ADRC

Aging & Disability Resource Center
of Dane County

118,841 contacts from
2012 through 2016

45,901 contacts in 2017

32,034 contacts in 2018

196,776 total number of contacts
(As of August 31, 2018)

## Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
3,260	September 2017	21	155
5,309	October 2017	22	241
5,322	November 2017	20	266
3,825	December 2017	20	191
4,373	January 2018	21	208
3,894	February 2018	20	195
3,721	March 2018	22	169
3,957	April 2018	21	188
4,243	May 2018	23	184
3,778	June 2018	21	180
3,792	July 2018	21	181
4,276	August 2018	23	186
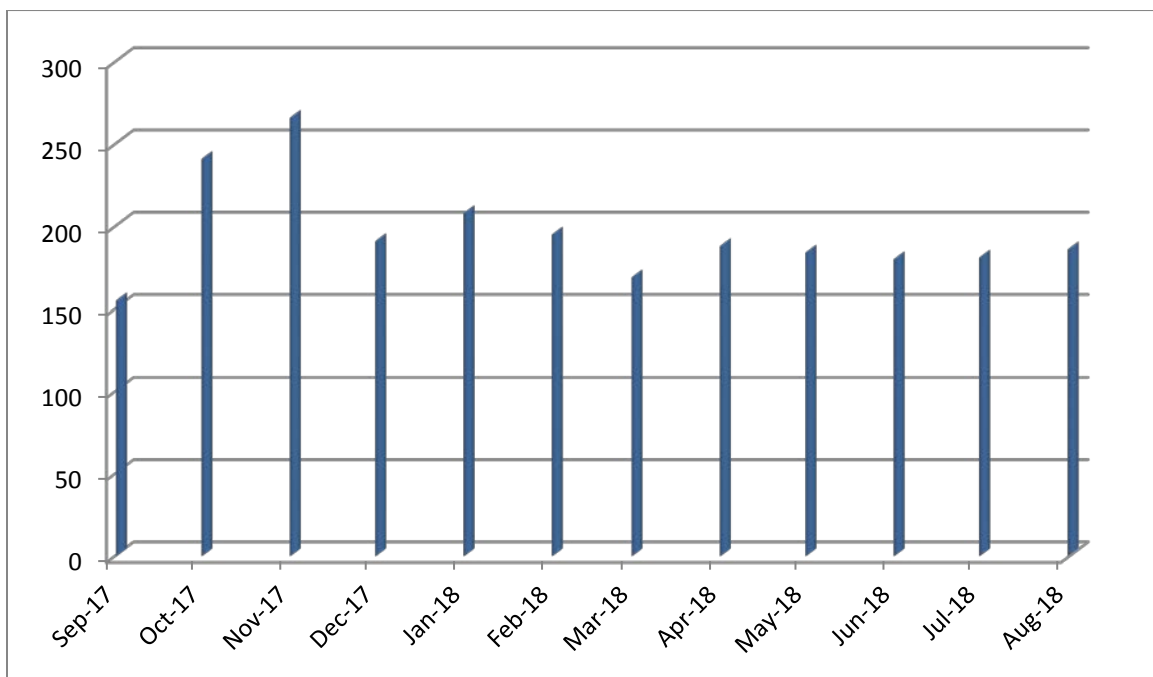
Consumer Age Groups

73,906	Age 18-59
116,388	Age 60 plus
6,482	Not reported by customer

Not reported by customer, 6,482, 3%

Age 18-59, 73,906, 38%

Age 60 plus, 116,388, 59%
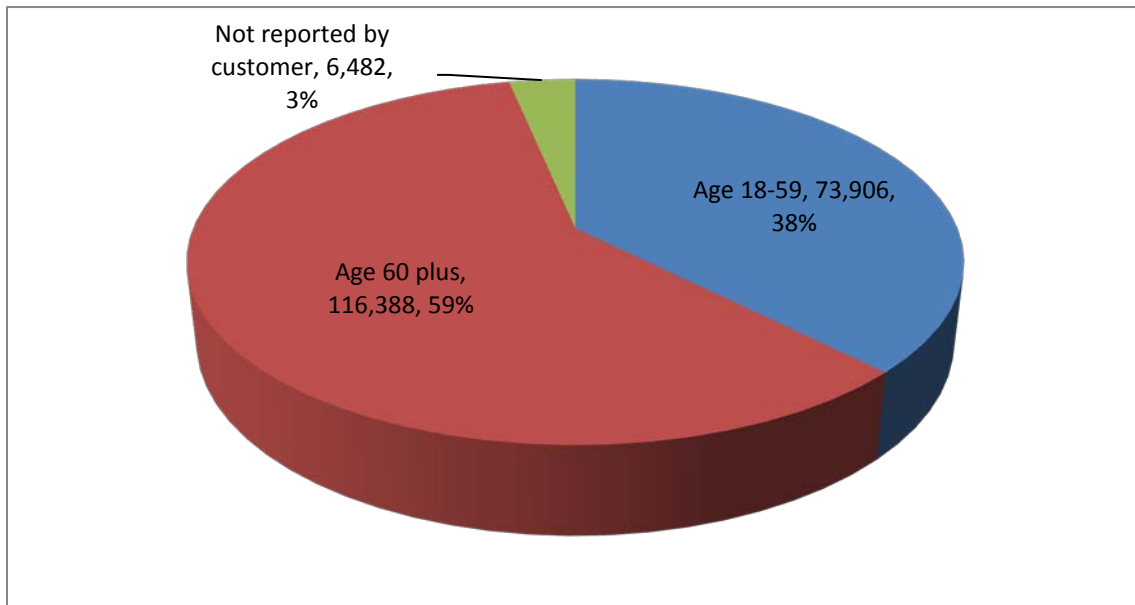
Target Group

4,076	Alzheimer's/Irreversible Dementia
24,997	Developmental Disability
107,033	Elderly
27,900	Mental Health
63,224	Physical Disability
3,569	Substance Use/AODA
8,491	Not reported by customer

*Some customers fall into multiple target groups
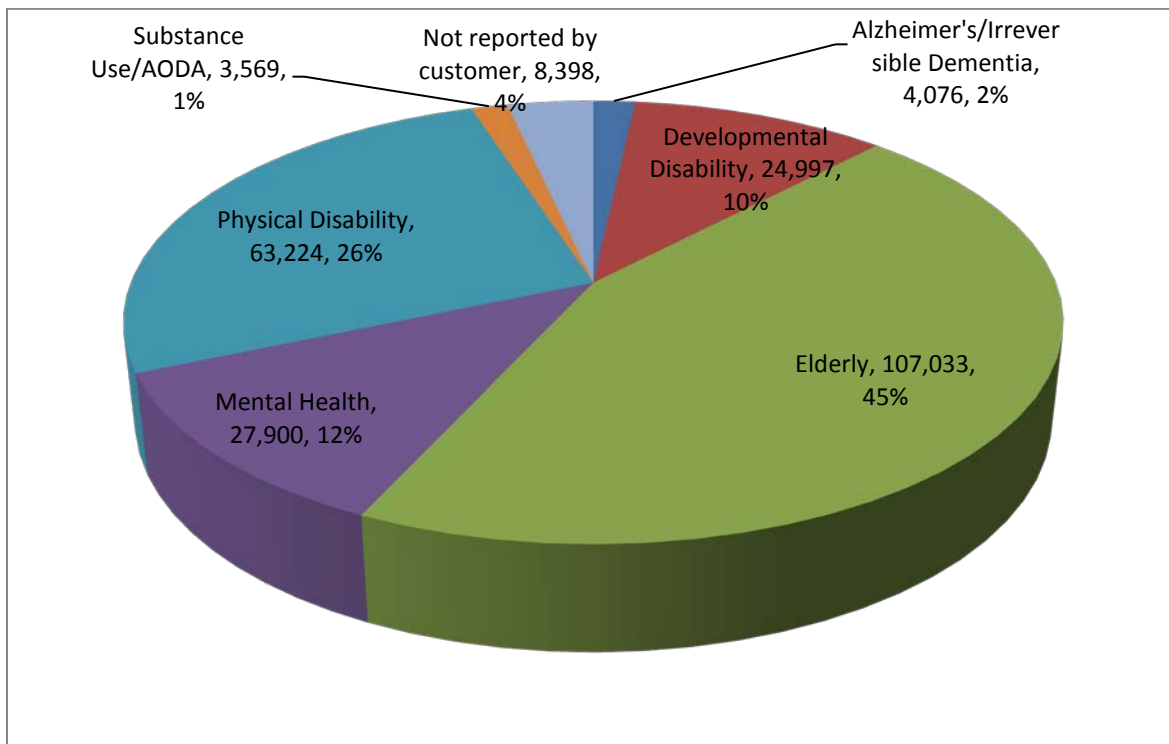
Walk-Ins

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
129	64:36 (average 30 minutes per customer)	September 2017
115	61:23 (average 32 minutes per customer)	October 2017
127	60:21 (average 29 minutes per customer)	November 2017
88	43:44 (average 30 minutes per customer)	December 2017
102	46:49 (average 28 minutes per customer)	January 2018
86	46:25 (average 32 minutes per customer)	February 2018
115	55:27 (average 29 minutes per customer)	March 2018
101	51:12 (average 30 minutes per customer)	April 2018
92	45:29 (average 30 minutes per customer)	May 2018
126	67:47 (average 32 minutes per customer)	June 2018
124	64:59 (average 31 minutes per customer)	July 2018
166	84:01 (average 30 minutes per customer)	August 2018
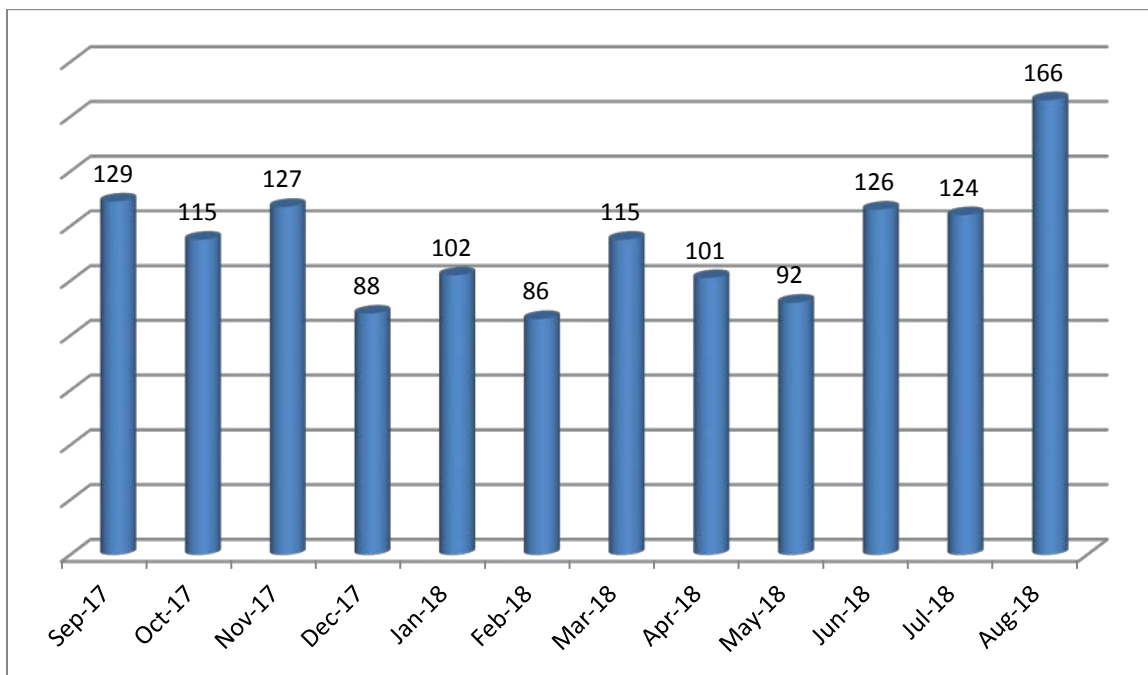
Email Inquiries

# Email Inquiries	Month
49	September 2017
33	October 2017
33	November 2017
30	December 2017
46	January 2018
36	February 2018
42	March 2018
39	April 2018
43	May 2018
25	June 2018
25	July 2018
35	August 2018