Aging & Disability Resource Center of Dane County

164,741 contacts from
2012 through 2017

47,065 contacts in 2018

21,321 contacts in 2019

233,127 total number of contacts
(As of May 31, 2019)

## Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
3,779	June 2018	21	180
3,795	July 2018	21	181
4,290	August 2018	23	187
3,532	September 2018	19	186
4,256	October 2018	23	185
3,814	November 2018	20	191
3,406	December 2018	21	162
4,148	January 2019	18	230
4,194	February 2019	20	210
4,117	March 2019	21	196
4,462	April 2019	22	203
4,400	May 2019	22	200
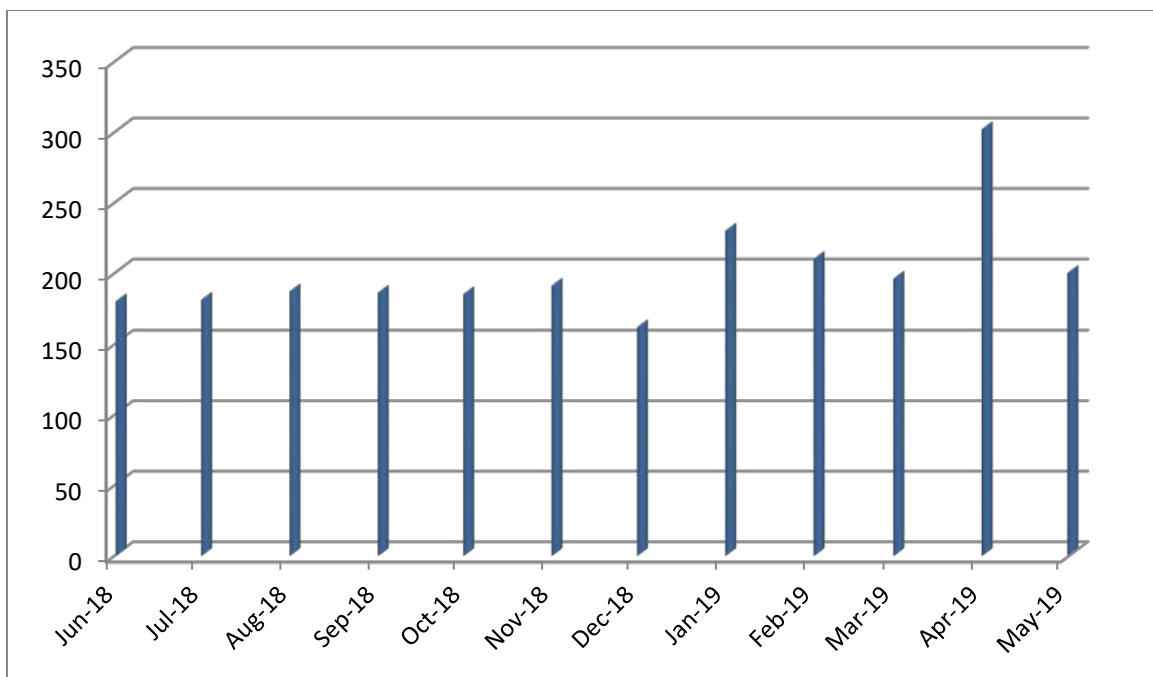
Consumer Age Groups

87,246	Age 18-59
138,638	Age 60 plus
7,243	Not reported by customer
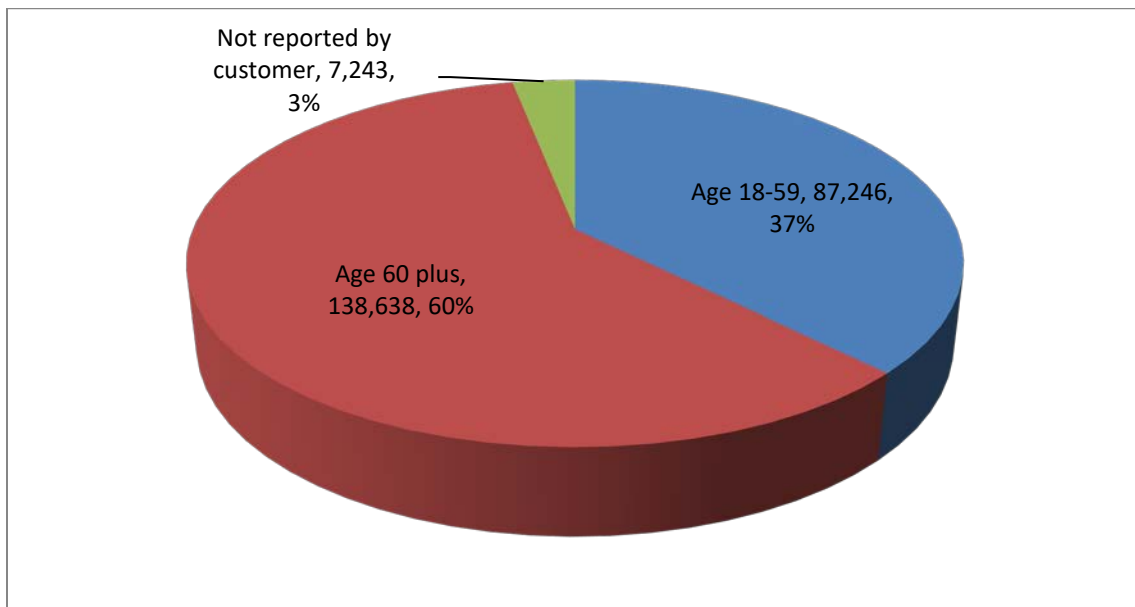
Target Group

7,302	Alzheimer's/Irreversible Dementia
30,511	Developmental Disability
127,042	Elderly
33,592	Mental Health
74,464	Physical Disability
4,224	Substance Use/AODA
9,317	Not reported by customer

*Some customers fall into multiple target groups
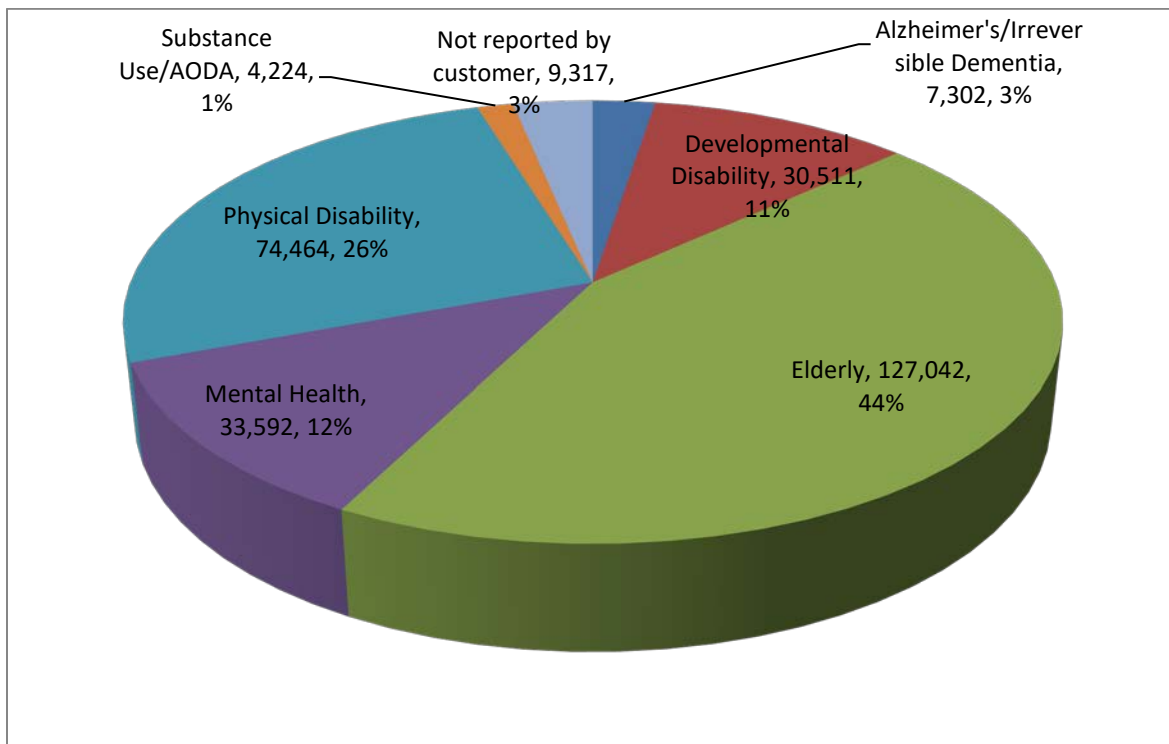
Walk-Ins

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
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
119	58:50 (average 30 minutes per customer)	May 2019
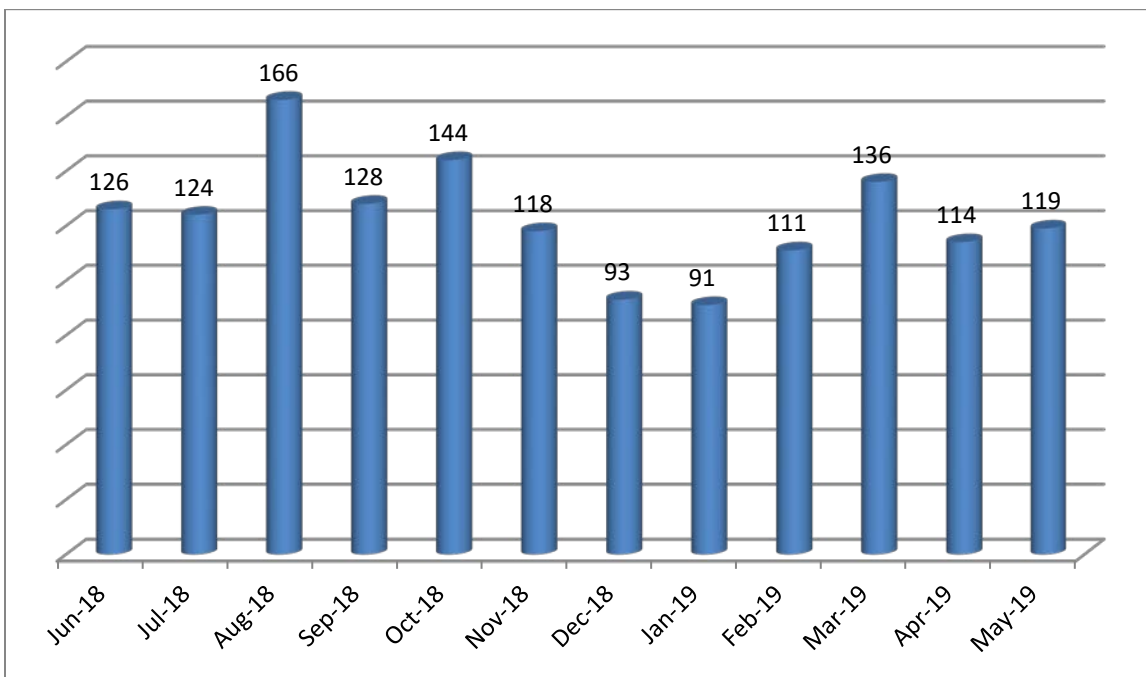
Email Inquiries

# Email Inquiries	Month
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
31	May 2019