

IMPACT, Inc.

IMPACT is committed to changing lives, for good. Building on our nearly 60-year history, we provide the essential first step toward regaining personal stability, and collaborate to advance health and human services throughout Southeastern Wisconsin. Each year, IMPACT connects nearly 300,000 people with services that help restore health, enhance productivity and foster system improvement. IMPACT's role is to thoroughly and compassionately assess people's needs, actively connect them to appropriate community resources, and work with service providers to deliver services that ultimately produce positive outcomes.

IMPACT's history is rooted in alcohol and other drug abuse assessment, referral and case management, including free consultation and referral for people who are concerned about themselves or a loved one. IMPACT also serves as a designated access point to treatment in Milwaukee County which ensures comprehensive substance abuse screening and assessment to determine eligibility for education, counseling, treatment and recovery support services. Our approach to helping people take the first step toward regaining stability includes a mental health component as these issues are often co-occurring. The Mental Health and Trauma Symptom Checklist is utilized in all alcohol and drug abuse screenings. Because IMPACT does not provide treatment services, and is not affiliated with any health care provider, referrals are based solely on the needs of the individual. Each year, IMPACT delivered alcohol and drug screening, consultation, assessment and referral services to over 7,000 people, making us the largest provider of these services in Wisconsin.

IMPACT 2-1-1 is Southeastern Wisconsin's central access point for people in need. During times of personal crisis or community disaster, the free, confidential helpline and online resource directory make it easy for residents to get connected to information and assistance. Available 24-hours per day, IMPACT 2-1-1 provides the right resource, the first time by maintaining a database of over 25,000 family, health and social service resources. Each year, over 250,000 people turn to us for assistance with basic needs, health care, employment, housing, counseling, financial and legal issues, and much more.

On any given night, there are approximately 1,500 individuals and families utilizing homeless services in Milwaukee. A Coordinated Entry process has been implemented for homeless individuals and families to access Milwaukee's shelter system. People seeking shelter must first contact IMPACT 2-1-1 and answer a series of questions to ensure an appropriate referral with a more streamlined intake process once they arrive. A vulnerability assessment of all callers seeking shelter ensures that the most vulnerable people are placed in available shelter beds first. IMPACT also offers referrals to additional resources that may help alleviate or end the client's housing crisis such as meal sites, food pantries, warming rooms, utility bill payment assistance and more. IMPACT 2-1-1's role in assessing each individual means that special considerations such as a mental or physical disability, or serious illness, can be factored into referral determinations as some shelters include on-site medical services and allow for daytime residency.

IMPACT Planning and Evaluation collaboratively partners with community agencies and groups to collect, analyze, and summarize a wide range of data. In a given year, IMPACT may assist groups working on issues related to substance use, mental health, child welfare, youth, homelessness, veterans, and other health and human service areas. IMPACT's work brings value to the community by supporting the inclusion of the voice of those served, by providing data-driven feedback designed to improve services and systems, by helping agencies document results to leverage additional funding, and by assuring the accountability of public resources.