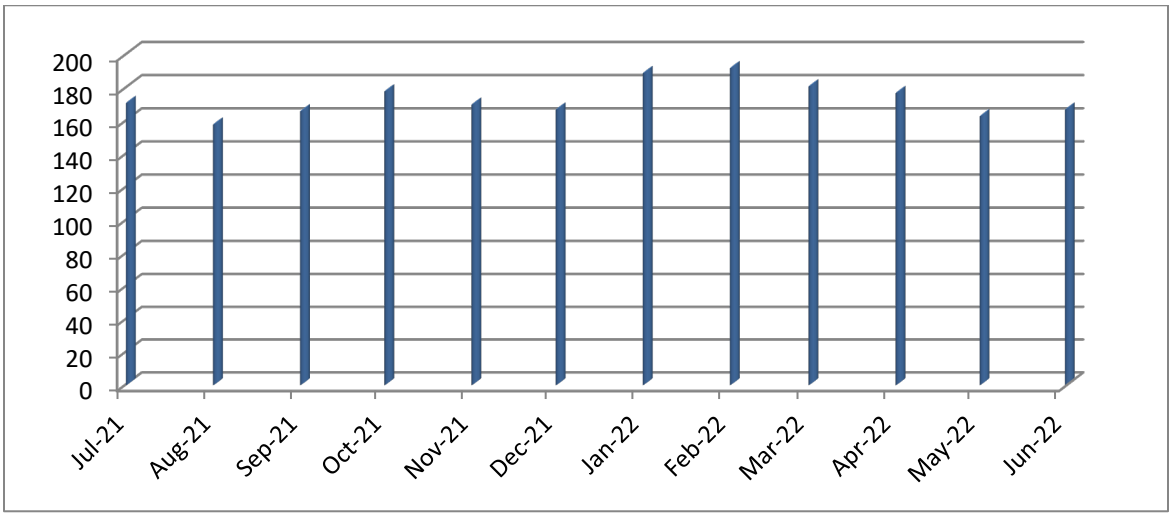
Aging & Disability Resource Center of Dane County

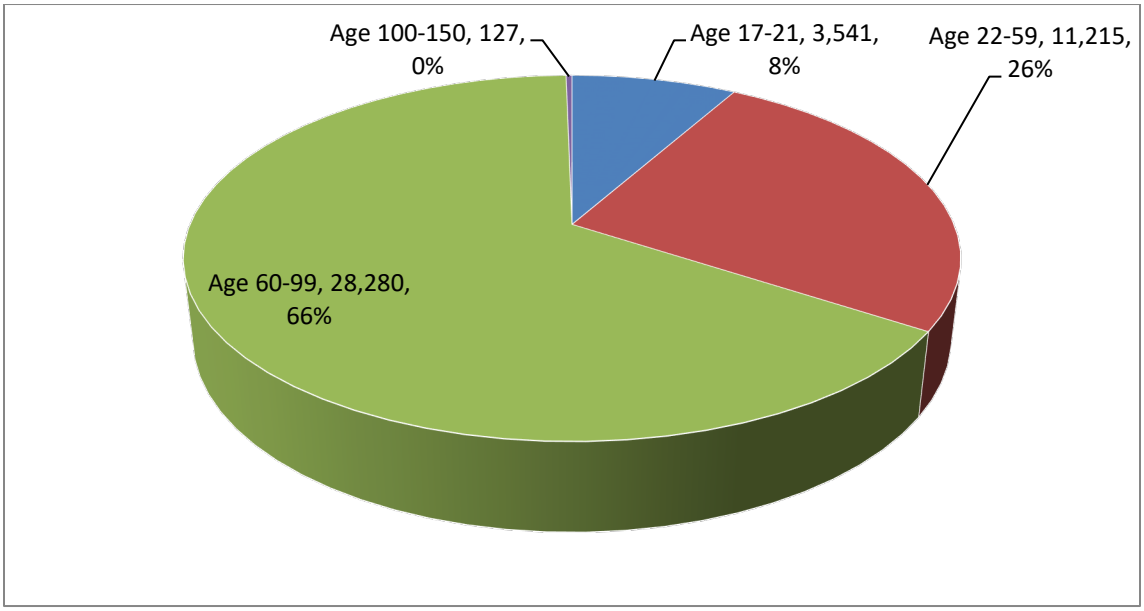
Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
3,426	July 2021	20	171
3,656	August 2021	23	158
3,505	September 2021	21	166
3,749	October 2021	21	178
3,413	November 2021	20	170
3,512	December 2021	21	167
3787	January 2022	20	189
3850	February 2022	20	192
4181	March 2022	23	181
3718	April 2022	21	177
3430	May 2022	21	163
3681	June 2022	22	167



Consumer Age Groups

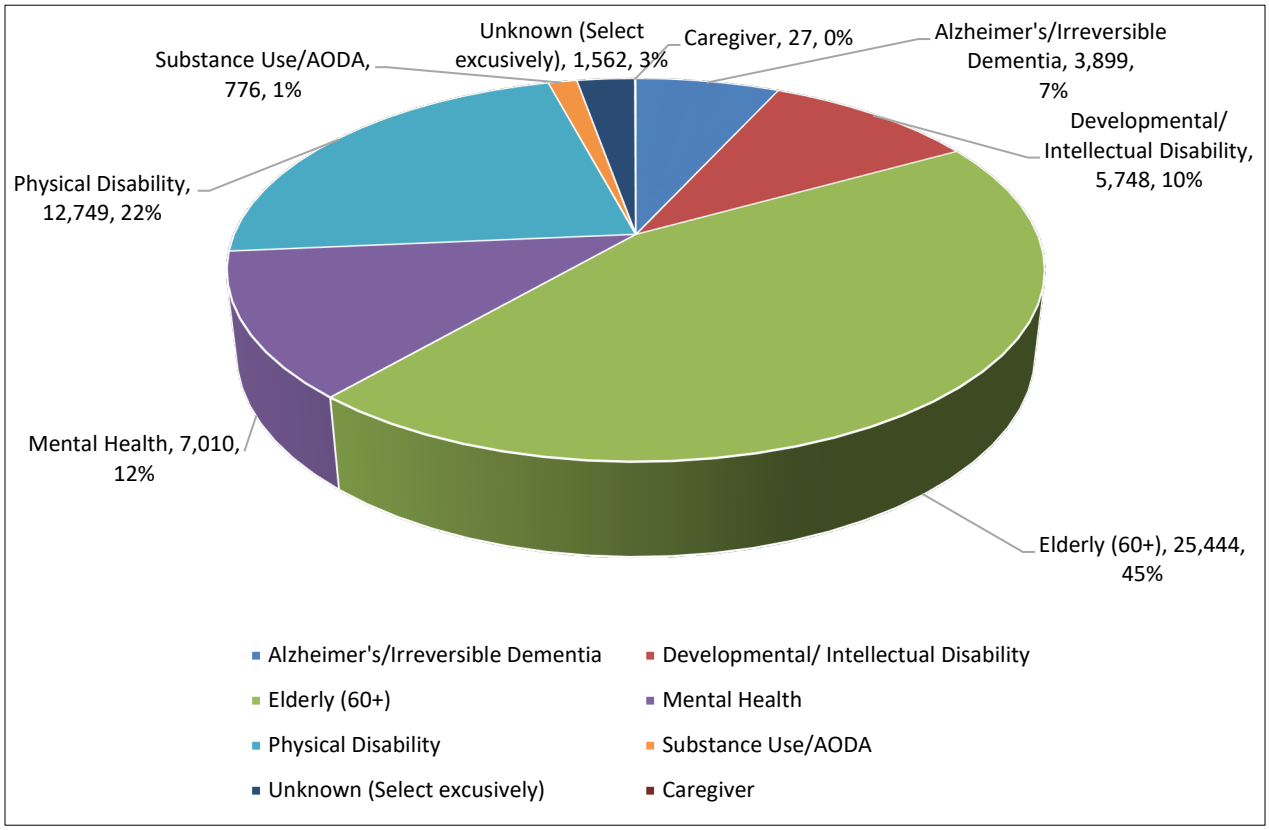
3,541	17-21
11,215	Age 22-59
28,280	Age 60-99
127	100-150
43,163	**Total**



Target Group

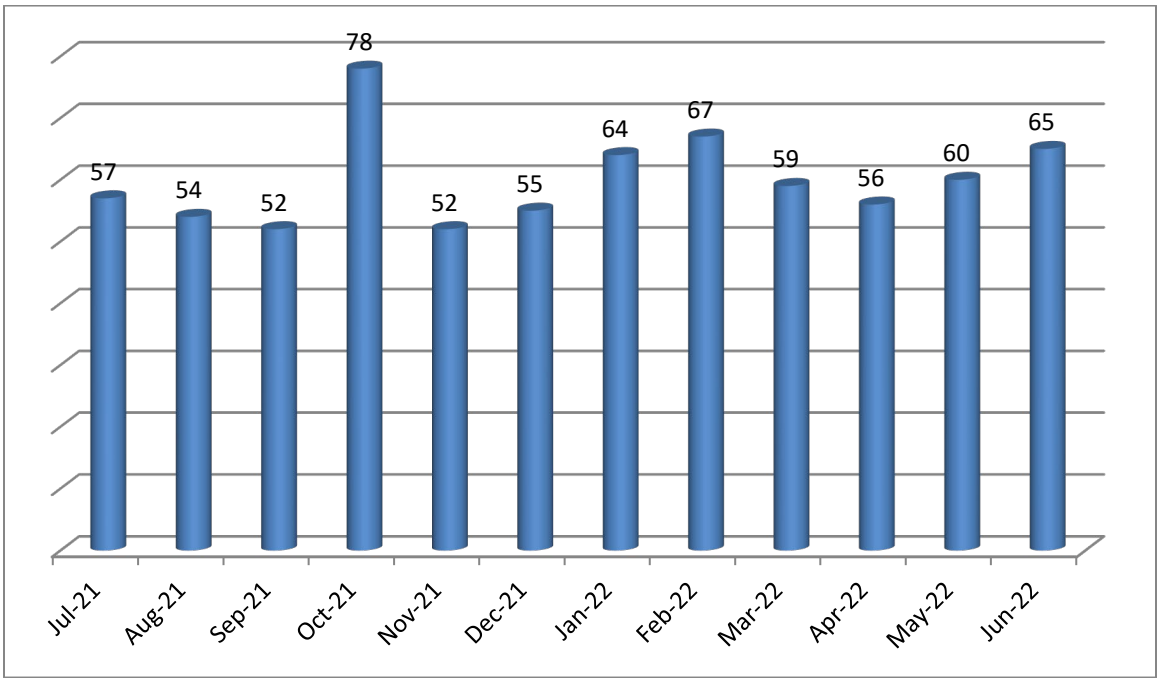
3,899	Alzheimer's/Irreversible Dementia
5,748	Developmental/ Intellectual Disability
27	Caregiver
25,444	Elderly: 60 or older
7,010	Mental Health
12,749	Physical Disability
776	Substance Use/AODA
1,562	Unknown (Select exclusively)
43,215	**Total**

*Some customers fall into multiple target groups



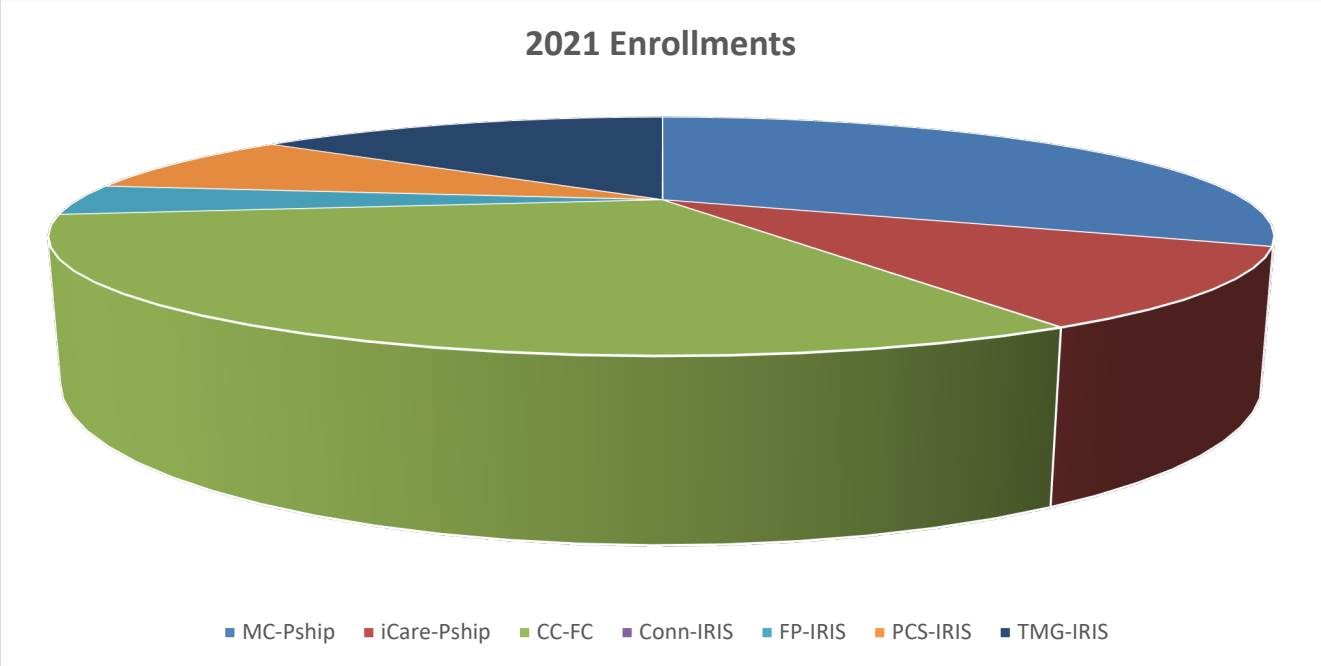
Email Inquiries

# Email Inquiries	Month
57	July 2021
54	August 2021
52	September 2021
78	October 2021
52	November 2021
55	December 2021
64	January 2022
67	February 2022
59	March 2022
56	April 2022
60	May 2022
65	June 2022



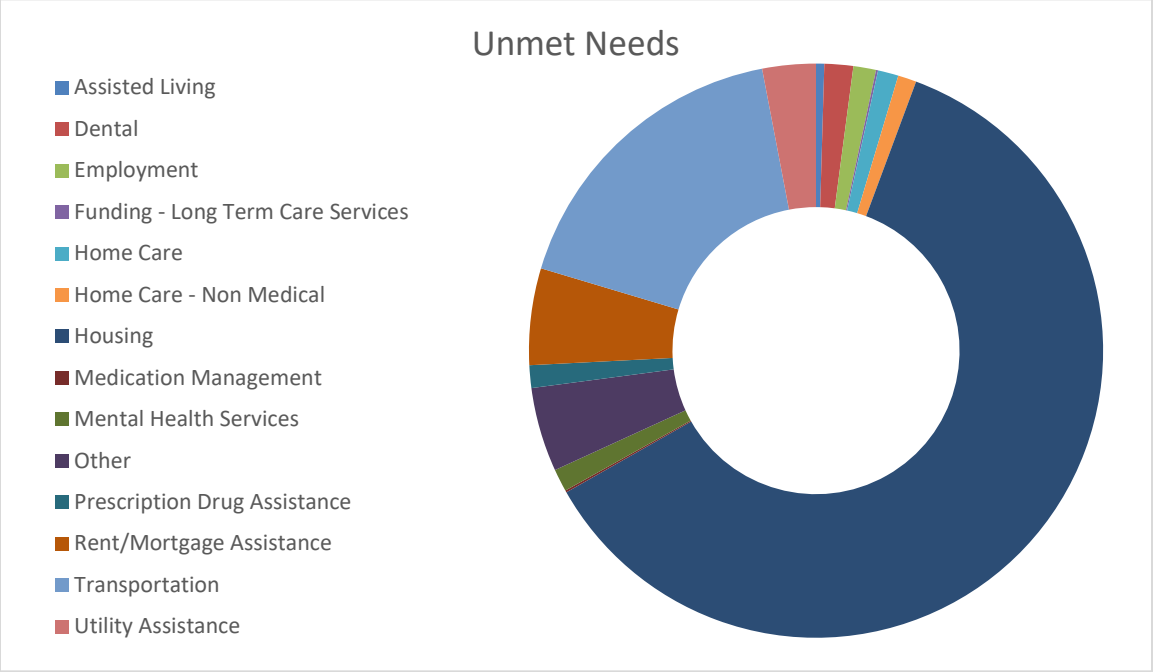
ADRC Data July 2021 to June 2022

	July 2021	Aug 2021	Sept 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	March 2022	April 2022	May 2022	June 2022
MC-FC	24	28	24	35	15	25	19	26	32	30	24	29
MC-PShip	12	10	11	10	12	8	7	16	10	11	7	9
iCare-PShip	9	6	4	4	15	6	10	9	11	6	9	10
CC-FC	18	13	15	21	17	18	22	27	24	27	23	26
Conn-IRIS	1	0	2	2	3	1	0	2	1	1	7	0
FP-IRIS	0	0	0	0	0	0	0	0	0	1	3	0
PCS-IRIS	7	9	15	8	10	8	10	10	4	11	8	7
TMG-IRIS	13	10	13	13	12	5	8	10	13	14	14	11
TOTAL YEAR-TO-DATE	167	243	327	420	504	575	651	751	846	947	1042	1127



UNMET NEEDS –2021

UNMET NEEDS	#
Accessible housing	20
Assisted Living (AFH, CBRF, RCAC)	4
Dental	14
Employment	11
Funding – Long Term Care Services	1
Home Care	10
Home Care – Non-Medical	9
Housing	528
Medication Management	1
Mental Health Services incl Case Mgmt	11
Other	41
Prescription Drug Assistance	11
Rent/Mortgage Assistance	47
Transportation	150
Utility Assistance	26



TOPIC CATERGORIES DISCUSSED:

Topic Category	No. of Calls
Abuse and Neglect	466
Action Plan	189
Adaptive Equipment	669
Addictions	66
ADRC or Tribal Complaint	17
Alzheimer's and Other Dementia	1,216
Ancillary Services	116
Animals	44
Assisted Living (AFH, CBRF, RCAC)	2,245
Budget Assistance	168
Caregiving - Adult CG of Elder or Early Dementia	869
Caregiving - Elder CG of Child or Disabled Adult	57
Caregiving - Non-Elder CG of Dsbld Non-Elder Adult	51
Community I&R	3,508
Complaints (other)	621
COVID-19	515
Education	78
Emergency Preparedness	12
Employment	502
End of Life	261
Food	682
Health	911
Health Promotion	279
Home Services	3,571
Housing	2,542
Income Maintenance	538
Insurance	1,519
Legal Services	1,548
MDS Section Q Referrals	1,225
Medical Home Care	134
Mental Health	847
Non MDS Section Q	131
Nursing Home	1,081
Other	1,391

Public Benefits LTC Programs	24,202
Public Benefits, Other	9,536
Recreation/Socialization	76
Referral for Evaluation	9
Referral for Financial-Related Needs	258
Referral for Private Pay Options	589
Request for Resource Materials by Organization	11
Safety	142
Taxes	142
Transportation	1,021
Veterans	414
Volunteer Opportunities	26
Voting	2
Wellness Check	13
Youth Transition	2,423
Total	**43798**