



MILWAUKEE COUNTY

OFFICE OF EMERGENCY MANAGEMENT 2023-2027 STRATEGIC PLAN

The Office of Emergency Management shares the vision of Milwaukee County as a whole, which is: “By achieving racial equity, Milwaukee is the healthiest county in Wisconsin.”

The Office of Emergency Management’s mission is “Helping People in Extraordinary Times.”

The office’s values align to those of Milwaukee County as a whole as well as one additional value:

- **Inclusion:** We actively seek diverse perspectives when making decisions.
- **Influence:** We collectively use our power to positively impact our community.
- **Integrity:** We do the right thing even when no one is looking.
- **Innovation:** We embrace data and new technologies to drive continuous improvement in emergency management and response efforts, ensuring agility and effectiveness in facing evolving challenges.

While the Office of Emergency Management plays a role in advancing Milwaukee County’s strategic plan overall, **we most directly advance the strategic goals highlighted in teal below:**

MILWAUKEE COUNTY GOALS

Create Intentional Inclusion

1A Reflect the full diversity of Milwaukee County at every level of county government.

1B Create and nurture an inclusive culture across Milwaukee County.

1C Increase the number of Milwaukee County contracts awarded to minority and women-owned businesses.

Bridge The Gap

2A Determine what, where and how we deliver services based on the resolution of health disparities.

2B Break down silos across Milwaukee County government to maximize access and quality of services offered.

2C Apply a racial equity lens to all decisions.

Invest in Equity

3A Invest “upstream” to address root causes of health disparities.

3B Enhance Milwaukee County’s fiscal health and sustainability.

3C Dismantle barriers to diverse and inclusive communities.

More specifically, the Office of Emergency Management delivers on its mission by advancing three overall goals, each of which aligns with one or more of Milwaukee County’s overall goals. The table below shows the alignment between the Office of Emergency Management’s goals and Milwaukee County’s goals. Achievement of these goals aligns with Milwaukee County’s goals and will lead to a safer and more resilient community by the end of 2027.

Office of Emergency Management’s Focus Areas	Milwaukee County Goal Alignment	2027 Goals	We Will Know We’re Successful When:
Build Organizational Strength	1A: Diverse Workforce 1B: Inclusive Culture 2B: Break Down Silos 2C: Racial Equity Lens	Investments in employee training and development to foster an inclusive culture and a stronger, more effective Office of Emergency Management.	Employee trainings are part of regular business and employees have consistent learning opportunities that enhance their ability to advance the Milwaukee County vision.
		Every division creates and implements its own strategies that enhance the employee experience in at least one of the following areas: teamwork, communication, and/or adaptability.	More employees agree that “There is a strong feeling of teamwork.”
Increase Partnerships	2A: Resolve Health Disparities 2B: Break Down Silos 2C: Racial Equity Lens 3C: Diverse & Inclusive Communities	Increase participation and outreach in the office’s emergency preparedness and response training.	Citizens, regardless of race and ethnicity, now feel more prepared through widespread training, supply kits, and communication for emergency plans.
		Enhance emergency response through coordination, speed, and efficiency to contribute to improved patient outcomes and community safety.	Establish measurable improvements in interactions with first responders during emergencies, including Shared Services, natural disasters, and active assailant situations.
		Enhance coordination and regionalization of Emergency Management System through leveraging of partnerships.	Implementation of regional Community Paramedic approach, centralized logistics tracking, regional service delivery model, and systemwide data sharing.
		Improve responder communication and fluidity and border to border continuity.	There is seamless and immediate communication, significantly faster response times in the community, and increased interoperability, including successful integration with Emergency Medical Dispatch (EMD) and Public Safety Answering Point (PSAP) systems.
Maximize Use of Data & Information Technology	2A: Resolve Health Disparities 2B: Break Down Silos 2C: Racial Equity Lens 3A: Invest Upstream 3B: Fiscal Sustainability	Harness the power of data, information, and technology within the Office of Emergency Management to drive bold strides toward achieving health equity across Milwaukee County.	We establish a Health Information Exchange (HIE) that facilitates timely and comprehensive access to patient health information across healthcare providers and emergency responders.
			Full migration of physical OASIS core to hosted secure cloud-based platform (WiPSN).
			Develop modeling to assess status and measure intervention(s) (dashboards, EVE Model, etc.). Also focus on increasing data literacy.
		Data analysis informs decision-making and improves patient outcomes.	Visible trends that show improvements to community health within data sets and models are developed.
		Maintain a reliable and redundant radio communications platform, with robust cyber protection measures.	Full deployment of the countywide PSAP cybersecurity plan, including RSUS/MDR software.

To learn more about Milwaukee County’s journey toward racial equity, please visit [county.milwaukee.gov/Vision](https://www.county.milwaukee.gov/Vision).

To learn more about the Office of Emergency Management, please visit [county.milwaukee.gov/EN/Office-of-Emergency-Management](https://www.county.milwaukee.gov/EN/Office-of-Emergency-Management).

