



MILWAUKEE COUNTY
DEPARTMENT OF
HEALTH & HUMAN
SERVICES

ANNUAL REPORT 2023

Together, Creating Healthy Communities



MESSAGE FROM MILWAUKEE COUNTY EXECUTIVE DAVID CROWLEY



In 2023, we celebrated a new day in Milwaukee County. By deploying tax revenue generating tools and maintaining our track record of thoughtful, fiscally responsible budgeting, we created the opportunity to invest in our community to benefit

residents, families, and neighborhoods for many years to come. My vision for Milwaukee County is by achieving racial equity, we will become the healthiest county in the State of Wisconsin, and the work of DHHS is integral to making that vision a reality. By putting people at the center of service delivery, through its **“No Wrong Door”** model of customer service, DHHS has created greater access to critical health and human services, while continuing to address social determinants of health and providing support and resources to our most vulnerable residents.

Last year, DHHS and Child Support Services (CSS) began the work on integrating CSS into DHHS. The integration was official as of January 1, 2024. This move is the result of Milwaukee County’s first strategic planning process in 20 years and will ensure the county is first and foremost designed to meet customer needs and create better coordination and delivery of services by enhancing cross-departmental collaboration.

In June, **Milwaukee County’s American Rescue Plan Act (ARPA) Annual Recovery Plan** was ranked in the top five in a Results for America Assessment. We were ranked third out of 93 counties across the country receiving ARPA State and Local Fiscal Recovery Funds. For their part, DHHS has used the funds to develop innovative programs and

partnerships to support the community by advancing our strategic vision to **Bridge The Gap** and **Invest in Equity** through capacity building and a focus on prevention.

Milwaukee County received the largest amount of Opioid Settlement Funds recovered by any local government in the history of Wisconsin, and the settlement represents the largest recovery of any Wisconsin local government in active opioid litigation. DHHS Behavioral Health Services immediately created a **harm reduction strategy** and Harm Reduction Vending Machine program, which, to date, has deployed **11** machines throughout our community. They demonstrate an urgent response to this crisis facing our community with an evidence-based strategy.

I’m impressed by the internal changes DHHS is making by prioritizing culture, change management, and staff development. By supporting a strong internal culture, they are leading by example to **Create Intentional Inclusion**, furthering the county’s vision.

As DHHS continues the implementation of its strategic plan, the transformation that has taken place, and continues to take place, is making us a stronger Milwaukee County. We are focused on providing more support to individuals and families to ensure they have a place to live and continuing to provide supportive services for children, youth, young adults, people with a disability, older adults, anyone in need of behavioral health services, and our veterans. As the largest department in Milwaukee County, DHHS continues to have an incredible impact on our community, and I’m inspired by their commitment to meet the moment with tremendous momentum.

David Crowley
Milwaukee County Executive

MESSAGE FROM DHHS LEADERSHIP



DHHS is building on its successes and momentum, while realizing our strategic vision. In our third year of operationalizing the **DHHS Strategic Plan** and implementing our **No Wrong Door** philosophy, we closed gaps in service delivery, invested in physical infrastructure, and were recognized as a national leader by our peers.

We created positive change, further setting us on a course to future success. We looked at how to improve synergy across the department and how to amplify programs and initiatives, leading to system improvement, and moving us toward creating a healthy community, together.

In October, we celebrated the groundbreaking for the new **Marcia P. Coggins Health and Human Services Center**, continuing the legacy and work of the building’s namesake who was a political trailblazer and tireless advocate for human needs. Milwaukee County will finally have a building dedicated to delivering health and human services, designed for the community and with the community.

Milwaukee County DHHS is the only health and human services department in the nation to include

Housing Services. This unique structure creates the perfect environment to deliver person-centered care to unsheltered individuals. We’ve received praise from around the country citing our Housing work as a national example with our multi-faceted approach featuring new system navigation and investment in affordable housing.

There was true intentionality in responding to the public health emergency of youth gun violence. We were agile in creating efficiencies and capacity building with program expansion, community feedback, greater access for families and real-time responsiveness to situations in the community.

We continue to make robust investments in quality of life programming for our older adults and persons with disabilities. The ongoing work of the behavioral health care system redesign is bringing more mental health resources into the communities we serve. With new investment, we supported **4,100** veterans and their families in the last year.

As of January 1, 2024, we welcome **Child Support Services** to the DHHS family! We look forward to greater alignment to the No Wrong Door model of customer service with a strong family-centric approach to best serve children and families in our community.

Read on to learn how we are building a foundation for a legacy of exceptional human services for future generations.

Shakita LaGrant-McClain
Executive Director

David Muhammad
Deputy Director



» DEPARTMENT OF HEALTH & HUMAN SERVICES

Consisting of the following areas: Aging & Disabilities Services, Behavioral Health Services, Children, Youth & Family Services, Housing Services, Management Services, and Veterans' Services. As of January 1, 2024, Child Support Services.

The Department of Health & Human Services serves **95,000+** residents annually with a budgeted staff of **920** and a network of community-based partner agencies.



The Workforce Training & Development (WTD) team was established and built capacity into a team of six. This team serves to provide trainings to all DHHS employees and will continue to grow to better serve the provider network. WTD provides DHHS New Employee Orientation, professional development opportunities for staff and the provider network, manages the HealthStream Learning Management System (LMS), and offers internship and practicum placements through the Professional Training Program.

» **The Workforce Training & Development Team onboarded 209 employees in 2023**

» DIVERSITY, EQUITY AND INCLUSION TRAINING EXPANSION

WTD was awarded a **\$100,000** grant from the State of Wisconsin Department of Health Services to support Diversity, Equity and Inclusion training expansion to the provider

» NEW AND IMPROVED EMPLOYEE ORIENTATION

The newly revamped Employee Orientation features an overview of DHHS, the department's Strategic Plan, Work Guide, Computer Use 101, and Destigmatization of Mental Illness. The goal of New Employee Orientation is to give new employees the opportunity to meet and connect with each other and department leaders to further integration of DHHS and advance the **"No Wrong Door"** model of customer service.



network. DHHS contracted with Uplifting Impact to create all content and facilitated the sessions. The content and sessions were open to all DHHS employees and community providers.

» DHHS OFFERS PROFESSIONAL COACHING

Further investing in the success and advancement of DHHS staff, in 2023 individual coaching was offered to new and emerging leaders. Five groups participated in small group change management work with 23 employees in those groups. Five staff members received individual coaching. This professional coaching received rave reviews.

44

DHHS EMPLOYEES PROMOTED IN 2023

Employee testimonial: Coaching provided by Denisha Tate-McAlister

"My experience with Denisha was amazing and unexpected. . . within the first two minutes of talking with Denisha, I knew that this is what not only I, but every employee, needs. I was impressed with her ability to put me at ease but also dig deeper to find the why. Denisha is like a therapist and a life coach as well as a career coach rolled into one. She is a gem in her field!"

Employee testimonial: Coaching provided by Gary Hollander

"Leadership coaching with Gary has been awesome and it was an enlightening experience. I came into the experience thinking I would complete some activities that would make me a better manager, but I completed coaching with tools to make me a better person and community member. He pushed me to go deeper and to dream bigger of my impact within DHHS and the community we serve."

» MILWAUKEE COUNTY BREAKS GROUND ON NEW MARCIA P. COGGS HEALTH AND HUMAN SERVICES CENTER

Milwaukee County Department of Health and Human Services (DHHS) is building a healthy community. On October 2, 2023, a groundbreaking ceremony was held for the new **Marcia P. Coggs Health and Human Services Center**, located at 1230 W. Cherry Street. For the first time, Milwaukee County will have a building designed specifically to deliver health and human services, eliminate physical barriers, create a warm and welcoming location, and improve access for families and individuals to resources and services that address social determinants of health. The new Marcia P. Coggs Center, home to DHHS, will continue to be a trusted location to access services, as it has been for more than 50 years, in the King Park neighborhood with the inherent benefits of walkability and public transportation.

The building's namesake Marcia P. Coggs was a political trailblazer and strong advocate for human needs. She was the first African American woman elected to the Wisconsin State Assembly, and the first Black person to sit on the state Legislature's Joint Finance committee. She served on the Health and Human Services Committee the entire time she was in office, and many of the committees she served on were focused on children, families, and employment. Coggs was famously quoted as saying, **"You cannot legislate the heart, but you can legislate laws. My mission is to work for social change. Period. When I say social change, that is self-explanatory—human needs."**

The Marcia P. Coggs Health and Human Services Center will be a four-story, 60,000 square foot building with the first floor intended to be a warm, welcoming, and accessible entry point for information and access to services, as well as a community space. Its proximity to the Mental Health Emergency Center is intentional and will serve as a human services campus. The anticipated completion date for the center is early 2025.

The building was designed to help Milwaukee County achieve the goals of its **Climate Action 2050 plan**, including achieving carbon neutrality. The building design was recently approved by the U.S. Environmental Protection Agency to receive **Designed to Earn the ENERGY STAR®** recognition.



» DHHS BUILDS CAPACITY, CULTURE AND CHANGE MANAGEMENT

THE DHHS OPERATIONS TEAM

was established to address organizational capacity and implement the department's strategic vision to create healthy communities, together. This team leads department-wide change management and integration efforts, evaluates the impact of services from a population health lens, supports the provider network, and uses technology to improve care coordination ensuring there is No Wrong Door for quality services across systems. Additionally, this work is supported by the creation of a DHHS learning culture that is a major part of workplace development efforts and supports expanding person-centered care across service areas.

The Operations Team Includes:

- Communications
- Contract Administration
- Measurement & Evaluation
- Strategic Plan Implementation
- Technology and Informatics
- Workforce Training and Development



DHHS Operations Team (left to right): TJ Cobb, Melissa McGaughey, Jess Kowalski, Dr. Martha Badger, Jill Lintonen, David Muhammad, Dennis Buesing, and Katie Cox.

As part of ongoing change management, DHHS is breathing new life into a previously successful initiative: **Change Champions**. The Change Champions program provides an opportunity for staff, in any position within DHHS, to influence workplace culture surrounding change. Individuals from direct service staff to leadership are eligible to participate, with an emphasis on mid-level management. Cohort one launched at the beginning of 2023 and during the ten months in the program, staff worked to investigate current department initiatives and goals, identifying from among them one or more to prioritize by championing daily. The projects identified ranged from stay conversations with all staff to having inclusive restrooms across Milwaukee County. A second cohort will launch in 2024 with 26 staff members participating, 18 of whom are in direct service positions.



Change Champions were introduced at the department's People Leaders' Meeting.

» MILWAUKEE COUNTY SHOWCASES INNOVATIVE WORK AS THE HOST OF THE NATIONAL ASSOCIATION OF COUNTIES CONFERENCE

DHHS Behavioral Health Services (BHS) and Children, Youth & Family Services (CYFS) hosted attendees from **30** counties during the National Association of Counties (NACo) conference August 29-31, 2023, a joint convening of county leaders from the Opioid Solutions Leadership Network and Prenatal-to-Three County Leaders Academy. The multidisciplinary gathering of experts from across county government explored cross-sector initiatives that focus on the unique needs of parents and children affected by the overdose crisis.

The three-day event included a welcoming event at the Harley Davidson museum, a joint session with a **Prenatal-to-Three** group focusing on families afflicted by Opioid Use Disorder, a panel presentation of individuals serving Black communities, presentations on the use of data by Dr. Matt Drymalski and Dr. Ben Weston, and a panel presentation by the MAT Behind the Walls project collaborators.



DHHS Executive Director Shakita LaGrant-McClain speaks at the joint reception with Opioid Solutions Network and Prenatal-to-Three Academy; Jennifer Witwer, BHS, Director, Community Access to Recovery Services (CARS) and Dr. Ben Weston, Milwaukee Chief Health Policy Advisor present on day one; conference attendees listen to a panel discussion on preventing overdose deaths at Coffee Makes You Black.

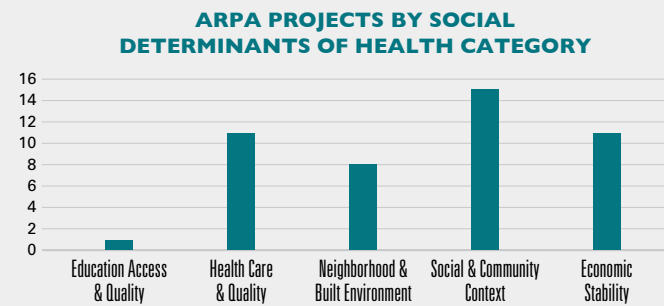
Milwaukee's famed Hoan Bridge was lit purple for International Overdose Awareness Day, which coincided with the NACo conference, on August 31, 2023. International Overdose Awareness Day (IOAD) is the world's largest annual campaign to end overdose, remember without stigma those who have died from overdose, and acknowledge the grief of the family and friends left behind. In recognition of this day of awareness, the Hoan Bridge was lit purple August 30 and 31.



The Hoan Bridge lit purple for International Overdose Awareness Day; Opioid Solutions Leadership Network attendees in front of the Hoan Bridge at dusk.

» AMERICAN RESCUE PLAN ACT PROJECTS ADDRESS COMMUNITY NEEDS

American Rescue Plan Act (ARPA) funding is providing needed resources to bridge gaps in services, allowing DHHS to create innovative programming focused on prevention as well as addressing our community's most pressing needs.

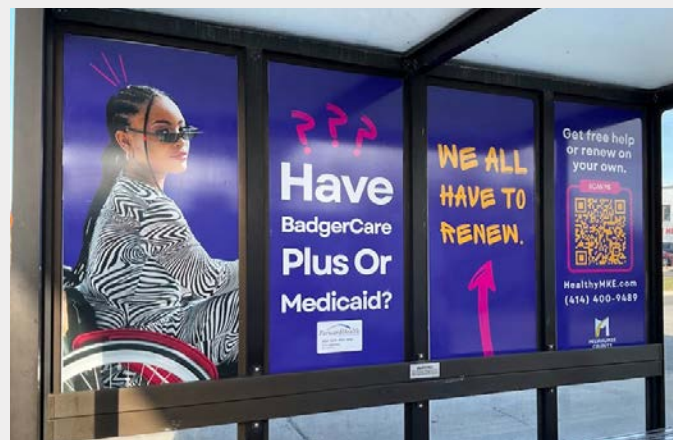


DHHS is investing **\$86M** in community health through **25** projects. As the bar chart illustrates, **100%** of DHHS' non-administrative ARPA projects address social determinants of health in some way, including everything from the economic stability that comes with being able to have food stamps matched when used at a local farmer's market to improving neighborhoods by rehabbing foreclosed homes.

In 2023, DHHS invested **\$3.7M** of ARPA funds in community violence intervention and youth justice programming, with nearly **\$1M** impacting the **284** youth referred to the Credible Messenger Program. In August, the Credible Messenger Program expanded to include a "Response Team," a coordinated effort to collaborate with the other Credible Messenger teams to respond to youth public safety situations. In addition, ARPA funds enabled the launch of the first Credible Messenger team to focus specifically on serving girls, including addressing their unique needs and helping to prevent contact with the youth justice system.

In 2023, DHHS invested **\$18M** of ARPA funds in eight housing-related ARPA projects. Nineteen homes have been identified for rehabilitation, with eventual sale of the homes being prioritized for first-time homebuyers of low to moderate income. New affordable housing in the suburbs aims to create opportunities to end racial disparities in homeownership. New housing is being built in the neighborhood around the Marcia P. Coggs Human Services Center, with 19 homes already completed and another nine homes with completed foundations.

In 2023, DHHS also invested **\$2.28M** of ARPA funds in Aging & Disabilities Services, Behavioral Health Services, and administrative support. These projects are addressing gaps in behavioral health care, ensuring that projects are effectively implemented, and helping Milwaukee County residents avoid losing Medicaid coverage during the period in which reenrollment is required. DHHS has trained more than **200** professionals in how to help county residents in need navigate the reenrollment period, with a bus campaign and partnerships with community-based organizations to spread the message more broadly.



» ARPA BY THE NUMBERS »

25 DHHS ARPA Projects, totaling **\$86M** in multi-year funding.

2 of the 25 projects are state grants using ARPA.

20 of the 25 were designed by DHHS.

5 of the 25 projects were designed and submitted by community-based organizations, and are being administered through DHHS.

Projects are implemented through coordination with **22** Project Leads in four service areas (BHS, Housing, CYFS and ADS).

More than **40** contracts executed with community-based providers.

» INVESTING OPIOID SETTLEMENT FUNDS TO COMBAT DEATH FROM OVERDOSE

Opioid settlement funds are a game changer in the fight against overdose deaths. These monetary settlements resolve litigation over the role of companies in contributing to the opioid crisis. The resulting investment in preventing and treating substance abuse has brought an infusion of resources to Milwaukee County, allowing the team to move urgently and strategically to combat the overdose epidemic. In 2023, there were 568 confirmed overdose deaths, 480 of which were opioid-related, with an additional 98 cases still pending further toxicology. DHHS' goal is to build capacity to maximize prevention and treatment activities while partnering with community-based organizations on new and innovative approaches to harm reduction and amplifying effective strategies currently underway.

In February, DHHS held two virtual community conversations to solicit input from the community on how the funds reserved for regranting should be invested. DHHS convened **80** community partners across two, two-hour listening sessions to hear the services they see as most needed and innovative, how to reach underserved populations, and how best to structure the application for funds. DHHS has developed a regranting process to take place in 2024 that reflects their input and will result in contracts with community-based organizations and service providers.

Harm reduction is an evidence-based public health strategy to prevent death and lessen the negative consequences associated with substance use. In August, DHHS announced the placement of **11** Harm Reduction Vending Machines to reduce injury and death from overdose at locations across the county, informed by data and need. The machines provide free access to harm reduction and



Jeremy Triblett, Prevention Integration Manager, speaks at a press conference announcing Harm Reduction Vending Machines.

DHHS OPIOID SETTLEMENT PROJECTS

Through a competition internal to Milwaukee County, in 2023 DHHS had **7** three-year projects gain awards totaling **\$10,288,394**.

When fully implemented, projects will have more than **15** contracts in place with community-based organizations.

Projects specifically address needs of youth, adults, and older adults.

Projects touch on topic areas including prevention, education, harm reduction, treatment, homeless outreach, and medication-assisted treatment.

prevention supplies, including fentanyl test strips, nasal naloxone, medication deactivation pouches, medication lock bags, and gun locks. DHHS has also launched the [HarmReductionMKE.org](https://www.harmreductionmke.org) webpage and will be placing eight more machines in 2024 to ensure people have access to overdose prevention supplies.

Capacity is increasing through settlement-funded projects in the areas of homeless outreach, addressing substance abuse treatment needs in the youth justice setting, and addressing needs for opioid-related education and prevention among Milwaukee County's older adults.

The settlement funds are also allowing for the continuation of a successful program, **MAT Behind the Walls**, which served **98** people in 2023. This program reduces risk of overdose deaths for incarcerated individuals by offering the evidence-based practice of Medication-Assisted Treatment. The program will offer each of the three key medication options for individuals with opioid use disorder, an evidence-based practice that is rarely realized in correctional settings.

DHHS is committed to implementing strategies and prevention efforts to reduce death from overdose through innovative and collaborative investment of settlement funds over their 18-year span to save lives.

Over the past three years, DHHS has operationalized its Strategic Plan by advancing two primary strategies: a No Wrong Door model of customer service, and a focus on improving community health. Fundamental

CHILD SUPPORT SERVICES INTEGRATES WITH DHHS

Throughout 2023, DHHS worked on the process of integration with Child Support Services (CSS), effective January 1, 2024. By integrating CSS within DHHS it creates greater alignment to the *No Wrong Door* philosophy with a strong family-centric approach to best serve children and families in our community.

In 2019, Milwaukee County formally began its first strategic planning process in 20 years. Outcomes from this Organizational Design Project included ensuring the

to this work is internally building culture, training, professional development, and change management. DHHS has built internal capacity in these key areas and is working toward becoming an employer of choice.

organization first-and-foremost is designed to meet customer needs, creating better coordination and delivery of services by enhancing cross-departmental collaboration. A result of this process is the integration of CSS within DHHS. The goal is to better connect residents to a broader array of programs, create easier access to services regardless of the point of entry, and mission alignment focusing on how to best serve families.



STAFF PROFESSIONAL DEVELOPMENT DAY

In May, the Director's Office organized a Staff Professional Development Day to invest in employees' success and upward advancement at Milwaukee County. The event provided resources, tools, and tips to help DHHS employees be successful in their careers at Milwaukee County and be ambassadors for working at the county. In collaboration with the County Executive's Office

team who provided photography services, everyone had the opportunity to get a professional headshot taken, attend professional development sessions on interviewing, how to write your bio and others, and learn how to amplify their online presence from keynote speaker Clarene Mitchell.

NO WRONG DOORS AT DHHS

The philosophical shift to DHHS' *No Wrong Door* model began implementation during the pandemic without the opportunity for an in-person launch. At the May People Leaders' Meeting, the Director's Office re-launched this core strategy for the department, featuring expanded language and definition, fanfare including a trivia contest, cake, and No Wrong Door



keychain giveaway. A yearlong internal communications campaign is underway including employee engagement, development of resources, and collecting success stories.



In August, two employee engagement events were organized by the Love, Peace, and Happiness and Do The Right Thing Committees, which featured taco/nacho bar fundraisers and a "This Is The Right Door" decorating activity.

MANAGEMENT SERVICES

In the *2020-2025 DHHS Strategic Plan*, a key indicator of success in the Focus Area: *Racial and Health Equity*, is to gather data to assess how our vendors reflect the diversity of our community. The below table shows the data over the past three years on race, ethnicity and gender, both composition of provider agency leadership, and composition of provider agency staff.

DHHS ENTERED INTO OVER **700** CONTRACTS FOR OVER **\$300M** IN 2023, AND PROCESSED AND EXECUTED OVER **1,000** CONTRACTS OR CONTRACT AMENDMENTS.

DHHS ONBOARDED AND IMPANELED OVER **4,000** DIRECT SERVICE PROVIDERS IN 2023, OF WHICH **98.5%** WERE COMPLETED WITHIN 5 BUSINESS DAYS.

Measure	Performance Indicator	Measure construction	2020	2021	2022
Proportion of racial/ethnic diverse led agencies to agencies contracted	% of racial/ethnic diverse led contracted agencies	# of BIPOC vendor leaders contracted / total number of vendors leaders contracted	28%	42%	42%
Proportion of annual budget supporting racial/ethnic diverse led agencies	% of annual budget awarded to racial/ethnic diverse led agencies	# of dollars from annual budget awarded to BIPOC led agencies / # of dollars from annual budget awarded to external agencies	n/a	26%	26%

Aging & Disabilities Services (ADS) includes the Office for Persons with Disabilities and the Aging Unit for the Area Agency on Aging (AAA)

ADS connects older adults and individuals with disabilities to resources that promote independence and inclusion, giving them choices for living in and giving to our community.



ADS staff Mike Bonk, Andy Bethke and Bekki Schmidt participate in outreach events.

MILWAUKEE COUNTY AGING & DISABILITY RESOURCE CENTER (ADRC) INCREASES ENGAGEMENT

The ADRC provides information and assistance on a broad range of programs and services for older adults and adults with disabilities to meet their needs and help them remain independent. **In 2023, increased outreach by the ADRC has resulted in:**



TRANSITIONAL YOUTH SERVICES SERVING MORE CHILDREN

During listening sessions, the ADRC staff identified that disabled children on the cusp of adulthood were at risk of losing benefits and were not being properly supported with transitional youth services. In 2023, the ADRC began working with the local school districts in Milwaukee County and established active relationships with Transition Coordinators and have a goal of reaching **20%** more children of color for the 2024 school year.

MILWAUKEE COUNTY AWARDED INDEPENDENT LIVING SUPPORTS PILOT (ILSP) PROGRAM

The ADRC has been awarded the American Rescue Plan Act Independent Living Supports Pilot (ILSP) program which will serve **1,700** Milwaukee County residents. The program offers short-term, flexible, and limited services and supports for people at risk of entering Medicaid long-term care. It will help improve people's ability to stay in their own homes, potentially easing the increased burden on Wisconsin's long-term care system as the population ages. This pilot will provide invaluable insight about how people seek information from the ADRC about services and supports. It will also help staff better understand potential barriers in accessing those services.

AAA ADVANCES COUNTY VISION

The AAA Unit advanced racial equity by extending the Dine Out Program to five minority-owned restaurants that provide nutritious food options to hundreds of new diners, most of whom are from communities of color and contracted with community health and marketing firms. Additionally, AAA renewed a partnership with the Milwaukee office of the Wisconsin Alzheimer's Institute to enhance culturally tailored caregiver outreach in the African American community.



Senior diners enjoy a meal at the Rise & Grind Café as part of the Dine Out Program. In collaboration with Serving Older Adults, and made possible with ARPA funds, quilters at Clinton Rose Senior Center got new sewing machines. This need was identified through a process driven by Senior Center participants.

DINE OUT PROGRAM SERVES UP SUCCESS

Milwaukee County AAA's Dine Out program continues to offer delicious and culturally diverse meal options while supporting minority-owned restaurants. Rise & Grind Café served **101** meals to **62** individual diners and attracted **25** brand new participants in their first month, primarily serving individuals from communities of color. Since opening for in-person meals July 1, Daddy's Soul Food has attracted **185** brand new participants, **96%** of which are people of color. Both restaurants are senior dining options in the Area Agency on Aging's Dine Out program.

ADULT PROTECTIVE SERVICES (APS) REDUCE RISK

APS conducts risk assessments at the beginning and end of each case in an effort to measure the level of stability reached as a result of APS intervention. The risk assessments address the social determinants of health and impact on the customer's safety and stability. The goal is to reduce risks by case closure. More than **90%** of customers assessed have a reduced risk score at the time of case closure due to the interventions and long term supports put in place in partnership between the assigned APS team member and the client.

ADAPTIVE SAILING PROGRAM SETS SAIL

The Office for Persons with Disabilities (OPD) worked with the Milwaukee Community Sailing Center to create the Adapted Sail Away Program. In the summer of 2023, OPD had **314** persons with disabilities go sailing, a major accomplishment. ADS Recreation Coordinator Jacqueline Formanek led the effort to bring the free Adaptive Sail Away program to group homes, community members, Goodwill, and others.



« 2023 SUCCESSES »

THIS YEAR THE AAA VENDORS

SERVED
543,001 MEALS

PROVIDED
47,027 RIDES

AND PROVIDED
MORE THAN **1,000** HOURS
OF CORE SERVICES

FOR NEARLY
200 OLDER ADULTS

MENTAL HEALTH EMERGENCY CENTER (MHEC) MARKS ONE YEAR

In its first year of operation, MHEC has had over **7,000** visits – with nearly the same number of voluntary and involuntary (emergency detention) visits, consistent with the experience at the previous Milwaukee County Behavioral Health Services (BHS) hospital. The vast majority of patients served live in zip codes proximate to the facility, which is located at 1525 N. 12th Street on Milwaukee’s north side. The emergency center was intentionally located in this neighborhood to ensure it was convenient to access for patients and families as well as countywide law enforcement who often accompany patients to the center.

MHEC is a critical piece of a decade-long endeavor to improve the mental health delivery system in Milwaukee County. The Milwaukee County BHS hospital, located in Wauwatosa for more than 140 years, permanently closed its emergency department and inpatient hospital on September 15, 2022, transitioning emergency services to the MHEC, and high acuity inpatient services to Granite Hills Hospital and other inpatient receiving facilities. Concurrently, BHS is working to expand community-based services, including mobile crisis teams, walk-in access clinics co-located at select Federally Qualified Health Centers, and outpatient care for youth. This new care delivery model creates easier access to care and the expansion of mental and behavioral health services for county residents.

OPIOID SETTLEMENT FUNDS HARM REDUCTION VENDING MACHINES

In 2023, Milwaukee County DHHS Behavioral Health Services (BHS) placed **11** Harm Reduction Vending Machines to reduce injury and death from overdose at locations across the county, informed by data and need. A map of the locations can be found at [HarmReductionMKE.org](https://www.harmreductionmke.org). The machines provide free access to harm reduction and prevention supplies, including fentanyl test strips, nasal naloxone, medication deactivation pouches, medication lock bags, and gun locks. According to the Substance Abuse and Mental Health Services Administration (SAMHSA), harm reduction is an evidence-based practice to prevent death for people who use drugs. The process has begun to place eight more machines in 2024. In 2023, there were 568 confirmed overdose deaths in Milwaukee County, with 98 cases pending further toxicology. To date for 2023, 480 are confirmed opioid deaths.



DHHS Executive Director Shakita LaGrant-McClain speaks at a press conference in March to announce the Harm Reduction Vending Machine Program.

BHS INTEGRATES MILWAUKEE MOBILE CRISIS PROGRAM TO ENHANCE “NO WRONG DOOR” SERVICES

Milwaukee County BHS’ adult Crisis Mobile Team merged services with Children’s Mobile Crisis Team to form one program, rebranded as Milwaukee (MKE) Mobile Crisis. Previously, these separate mobile teams were contacted through different crisis lines depending on the age of the individual needing services. The merger into one comprehensive program delivers easier access to care for adults, youth and families by providing community members with one crisis number to call for mental health support regardless of age. Individuals and family members of any age facing a mental health or co-occurring crisis can call **414-257-7222** to reach Milwaukee Mobile Crisis 24/7.



The adult Crisis Mobile Team and Children’s Mobile Crisis Team combined services to provide mental health support for all ages.

MEDICATION-ASSISTED TREATMENT “MAT” BEHIND THE WALLS

The opioid settlement funds have allowed Milwaukee County the opportunity to continue funding the *MAT Behind the Walls* project, which was initiated in 2019 with a grant from the Bureau of Justice Assistance. The program offers all three approved forms of Medication-Assisted Treatment – Suboxone, Vivitrol, and methadone – to individuals who are incarcerated at the Community Reintegration Center or Milwaukee County Jail. While many correctional facilities offer Vivitrol, the Milwaukee County project is unique in offering all of the available options. This life-saving treatment is able to provide individuals living with opioid use disorder the opportunity to embrace recovery and significantly reduce risk of relapse and subsequent overdose upon release. The MAT Behind the Walls



Community Reintegration Center Superintendent Chantell Jewell highlights MAT Behind the Walls success while she introduces a panel discussion on the topic at the NACo conference.

program served **98** individuals in 2023. In August, Milwaukee County’s program was featured on Wisconsin Public Radio in the story, “Incarcerated people are at risk of opioid overdose after release. This Milwaukee County program aims to help.”

TWO NEW BHS STAFF POSITIONS BUILD DEPARTMENT CAPACITY

SUICIDE PREVENTION COORDINATOR

We doubled down on the commitment to get to zero suicides in Milwaukee County by creating and filling the role of Suicide Prevention Coordinator. This full time position will not only assist with existing efforts toward suicide prevention education, outreach and support, but also enhance efforts in the Zero Suicide initiative. This will benefit young and old across Milwaukee County, as well as raise awareness and support for those working within DHHS.

PREVENTION INTEGRATION MANAGER

This new position is one of many positive investments resulting from the opioid settlement funds. This opportunity leverages the ability for all of DHHS to learn more about and embrace the science of prevention, using evidence-based strategies to positively impact the populations being served. Milwaukee County is furthering its investment in upstream activities with the ultimate goal of reducing death from overdose and helping the people in the community live healthier lives.

ACCESS CLINIC NORTH OPENS IN JUNE

BHS, in partnership with Milwaukee Health Services, Inc. (MHSI), celebrated the opening of Access Clinic North, 8200 W. Silver Spring Drive, a new location providing mental health and substance use disorder services to the community surrounding the Isaac Coggs Heritage Health Center. The grand opening was held in June, PTSD Awareness Month, and also highlighted mental health needs for veterans. The partnership with MHSI brings greater access to crisis behavioral health resources and services, meeting residents where they are. This is the third Milwaukee County Access Clinic to open in the past two years. Opening Access Clinics in neighborhoods across the county is part of the overall redesign of the behavioral healthcare system.





Birth to 3 Team

BIRTH TO 3 PROGRAM LAUNCHES “EARLY START, BRIGHT FUTURE” AWARENESS CAMPAIGN TO EMPOWER FAMILIES

The *Early Start, Bright Future* campaign ran from mid-March through the end of June and featured increased social media presence, classes to provide tips for parents and families, a celebration event at Milwaukee County Zoo, and summer events at parks throughout the county. Each of these places provided encouragement and educational and social opportunities for parents and their children. Some families went above and beyond as advocates for their children. *Birth to 3* developed the Early Start, Bright Future Family Appreciation Award to honor the impact those families made on the entire program.

“THURSDAYS TOGETHER” CREATES A SUPPORTIVE ENVIRONMENT

Birth to 3 partnered with The Parenting Network to provide space for parents to foster social connections and build parenting confidence. Thursdays Together is a family engagement program that supports child well-being and learning readiness, while empowering parents. Tiffany Williams, a parent, shared that Thursdays Together “was like a big support group because everybody needed help with something,” and Erica Derpinghaus, a parent, shared, “this is the first time I felt so nice being somewhere and everyone’s like this is my child and not my child with a problem.”



Tiffany Williams, a parent, at Birth to 3’s family engagement program, “Thursdays Together.”

FRIDAY FUN IN THE PARK

Friday Fun in the Park was launched in response to requests from parents in the Birth to 3 Program asking for opportunities for their children to play with other children who may be experiencing similar delays and/or disabilities. Birth to 3 hosted four events throughout Milwaukee County Parks, each event offering a different activity. Some activities included Storytime with the Milwaukee Public Library, and Arts & Crafts with the Betty Brinn Children’s Museum Wonder Wagon.



Friday Fun in the Park with the Betty Brinn Wonder Wagon.

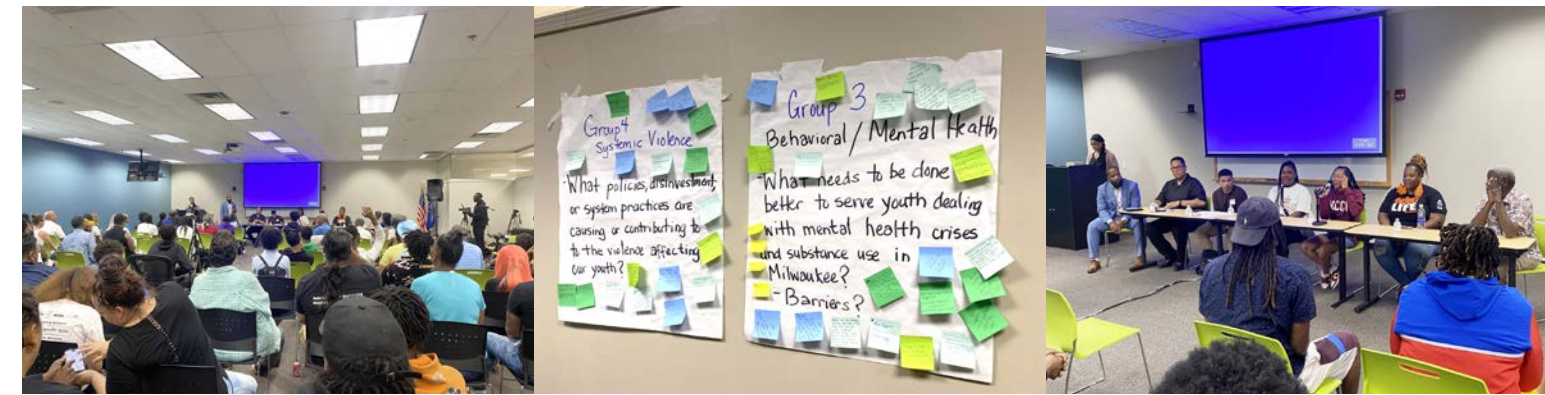
THE CHILDREN’S DISABILITIES PROGRAMS (CDP) has experienced exponential growth over the past couple of years. In an effort to address this growth, CYFS onboarded three new provider partners in 2023 to support and serve the children eligible for the Children’s Long-Term Support Waiver program. Together with the CYFS Quality Assurance Department, CDP staff partnered to develop and facilitate a three-week onboarding training program for the new provider partners. Staff at all levels collaborated to make this an effective, organized effort. Existing internal and contracted staff were also able to benefit from these training efforts.

CREDIBLE MESSENGER PROGRAM EXPANSION

In August, Children, Youth & Family Services (CYFS) expanded the Credible Messenger Program, which involved creating a “*Response Team*” to respond to youth public safety situations, adding the ability for community members to make referrals to the program, and forging a new partnership with GLOW 414 to specifically serve girls.

HEALING 4 OUR YOUTH

As part of the county’s community coordination to address youth gun violence, CYFS hosted the “*Healing 4 Our Youth*” event in June to capture concerns, ideas, and issues from the community. The event featured a panel discussion with community influencers and was live streamed. More than **100** people attended in-person, including dozens of young people. A call to provide more support to young people was a main theme.



DHHS Deputy Director David Muhammad leads the panel discussion moderated by Deonte Lewis, VP of Operations of Boys & Girls Clubs of Greater Milwaukee; more than 100 people were in attendance; attendees participated in a facilitated activity to inspire ideas.

“TRAP THERAPY” MAKES AN IMPACT

In July, CYFS partnered with Speak Wellness Behavioral Health Consulting to introduce a uniquely designed new program called *Trap Therapy* to the youth at Vel R. Phillips Detention Center. Trap Therapy offers evidenced-based activities in a non-traditional format. Speak Wellness provided a 90-minute session of cognitive behavioral therapy to young people in each pod in the detention center. Each session was paired with a panel of professionals in the community to help promote the power of the mind with positive thinking and stories of resilience from other people in the community. This culturally relevant event was very well received. In September, CYFS was able to implement Trap Therapy workshops on a weekly basis for all girls at Vel R. Phillips and is currently in the process of implementing Trap Therapy workshops for boys at the detention center.



Trap Therapy Team

Milwaukee County DHHS is the only health and human services department in the country to include Housing Services. Through this unique structure and with a multi-pronged approach, DHHS Housing Services is building a community. Housing Services is addressing housing insecurity holistically, from increasing affordable housing in the suburbs, building homes to increase BIPOC homeownership, obtaining the lowest unsheltered count of any city of comparable size in the nation with the Housing First approach, to hiring community intervention specialists to bridge the gaps in services.



In March, County Executive David Crowley joined municipal leaders, affordable housing advocates, and Milwaukee County Housing Services officials to sign legislation executing nearly \$10M in affordable housing contracts. The projects are part of \$15M in ARPA dollars allocated toward the expansion of affordable housing opportunities throughout municipalities within Milwaukee County.

HOUSING FOR FAMILIES IMPACTED BY COMMUNITY VIOLENCE

Advancing the No Wrong Door model to bridge the gap in services, a Community Intervention Specialist-Housing was hired in January of 2023 to provide support for families impacted by community violence. This position is a partnership between CYFS and Housing Services working collaboratively with partners involved in local violence reduction efforts, providing housing navigation and placement services. Families impacted by community violence are connected with education, employment, health and wellness, and caring connection resources. As a result, for just under **\$14,000, 27** families were placed in safe and secure housing last year.

FUNDING AFFORDABLE HOUSING DEVELOPMENTS IN MILWAUKEE COUNTY

\$15M in American Rescue Plan Act (ARPA) funds has been allocated to affordable housing developments in five different suburbs generating **38** units for seniors and **80** units for persons with disabilities within Milwaukee County. Housing is a key social determinant of health. This investment will move the needle on giving all county residents the opportunity to live with their families in quality homes.

GROUNDBREAKING FOR 120 SINGLE-FAMILY HOMES IN KING PARK NEIGHBORHOOD

In June, DHHS celebrated a groundbreaking for **120** new single-family homes in the King Park neighborhood. Funded in part by a grant from the State of Wisconsin Neighborhood Investment Fund, **\$6M** of that award is being invested in developing single family homes in the neighborhood surrounding the Marcia P. Cogg's Health and Human Services Center to increase BIPOC homeownership. An additional **\$1.5M** will go toward upgrading King Park through a partnership with the Parks Department. These developments are part of an economic development transformation, taking place just west of downtown, which includes a new Marcia P. Cogg's Health and Human Services Center, adjacent to the Mental Health Emergency Center, which opened September 2022.



Deputy Director David Muhammad, Executive Director Shakita LaGrant-McClain, Housing Services Administrator Jim Mathy and County Executive David Crowley break ground for new homes.

\$1.8M IN FEDERAL FUNDING TO EXPAND AFFORDABLE HOUSING OPTIONS FOR RESIDENTS AND FAMILIES

In November, the U.S. Department of Housing and Urban Development (HUD) awarded **\$1.8M** in Housing Mobility-Related Services funding to Milwaukee County Housing Services. These funds will expand housing choices for Housing Choice Voucher (HCV) families with children by increasing access to opportunity neighborhoods with high-performing schools, access to jobs, low crime rates, parks, and other amenities. Milwaukee County was one of seven communities nationwide to receive this federal funding in 2023.

LEADING THE COUNTRY TO END HOMELESSNESS THROUGH HOUSING FIRST

Housing First has significantly reduced Milwaukee's homeless population, generated millions in taxpayer savings, reduced the burden on public safety services, and helped most participants move on from county services to independence. Since implementing the Housing First policy in late 2015, Milwaukee County has become a national leader in ending homelessness, being recognized as the lowest per capita unsheltered population in the nation twice - and second lowest twice. Housing First benefits essential public safety services as it reduces further strain on already overburdened resources such as EMS, police response units, jails, and courtroom proceedings. People experiencing homelessness over-utilize highly expensive, downstream services such as emergency medical services, hospital stays, temporary shelters and emergency psychiatric crisis services. These services are not designed to end homelessness and typically result in an individual remaining unsheltered and utilizing these services again. Housing First utilizes taxpayer resources much more effectively as compared to downstream services, which can cost up to six times as much as individualized case management and housing assistance that actually ends homelessness.

» Taxpayers have saved over **\$30M or \$3.5M per year since Housing First began in 2015**

HOUSING FIRST POLICY IMPACT ON HOMELESSNESS IN MILWAUKEE

Rates of homelessness remained stagnant for a decade before Milwaukee County implemented Housing First at the end of 2015.



ENERGY ASSISTANCE KEEPS FAMILIES SAFE

Milwaukee County Energy Assistance and Weatherization is administered by the State of Wisconsin Home Energy Plus Program, in partnership with Community Advocates and UMOS, to help families keep their homes safe and warm during the winter months. For 2023, a total of **54,024** Milwaukee County Households received Energy Assistance. The program also provided a total of **367** furnace repairs and **451** furnace replacements to Milwaukee County residents.



« ADDITIONAL 2023 SUCCESSES »

HOUSING SERVICES EXPANDED THE HOMELESS OUTREACH TEAM, WHICH IS ANTICIPATED TO SIGNIFICANTLY DECREASE THE TIME INDIVIDUALS EXPERIENCE UNSHELTERED HOMELESSNESS.

IMPLEMENTED FIRST HUD FUNDED DOMESTIC VIOLENCE PROGRAM AND SERVED **54** HOUSEHOLDS.

AWARDED SEVERAL NEW, LONG-TERM GRANTS TOTALING **\$2M** TO EXPAND HOMELESSNESS PREVENTION AND INTERVENTION SERVICES.

Milwaukee County served approximately 4,100 veterans, dependents, and survivors in 2023, an approximate **15%** increase from the previous year, where a little more than **3,500** veterans were served. Veterans received services including disability compensation claims, pension applications, burial claims and assistance, educational claims, WDVA state aid grants, eviction assistance services, energy assistance and a host of other services.

Veterans and their survivors in Milwaukee County were awarded over **\$207M** dollars in cash benefits. These cash benefits included state property tax credits, service-connected disability compensation, and survivor benefits. These expenditures improved quality of life for veterans in Milwaukee County. Additionally, veterans in the county accessed over **\$18M** in expenditures for education and vocational training. Expenditures for veterans' health care in Milwaukee County exceeded **\$433M** dollars.

ESTATE PLANNING FOR VETERANS

During 2023, Veterans' Services expanded its partnership with the Marquette Volunteer Legal Clinic to provide full-estate planning for veterans and the general public. The clinics are held quarterly at the Veteran Services office locations. Ten attorneys are on hand to provide this professional service. The clinics have been a great success as every clinic has been completely booked. The clinics serve a vital function for the veteran community to sort out some of the complexities of estate planning.

LANDMARKS LIT GREEN IN SUPPORT OF "OPERATION GREEN LIGHT FOR VETERANS"

In advance of Veterans Day, signature landmarks across Milwaukee County, including the U.S. Bank Center, MGIC, the Hyatt Regency, the Mitchell Park Domes, MKE sign at Mitchell International, the Hoan Bridge and other notable landmarks were illuminated green as part of **Operation Green Light for Veterans**. Milwaukee County joined the National Association of Counties (NACo) and the National Association of Veterans Service Officers to support this initiative. Lighting landmarks green is a way to show support for veterans and to raise awareness around the resources available at the county, state, and federal levels to assist veterans and their families.



SIX SOLDIERS RECEIVE LONG-OVERDUE HEADSTONES

On Veterans Day 2023, a collaboration with the Descendant Community of Milwaukee County Grounds Cemeteries, Inc., hosted a recognition and dedication of veterans' headstones event with our community partners at Milwaukee County Cemetery 3. **Six** soldiers, all whose service to our country concluded over a century ago, finally received their well-deserved veteran headstone. The 1917 Grand Army of the Republic Headstone Dedication Ceremony was presented by Civil War reenactors. The honored soldiers had their names

etched into the historical leather-bound burial ledger for the Almshouse cemeteries, joining **8,000** other Milwaukee community members. This event took place in collaboration with Milwaukee County Parks Department and Parks Foundation, Wisconsin Department of Veterans Affairs, Sons of Union Veterans of the Civil War - Camps 1 and 15, bugler: Camp 1's Bill Seaman, the Camps' Ladies' Auxiliary, Company F 29th US Colored Troops, The Regimental Volunteer Band, Greater Milwaukee Fire and Police Pipes and Drums.

MILITARY & VETERANS FAMILY DAY AT THE ZOO

On Sunday, July 2, the Veterans' Services team hosted Military & Veterans Family Day at the Zoo. Active military and veterans were treated to free admission and parking. There were also many resources on-hand at the Veterans Benefit Expo. It is estimated more than **7,500** veterans were in attendance.



NEW PARTNERSHIP FOR PEER OUTREACH

Veterans' Services established a new partnership with the Captain John D. Mason Veteran **Peer Outreach Program**. The program aims to save lives by utilizing veteran peers that go into the community and locate veterans in need engaging them in VA health services, and other community resources, to live a healthy, productive life. Veterans who come to the Veterans' Services office are also able to meet with a peer in the office. The peer can connect veterans with other veterans and support groups who can assist.

ENERGY ASSISTANCE FOR VETERANS

Modeling No Wrong Door, Veterans' Services partnered with Energy Assistance in September, October and November to provide appointment-based applications for **Energy Assistance for Veterans** and anyone in need.



Milwaukee County Veterans' Services participates in many community engagement events throughout the year.

» DHHS' COUNTYWIDE COLLABORATION

DHHS' No Wrong Door philosophy extends through partnership across all county departments. Through countywide collaboration, DHHS is working toward the county's vision, "By achieving racial and health equity, Milwaukee will be the healthiest county in the state." DHHS' enterprise-wide partnerships include:



» THANK YOU TO THE DHHS NETWORK OF PARTNER AGENCIES!

- 1Vision Outreach Resource Center
- 2-story
- 4C For Children
- A&J Vans Inc
- ABA Of WI LLC
- ABC Counseling and Family Services, Inc.
- ABDH Counseling Services LLC
- Abi-Beulah Inc
- Access Elevator Inc
- ACTS Homeownership Acquisitions, Inc
- Advance Peace
- AJA Enterprise LLC
- Ajamou Butler
- All Star Health Center, Inc.
- Allied Counseling Services SC (ACS)
- Alpha Care Home Services LLC
- Alternative Home Care Services LLC
- Alternatives in Psychological Consultants
- Alzheimer's Association of Southeastern Wisconsin, Inc.
- AMRI
- ANEW Health Care Services Inc
- Angelsense Inc
- Anmol,
- ANS Guardianship Services Inc
- Antigua-Latin Inspired Kitchen
- Aramark
- Aurora University
- Autism Consulting Services of Milwaukee
- Autism Society of Greater Wisconsin Inc
- Autism Society of Southeastern Wisconsin Inc
- Autism Spectrum Therapies LLC-FKA Chameleon Group DBA WI
- AZEEM MAJEED
- Azeem Majeed LLC
- Behavioral Consultants
- Benedict Center
- Black Space
- BLOOM Center for Art and Integrated Therapies
- Broadscope
- Broken Curses, LLC
- Build Program
- Burlington Associates
- Busalacchi Enterprises Inc-DBA-Synergy
- Home Care of Greater Milwaukee
- C Renee Consulting and Management Group LLC
- Caregivers of Autism Maximizing Potential LLC (CAMP)
- Carthage College
- Cathedral Center
- Center for Behavioral Medicine
- Center for Self Sufficiency Inc.
- Children's Service Society of Wisconsin
- Christian Servants Home Care LLC
- Christine Shafer dba SEA Group
- City of Milwaukee Health Department
- City of Milwaukee Office of Early Childhood Initiatives
- City of MKE Economic Development
- City on a Hill, Inc.
- Clinicare Corporation dba Milwaukee Academy
- Community Advocates, Inc
- Community Development Alliance (CDA)
- Community Planning & Dev Advisors
- Connectogether LLC
- Creative Energy Art School & Studio
- Creative Solutions of Wisconsin LLC
- Curative Care Network Inc
- D&S Food Services, Inc.
- Daddy's Soul Food & Grille, Inc.
- DeJesus Solutions LLC
- Denisha Tate & Associates LLC
- Department of Corrections
- Differently Abled
- Divine Pathways LLC
- Down Syndrome Association of Wisconsin - d.b.a. DSAW-Family Services
- DSDT, LLC dba Dog Training Elite
- Easter Seals Wisconsin (Dells)
- Easterseals Southeast Wisconsin Inc
- Embody, Yoga, LLC
- Emerys Cyclery Inc
- Employ Milwaukee
- ERAS Senior Network
- eSpecial Needs, LLC
- Essential Assistance LLC
- Essential Life Home Care Services LLC
- Exploit No More, Inc
- First Transit
- Flying Elephant/Uplifting Impact
- Fondy Food Center
- Foundations for Freedom Inc.
- Fox Valley Learning Center LLC-DBA: Brian Balance Mequon WI
- Frazier Support Services Inc.
- Fueling Your Fire
- Game-U Enterprises LLC
- Gary Hollander
- Gemini System Inc
- Generation of Excellence Trendsetters
- Genesee Community Service LLC
- Girtons ATA Taekwondo Martial Arts Inc
- GLOW Services, LLC
- Good Vibes
- Goodwill Industries of Southeastern Wisconsin, Inc.
- Grand Avenue Club, Inc.
- Greater Galilee
- Green Onion Creative
- Guest House of Milwaukee, Inc.
- Guidance Attention Motivation Education
- Hanger Prosthetics & Orthotics East Inc
- Harry & Rose Samson Family Jewish Community Center Inc
- Healing Harmonies LLC
- HEAR Wisconsin
- Helen Groth dba Play Potential LLC
- Hmong/American Friendship Association, Inc.
- Hope House of Milwaukee
- Housing Resources, Inc
- IMPACT Inc
- Independence First
- Indian Council of the Elderly, Inc.
- Inner Beauty Center
- Innovative Options LLC dba The Sensory Club Neenah
- INPOWER Solutions, LLC
- Inspiring Young Women
- Integrative Psyche
- Interstate Reporting Co Inc
- Jennifer Lefebvre
- Jewish Family Services Inc
- Jimbo's Lodge Catering, LLC
- Johnson Media Consulting
- Jonathan I. Cloud
- Karate America
- KV Sensory LLC dba Sensory Club MKE
- L.O.O.P.S. Together LLC
- La Causa Inc
- Lad Lake Inc.
- Legal Action of Wisconsin, Inc.
- Leva Enterprises, LLC/Orenda Cafe
- Life Navigators Inc
- Lifestrider Inc
- Lifting Individuals Forward Everyday
- Living Our Visions Inc
- Loyola University
- Lutheran Social Services of Wisconsin and Upper Michigan, Inc.
- M.L. Tharp & Assoc LLC
- Marquette University
- MATC
- Maxim Healthcare
- MD Therapy
- Medical College of Wisconsin, Inc.
- Medline Industries Inc
- Melanin Minded
- Melinda Wilcoxson dba M. Cares Respite LLC
- Mentor Greater MKE
- Mercy Housing Lakefront
- Metropolitan Fence Inc
- Meyer Music Therapy Services Inc
- Midwest Therapeutic Riding Program Inc
- Milwaukee Center for Independence (MCFI)
- Milwaukee Christian Center, Inc.
- Milwaukee Diaper Mission
- Milwaukee LGBT Community Center, Inc.
- Milwaukee Public Schools (Inc)/Milwaukee Recreation
- Milwaukee Tumors
- MiLyle Personal Care
- MKE Behavioral LLC
- MKE Youth Sports Alliance
- Mount Mary University
- MST Services, LLC
- Multicultural Trauma and Addiction Treatment Center of WI, LLC
- Music Therapy Services of Waukesha County LLC-Nancy Dexter-Schabow
- Muslim Community Health Center
- My Dwelling Place
- My Sistas KeepHer
- National Seating & Mobility Inc
- Neuromotion Inc. dba Mightier
- New Concept Self Dev. Ctr/CSS
- New Hope Youth Services, LLC (dba New Hope Youth Center)
- NorthCentral University/National University Academy
- Nu Day LLC - DBA: College Nannies + Sitters + Tutors
- Omnicare
- Our Space, Inc.
- Outreach Community Health Centers, Inc.
- Pace Autism Services LLC
- Paragon Community Services LLC
- Parenting Network (The)
- Pathfinders Milwaukee
- Penfield Childrens Center Inc
- Pink Umbrella Theater Co LLC
- Premier Financial Management
- Prism EDC
- Promote Local LLC
- Protact Fit Health LLC
- Psychological Assessment Services, LLC
- Quality Hearts LLC
- Racine County
- Rest Assure Family Home
- Richard J Clark PSy D
- RISE Youth and Family Services, LLC
- Rose Athletic University LLC DBA Rose Life Health and Wellness
- Running Rebels Community Organization
- S&S Care Connection for Kids LLC
- Saint Francis Children's Center
- Salo, LLC
- Salvation Army, Greater Milwaukee Chapter
- Samantha Harvell Consulting LLC
- School District of West Allis-West Milwaukee
- Serving Older Adults
- Sirona Recovery, Inc
- Social Development Commission
- Sojourner Family Peace Center
- Speak Wellness Behavioral Health and Consulting, LLC
- Special Fitness
- St Charles Youth and Family Services Inc
- St. Mary's University of Minnesota
- Summit Wellness Inc
- Super Expedite
- Sweet Fix, Inc.
- Tails for Life Inc
- TCM Development LLC
- Tender Touch Therapy LLC
- The Foster Lane
- The Parenting Network Inc
- The Richardson School LLC/Oconomowoc Residential Programs Inc
- The Sensory Club Neenah
- Transitions Coaching LLC
- UMOS, Inc
- United Church Camps Inc-DBA-Camp Awesome
- United Community Center, Inc.
- United Methodist Childrens Services (UMCS) - DBA Rooted and Rising
- United Seating and Mobility LLC-Numotion
- United Tax Service LLC
- United Way
- UW Madison - Covering Wisconsin
- UW Milwaukee - Helen Bader School
- UW-Milwaukee Joseph J Zilber School of Public Health
- UW-Whitewater
- Vision Forward Association Inc
- Vital Voices for Mental Health
- Voices of the Youth
- Walker's Point Youth and Family Center, Inc.
- Wauwatosa School District
- Westcare
- Willow Creek Ranch Inc
- Wisconsin Community Services, Inc.
- WMK LLC dba MobilityWorks
- YAP - Crisis Response Team
- YMCA Greater Milwaukee
- YMCA Greater Waukesha County
- Your Move MKE Inc.
- Youth Advocate Programs, Inc.
- Youth Villages

» DHHS GOVERNANCE BOARDS

The Milwaukee County Department of Health and Human Services (DHHS) answers to the Milwaukee County Board of Supervisors as both a policy and budgetary body. The Milwaukee County Mental Health Board, which as of 2015 Wisconsin Act 203, holds that same authority over Behavioral Health Services. DHHS maintains multiple governing boards that serve in an advisory and advocacy capacity.

AGING AND DISABILITY RESOURCE CENTER (ADRC) GOVERNING BOARD

Purpose statement: The ADRC's mission is to provide older adults and people with disabilities the resources needed to live with dignity and security and achieve maximum independence and quality of life. The goal of the ADRC is to empower individuals to make informed choices and to streamline access to the appropriate services and supports.

ADRC BOARD MEMBERS

Debra Jupka | Retired Principal, M.M.E., Chair
Rachael Bush | Vice Chair
Tiffany Barta, R.N.
Colleen Galambos Ph.D.
Tracie Horton M.B.A.
Barbara Jones
Amanda Laurila
David Lillich M.D.
M. Kent Mayfield M.Div., Ph.D.
Brennan O'Connell
Cindi Pichler
Harvey Ross
Kiran Sagar M.D.
Levi Stein
Ramona Dicks Williams

COMMISSION ON AGING

Purpose Statement: The Milwaukee County Commission on Aging is responsible for developing, administering, and implementing a comprehensive, coordinated human service system for community based services for county residents aged sixty (60) years and older, for assessing the major issues and needs of older adults, and for developing and implementing a plan and services to support older adults to live healthy and engaged lives in the community. The Commission has accountability and fiscal responsibility for all funds allocated through the state office on aging.

CURRENT COMMISSIONERS

Janice Wilberg, Ph.D. | Chair COA /Executive Committee; Member Service Delivery Committee
George Banda | Member
Mark Behar | Member Advisory Council
Denise Callaway | Chair, Advisory Council
Eugene R. Guskowski, AIA | Legislative Officer, COA/Executive Committee; Chair, Senior Center Committee
Amber Miller | Chair, Service Delivery Committee; Member Senior Center Committee
Gloria Miller | Secretary, COA/Executive Committee; Chair, Wellness Committee
Terrence Moore | Vice Chair, COA/Executive Committee; Member, Service Delivery Committee; Member, Senior Center Committee
Paula Penebaker, B.S. | Member, Advisory Council
Brian Peters, B.A. | Chair, Advocacy Committee
Cherie Swenson | Member, Advisory Council; member, Senior Center Committee
County Supervisor Sequanna Taylor | Member, Advocacy Committee
Cindy Van Vreede | Member, Nutrition Council; Member, Wellness Committee

MILWAUKEE COUNTY MENTAL HEALTH BOARD

Purpose Statement: The Milwaukee County Mental Health Board oversees Behavioral Health Services (BHS) of the Milwaukee County Department of Health and Human Services, which is responsible for ensuring the provision of mental health services to county residents. Established in 2014, the board is comprised of mental health professionals, advocates, consumers/family members, and providers representing the continuum of care within Milwaukee County. The board sets policy regarding BHS programs and services, provides effective fiscal stewardship of the BHS budget, and reviews the quality of BHS services for the County's diverse population through a community-based, person-centered, recovery-oriented approach.

MENTAL HEALTH BOARD MEMBERS

Maria Perez, Ph.D., LCSW | Chair, Committee Member, Executive and Governance
Mary Neubauer, MSW, CPS | Vice Chair, Quality Committee Chair, Community Member—Community Engagement, Executive, Finance and Governance
Kathleen Eilers, RN, MSN | Secretary, Committee Member—Finance, Governance and Quality
Kathy Bottoni | Governance Committee
Richard Canter | Finance Committee
Shirley Drake, BS, CPS | Committee Member, Community Engagement and Quality
Rachel Forman, PhD | Committee Member—Quality
Kenneth Ginlack | Chair, Governance Committee, Committee Member—Community Engagement
Dennise Lavrenz, RN, MBA, CENP | Chair, Community Engagement Committee, Committee Member—Finance and Quality
Jon Lehrmann, MD | Committee Member—Finance
LaNelle Ramey | Member
Dr. Amy Ridley Meyers, PhD
Earlise Ward | Community Engagement

COMBINED COMMUNITY SERVICES BOARD

Purpose Statement: The Combined Community Services Board (CCSB) is an appointed body of Milwaukee County residents who review and make recommendations regarding programs governing services for persons with behavioral, physical, and developmental disabilities, infants through the elderly. The CCSB meets six times a year.

COMBINED COMMUNITY SERVICES BOARD MEMBERS

Dennise Lavrenz, RN, MBA, CENP | Chair, Mental Health Board member, Mental Health Community Engagement chair
Julie Alexander, B.S., M.S. | Advocate, Independence First
Cindy Bentley | Advocate, People First, Special Olympics
Tiffany Payne, B.S. | Advocate
Robyn R. Rodgers | Case Manager, Advocate
Delores Sallis | Advocate
Priscilla Coggs-Jones | District 13 Milwaukee County Supervisor, Advocate

MILWAUKEE COUNTY COMMISSION FOR PERSONS WITH DISABILITIES

Purpose Statement: The county Commission for Persons with Disabilities was created to promote the independence of disabled persons through the removal of attitudinal and environmental barriers and to promote a maximal level of independence with dignity for all disabled persons.

COMMISSION FOR PERSONS WITH DISABILITIES MEMBERS

Damian Buckman | Program Access Committee
Allison Caudill | Wil-O-Way Committee
Felicia Clayborne | Member
Deb Falk-Palec | Executive Committee, Chair Program Access Trust Fund
John Haupt | Chair, Facilities Access Committee
County Board Supervisor Willie Johnson Jr. | Wil-O-Way Committee
Anne Kearney | Wil-O-Way Committee
Barbara Leigh | Program Access Committee
Sherry Mickelson | Facilities Access Committee, Program Access Committee
Marcia Perkins | Executive Committee, Secretary, Trust Fund
Leon Todd | Member

» 2020-2025 DHHS STRATEGIC PLAN: CREATING HEALTHY COMMUNITIES

The following key performance indicators (KPIs) measure the goals defined in the strategic plan across multiple focus areas, including Racial and Health Equity, Organizational Development and Staff Support, and System Change/Partnerships/Advocacy. These KPIs describe how DHHS is executing the work and progressing toward the **Future State**. DHHS is implementing two strategies:

Strategy #1—No Wrong Door/Integrated Services & Care; Strategy #2—Population Health & System Change. The operationalization of these strategies will improve Milwaukee County’s health outcomes and will play a major role in advancing Milwaukee County’s overall vision: **By achieving racial equity, Milwaukee will be the healthiest county in Wisconsin.**

2023 DHHS PERFORMANCE MEASURES

Performance Measure Name	2021 Actuals	2022 Actuals	2023 Actuals	2024 Target
Racial Equity Engagement Leadership % who participate in and support conversations about racial equity.	n/a	86%	91%	96%
Quality of Racial Equity Resources Leadership % who agree that DHHS provides resources to advance racial equity practices in day-to-day work.	n/a	65%	70%	75%
Racial Equity Advancement Leadership % who agree that DHHS advances racial equity in daily work.	n/a	76%	80%	85%
Workforce Resource Investment Investment in mission-aligned employee training.	\$20,000	\$120,000	\$110,000	\$50,000
Contracting Diversity (by #) % of diverse contractors (measured as proportion of total contracts awarded).	42%	42%	n/a	40%
Contracting Diversity (by \$) % of diverse contractors (measured as proportion of expenditures).	26%	26%	n/a	40%
Agency Loyalty % of DHHS employees who agree that would DHHS as an employer to others.	n/a	65%	70%	75%
Stay Intent % of DHHS employees who intend to stay employed with DHHS.	n/a	66%	71%	76%
Nonleadership Employee Demographics % of DHHS employees (not including leadership) that are diverse.	50%	51%	55%	65%
Leadership Demographics % of DHHS leadership that is diverse.	40%	46%	50%	40%

HOLIDAY MEAL DONATION FOR YOUTH IN DETENTION

The **Do The Right Thing Committee** in collaboration with the CYFS team secured a holiday meal donation for youth in detention. For the youth housed at Milwaukee County’s Vel R. Phillips Detention Center, the holidays can be a lonely time without family, friends, and home-cooked meals. Local business owner Terri Lynn Wigley wanted to change that, at least in part, by donating a full meal for the **130** young people at the center. The meal featured baked chicken, dressing,

sweet potatoes, greens, mac and cheese, and peach cobbler. Running Rebels, who provide programming for the youth at Vel R. Phillips, supported the effort. “As a business owner in this community, I want to give back and support our young people. The kids in detention are just that, kids. Hopefully, by providing a home-cooked holiday meal, we will let them know there are people in the community who care about them,” said Terri Lynn Wigley, Owner, Terri Lynn’s Soul Food Diner.



2023 ADOPTED BUDGET SUMMARY

	EXPENDITURES	REVENUE	TAX LEVY
MANAGEMENT SERVICES	\$1,293,328	\$364,800	\$928,528
AGING & DISABILITIES	\$31,470,918	\$24,392,239	\$7,078,679
HOUSING	\$36,413,616	\$28,736,703	\$7,676,913
CHILDREN, YOUTH & FAMILY	\$103,390,317	\$83,626,502	\$19,763,815
BEHAVIORAL HEALTH	\$235,012,069	\$182,012,069	\$53,000,000
TOTAL	\$407,580,248	\$319,132,313	\$88,447,935



MILWAUKEE COUNTY
**DEPARTMENT OF
HEALTH & HUMAN
SERVICES**

For more information, please visit:
county.milwaukee.gov/DHHS

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