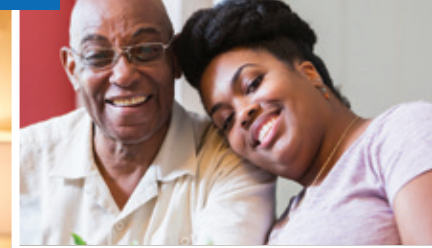




IMPACT changes lives, for good.



At IMPACT, 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 is one of our region's most successful public/private partnerships and receives county and city government support from:





President's Message

As we reflect on 2023, it's with immense pride that we acknowledge the significant milestones IMPACT has achieved over the past year. Building on a 64-year legacy, our reputation as a collaborative partner and a beacon of innovation in Southeastern Wisconsin has never been stronger. IMPACT's mission—helping people take the first step toward changing their life, for good—guides our daily operations and strategic initiatives. .

This year, we have further solidified our role as the go-to resource for those facing personal crises, providing comprehensive assessments and expertly navigating individuals toward the right resources. Each connection we make is a step toward stability and positive, lasting change. Our commitment to collecting, analyzing, and interpreting data drives our ability to implement research-based planning and process evaluations, making our interventions both effective and efficient.

- In 2023, IMPACT 211 surpassed three million contacts since its inception in 2002. Among the first communities to join a national movement that established three-digit access to family, health and social services two decades ago, IMPACT has worked to build a solid foundation of trust and mutual respect with the people we serve, the service providers that help our clients navigate difficult times, and the funders who make it all possible.
- IMPACT was tasked to leverage decades of experience in resource curation and social services systems coordination to lead the development of a community information exchange. IMPACT Connect provides the framework for multi-level partners across social service sectors to coordinate care so people have better access to the vital resources they need. In 2023, 238 members went live on the platform, providing over 75,000 referrals to clients.
- IMPACT Planning and Evaluation partnered with 18 community agencies, providing evaluation services that supported quality improvement, documented outcomes, and helped sustain over \$6.2 million in grant funds in the community.

IMPACT continues to elevate our level of sophistication to meet the needs of clients and expand our position in the community. Thank you for your unwavering support and trust in IMPACT. Together, we will continue to uphold our guiding principle: "Critical conditions. Critical connections. Critical change."

John M. Hyatt, IMPACT President & CEO



IMPACT Core Services & 2023 Annual Numbers



IMPACT 211 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.

Number of contacts: **258,627**

Number of local resources in the IMPACT 211 database: **4,853**



Coordinated Entry: As a partner in the Milwaukee Continuum of Care's Coordinated Entry system, IMPACT Coordinated Entry (CE) program provides services for those seeking emergency housing and homelessness prevention assistance. Following a standardized process that ensures equitable access to available resources, the CE team has a "no wrong door" policy that encourages client engagement. Points of contact include phone, email, in-reach sites, and in tandem with street outreach teams.

Number of Coordinated Entry clients served: **4,984**



IMPACT Connect uses a universal screening tool, comprehensive resource database, and sophisticated technology platform to link health and human service providers and other community agencies. Members are able to better understand the needs of those they serve, connect them to resources, make referrals, and use real-time data to inform decisions through shared governance. This unified approach to whole-person care ensures all residents have access to the same level of care and services; and allows us to collectively identify and address systemic issues in our community

Number of members: **238**



IMPACT Substance Use Disorder 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.

Number of people served: **3,177**

In 2023, IMPACT connected nearly **270,000 people** with services that help maintain stability, restore health and enhance productivity.

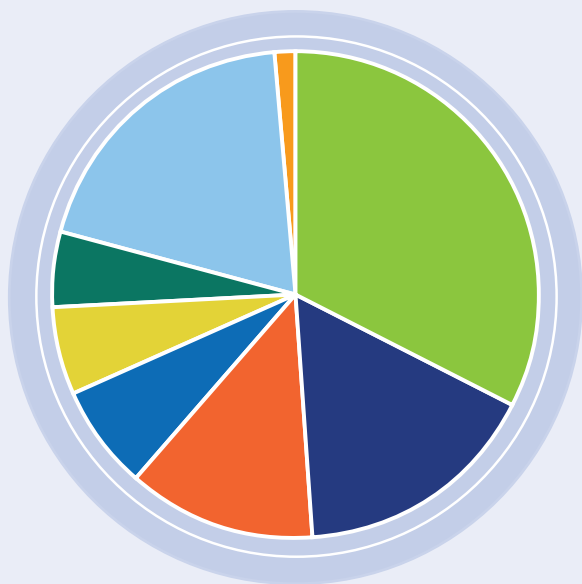


IMPACT Planning & Evaluation works in partnership with community members, nonprofits and decision makers to advance health and human services throughout Southeastern Wisconsin. Our goal is to take a collaborative approach in building evaluation and data capacity, and provide objective planning and research 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**

Financial Information

Headquartered in Southeastern Wisconsin, IMPACT has established productive, collaborative relationships with leading businesses, funders, community stakeholders and other non-profit organizations.

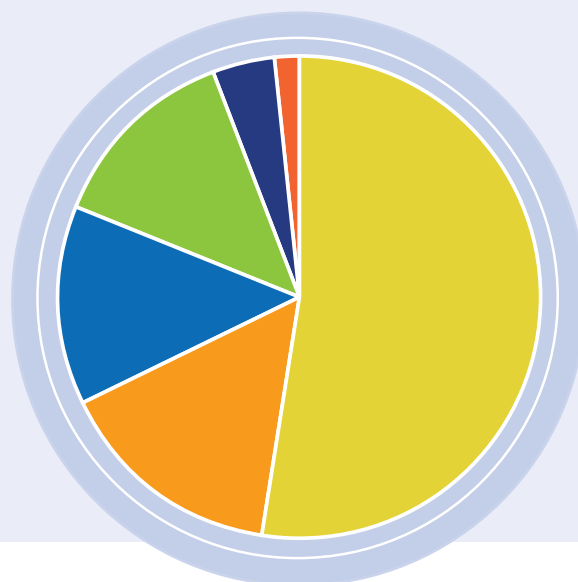


2023 Revenue

Government Agency Support.....	\$ 3,456,000
Private Grants.....	\$ 1,021,000
Program Fees.....	\$ 878,000
United Way	\$ 861,000
Donations	\$ 260,000
Investment Income	\$ 106,000
Total	\$ 6,582,000

2023 Expenses

IMPACT 211	\$ 2,044,000
Fiscal Agent Programs.....	\$ 1,028,000
IMPACT SUD Services.....	\$ 788,000
Coordinated Entry	\$ 432,000
IMPACT Connect	\$ 354,000
IMPACT Planning & Evaluation	\$ 317,000
Administrative Expense.....	\$ 1,216,000
Fundraising Expense.....	\$ 82,000
Total	\$ 6,261,000



2023 IMPACT Leadership

Randall C. Harlan, Chair, The Panther Group
Kimberly Payne, 1st Vice Chair, Payne Consulting
Christian Schmidt, 2nd Vice Chair, Clarios, LLC
William B. Coleman, Treasurer, Coleman & Williams, LTD
Patricia A. Puccinelli, Secretary, ManpowerGroup*
Timothy F. Busalacchi, Morgan Stanley
Adam R. Gabornitz, Northwestern Mutual
Angela Rothen, National General Insurance
Roger Sherman, Goodwill Industries*
Ronald P. Smith, Community Volunteer

* Retired



Donate online at
impactinc.org.

IMPACT
 Changing Lives. For Good.



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 **270,000 lives** in Southeastern Wisconsin were changed, for good. — *Randall C. Harlan, Board Chair*

Thank You to Our Generous 2023 Donors

\$50,000 and above

Anonymous
Bader Philanthropies
United Way of Greater Milwaukee & Waukesha County

\$10,000 to \$49,999

Brewers Community Foundation
(Ks for a Cause) in partnership with We Energies Foundation
Forest County Potawatomi Foundation
Harri Hoffmann Family Foundation
Jane Bradley Pettit Foundation
United Way of Racine County
United Way of Washington County

\$5,000 to \$9,999

Catholic Community Foundation
Green Bay Packers Foundation
Charles D. Jacobus Family Foundation
United Way of Kenosha County

\$1,000 to \$4,999

Aurora Health Care
Keith & Paula Anderson ^
William B. Coleman
Randall C. Harlan *
Samuel K. and Doris Hersh Chortek Fund
at the Greater Milwaukee Foundation
Generac Foundation, Inc.
Jim & Linda Marten *
Jill Ritterbusch
Christian Schmidt ^
St. Elizabeth Ann Seton Catholic Church

Tosa Community Food Pantry
United Way of Jefferson & North Walworth Counties
United Way of Walworth County
Donald & Midge M. Willson

\$100 to \$999

Allied Consulting Group, LLC
Madi Ashman ^
Richard Barrett
Larry J. & Kathy Bennett
Lisa Berger
Timothy Busalacchi *
Michael G. & Terri Davis in memory of Norris M. Hyatt
Terry Frett
Randy Gascoigne in memory of Marlene Gascoigne
Todd & Jan Graveline
Donald Heyrman
Gino & Joshua Hoffmann
John & Vicki Hyatt ^
Mike & Karen Johnson
Mr. & Mrs. Ted D. Kellner ^
Herb Kohl Philanthropies
Elisabeth Larson ^
Lynne Lockwood
Cha Lor ^
Daniel J. McCarthy
Morgan Stanley in honor of Timothy Busalacchi
Marie Nienhuis
Alonzo & Kimberly Payne
Patricia Puccinelli *

Lois Radke
Angela Rothen *
Jason & Amy Rowell *
Daniel Schleicher ^
Roger & Corine Sherman
Ronald P. Smith
Elaine C. Sweet ^
Carol J. Tomczak ^
John & Anne Thomas Trust
Earl Robert Waite ^
We Energies Foundation in honor of Gilberto Gonzalez
Lana Wiese
Vickilynn A. Zaffiro-Feerick

\$1 to \$99

Roni Bernstein in memory of Jordan Cardella
Elizabeth Clark in memory of Jordan Cardella
Etienne & Marianne Clare
Tomasita Colon ^
Kalena D'vorah in memory of Jordan Cardella
Rosemarie J. Fridrick
Adam Gabornitz
Kelly Gaglione
Elisabeth Larson in memory of Norris M. Hyatt
Amanda Pawlak
Jonathan Rengstorf
Patricia Rogutich
Joan Shrout

^ IMPACT-designated United Way campaign donor

* "Changing Lives. For Good." Recurring Donor — IMPACT's "Changing Lives. For Good." Recurring Donor Program ensures adequate resources to support life-changing programs and services in the community, as well as invests in the growth and development of our employees.

