



Helping Southeastern Wisconsin residents get connected to information and assistance during times of personal crisis and community disaster.

ANNUAL SUMMARY 2020

DIAL 211

TEXT your zip code to **898-211**

VISIT impactinc.org
to chat or search the 211 database of resources

COVID-19 Crisis Response

IMPACT was uniquely positioned to respond during a rapidly-evolving public health crisis due to our accessibility, availability and agility.

In March 2020, IMPACT 211 implemented emergency response measures to prioritize COVID-19 calls and ensure that our resource department was equipped to manage the surge in program and service updates. IMPACT 211's resource directory includes 1,859 agencies throughout the nine-county region of Southeastern Wisconsin. Those agencies operate 4,395 sites and provide 7,499 services.

The Wisconsin 211 system was activated to assist state and local authorities and, in southeastern Wisconsin, IMPACT engaged in conversations with the Milwaukee County Office of Emergency Management, public health departments and other partners to coordinate efforts focused on vulnerable population. Working in collaboration with the Milwaukee Healthcare Partnership, IMPACT 211 provided automated access to location and eligibility information about COVID-19 testing sites. Auto-Text Relay, Interactive Voice Response (IVR) and an interactive map on IMPACT's website were utilized over 43,500 times.

2020 Overview

	Calls	186,466
	Online Database Sessions	104,250
	Other: Text, Chat, IVR, Website	62,695
TOTAL CONTACTS IN 2020		353,411
Contacts may result in more than one request for information or assistance		

By the end of your call, did you know your next step or plan of action?

99%

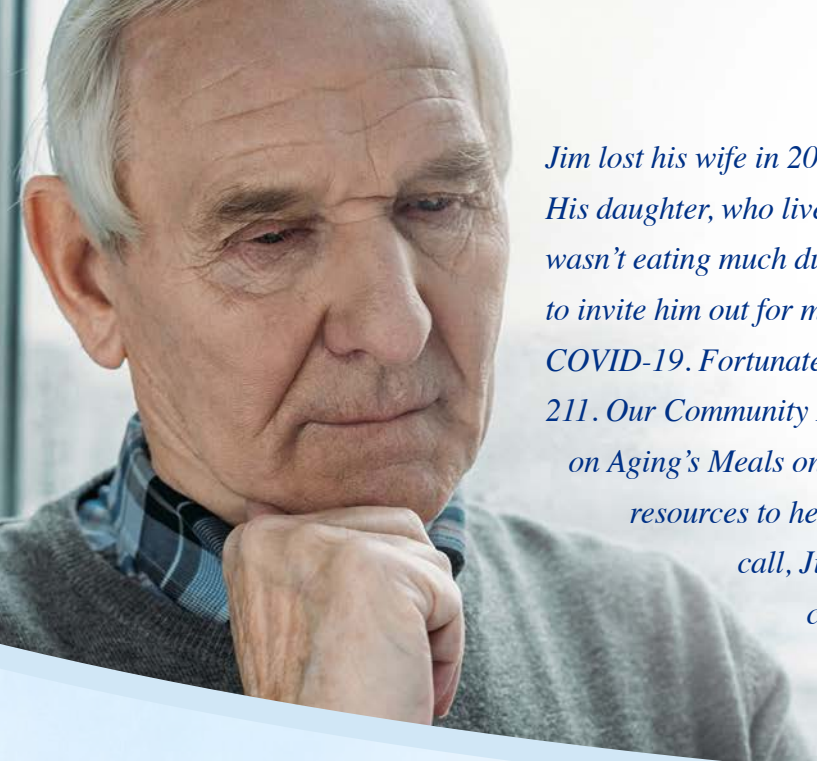
Did you get what you needed resolved?

91%

Would you recommend IMPACT 211 to others needing assistance?

99%

Follow-up survey response from IMPACT 211 contacts



Jim lost his wife in 2019 and life since has been filled with painful adjustments. His daughter, who lives out of state, became concerned when Jim admitted he wasn't eating much due to the public health order to stay home. Friends used to invite him out for meals a few times a week, but that was on hold because of COVID-19. Fortunately, Jim took his daughter's advice and called IMPACT 211. Our Community Resource Specialist connected him to the Department on Aging's Meals on Wheels program. We also shared mental health support resources to help Jim cope with grief and loneliness. At the end of the call, Jim said, "This is so nice of you. I see that coronavirus can't stop kindness."

Top Requests for Information and Assistance in 2020

186,466 Calls

		% of Callers
1	Mental Health Crisis Assistance	34,637 18.6%
2	Health Care	33,407 18.0%
3	Housing (subsidized rental, repair, grants/loans)	30,655 16.5%
4	Food (meal sites, food pantries, etc.)	25,700 13.8%
5	Emergency Shelter (homelessness)	25,447 13.7%
6	Specialized Hotlines and Government Information Lines	18,101 9.7%
7	Individual, Family and Community Support (child/adult protective services, support groups, outreach)	7,877 4.2%
8	Clothing, Household and Personal Needs	7,875 4.2%
9	Legal Assistance and Consumer Protection	6,405 3.4%
10	Utility Payment Assistance	7,615 4.1%
11	Substance Use Disorder Assistance (detox, assessment, treatment, recovery support)	5,706 3.1%
12	Income Support Assistance	4,390 2.4%
13	Other Government Economic Services	3,679 2.0%
14	Disaster Services	2,207 1.2%
15	Transportation	1,299 0.7%
16	Volunteer Opportunities and Donation Sites	1,074 0.6%
17	Employment Services (job search, job readiness)	1,029 0.6%
18	Education	238 0.1%
19	Arts, Culture and Recreation	133 0.1%

TOTAL REQUESTS FROM CALLERS IN 2020.....217,474

*Calls may involve more than one request for resources

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#1 Mental Health Crisis Assistance



#2 Health Care



#3 Housing

