

Scheduling your appointment

To schedule an appointment for your assessment, please call IMPACT at (414) 443-6000. A customer service representative will be happy to assist you with your appointment. Please have a copy of your court order when you call to schedule.

The customer service representative will offer you available appointment times and locations. Evening appointments are available.

If you call to cancel or reschedule less than two business days prior to your appointment, a cancellation fee will be added to your assessment fee. If you fail to keep your appointment, a no show charge will be added to your fee.



Serving our community, every hour of every day.

IMPACT helps people take the first step toward changing their life, for good. We assess and guide those experiencing personal crisis toward resources to achieve stability; and collaborate with community 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 operates an Access Point which connects individuals to Milwaukee substance abuse treatment programs. [\(414\) 649-4380](tel:4146494380)

IMPACT 211 is a central access point for people in need and provider of the Wisconsin Addiction Recovery Helpline. 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. [211](tel:211) or [1 \(866\) 211-3380](tel:18662113380) or text your zip code to [898-211](tel:898211)



Milwaukee County Operating While Impaired Assessment Program

IMPACT
Changing Lives. For Good.

Operating While Impaired (OWI) conviction

In Wisconsin, any driver convicted of OWI is court ordered to see a State-trained substance use disorder counselor for an assessment. The law specifies that an appointment must be scheduled with an approved facility in the county of your residence within 72 hours of the conviction or risk being placed in non-compliance. In Milwaukee County, the approved facility is IMPACT, Inc.

IMPACT is the largest provider of substance use disorder screening, assessment and referral services in Wisconsin. IMPACT staff are co-occurring competent which means that we not only assess for substance use disorder issues, but also for mental health issues.

“Trying to change is not easy. I found IMPACT really helpful. Some people talk to a counselor just to make the courts happy, but there are some people like me who actually want to have a sober lifestyle and not have alcohol run their life. Alcohol doesn’t run my life anymore.”

— Tommy, IMPACT client



Your assessment

Wisconsin Operating While Impaired (OWI) laws regulate the assessment process. Our counselors offer a pleasant and professional experience where clients feel supported and motivated to resolve their situation. This assessment is a private, one-on-one, confidential interview with a substance use disorder professional which lasts approximately one hour. The interview is conversational and based on a series of questions regarding drinking, drug use and related issues.

Based on the results of the interview, a recommended course of action will be determined, which will include either a referral to education or treatment. You and your counselor will develop a personalized Driver Safety Plan.

Wisconsin law requires the OWI program to address your assessment results, consider your health insurance information, and offer convenient locations. Federal confidentiality laws protect you and the information documented in the assessment, which is maintained in your file for a period of seven years.

Your assessment appointment

Date _____

Time _____

Assessment Fee \$ _____

Payment is due in full when you set up the appointment. To cancel or reschedule, please call (414) 443-6000.



The Driver Safety Plan (DSP)

The final component of the assessment includes completing the Driver Safety Plan. This document defines the program you need to complete in order to acquire and/or retain your driver’s license, and will be sent to your recommended program. The document is also filed with the Department of Transportation (DOT), indicating that you have completed the assessment.

