Aging & Disability Resource Center of Dane County

164,745 contacts from
2012 through 2017

47,055 contacts in 2018

16,871 contacts in 2019

228,671 total number of contacts
(As of April 30, 2019)

## Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
4,244	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
4,256	October 2018	23	185
3,811	November 2018	20	191
3,405	December 2018	21	162
4,146	January 2019	18	230
4,192	February 2019	20	210
4,109	March 2019	21	196
4,424	April 2019	22	201
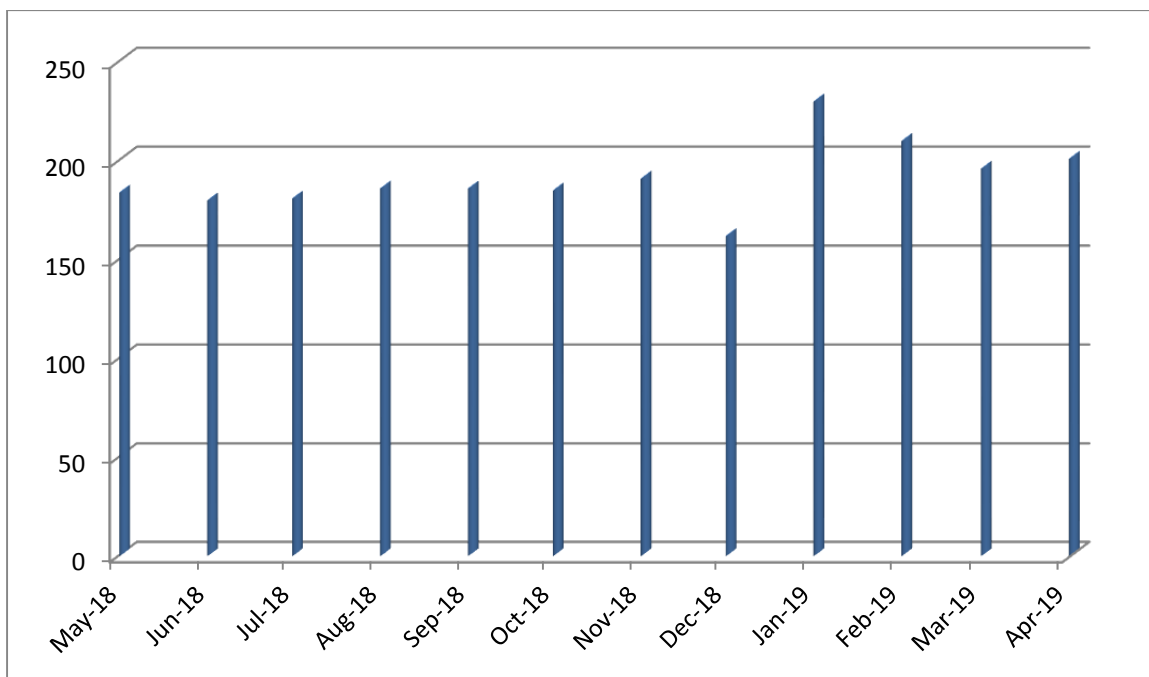
Consumer Age Groups

85,524	Age 18-59
135,995	Age 60 plus
7,152	Not reported by customer

Not reported by customer, 7,152, 3%

Age 18-59, 85,524, 37%

Age 60 plus, 135,995, 60%
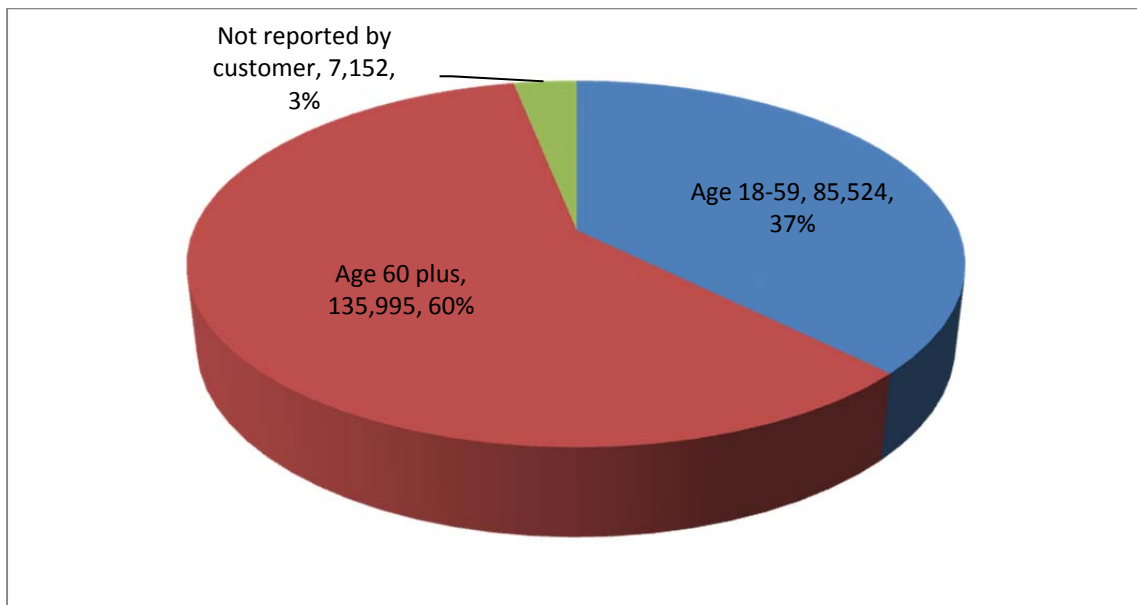
Target Group

6,977	Alzheimer's/Irreversible Dementia
29,821	Developmental Disability
124,708	Elderly
32,862	Mental Health
72,990	Physical Disability
4,139	Substance Use/AODA
9,209	Not reported by customer

*Some customers fall into multiple target groups
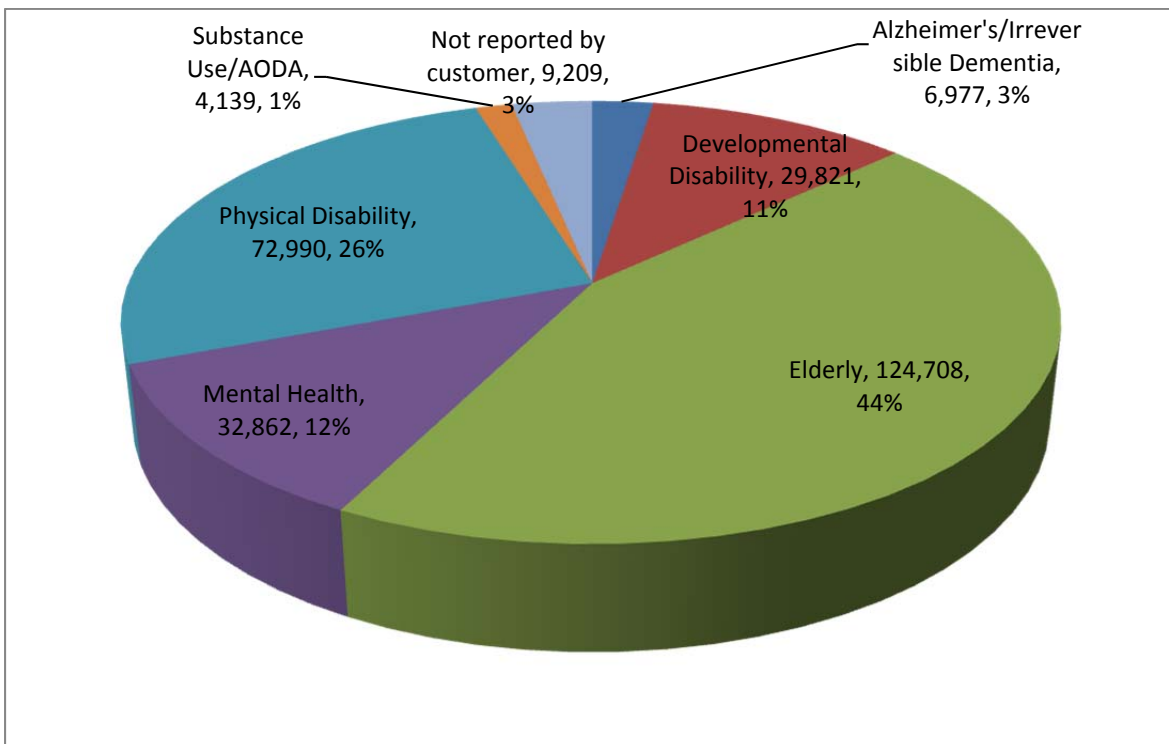
Walk-Ins

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
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
91	56:56 (average 38 minutes per customer)	January 2019
111	56:44 (average 31 minutes per customer)	February 2019
136	76:27 (average 34 minutes per customer)	March 2019
114	67.27 (average 36 minutes per customer)	April 2019
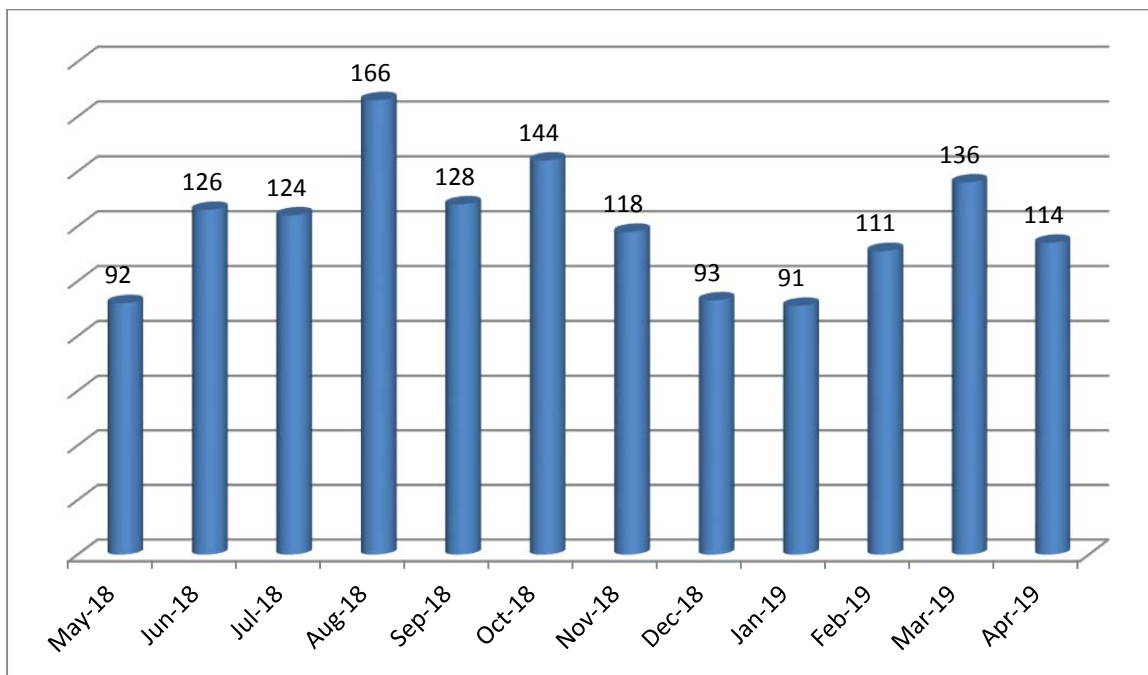
Email Inquiries

# Email Inquiries	Month
43	May 2018
25	June 2018
25	July 2018
35	August 2018
39	September 2018
57	October 2018
42	November 2018
33	December 2018
42	January 2019
39	February 2019
44	March 2019
41	April 2019