



COVID-19 Coronavirus: Crisis Response

Serving the nine-county region of Southeastern Wisconsin, IMPACT 211 has implemented emergency response measures and is prioritizing COVID-19 calls. The 24-hour crisis call center is in the process of ramping up operations to meet the increased demand for information and assistance. Not only from those concerned about COVID-19, but also from residents who are affected by the economic impact of this public health emergency.

Week of Saturday, March 14 through Friday, March 20:



IMPACT engaged in conversations with the Milwaukee County Office of Emergency Management, health departments and other partners to coordinate efforts. As a provider in the 211 Wisconsin network, coordinated with the Wisconsin Dept. of Health Services, the Office of the Governor and other state and county agencies in daily briefings.



IMPACT 211's Resource Department updated over 225 listings in our directory due to sudden disruptions of service. Agencies are asked to email changes to covid19updates@impactinc.org.



Top 10 Service Requests (non COVID-19) Saturday, March 14 to Friday, March 20 Total Calls for the Week: 4,241

	Number	% of Total
1. Food (<i>pantries, school lunch sites, etc.</i>)	1,315	31%
2. Mental Health Crisis Assistance	589	13.9%
3. Emergency Shelter (<i>homelessness</i>)	551	13%
4. Housing (<i>rent payment and housing stability</i>)	363	8.6%
5. Community and Gov't Info Services	307	7.3%
6. Utility Payment Assistance	219	5.2%
7. Health Care	187	4.4%
8. Income Support (<i>unemployment</i>)	138	3.3%
9. Clothing/Household/Personal Needs	131	3.1%
10. Individual and Family Support	121	2.9%



25 volunteers and IMPACT staff have been trained to take calls for a total of 60 agents covering all shifts with 90% working remotely.



Coordinated Entry placed 16 people experiencing homelessness into housing when warming rooms had to close abruptly, and worked with community partners to devise alternatives to shelter for those who are symptomatic.



An Auto-Text platform was launched for people to access general info and links to resources. Simply text COVID19 to 211-211.

COVID-19 Information & Referral Calls

	Calls	Avg. Speed to Answer
IMPACT 211's SE WI Region:	818	
All Other Regions of Wisconsin:	955	
Saturday 3/14	8	38 sec.
Sunday 3/15	22	41 sec.
Monday 3/16	98	15 sec.
Tuesday 3/17	131	1 min. 55 sec.
Wednesday 3/18	255	6 min. 50 sec.
Thursday 3/19	146	1 min. 45 sec.
Friday 3/20	158	1 min. 48 sec.
Total SE WI:	818	