



Date: July 22, 2016

To: City of Milwaukee Community & Economic Development Committee

From: IMPACT, Inc.

Re: 2017 City of Milwaukee CDGA Funding Allocation Plan

Dear Chair Stamper and Community & Economic Development Committee Members:

Coordinated Entry into Milwaukee's homeless service system is a program that began in 2013 with the goal of building and enhancing cooperation among the homeless shelter providers to focus on serving the most vulnerable in our community.

IMPACT, Inc. was asked to run the Coordinated Entry program because of its impartiality with regard to the shelter system and its ability to operate a contact center that can handle a high volume of inquiries with varying requests for service through IMPACT 2-1-1.

**Since January 2016, IMPACT 2-1-1 has taken 24,922 calls from people who were in an unstable housing situation; 18,381 of those calls were from people specifically seeking shelter.** Prior to Coordinated Entry, those callers would have had to make multiple calls or go in person to the various shelters in order to gain access to those resources. Coordinated Entry has streamlined how referrals work so that people in need only need to call one number to find out about shelter. It has also taken the time it takes to answer those inquiries from the shelters so that they can focus more on providing the services necessary to help people solve their homeless situation.

**Of the 18,381 calls received regarding shelter, 1498 were referred to a shelter bed. The shelter capacity in Milwaukee falls far below the need from the community, and Coordinated Entry works to ensure that those most in need get shelter.**

Though most of the callers were not able to be referred to shelter due to lack of available beds, IMPACT 2-1-1 was able to provide resource and referral to all callers to provide as much help as possible. Some of the referrals that are made are to a crisis nursery for children, legal and tenant resources to resolve tenant-landlord issues, energy assistance, subsidized housing information, and prevention services and payment sources to help keep people in their own homes.

The Milwaukee homeless shelter providers provide a much needed resource to those who are most in need in our community. IMPACT, Inc. is an essential piece to Coordinated Entry which identifies the most vulnerable people experiencing homelessness and refers them to shelter, creates a streamlined process for referral which creates efficiencies for people in need and shelters so that they are able to focus on the clinic work to solve a homeless situation, and provides other resources to those who are not able to be referred to a shelter bed.

**IMPACT 2-1-1**  
6737 West Washington Street  
Suite 2225  
Milwaukee WI 53214  
phone (414) 256-4808  
fax (414) 302-1021  
[www.impactinc.org](http://www.impactinc.org)

**LIVE UNITED**



Our family of services helps restore the health and productivity of individuals, organizations and workplaces leading to an improved quality of life for our entire community.

IMPACT 2-1-1 | IMPACT Planning Council | IMPACT Workplace Services | IMPACT Alcohol & Drug Abuse Services | IMPACT Awareness

We invite you to come visit IMPACT 2-1-1 and see the work that we do, and we thank you for your consideration.

In Service,



John Hyatt  
President & CEO  
IMPACT, Inc.



Emily Kenney  
Coordinated Entry Program Coordinator  
IMPACT, Inc.