Aging & Disability Resource Center of Dane County

118,841 contacts from 2012 through 2016

45,903 contacts in 2017

47,018 contacts in 2018

211,762 total number of contacts (As of December 31, 2018)

Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
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
3,794	July 2018	21	181
4,288	August 2018	23	186
3,532	September 2018	19	186
4,252	October 2018	23	185
3,809	November 2018	20	190
3,376	December 2018	21	161
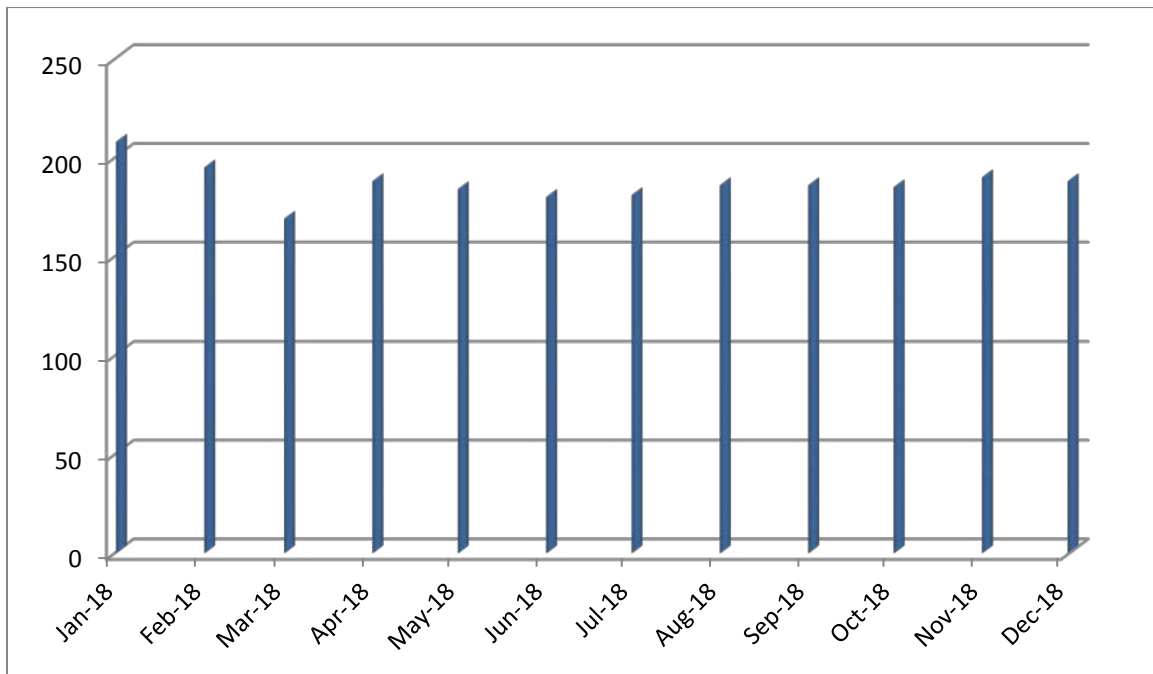
Consumer Age Groups

79,170	Age 18-59
125,780	Age 60 plus
6,812	Not reported by customer

Not reported by customer, 6,812, 3%

Age 18-59, 79,170, 37%

Age 60 plus, 125,780, 60%
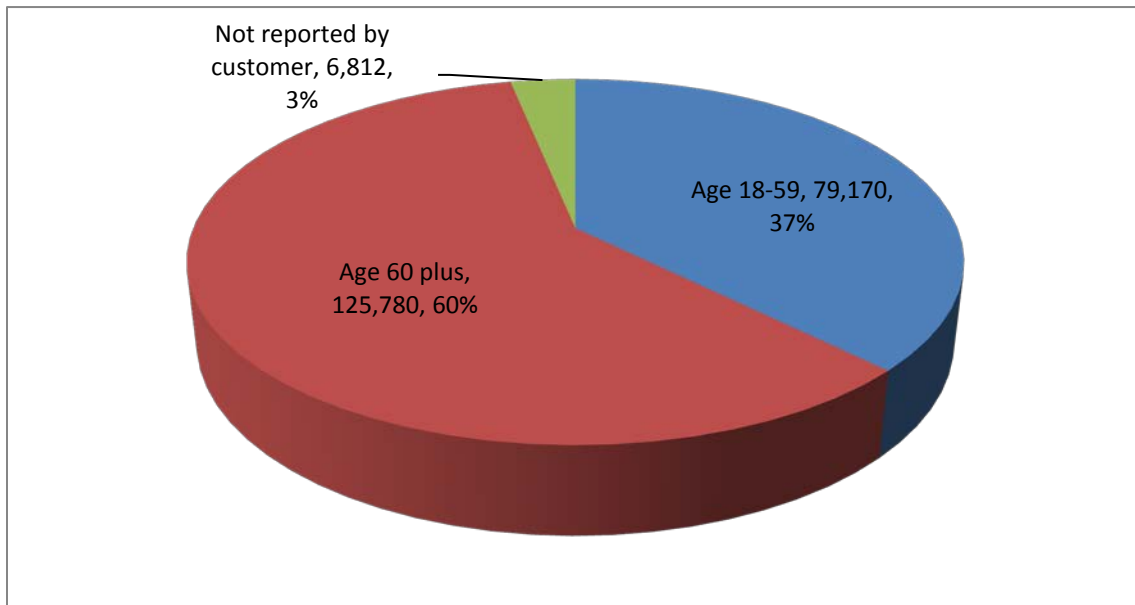
Target Group

5,333	Alzheimer's/Irreversible Dementia
26,865	Developmental Disability
115,476	Elderly
30,271	Mental Health
67,998	Physical Disability
3,801	Substance Use/AODA
8,833	Not reported by customer

*Some customers fall into multiple target groups
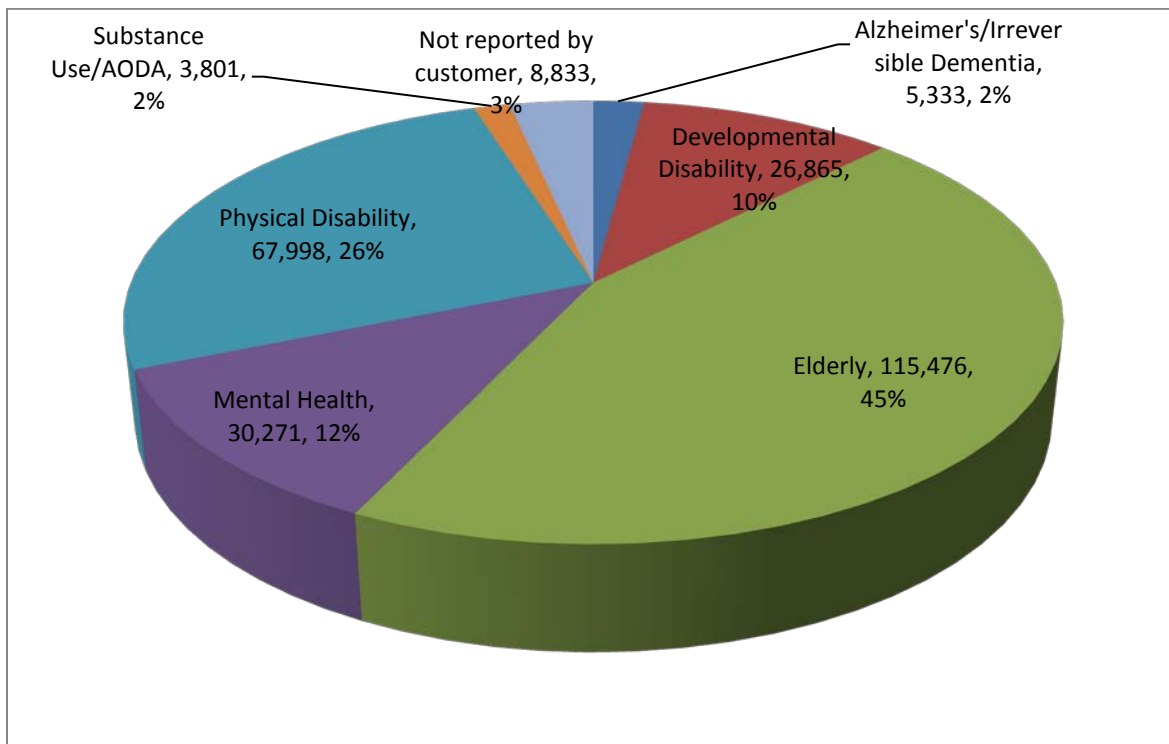
Walk-Ins

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
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
128	81:11 (average 38 minutes per customer)	September 2018
144	79:20 (average 33 minutes per customer)	October 2018
118	62:18 (average 32 minutes per customer)	November 2018
93	57:18 (average 37 minutes per customer)	December 2018
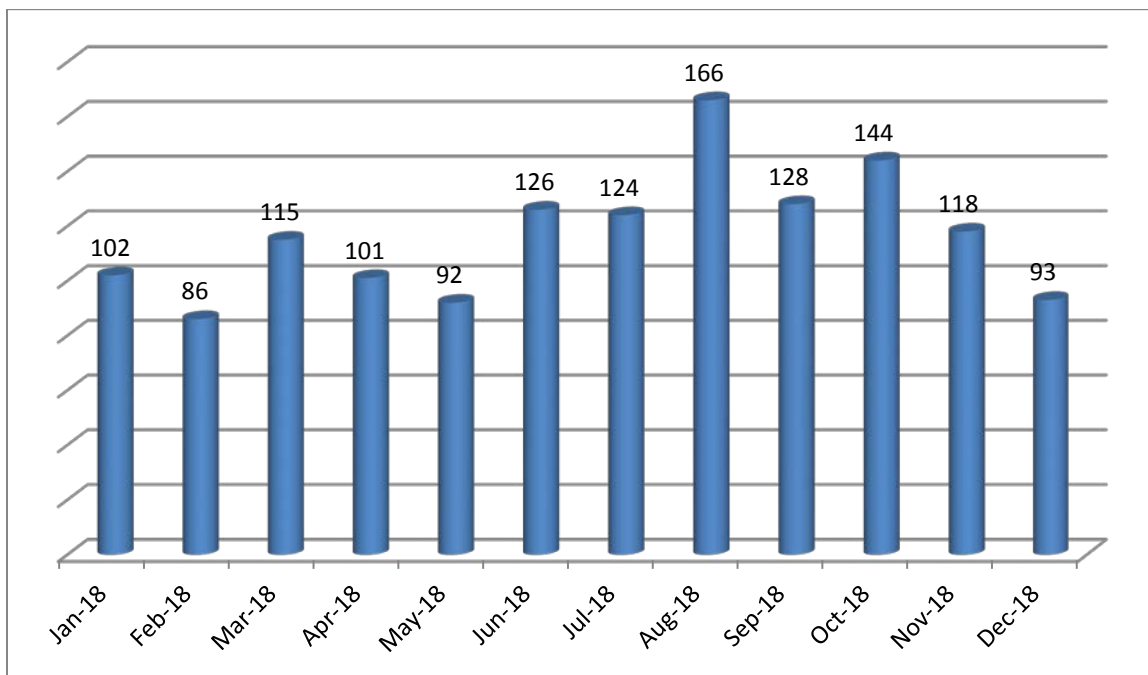
Email Inquiries

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