Alcohol and drug abuse. Housing instability. Financial insecurity. Health and mental health crises. There are many challenges in life that can be difficult to resolve on your own. IMPACT is waiting to help you take the first step. We accept that you have traveled a tough road, and will assure you that hope isn’t lost. We review where you’ve been, determine where you want to go, and identify what you’ll need to get there. We put you on the right path and encourage you to take the next step toward positive change. Helping people through personal crisis is what we do, 24-hours-a-day, every day.

IMPACT changes lives, for good.

We help people take the first step to resolve a crisis and create a path toward stabilization; as well as collaborate with our partners to foster system improvement. We do this through:

- Comprehensive assessment of complex problems
- Expert navigation and connection to appropriate resources
- Collection, analysis and interpretation of data
- Implementation of research-based planning and process evaluation

IMPACT 2-1-1 is a 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. As a partner in the Milwaukee Continuum of Care’s Coordinated Entry system, IMPACT 2-1-1 provides services for those seeking emergency housing assistance by processing requests, assessing client vulnerability, coordinating placement in shelter and permanent supportive housing, managing the waiting lists, and providing prevention navigation to avoid homelessness.

Number of contacts: 241,023
Number of Coordinated Entry clients served: 3,891

IMPACT Alcohol & Drug Abuse Services includes consultation and referral for people who are concerned about themselves or a loved one; as well as comprehensive substance abuse screening and assessment to determine eligibility for education, counseling, treatment and recovery support services. IMPACT also raises community consciousness about risky social behaviors and promotes healthy lifestyles through the stop drinking [SO MUCH] Wisconsin campaign.

Number of people served: 12,973

IMPACT Planning & Evaluation works in partnership with community members, nonprofits and decision makers to advance health and human services throughout Southeastern Wisconsin. Our goal is to take a collaborative approach in building evaluation and data capacity, and provide objective planning and research expertise. We customize the information, resources and tools to meet the specific needs of the project and present meaningful recommendations and findings at the conclusion of our engagements.

Number of organizational partners: 18

2018 IMPACT Leadership

Kim M. Dougherty, Chair, Children’s Hospital of Wisconsin
Roger Sherman, 1st Vice Chair, Goodwill Industries*
Randall C. Harlan, 2nd Vice Chair, Enterforce, Inc.
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2018 ANNUAL REPORT

President’s Message

John Hyatt

IMPACT Core Services

In 2018, IMPACT connected nearly 260,000 people with services that help maintain stability, restore health and enhance productivity.
Thank You to Our Generous 2018 Donors

On behalf of IMPACT, our board, and the people we serve, I want to extend my sincere appreciation. Your donation, partnership or advocacy helped us strengthen and extend the reach of our efforts and, as a result, nearly 260,000 lives in Southeastern Wisconsin were changed, for good. — Kim Dougherty, Board Chair

We apologize for any errors or omissions that may have been made in recognizing our donors.

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Donate online at impactinc.org.