Aging & Disability Resource Center of Dane County

164,741 contacts from
2012 through 2017

47,066 contacts in 2018

30,202 contacts in 2019

242,009 total number of contacts
(As of July 31, 2019)

Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
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
4,118	March 2019	21	196
4,467	April 2019	22	203
4,463	May 2019	22	203
4,112	June 2019	20	206
4,700	July 2019	23	204
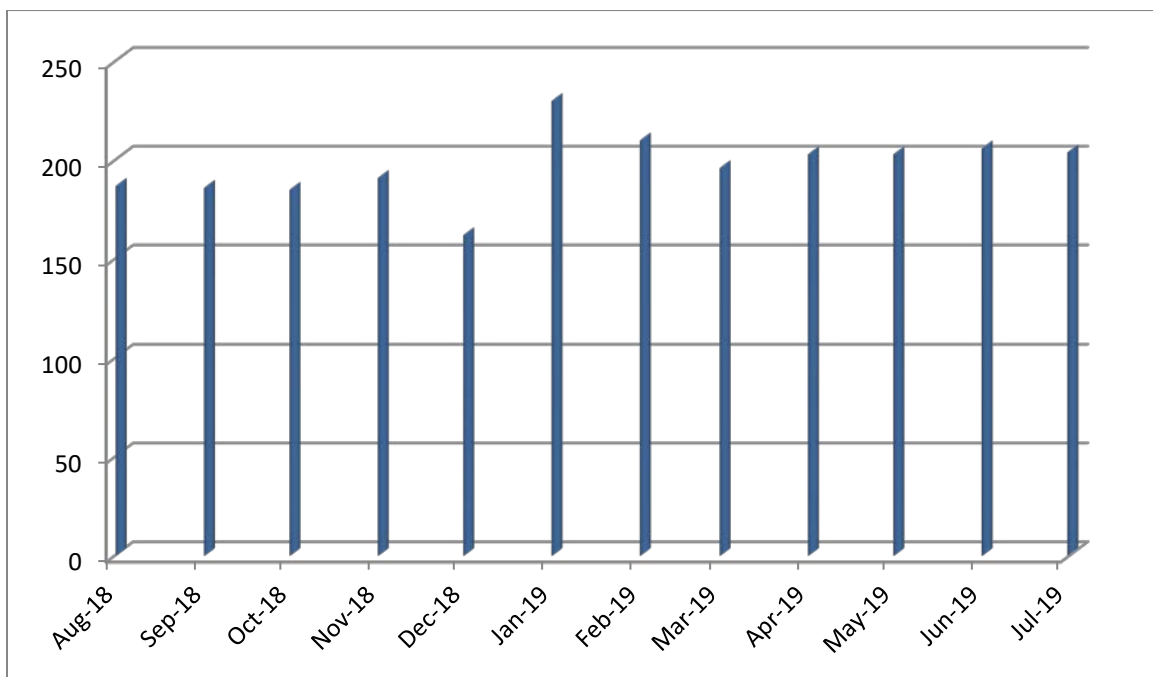
Consumer Age Groups

90,528	Age 18-59
144,070	Age 60 plus
7,411	Not reported by customer
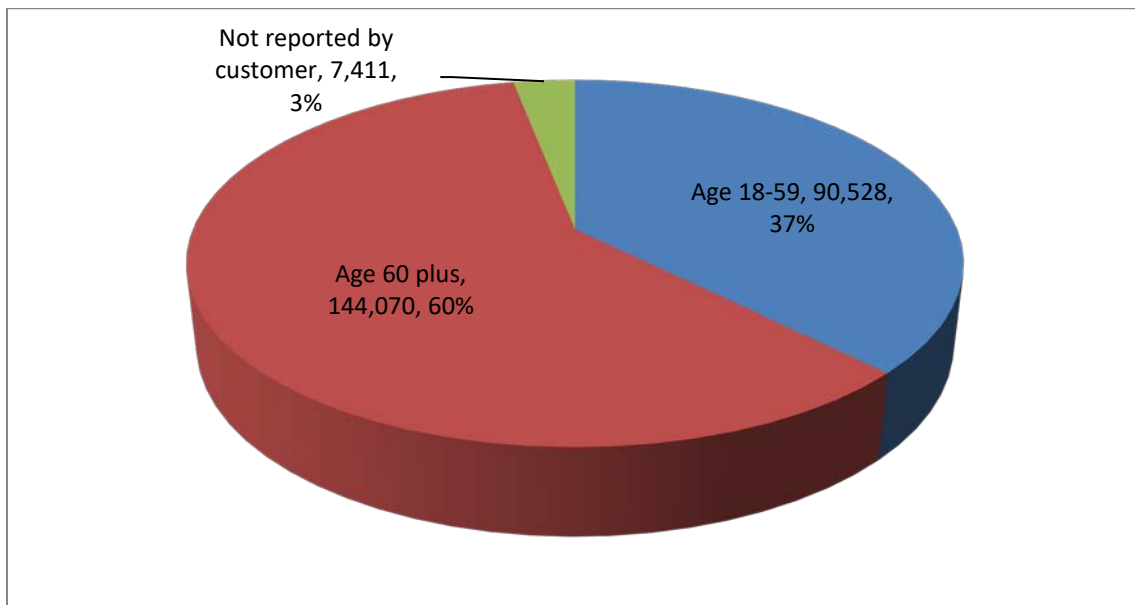
Target Group

8,040	Alzheimer's/Irreversible Dementia
31,734	Developmental Disability
131,946	Elderly
35,058	Mental Health
77,240	Physical Disability
4,422	Substance Use/AODA
9,532	Not reported by customer

*Some customers fall into multiple target groups
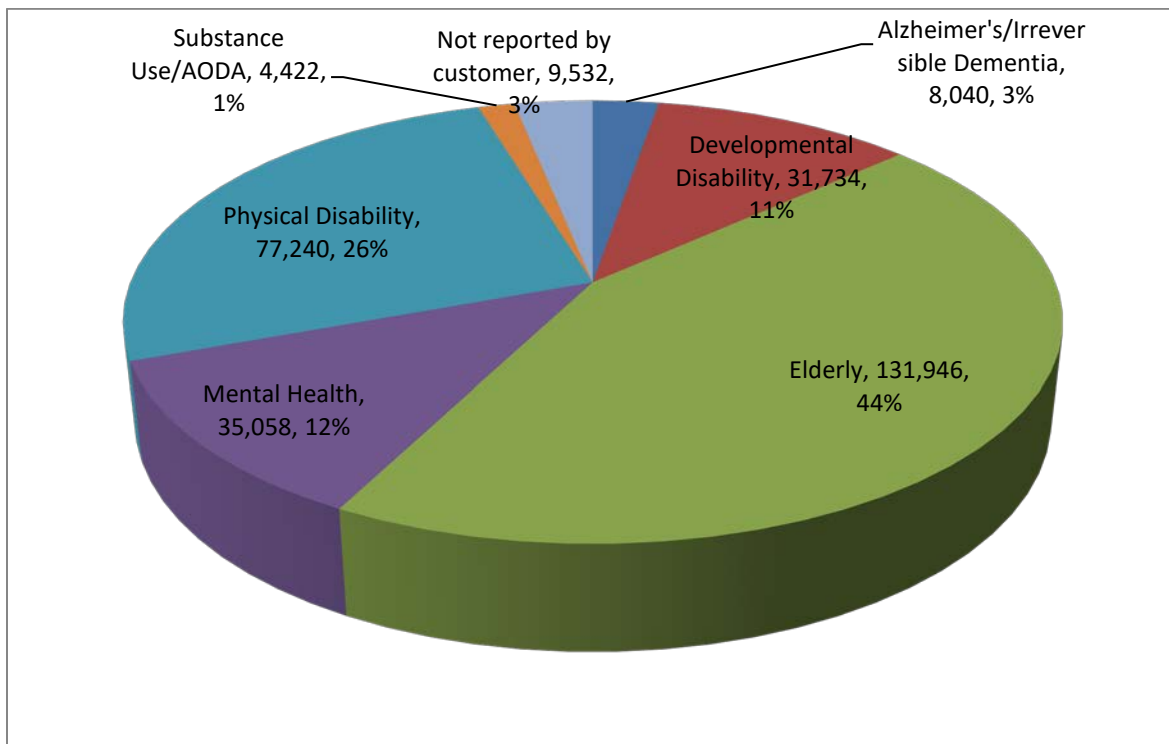
Walk-Ins

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
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
134	79:36 (average 36 minutes per customer)	June 2019
137	72:11 (average 32 minutes per customer)	July 2019
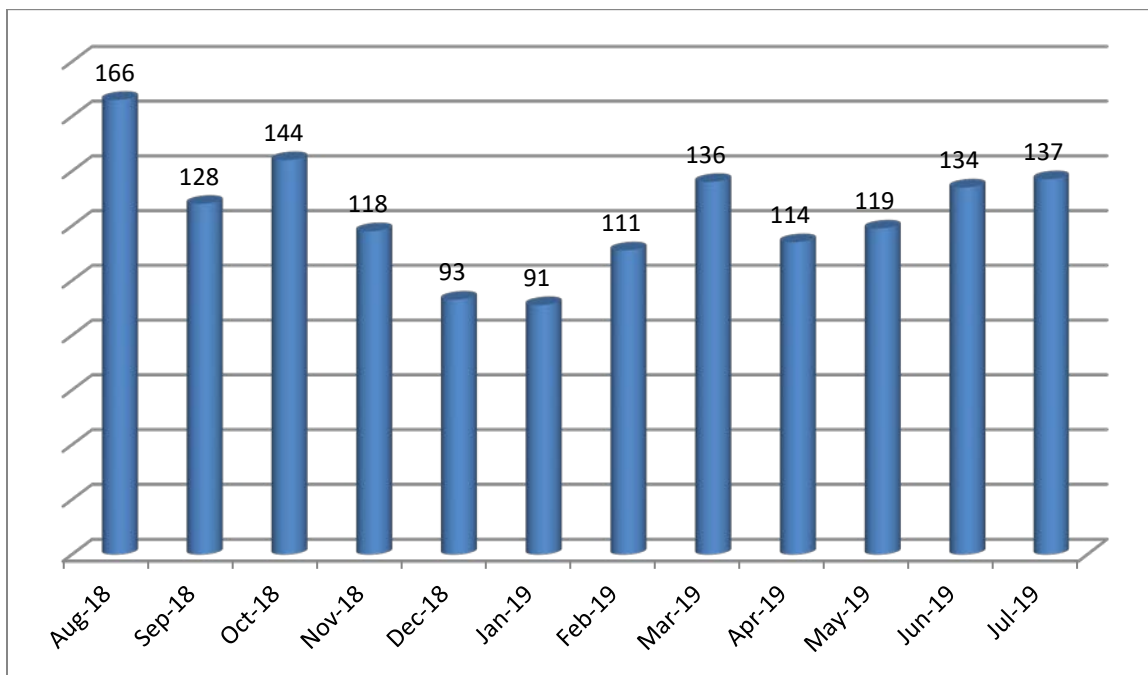
Email Inquiries

# Email Inquiries	Month
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
42	June 2019
38	July 2019