Aging & Disability Resource Center
of Dane County

75,299 contacts from
2012 through 2015

43,535 contacts in 2016

28,122 contacts in 2017

146,956 total number of contacts
(As of August 31, 2017)

## Breakdown of Contacts Per Month

| No. of contacts | Month | No. of working days | Average per day |
|---|---|---|---|
| 3,481 | Sept 2016 | 21 | 166 |
| 3,518 | October 2016 | 21 | 168 |
| 3,500 | November 2016 | 20 | 175 |
| 3,342 | December 2016 | 21 | 159 |
| 3,410 | January 2017 | 20 | 171 |
| 3,504 | February 2017 | 20 | 175 |
| 3,728 | March 2017 | 23 | 162 |
| 3,301 | April 2017 | 20 | 165 |
| 3,460 | May 2017 | 22 | 157 |
| 3,446 | June 2017 | 22 | 157 |
| 3,328 | July 2017 | 20 | 166 |
| 3,931 | August 2017 | 23 | 171 |
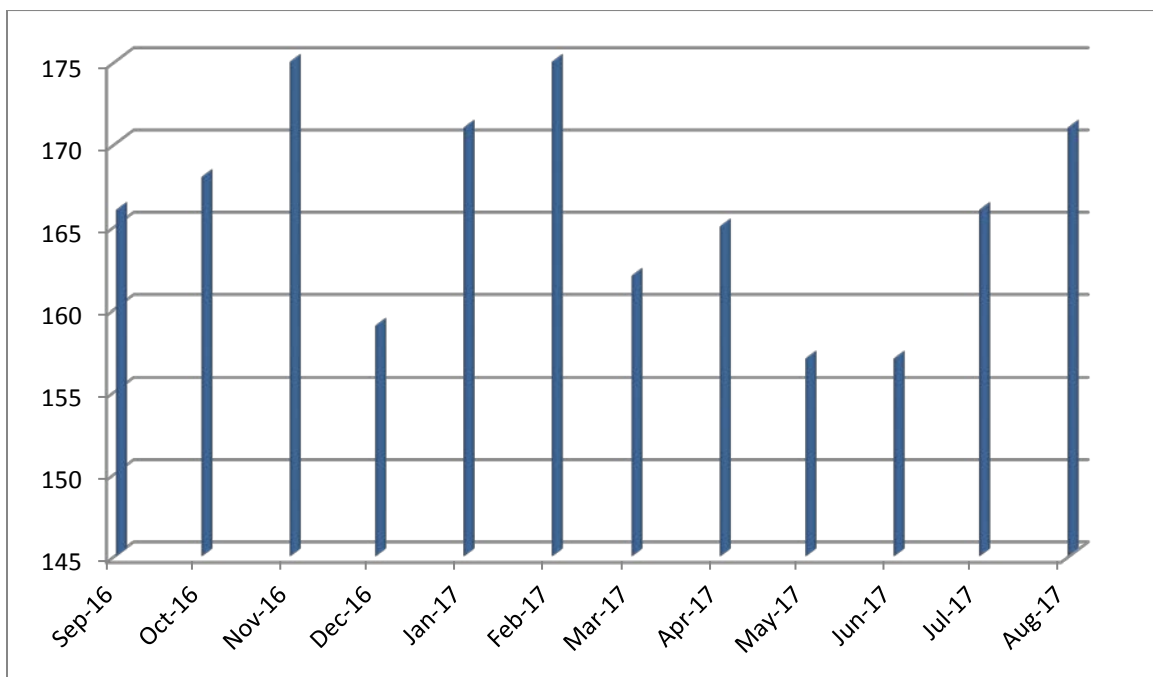
## Consumer Age Groups

| 52,821 | Age 18-59 |
|--------|-----------|
| 88,418 | Age 60 plus |
| 5,717 | Not reported by customer |

Not reported by customer, 5,717, 4%

Age 18-59, 52,821, 36%

Age 60 plus, 88,418, 60%
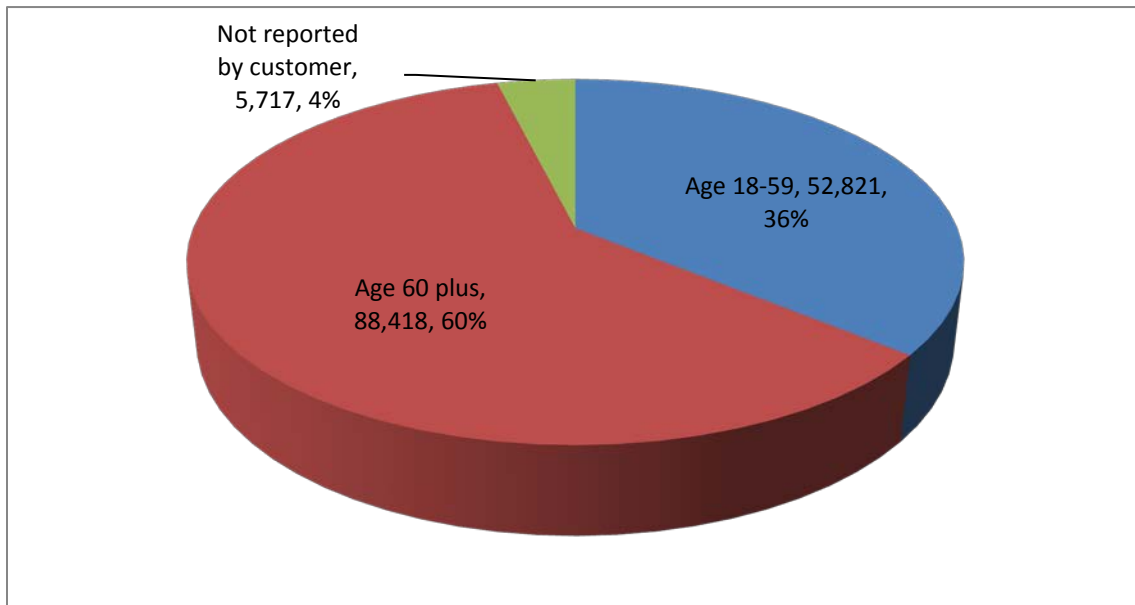
## Target Group:

| 999 | Alzheimer's/Irreversible Dementia (not included in report until April 2017) |
|---|---|
| 13,640 | Developmental Disability |
| 82,055 | Elderly |
| 20,900 | Mental Health |
| 48,609 | Physical Disability |
| 2,665 | Substance Use/AODA |
| 7,269 | Not reported by customer |

*Some customers fall into multiple target groups
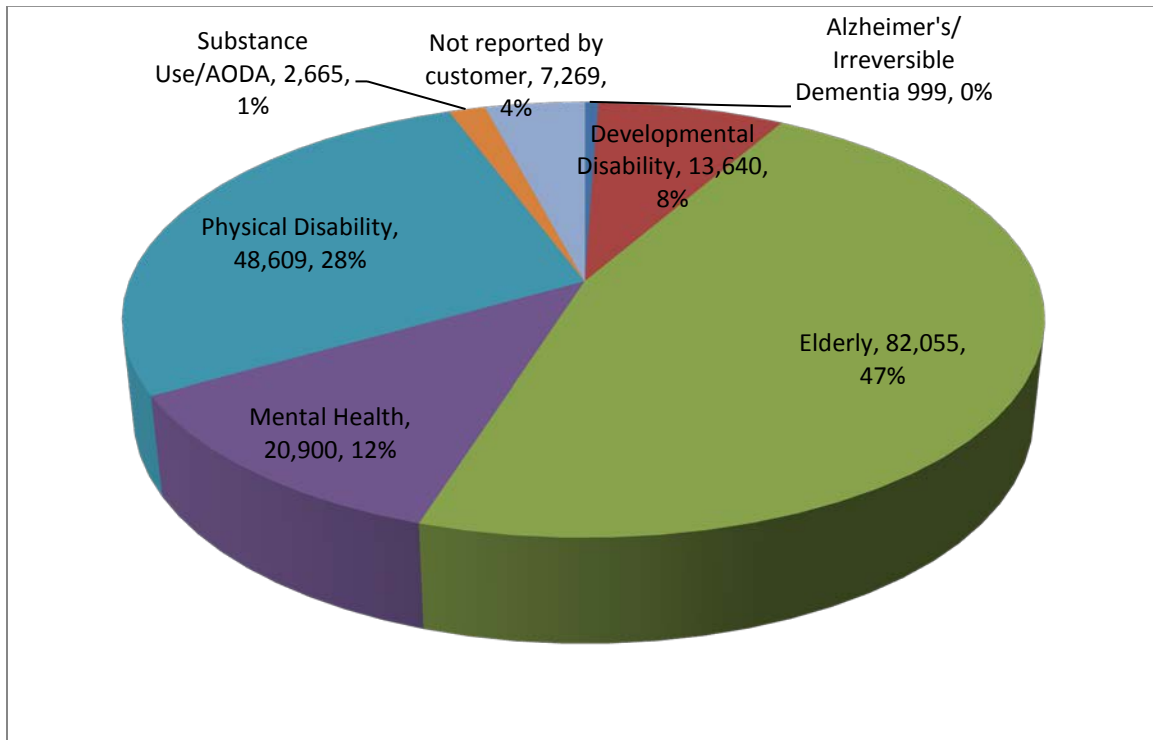
## Walk-Ins:

| # of walk-ins | Time spent with walk-ins (Total Hours:Minutes for the month) | Month |
|---|---|---|
| 106 | 62:54 (average 36 minutes per customer) | September 2016 |
| 100 | 64:52 (average 39 minutes per customer) | October 2016 |
| 124 | 77:54 (average 38 minutes per customer) | November 2016 |
| 97 | 63:48 (average 39 minutes per customer) | December 2016 |
| 101 | 67:22 (average 40 minutes per customer) | January 2017 |
| 106 | 65:45 (average 37 minutes per customer) | February 2017 |
| 113 | 72:33 (average 39 minutes per customer) | March 2017 |
| 102 | 57:01 (average 34 minutes per customer) | April 2017 |
| 118 | 81:12 (average 41 minutes per customer) | May 2017 |
| 129 | 68:29 (average 32 minutes per customer) | June 2017 |
| 118 | 75:07 (average 38 minutes per customer) | July 2017 |
| 131 | 80:47 (average 37 minutes per customer) | August 2017 |
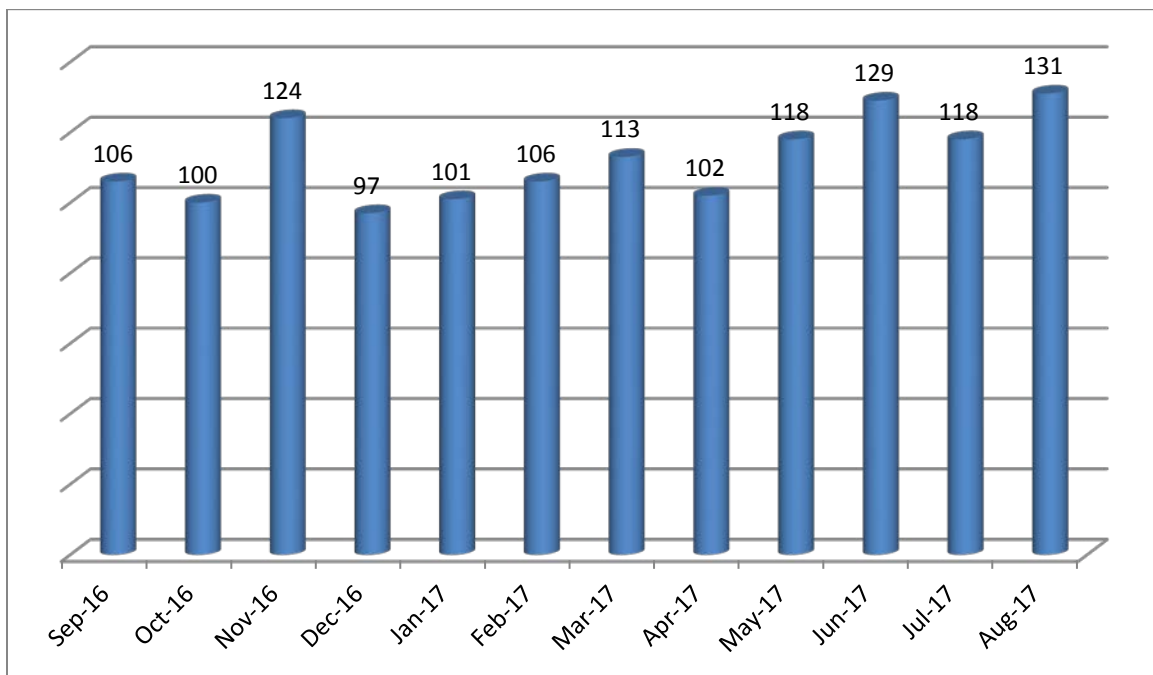
## Email Inquiries:

| # Email Inquiries | Month |
|---|---|
| 26 | September 2016 |
| 24 | October 2016 |
| 31 | November 2016 |
| 38 | December 2016 |
| 40 | January 2017 |
| 24 | February 2017 |
| 36 | March 2017 |
| 34 | April 2017 |
| 38 | May 2017 |
| 32 | June 2017 |
| 34 | July 2017 |
| 28 | August 2017 |