



MILWAUKEE COUNTY
DEPARTMENT OF
HEALTH & HUMAN
SERVICES

ANNUAL REPORT 2025

Together, Creating Healthy Communities



MESSAGE FROM MILWAUKEE COUNTY EXECUTIVE

DAVID CROWLEY



In 2025, Milwaukee County DHHS delivered high quality human services, worked to maintain critical programs in the face of shifting financial realities, and came together as a community in times of crisis.

By working with DHHS Housing Services, my administration reached a major milestone, as we have now committed nearly \$50 million toward affordable housing developments, as well as over \$7 million for a new lead abatement program to reduce lead-based paint hazards in homes across Milwaukee County. In June, we cut the ribbon on the first newly-completed home in the King Park neighborhood as part of the County's \$6 million investment to support the development of more than 100 affordable homes in this historically underserved area. The initiative is designed to increase access to safe, affordable housing and create long-term paths to homeownership. This is part of our continued implementation of the Housing First model, which has reduced our overall unsheltered homeless population by 75% in under 10 years, saving Milwaukee County taxpayers over \$30 million.

In June, I was thrilled to join the community and celebrate the opening of the new Marcia P. Cogg's Health & Human Services Center, a generational investment in the delivery of high quality human services through DHHS' No Wrong Door model of customer care. For the first time, Milwaukee County has a building designed specifically to deliver health and human services, eliminating physical barriers, creating a warm and welcoming location, and improving access to resources and services for families and individuals across the community.

In August, I signed legislation approving more than \$9 million in opioid settlement dollars to fund seven projects focused on opioid use disorder (OUD) abatement, prevention, and recovery programs. In total, \$34 million in opioid settlement dollars has been allocated thus far. In highlighting this work, I hosted a roundtable discussion with community-based organizations who have received opioid settlement dollars to deliver prevention, treatment,

recovery, and harm reduction services to underserved populations.

In October, what began as an urgent response to uncertainty around federal FoodShare benefits quickly grew into a powerful community effort. In anticipation of a delay of FoodShare benefits, Milwaukee County and the City of Milwaukee launched a joint food drive in partnership with Feeding America Eastern Wisconsin and NourishMKE. As of late October, the initiative collected more than \$93,000 in monetary donations and over 9,000 pounds of food, helping stabilize families during a time of record demand at local food pantries. These contributions equate to more than 273,000 meals for the community. In November, I also joined Chairwoman Marcelia Nicholson-Bovell and the Milwaukee County Board of Supervisors to allocate additional contingency funds to provide supplemental food assistance for residents and families.

Also in 2025, we welcomed representatives from Cities United during their Leading the Way Tour with visits to several Community Violence Intervention partners across the county, giving us the opportunity to showcase communitywide collaboration, strategies and successes. Additionally, I was honored to accept the Robert Wood Johnson Foundation Culture of Health Prize, alongside Chairwoman Nicholson-Bovell. This prestigious national honor recognizes communities at the forefront of advancing health, opportunity, and equity for all. Milwaukee County was one of nine communities across the country recognized in 2025.

Thanks to the leadership of Director Shakita LaGrant-McClain, DHHS is helping us advance Milwaukee County's vision of becoming the healthiest county in Wisconsin. We know there is more work to be done, and I look forward to continuing our incredible strides with vision and perseverance. I would like to thank the staff at DHHS for their deep commitment to serving our community by putting residents first with person-centered care.

David Crowley
Milwaukee County Executive

MESSAGE FROM DHHS LEADERSHIP

On a beautiful day in June, hundreds of members of the community joined us to celebrate the grand opening of the new Marcia P. Coggs Health and Human Services Center. Named after a trailblazing human services advocate, the impact of the new facility reaches far beyond the walls of the building. Visitors are greeted by a No Wrong Navigator and offered connection to services across the continuum of care. Our new home of the Department of Health and Human Services is “More Than a Building, It’s a Lifeline.”

Great progress was made during the first full year of our 2025-2027 DHHS Strategic Plan: Opening Doors to Thriving Communities. We implemented tactics to address four pillars to improve community health including housing, community safety, mental wellness, and becoming an age-friendly community.

Early in 2025, AARP Wisconsin announced support to Milwaukee County to become an Age-Friendly Community, and work began to realize this vision, including surveying the community, convening a steering committee and exploring ways to advance the recommendations in the MKE HUBS report published by the Commission on Aging.

We continued to grow partnerships and collaboration around Community Violence Intervention (CVI) work, and served 35 fellows in our first full year of the nationally renowned gun violence prevention program Advance Peace. The Credible Messenger program continued to demonstrate successful outcomes. The Medical College of Wisconsin took a close look at the data and found a 46% reduction in group retaliatory violence among young people. This promising data aligned with communitywide CVI collaboration, departmentwide expansion of Better Ways To Cope and harm reduction efforts, along with a multi-year reduction in death from overdose statistics, are indicators DHHS prevention efforts are creating a healthier community.

We are now the lead agency for Coordinated Entry, the system for documenting all people experiencing literal homelessness, and prioritizing people for permanent housing options. Approximately 30% of people utilizing warming shelters are new to the system. To ensure they are connected to services, we created a Homelessness Prevention Hub made up of coordinated entry staff, Housing Services staff, and service providers.

DHHS’ cross-county collaboration addressed urgent community needs—historic August floods, food insecurity when SNAP benefits were suspended, and suicide prevention signs in parks. In May, during Mental Health Awareness Month, we hosted an at-capacity education event featuring a distinguished panel discussing Wisconsin’s mental health laws.

We met people of all ages out in the community, including setting up seven child support satellite locations, and providing mentorship to young people through our partnership in the summer-long Grinding to Glory series. We sought input on the future of Senior Centers and hosted Grab & Go events, suicide prevention and postvention, the second annual Holiday Healing event, as well as a food distribution event in partnership with NourishMKE and InPower at the new Coggs Center.

We socialized and celebrated our team with our first Women’s History Month event, Diversity Potluck, weekly food trucks, chili cookoff, Homecoming Week festivities, and holiday cheer. Every day, the incredible members of our DHHS team demonstrate their commitment to our vision: Together, creating healthy communities. They take on every challenge with grace, and work to get to yes. They are not just doing the hard work—they are doing “heart” work.



Shakita LaGrant-McClain
Executive Director

David Muhammad
Deputy Director

DEPARTMENT OF HEALTH & HUMAN SERVICES

Consists of the following areas: Aging & Disabilities Services, Behavioral Health Services, Child Support Services, Children, Youth & Family Services, Housing Services, Management Services, and Veterans' Services. The Department of Health & Human Services serves 95,000+ residents annually with approximately 1,000 staff and a network of more than 300 contracted partner agencies.



The Workforce Training & Development (WTD) team provides trainings to all DHHS employees and the DHHS provider network. WTD oversees 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.

195 NEW DHHS EMPLOYEES ONBOARDED IN 2025

WORKFORCE TRAINING AND DEVELOPMENT EXPANDS TRAINING OFFERINGS

Workforce Training and Development (WTD) continued to grow and expand DHHS' training offerings. New Employee Orientation (NEO) now offers essential skills training sessions. These live training sessions are one-hour long and offered throughout the year to employees, and at no cost to community providers. They cover topics such as *Keeping Yourself Safe, Trauma-Informed Care and Suicide Awareness, and Providing Services with Dignity and Respect.*

In 2025, DHHS' portfolio of training opportunities allowed nearly 1,000 employees to complete 20,524 learning engagements, including NEO, essential skills trainings, a monthly Seminar Series and Tuesday Talks, Safety Trainings, supervisor training special topics, and other specific trainings as requested.

TRAINING FOR PROVIDER NETWORK MEMBERS

In 2025, WTD provided more than 51,000 learning engagements to the over 4,500 members of the provider network. While DHHS maintains an online catalog of training opportunities, the team also provides instructor-led trainings that are both online and in-person. These training opportunities demonstrate DHHS' commitment to providing quality services and equity in contracting. WTD plays a vital role in ensuring compliance with the provider network through these training opportunities.

TALENT PIPELINE DEVELOPMENT

In alignment with the DHHS Strategic Plan, WTD provides opportunities to ensure that DHHS develops a talent pipeline of future leaders.

Activities that support this goal include the Professional Training Program, Change Champions, Elevate for Impact, and one-on-one coaching opportunities.

- The Professional Training Program provided internships and practicums to 18 unique students across DHHS in 2025.
- The 2025 Change Champion cohort graduated 15 individuals who championed projects across the enterprise in alignment with the strategic plan.
- Elevate for Impact and individual coaching programs provided 25 individuals coaching to further their growth as professionals in health and human services.

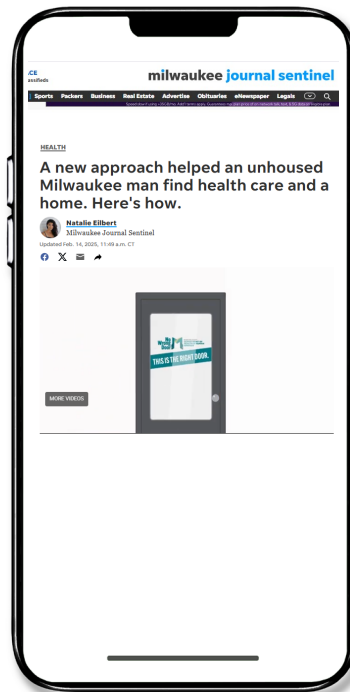
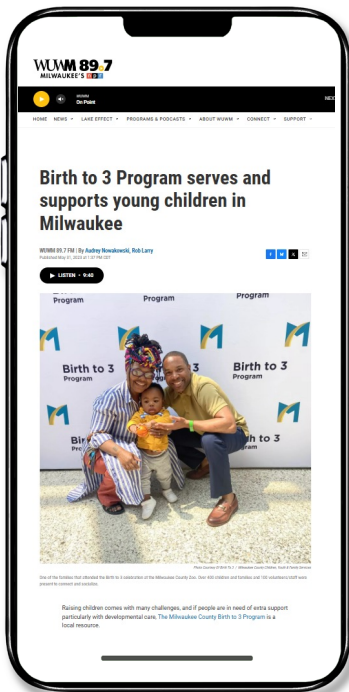
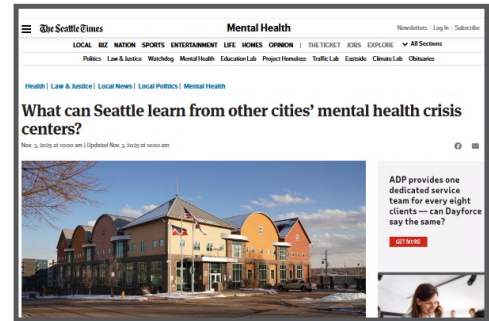


Transitions Coaching LLC, Cohort 2 of DHHS' Elevate for Impact Program graduated in December. This nine-month initiative cultivates leadership growth through group sessions and one-on-one coaching that builds essential leadership capabilities while promoting self-awareness and emotional intelligence.

DHHS IS MAKING HEADLINES

DHHS made headlines this year for projects leading to a healthier community. News stories featured the opening of the new Marcia P. Cogg Health and Human Services Center, affordable housing, blood pressure hubs at Senior Centers, new Child Support Services Satellite Locations, the critical support provided by the Birth to 3 program, the 30th Anniversary of Milwaukee Mobile Crisis, and many others.

NEWS HEADLINES FROM 2025





DHHS INVITED THE COMMUNITY TO CELEBRATE THE GRAND OPENING OF NEW MARCIA P. COGGS HEALTH & HUMAN SERVICES CENTER

The building honors the legacy of Marcia P. Coggs, a political trailblazer and human services champion, while ushering in a new era of access to human services for Milwaukee County residents. On Friday, June 13, Milwaukee County and hundreds of community members celebrated the official opening of the new Marcia P. Coggs Health & Human Services Center, located at 1230 W. Cherry Street, with much fanfare. County Executive David Crowley, Executive Director Shakita LaGrant-McClain, the Coggs family, officials and dignitaries spoke to the significance and monumental impact the building will have on the delivery of human services. The festive event featured a drumming troupe, line dancing, and community resources.



Milwaukee County Executive David Crowley engages with staff and residents.



DHHS staff greet guests.



Hundreds of community members come out to celebrate.



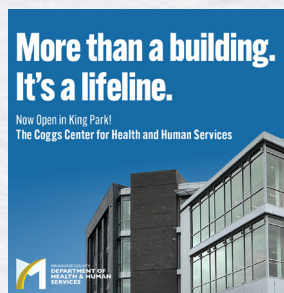
Milwaukee County Board of Supervisors joins the Coggs family and others.



Dignitaries cut the ribbon to the new building.

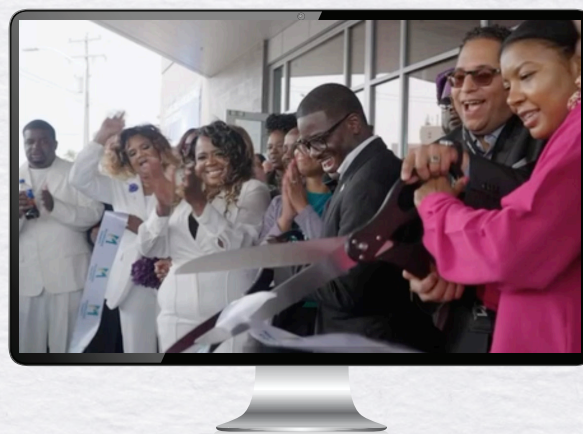
MORE THAN A BUILDING, IT'S A LIFELINE...

The opening of the new building aligned with the publication of DHHS' *2025-2027 Strategic Plan: Opening Doors to Thriving Communities*. A foundational concept in the plan is creating interdisciplinary teams to operationalize the "No Wrong Door" model of customer service and best serve participants' needs while overcoming access to barriers. These teams operationalize the No Wrong Door model of customer service to connect residents more effectively to person-centered care across the human services continuum of care. When you enter the new building the reception desk is staffed with No Wrong Door Navigators to improve assessment capabilities by leveraging cross-department expertise in new ways, ensuring a collaborative approach.



DHHS' vision statement, "Together, Creating Healthy Communities,"

is proudly displayed on the outside of the building, serving as a constant reminder that it takes everyone working together to improve the health of the community.



NEW BUILDING, NEW STRATEGIC FOCUS, GREATER IMPACT

The leadership team worked intentionally to advance the strategic vision of the department, grow partnerships, connect with community, celebrate staff, create a culture of positivity, provide networking opportunities, and lift up the many DHHS superstars.



Supervisors across the department selected superstars from their area and they were recognized at the November People Leaders' Meeting.

WOMEN'S HISTORY MONTH CELEBRATION

In March, DHHS hosted its first Women's History Month celebration with leaders from across the department. The get-together gave the team the opportunity to connect, network, and show appreciation for each other. The purpose of Women's History Month is to honor the vital, often overlooked, contributions of women to American history, culture, and society.



FOOD DISTRIBUTION EVENT AT COGGS CENTER

In December, community partners, DHHS, Community Task Force MKE, MERA Cares, InPower and NourishMKE came together to host a



Community Drive-Thru Food Giveaway Event, made possible by the Milwaukee County Board of Supervisors who adopted a measure to address food insecurity. The measure directed DHHS to partner with local organizations best equipped to distribute nutritious, perishable foods to households most impacted by the food security emergency. This food distribution event was meant to bridge the gap as families head into the holiday season.

AARP NAMES MILWAUKEE COUNTY AN AGE-FRIENDLY COMMUNITY

In January, AARP Wisconsin announced that Milwaukee County was officially accepted as a member of the AARP Network of Age-Friendly Communities. More than a dozen Wisconsin cities are already working on initiatives to make their communities more livable for all ages. Milwaukee is the first county in Wisconsin to be welcomed into the network. Being a member of the network requires communities to assess their age friendliness, identify strategies for improvement, and implement those strategies over time.



NEW AGE-FRIENDLY COMMUNITIES STEERING COMMITTEE

The Steering Committee is comprised of 21 members from across the community, with diverse representation. The Committee spent 2025 gathering data on eight key domains and engaged nearly 1,000 Milwaukee County older adults to determine areas of greatest need. They've selected to focus on three domains in 2026, creating an action plan for each. The domains are: **Housing, Transportation, and Health/Wellness.**

COMMUNITY VIOLENCE INTERVENTION IMPROVES COMMUNITY SAFETY

The department continues to work on the key strategic focus area, Community Safety, and toward sustainability for Community Violence Intervention (CVI) programs. Community Safety improves if people are well. By connecting the Mental Well-Being and Community Safety strategic priorities, DHHS is bridging CVI programs and behavioral health programs. Specialized behavioral health teams have been created to work collaboratively on violence prevention and mental health.

DECREASE IN YOUTH RECIDIVISM

Date	Recidivism Rate	# Total Youth	# Recidivated
6/1/2023	0.33	531	177
12/1/2023	0.40	467	187
6/1/2024	0.25	587	145
12/1/2024	0.23	611	142
6/1/2025	0.18	531	96

**In two years, between June of 2023 and June of 2025, Milwaukee County has seen a 15% decrease in its youth recidivism rate from 33% to 18% for youth active with Children, Youth & Family Services.*

THE CREDIBLE MESSENGER PROGRAM CONTINUES TO GROW

Milwaukee County's Credible Messenger Program is a community-based approach to public safety through transformative mentoring of justice involved youth and those at risk of entering the justice system. Since the pilot launched in 2021, the program has continued to evolve, and now includes a team that serves girls, a housing navigator for youth and families in crisis, the Milwaukee County Trauma Response Team which provides mental health support, a crisis response team, and the ability to accept referrals to the program from the community.

The **NUMBER OF YOUNG PEOPLE SERVED** Through the Credible Messenger Program **INCREASED FROM 70 IN 2021 TO 199 IN 2024**

66% RECEIVED THE RECOMMENDED 26 WEEKS, or more, of the Credible Messenger mentoring services

Of 199 youth served, 151 OR 76% HAD NO REFERRAL/OFFENSE While in programming

2025 was the first full year of **Advance Peace**, the gun violence prevention initiative which launched in late 2024. In 2025, 35 fellows were served, **receiving 2,818 hours of life coaching**. They were surveyed on program influences: 86% reported Conflict Resolution Improving; 77% said they felt safer in the community; 83% reported Mental Health Improving.



VR-PHAST TAKES A CLOSER LOOK AT THE DATA

Violence Response—Public Health and Safety Team (VR-PHAST) is a unified, multi-sector public health and public safety response to reduce the impact of firearm violence and homicides on individuals, families, and the community. VR-PHAST reviewed 2024 and 2025 data from the **Homicide Review Commission and found:**

- **A 15% decrease in youth victims**
- **A 46% reduction in group violence/retaliation (pain-based youth groups)**

PERCENT CHANGE 2025 VS 2024 YEAR TO DATE

Through 12/15	All Victims Homicides & Nonfatal Shootings		
	2025	2024	% Change
Youth (<18)	90	106	-15%
Young Adults (18-24)	176	177	-1%
Domestic Violence	84	92	-9%
Group Violence/Retaliation	26	48	-46%
Community Violence	371	377	-2%



MANAGEMENT SERVICES HIGHLIGHTS

- Optimized sourcing process and eliminated barriers for contracting with Milwaukee County DHHS. Most noteworthy being, reducing the number of required submission items by approximately 70% for Small Acquisition Bid process.
- Department wide critical incident policy was created for DHHS and the critical incident form was placed online.

Aging & Disabilities Services (ADS) provides programming and services for older adults and those with disabilities. Resource navigation and options counseling for support services for people over the age of 18 with disabilities and all people over the age of 60.



Tina Anderson
Administrator

ADULT PROTECTIVE SERVICES STRENGTHENED SYSTEM CAPACITY AND STATEWIDE INFLUENCE

The Adult Protective Services (APS) program achieved significant milestones that strengthened elder justice efforts statewide. The APS Prevention Program Coordinator Toolkit was successfully replicated across Wisconsin, expanding consistency and best practices in prevention work. The “Elder Fatality Review Model”—based on Milwaukee’s pioneering approach—was also replicated statewide, establishing the first coordinated Elder Fatality Review process in Wisconsin and enhancing systemwide learning and prevention efforts. ADS was proud to have its APS representative reappointed to the Domestic Violence and Sexual Assault Commission, ensuring the unique needs of older adults continue to be represented in statewide policy discussions.



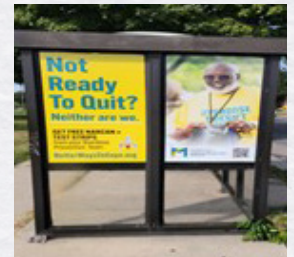
Kyle Ashley, Director of Community Outreach for Milwaukee County, presents World Elder Abuse Awareness Day (WEAAD) proclamation to Tina Anderson at an event on June 11 at the McGovern Senior Center, which included a UWM WEAAD educational session.

APS SECURES FUNDS TO DEVELOP A MEDICAL RESPITE SHELTER MODEL

Through the Elder Justice Grant supporting individuals 60+ experiencing homelessness, APS secured an additional \$100,000 to help develop a low-barrier medical respite shelter model—a critical resource for medically vulnerable older adults. Also, APS expanded its housing collaborations, partnering with nine new landlords and property managers to help elders and adults at risk secure safe, stable housing, resulting in permanent housing placements for 23 individuals and families.

BETTER WAYS TO COPE OPIOID PREVENTION TEAM EXPANDS ITS REACH

In its second year, the ADS Better Ways To Cope **Opioid Prevention Team distributed 9,642 bags** with naloxone, fentanyl test strips, First Aid kits and valuable resources on self-help groups, housing and substance abuse services. They participated in and provided resources at 60 community events and gave 13 Naloxone presentations. Through a partnership with the Housing Authority, the team was able to access to multiple senior housing apartment complexes in Milwaukee County. Additionally, the team sponsored three Community Engagement events in 2025, including a Holiday Healing Summit—a year-end gathering to reflect, celebrate, and promote wellness in the year ahead.



The ADS BWTC Opioid Prevention Team received accolades for its innovation, including an Honorable Mention for Distinguished Service from Milwaukee County Office of Health Equity and an Achievement Award from the National Association of Counties (NACo).



Friends gather at Washington Park Senior Center for a Holiday Healing event.

ADS CELEBRATES ADRC MONTH IN MAY WITH HIGH IMPACT EVENT

In celebration of Aging and Disability Resource Center (ADRC) Month, ADS hosted an unforgettable “Wild Wild West” themed celebration in May at the Clinton and Bernice Rose Senior Center. This high-impact event brought awareness to ADRC Month and shined a spotlight on the vital services offered to the county’s aging population and adults with disabilities.



IN ITS NEW HOME, THE ADRC SEES A DRAMATIC INCREASE IN IN-PERSON SERVICE

Now located on the first floor of the Coggs Center, the Aging and Disability Resource Center (ADRC) has seen a substantial rise in in-person engagement. Since relocating to the new building, the ADRC experienced a 73% increase in customer walk-ins. These individuals were connected to core ADRC services and linked to additional DHHS supports—such as Behavioral Health and Housing—strengthening the No Wrong Door approach to care.

With support from a National Council on Aging Benefit Enrollment Center grant, the ADRC team launched a Supported Self-Help Kiosk in March, expanding access to essential benefits such as Energy Assistance, SNAP, Medicare, and Medicaid. Through this initiative—and the dedicated efforts of Community Health Workers and Benefit Specialists—500 individuals were connected to the benefits they need to remain safe, supported, and independent. Additionally, the Youth Transition Team expanded partnerships and training/outreach throughout the county.



ADRC staff with Grantee Representative, Gabriel Smith: (left to right) Tammy Jo Scholler, Amos Besaw, Tamarra Carr, Bekki Schmitt, Javier Acevedo-Baez, Gabriel Smith, KaiYah Taylor, Nina Yang, Christie Carter (in front)

OPD STRENGTHENS PARTNERSHIPS AND EXPANDS CAMP TO SERVE MORE FAMILIES

For the Office of Persons with Disabilities (OPD), 2025 was a year of increased capacity, stronger partnerships, and creative solutions. By expanding camp, introducing free Milwaukee Admirals tickets, discounted Brewers' tickets, and Free Friday Sailing, collaborating with KultureCity, and offering diverse activities, OPD served more people and enriched the lives of families across Milwaukee County. Community partnerships were strengthened with organizations such as EasterSeals, Goodwill, and KultureCity, while continuing to offer adult recreation classes for individuals with disabilities, including adaptive fitness, arts and crafts, social clubs, Friday night dances, bingo, bowling, and Saturday outings. The collaboration with KultureCity introduced sensory-inclusive practices.

- **Respite** camp was extended to eight weeks, serving 35% more campers compared to 2024, reducing the waitlist and providing inclusive recreational opportunities to over 120 individuals with disabilities and their families.
- **Adult** recreation classes including adaptive fitness, arts and crafts, social clubs, Friday night dances, bingo, bowling, and Saturday outings engaged more than 200 participants, representing a 25% increase in attendance from the previous year.



MILWAUKEE COUNTY SENIOR CENTERS HAVE HEART!

The Area Agency on Aging (AAA) in partnership with the American Heart Association launched a Healthy Heart initiative at all five Milwaukee County senior centers. New blood pressure monitor kiosks were installed at each senior center, along with 10 take-home blood pressure monitors and toolkits. **The blood pressure monitors have been utilized more than 8,000 times since their installation in the spring, with an average of 232 uses per week per center.**



Zachary Wilks-Metrou of the American Heart Association walks a participant through how to use the new tabletop blood pressure monitor at the Heart Health kickoff event at Wilson Park.



Amy Lorenz, MSSW, LCSW
Deputy Administrator

Provides crisis response and support for mental health and substance use needs as well as ongoing clinical, case management, and other services to support mental and behavioral health wellness.

MKE MOBILE CRISIS CELEBRATES 30 YEARS OF SERVING THE COMMUNITY

On November 6, Milwaukee Mobile Crisis celebrated the 30th anniversary of providing care and services to Milwaukee County residents experiencing mental health, emotional distress, and/or substance use crises. Nationally, the idea of mobile crisis teams is relatively popular, with large cities advertising their teams over the past four to five years. Milwaukee County is proud to have been offering these innovative services as part of continuum of care for 30 years. The anniversary was celebrated during an event held at the new home of the Milwaukee County Crisis Call Center (Renaissance Faire Place) and included members of the press, current and former team members, department leaders, and system partners. The program featured an overview of Milwaukee County's long history of mobile crisis response teams, employee testimonials, and an awards ceremony to highlight staff who consistently provide excellence in clinical leadership, crisis focus, No Wrong Door service delivery, and teamwork.



FOCUS INITIATIVE LIFTS UP AUTHENTIC HEALING

The Featuring Our Community's Untold Stories/FOCUS initiative launched in 2025. The first FOCUS event was held on November 6 at HIR Wellness Institute. This event included more than 80 individuals made up of licensed providers/public health staff and those with familial connections to Substance Use Disorder (SUD). Attendees universally expressed a desire to learn more about harm reduction and prevention and reported the event successfully deepened their understanding, specifically regarding the need to treat every cultural and personal experience uniquely for authentic healing.



Staff and partners gathered at the first FOCUS event at the HIR Wellness Institute.

MILWAUKEE MOBILE CRISIS is a dedicated clinical outreach team that responds to calls that come in through the county's 24/7 Crisis Line 414-257-7222.



BWTC contributed to community safety and harm reduction by distributing over 75,000 essential supplies to prevent overdoses and reduce transmission of diseases.

BWTC FOCUSES ON FAMILIES

The Better Ways To Cope (BWTC) initiative expanded to include grants through Temporary Assistance for Needy Families (TANF) with a focus on addressing substance use challenges for pregnant moms, fathers of minor children, and mothers of minor children. Six organizations received BWTC grants to increase family access to community programs and provide a warm referral line to Community Access to Recovery (CARS) services. Since its inception in 2021, Better Ways To Cope has regranted substance abuse prevention funds to community-based programs. BWTC is furthering its impact by directing resources toward transformative initiatives related to the opioid epidemic and substance use disorder.



BHS Staff receive a proclamation from County Executive David Crowley proclaiming October 10 Better Ways To Cope Day. This was in conjunction with the first BWTC conference over two days in October, featuring 48 facilitators and 120 attendees.

HARM REDUCTION MKE ENGAGES PARTNERS AND THE COMMUNITY

Harm Reduction MKE successfully hosted four community summits in partnership with Coakley Brothers Water Tower. These events served as a vital platform for collaboration, with participation from 64 organizations and 62 unique individuals across a wide geographic area, covering 27 ZIP codes and 11 municipalities. Additionally, a significant milestone was achieved with the placement of the first outdoor harm reduction vending machine at 4th Dimension Sobriety.

WRAPAROUND MILWAUKEE'S SYSTEM OF CARE EXPANDS AND BUILDS CONNECTIONS

Wraparound Milwaukee is instrumental in improving social drivers of health by bridging gaps with other major systems. Connection with Milwaukee Public Schools was expanded to offer supports and services to staff and increase referrals for students. Additionally, a multi-disciplinary staffing process was established, connecting Child Welfare, CYFS, Wraparound Milwaukee and the Milwaukee County Mental Health Clinic, with a goal to review, collaborate, discuss and problem-solve the complex needs of youth, keeping them safe with comprehensive care. A new level of care for youth with high complex needs called LYFE was created, applying a coordinated specialty care model wrapping comprehensive services and supports around youth needing the highest level of care.

WRAPAROUND MILWAUKEE'S SYSTEM OF CARE SERVED OVER 1,300 YOUTH AND FAMILIES (including REACH, CCS, LYFE, and SHINE) in 2025. The Integrated Children's intake area received 1,909 referrals through the resource and referral line and made over 6,200 connections.



WM hosted 8 Grab N Go events at Owen's Place serving over 1,000 residents distributing household supplies, clothing, and resources.



WM hosted National Children's Mental Health Awareness Day on May 8 at Owen's Place; 338 people were in attendance.



WM staff attended and presented at Advocacy Day in Madison to connect with legislators and advocate for disability rights impacting the community.

CCS CELEBRATES A DECADE OF ADVANCING RECOVERY IN MILWAUKEE

The Comprehensive Community Services (CCS) program proudly celebrates its 10th year of service, marking a decade of growth, transformation, and unwavering commitment to improving community behavioral health. What began as a small, promising initiative has become a driving force in redefining how care is delivered across the behavioral healthcare system. From the beginning, CCS has operated as more than just a service model; it has been a catalyst for system change, promoting person-centered, recovery-oriented care that meets people where they are. Today, CCS offers a broad and continually evolving array of individualized services designed to help participants build skills, foster independence, and enhance their quality of life as they navigate their personal recovery journeys. Reflecting on 10 years of progress, the team is proud of the lives changed, the outcomes achieved, and the foundation that has been built. CCS remains committed to strengthening the behavioral health system and empowering individuals and families to thrive in their communities for many years to come.

EXPANSION OF THE CCS PROVIDER NETWORK:

Today, CCS operates 11 Adult Care Coordination teams, 9 Youth Care Coordination teams, and partners with over 100 partner agencies.

GROWTH IN THE NUMBER OF INDIVIDUALS SERVED ► **2015** 254 INDIVIDUALS SERVED ► **2025** MORE THAN 2,600 INDIVIDUALS SERVED

WHAT SUCCESS LOOKS LIKE: A young woman who disengaged from high school during the pandemic rebuilt her self-esteem through yoga and meditation. She enrolled in a credit recovery program, graduated within one semester, began college, and now lives independently while pursuing her chosen career path.



Mashunda McGlaston
Deputy Administrator

Child Support Services (CSS) provides support for families to have the resources they need to raise children well, including child support orders, and supporting parents with family-focused programs.

CSS AWARDED MILWAUKEE FORGE FATHERHOOD PROJECT FEDERAL GRANT

In July, CSS applied for and was awarded the Milwaukee FORGE Fatherhood Project Federal Grant. CSS in collaboration with community partners will continue to strengthen families by equipping fathers with the skills and resources needed to build healthy relationships, enhance parenting abilities, and achieve economic stability. The Administration for Children & Families (ACF) awarded over \$100 million in healthy marriage and responsible fatherhood funding to 109 organizations across 38 states. Milwaukee County CSS is still the only child support agency in the country to receive this funding.

PRE-JUDGEMENT WARRANT REVIEW PROJECT CREATES EFFICIENCY

To ensure the child support system (KIDS) reflects the most accurate information, the CSS Legal Unit completed a Pre-Judgement Warrant Review Project. Comparing the DCF-SCD-72 report with January 2025 KIDS data against a list received from the Clerk of Courts and data from the Milwaukee County Sheriff’s Office pre-judgment warrants in KIDS were reduced to 900 from over 3,600. The next step is to review all remaining warrants to determine whether and how these cases should be pursued or withdrawn.

FIVE YEARS OF FATHERHOOD FIRE FINISHES STRONG

Child Support Services (CSS) closed out the 5-year Family-Focused, Interconnected, Resilient, and Essential (Fatherhood FIRE) federal grant in September. Over the course of 5 years, **1,400 FATHERS completed the Fatherhood FIRE program** CSS enrolled 1,800 low-income fathers with just under 1,400 completing the program. CSS, in collaboration with community partners, provided primary workshops on responsible fatherhood, driver’s license reinstatement, workforce development services as well as conducting case reviews for modification orders and interest reduction.

A NEW ERA FOR CHILD SUPPORT PARTICIPANTS IN MILWAUKEE COUNTY

On March 31, Child Support Services hosted a Satellite Office Grand Opening – Getting Fathers Connected and Back on Track event at the King Center, assisting over 200 people. Individuals can now meet with Satellite Paralegals and Rotating Case managers (SPARC) staff at one of six satellite offices for help with their child support case. A cash kiosk is available in the community at Gee’s Clippers and a secondary cash window has been opened at the new Marcia P. Coggs Health and Human Services Center to give participants alternative locations to make cash payments.



County Executive David Crowley, joined by Parks, prominent community members including Gaulien “Gee” Smith of Gee’s Clippers, Author Kwabena Nixon, and others helped announce new satellite locations for Child Support Services, to better connect fathers and families to case management services and cash kiosks to assist with cases and making payments easier. The announcement at the Martin Luther King, Jr. Community Center included a day-long event, which featured onsite case managers, community resources, food, giveaways, and special guests. Now that Child Support Services is part of DHHS, it is easier to connect residents to a range of programs because there is mission alignment on how to best serve families.



CSS OFFERS CASE ASSISTANCE AT COMMUNITY EVENTS

Child Support Services is getting out in the community to provide case assistance to participants at libraries, events and answer questions involving child support. Child Support in your Neighborhood (CSYN) schedules times at libraries to meet with participants in the evening to ensure those participants who are unavailable during daytime hours can meet with case managers. CSS has also attended over 37 events including Community Reintegration Center and Employ Milwaukee Resource Fair, the Marcia P. Coggs grand opening, Juneteenth Day Celebration, McGovern Community Night Out, Wraparound Block Party at Owen's Place, Salvation Army's Annual Community Outreach event, Gee's Clipper's Block Party, both the Greenfield and South Milwaukee National Night Out, Back to Life, Back to Love – ADRC event, and the Dr. Martin Luther King Center Back to School Event, assisting over 965 people at the events and counting.

NEW COLLABORATION WITH DRUG TREATMENT COURT

Child Support Services has begun collaborating with the Drug Treatment Court (DTC) to make sure participants in DTC are able to focus on recovery and meet their requirements so they can avoid incarceration and resolve their criminal cases to facilitate their ability to participate with their families by resolving child support concerns that could impede their progress. Participants sign a waiver to provide case information to CSS so the team can then review and file modification motions with the FCC as appropriate and evaluate any other options we may have to work with parents on the case including but not limited to job programs or forgiveness of arrears. This project is being expanded to include Veterans' Court.

CSS RECOGNIZED FOR SERVING FAMILIES IN 2025

- **The National Association of Counties (NACo)** selected CSS for 2025 Achievement Awards for the Milwaukee County Birth Cost Elimination Program and the "Back on Track" Program.
- **CSS was selected as a recipient of the Standard Bearer Award** by the Milwaukee County Office of Equity for our leadership and commitment to advancing health disparities and promoting equitable outcomes as well as Distinguished Service Award for Birth Recovery Services. The Deputy Administrator Operations was also awarded the Distinguished Service Award for her contributions to supporting the families of Milwaukee County.
- **CSS was named the Wisconsin Child Support Agency of the Year** for 2025 by the Wisconsin Child Support Enforcement Association (WCSEA).



Health Equity Champion Awards 2025. From left to right: Sandra Stevens, Katie Murphy, Shakita LaGrant-McClain, David Muhammad, and Mashunda McGlaston.



WCSEA Agency of the Year 2025. Middle row left to right: Cole Demeny, Karen Levy, Roy Williams, Jennifer Montalvo, Katie Velissaris, Ann Hetzel, Samantha Levihn, Mashunda McGlaston, and Sandy Stevens. Front row left to right: Larissa Heller, Nicole Brandemuehl, Cassi Crall, Amanda Olsen, Katie Murphy, Amanda Thompson, and Sara Barton.



Kelly Pethke
Administrator

Provides resources and options counseling for programs that support children with disabilities and youth through the juvenile justice system.

NO WRONG DOOR OPERATIONALIZED
Starting in November, all kids that are referred to the youth justice system for the first time are being referred to the Children's Resource and Referral Team for review to determine eligibility for children's mental health and disability services – this supports the children's system of care and getting kids access to services and programs that meet their needs in the community.

CYFS CONNECTS FAMILIES AFFECTED BY VIOLENCE TO HOUSING

Children, Youth and Family Services (CYFS) plays a critical role in supporting displaced families affected by community violence. A dedicated housing navigator works tirelessly to coordinate with a range of housing agencies and private companies, ensuring that families who have experienced retaliatory violence gain access to secure and stable housing. From January to November, the CYFS-Community Violence Intervention (CVI) Housing program received 48 referrals, reflecting the urgent need for assistance in our community. During this period, the program allocated approximately \$29,000 to support families in crisis, enabling them to find and maintain safe living environments.



GRINDING TO GLORY SUPPORTS YOUTH

CYFS partnered with INPOWER, the Milwaukee County Office of Equity, Render, and the UWM Institute for Systems Change and Peacebuilding to host a youth summit, "Grinding to Glory." Approximately 200 youth and men attended the event, which focused on wellness, identity, and exposing participants to viable pathways toward purpose, power, and possibility. Various summer components were implemented, reaching over 2,000 youth through culturally grounded, healing-centered, and future-building experiences. These activities included intergenerational discussions and healing sessions, civic film events, and career exposure opportunities.

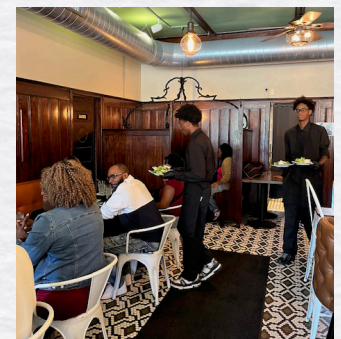
GRINDING TO GLORY EVENTS
in 2025 reached over 2,000 youth with culturally grounded and healing-centered experiences.

YOUTH EMPLOYMENT INITIATIVE TEACHES CULINARY SKILLS

A youth employment initiative was organized by Youth Advocate Programs, empowering youth with a passion for culinary arts. This initiative provided seven young people with hands-on learning experiences that equipped them with vital skills for their future careers. Throughout the program, youth engaged in comprehensive training at 1700 Pull Restaurant under the direction of Chef Rosetta, covering essential kitchen techniques, including utensil skills, cooking methods, and food safety practices. In addition to honing their culinary abilities, participants also developed valuable customer service skills, learning how to interact effectively with patrons and work as part of a team in a fast-paced environment. The program culminated with a luncheon for county leaders where the youth showcased their culinary and hospitality skills and received their certificates of program completion.



Seven students complete the culinary arts program and receive certificates of completion.



County leaders enjoy lunch served by culinary arts students.

"I feel like this program brought me back to life when I felt like I had no one. I want to focus on making my family proud, and this is one accomplishment they are all proud of."

– Youth Participant

CLTS DRAMATICALLY REDUCES WAITLIST

Milwaukee County Children’s Long-Term Support (CLTS) Waiver Program is a Medicaid Home and community-based Waiver Program that provides services for children with disabilities. CLTS had a waitlist of approximately 800 participants at the start of 2025. The program was placed on a Corrective Action Plan in May 2025 to reduce the waitlist. The team took action and contracted with three more agencies to assist in reducing the waitlist and contracted with an agency to take dually enrolled participants.

THERE HAS BEEN OVER A 40% GROWTH in enrollment in CLTS in recent years

By October 2025, the effort reduced the waitlist and Milwaukee County CLTS was taken off the Corrective Action Plan. The CLTS program has participants on the waitlist that are under 100 days and ensures participants are enrolled in services within a month. The Milwaukee County Shared Services Center team has increased due to the growth and will continue to expand to sustain the enrollment under 100 days.



The Milwaukee County Center for Youth hosted an open house on March 5, 2026. The number of youth in a correctional setting continues to decline with a continued focus on prevention and early intervention efforts, and commitment to serve youth in their communities.

PUBLIC HEALTH BRIEFING BRINGS AWARENESS TO THE IMPACT OF BIRTH TO 3 PROGRAMS

In April, County Executive David Crowley and Dr. Ben Weston, Milwaukee County Chief Health Policy Advisor, were joined by staff and partners at Penfield Children’s Center for a public health briefing to highlight the importance of early childhood intervention services, specifically Birth to 3 programs across the state which serve more than 13,000 children annually, setting them up for success throughout their lives, and building a strong foundation for the K-12 system, reducing the need for costly special education services and improving a child’s readiness for kindergarten. The timing of the briefing corresponded with the nationally observed “Week of the Young Child.”



MILWAUKEE COUNTY SCORES HIGH

A Metastar is a performance rating generated by MetaStar, Inc., a Wisconsin-based organization that acts as an External Quality Review Organization (EQRO) for Medicaid programs. These scores evaluate the quality, timeliness, and access to care provided by Managed Care Organizations (MCOs) and IRIS consultant agencies.

MILWAUKEE COUNTY HAS A 92% INCREASE IN ITS METASTAR SCORE AND THE BIRTH TO 3 PROGRAM HAD A 94% METASTAR SCORE.

These scores show the impact of intentional work completed throughout the year with the children’s disabilities programs and quality teams to improve service coordination and documentation efforts. The increase in the audit scores also result in better services and coordination efforts for the children and families served in the programs.



Provides resources and housing navigation for those experiencing homelessness and stabilizes community housing through affordable housing partnerships, home repair and low-income housing.



James Mathy
Administrator

RIBBON CUTTING FOR FIRST OF 120 NEW HOMES IN THE KING PARK NEIGHBORHOOD

In June, a ribbon cutting event on the first newly completed home in the King Park neighborhood was held. This is part of the County's \$6 million investment of State American Rescue Plan Act (ARPA) funds to support the development of 120 affordable homes in the historically underserved area. The initiative is designed to increase access to safe, affordable housing and create long-term paths to homeownership. Developed in partnership with Emem Group and Milwaukee Habitat for Humanity, the homes will initially be rented to tenants for 15 years before being offered for purchase. To support successful transitions to homeownership, prospective buyers will receive financial counseling, including 10 hours of one-on-one support and 25 hours of financial literacy workshops.



MILWAUKEE COUNTY INVESTS \$3 MILLION IN WOODDALE CROSSING SUPPORTIVE HOUSING COMMUNITY

In July, Jewish Family Services, Inc. hosted a Grand Opening Ribbon Cutting ceremony for the Harry and Jeanette Weinberg Residences at Wooddale Crossing located in Brown Deer, with 56 affordable units for seniors, including 25% of the units reserved for seniors with disabilities who have experienced housing instability. Residents will have access to on-site supportive services including socialization and skill-based programming, social services, and independent living support.



DHHS Executive Director *Shakita LaGrant-McClain*, *Wanda Montgomery*, Village President of Brown Deer, and *Jason Steigman*, JFS Board Chair.

NEW CITY OF GREENFIELD AFFORDABLE HOUSING DEVELOPMENT

In March, County Executive David Crowley, alongside public and private sector partners, led a construction site tour of a new affordable housing development in Greenfield where Milwaukee County has invested \$2.5 million in federal funds expand housing options for seniors and families. Layton Preserve is a new 45-unit apartment community in Greenfield. The project is all new construction and will consist of a 38-unit senior community with underground parking and a separate seven-unit non-age restricted (family) townhome building constructed on the same site. Milwaukee County invested \$2.5 million in American Rescue Plan Act (ARPA) funds.



MILWAUKEE COUNTY TO PROVIDE COORDINATED ENTRY SERVICES DIRECTLY

In November, the Milwaukee Coalition on Housing and Homelessness board voted to approve Milwaukee County's bid for Coordinated Entry Lead Agency. Coordinated Entry is a system for documenting all people experiencing literal homelessness, and prioritizing people for permanent housing options. Since Coordinated Entry's inception in 2013, IMPACT, Inc. has been serving as the lead agency but recently decided to step away from the role. Milwaukee County DHHS began providing Coordinated Entry services in January 2026.

NEW LEAD REMEDIATION PROGRAM REDUCING LEAD-BASED PAINT HAZARDS IN HOMES IN SUBURBAN COMMUNITIES

Housing Services launched a new Lead Abatement Program to reduce lead-based paint hazards in owner-occupied homes across suburban communities in Milwaukee County. The new Lead Abatement Program is funded through a \$7.75 million federal grant and will be under the umbrella of the current Housing Services' Home Repair Program. Residents who live in suburban communities and suspect or have confirmed lead-based paint in their homes have been encouraged to apply. The program offers no-interest loans and full project management to homeowners who meet the eligibility requirements. Licensed Lead Risk Assessors conduct thorough inspections, and remediation efforts including repairing or replacing deteriorated siding, windows, porches, flooring, and addressing contaminated soil. Licensed contractors perform lead-safe work to ensure homes meet clearance standards after repairs are completed.



INVESTMENT IN ADAPTIVE REUSE AFFORDABLE HOUSING DEVELOPMENT

The Phoenix Residential Apartments, located at 2436 N. 50th Street, with significant investments from Milwaukee County, is enabling an impactful adaptive reuse affordable housing project delivering 21 units of affordable housing, plus the innovative Community Service Facility space comprised of the 10 crisis units for households exiting from homelessness in lieu of finding other permanent housing. Milwaukee County has also committed eight Project-Based Vouchers to subsidize the operation of deeply affordable housing and making the units financially feasible over the course of a 20-year period. This is the first investment of this kind Milwaukee County has made in supporting an affordable housing development that provides a mix of both affordable housing and short-term crisis units.

\$50 MILLION IN AFFORDABLE HOUSING ACROSS MILWAUKEE COUNTY

Milwaukee County invested nearly \$50 million in new affordable housing developments across the county and seven suburbs. Many of these projects mark the first-ever county investments in suburban areas. The initiative focuses on reducing racial disparities in housing access and expanding choice for residents, reflecting a regional approach to equitable housing.



Rick Flowers
Administrator

Helps veterans navigate the United States Department of Veterans Affairs (VA) and other systems for benefit acquisition and provides short-term support for veterans in need.

GENEROUS DONATION OF BURIAL FLAG HOLDERS

Hand-crafted burial flag holders were provided to families of fallen veterans thanks to a generous donation from the Weiland family. Clyde Weiland along with his sons hand-crafted burial flag holders making a generous donation.



Rosmary and Clyde Weiland, along with daughter Michele, donated burial flag holders.

VETERAN SERVICES HAD MORE 12,000 CONTACTS serving more than 2,500 veterans and their families throughout 2025

NEEDY VETERANS FUND ASSISTS 100 VETERANS AND FAMILIES

In partnership with The Center for Veteran Issues (CVI), Wisconsin Veterans Network (VetsNet), and the Wisconsin Veterans Rental Assistance Program (VRAP), the Milwaukee County Needy Veterans Fund was able to assist nearly 100 veterans and families to avoid evictions or energy disconnections, and assist with proper burial of Veterans.

HOSTING VIETNAM VETERANS SUPPORT GROUP

The Milwaukee Vet Center and the County Veterans' Services office have been partners for many years to provide individual counseling services to veterans at the location on Greenfield Ave. The Vet Center provides counseling services to support veterans and their families. The Milwaukee Vet Center is currently in transition and does not have a permanent location. As such, Veterans' Services is hosting the Vietnam Veterans Support Group.

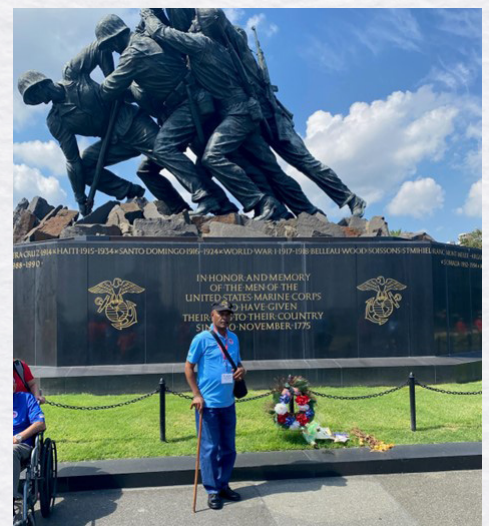


*Vietnam Veterans Support Group
Jamie Price – VA Burial Benefits Presentation*

VETERANS' SERVICES ASSISTS VETERANS IN ACCESSING BENEFITS

The Veterans' Services office plays a major role in advancing social drivers of health by assisting Veterans in obtaining benefits and service from the Federal and State Veteran Affairs Offices. In Milwaukee County, Veterans and survivors received more than \$235 million dollars in direct cash payments. They also received more than \$18 million in education expenditures and over \$457 million dollars in healthcare expenditures. These are major social drivers of health. DHHS Veterans' Services office plays a large role in assisting Veterans and families in Milwaukee County in accessing those benefits.

Edgar Birdsong Star and Stripes Honor Flight at the Iwo Jima Monument in Washington DC.



DHHS' COUNTYWIDE COLLABORATION

DHHS works in partnership with departments across the county to realize the vision of “Together, creating healthy communities.”

County Executive’s Office The opening of the New Marcia P. Cogg’s Health and Human Services Center; welcoming Cities United Leading the Way Tour visiting Community Violence Intervention partners across the county; showcasing the County’s work in advancing health, opportunity, and equity for the Robert Wood Johnson Foundation Culture of Health Prize; nearly \$50 million in affordable housing investments; and working to address food insecurity.

Human Resources Compensation study and pay equity for DHHS employees.

Corporation Counsel Participation in a panel discussion event during Mental Health Awareness Month, Understanding Wisconsin’s Mental Health Laws.

Community Reintegration Center (CRC) Smart Reentry: Housing Project, which aims to expand reentry housing opportunities for residents transitioning out of the CRC. The project provides services such as counseling, employment assistance, and housing.

Parks Department and Milwaukee County Sheriff’s Office (MCSO) Installed suicide prevention signs across dozens of County parks. Providing Milwaukee County Park visitors with information about resources available, including the Milwaukee Mobile Crisis Line and 988.

Milwaukee County Transit System (MCTS) Ensuring transportation options for older adults, people with a disability, and veterans.

Office of Equity Addressing Food Apartheid in Milwaukee County.

Milwaukee County Zoo The Annual Military & Veterans and Family Day at the Zoo.

Department of Administrative Services The opening of the new Marcia P. Cogg’s Health and Human Services Center and construction of the Milwaukee County Center for Youth.

Office of Emergency Management During the historic floods of August 2025, DHHS partnered with the Office of Emergency Management and co-lead the response efforts for those impacted, including managing volunteer teams, logistics for and supporting volunteer teams in shelters, standing up resource fairs, and creating long-term response teams.

County Board of Supervisors Addressed food insecurity when FoodShare was paused by working with food pantries to get fresh, healthy food to neighborhoods with the greatest need.



Corporation Counsel participates in an education event “Understanding Wisconsin’s Mental Health Laws” in May at the Cogg’s Center.

Unveiling of Suicide Prevention Signs in Milwaukee County Parks.



THANK YOU TO THE DHHS NETWORK OF PARTNER AGENCIES!

2-Story Creative, LTD.	CORE El Centro, Inc.	Jewish Family Services, Inc.	Morris Inc dba Norris Adolescent Center	Standard of Excellence Education and Training Center, LLC
4th Dimension Sobriety, Inc	Courage MKE (Courage Initiative LTD DBA)	JIMBOS LODGE CATERING - Meals	North Shore Psychotherapy Associates, LLC	Staples Marketing dba Affirm
831 Adult Living Facility, LLC	Curative Care Network Inc	Kajsiab Senior Center , Inc.	NorthCentral University/National University Academy	State of WI
A Moment of Retreat, LLC	Current Initiatives Counseling Service II, LLC	Kennedy's Circle of Wellness, LLC.	NourishMKE Community Food Centers	Summit Wellness, Inc.
A.B.O.H. Counseling Services LLC	D&S Food Services, Inc.	Kinship Community Food Center	Nurse1 Staffing, LLC	Sweet Fix, Inc.
ABDH Counseling Services, LLC	Daddy's Soul Food & Grille, Inc.	La Causa, Inc.	Orenda - Aging Meals	SWITS
ABG Wellness Group, Inc	Denisha Tate & Associates LLC	Laf Lake, Inc.	Our Safe Place, Inc.	The BUILD Program
Access Recovery Mental Health Services	Diamond Mental Health, LLC	Language Source, LLC	Our Space, Inc.	The Faith Factory, LLC
ACIS Homeownership Acquisitions, Inc	Diverse & Resilient, Inc.	Laurabeth Swift, LLC	Outreach Community Health Centers, Inc.	The FranklinReeseGroup, L.L.C.
Addiction Services and Pharmacotherapy, SC	Dominion Behavioral Health Services, LLC	LeAnn Spahn	Oxford House, Inc.	The House of Kings & Priests, Inc.
ADKINS COUNSELING SERVICES, LLC	Dream Team United WI Inc.	Legal Action of Wisconsin, Inc.	Parkers Manor of Care, LLC	The People's Place, LLC
Advance Peace	East Point Residential Facility, LLC	Legal Aid Society of Milwaukee	Pathfinders Milwaukee, Inc.	TouchPay Holdings, LLC
AKWU Direction dba Keys to Life Living Center	Easterseals Southeast Wisconsin, Inc.	Leva Enterprises, LLC/Orenda Café	Peer Specialist Limited	Transitions Coaching LLC
Allgood Family Forms Consultants, LLC	Educates, LLC	Life Navigators Inc	Penfield Childrens Center Inc	Trempealeau County Health Care
Alternative Family Services, LLC	Effective Counseling Solutions, LLC	Lifting Individuals Forward Everyday, LLC	Perseverance Health and Wellness Coaching and Consultation Services, LLC	Trinity Services Group
Alternatives in Psychological Consultation, S.C.	Embodify, Yoga, LLC	Lockett Enterprises, LLC	Perspectives Counseling and Clinical Consultation Agency, LLC	UMDS
Alverno College- School of Social Work	Employ Milwaukee Inc.	Love of Grace PWCC Services, LLC dba Love of Grace Residential Services	Positive Alternatives Inc	Unbreakable Commitments Home and Health, LLC
Alzheimer's Association of Southeastern Wisconsin, Inc.	ERAS Senior Network	Loyola University	Positive Outlook Clinical Services, LLC.	Unique Unity, LLC
Ambrose Place MKE, LLC	Eulogia Family Services, Inc	Lutheran Counseling and Family Services of Wisconsin, Inc	Premier Care of Wisconsin, LLC	United Behavioral Health (Optum)
Amergis Healthcare Staffing Inc	Evaluation Research Services, LLC.	Lutheran Social Services of Wisconsin and Upper Michigan, Inc.	Pretti Griz with a Purpose LLC	United Community Center, Inc.
America Works of Wisconsin Inc.	Evergreen Wellness MKE	Mahleah Calderon	Professional Services Group, Inc.	United Methodist Childrens Services (UMCS)
American Heart Association	Feeding America	Making Strides Behavioral Health Services	Project Access, Inc.	United Tax Service, LLC
AMRI Counseling Services, LLC	Fondy Food Center	Marquette University	Psychological Assessment Services, LLC	United Way of Greater Milwaukee & Waukesha County
AMTC & Associates (AMTC)	Fostering Independence Center of Milwaukee, Inc	MATC Believe in Students FAST Fund Inc.	Psychological Purposes, LLC	Unity Youth and Family Services, LLC
Anew Beginning, LLC	Frazier Support Services	Matt Talbot Recovery Services, Inc.	Public Allies	University of Illinois Urbana - Champaign
ANEW Health Care Services Inc	Fueling Your Fire Music Academy LLC	Maximus Human Services, Inc	Public Allies Inc.	University of WisconsinMilwaukee (COSUP)
ANIMOL LLC	Gary Hollander Enterprises	MCFI Home Care, LLC	Quality Addiction Management, Inc. DBA West Milwaukee Comprehensive Treatment Center	UW Green Bay
Antigua-Latin Inspired Kitchen	Genesee Community Services, LLC	Medical College of Wisconsin	R.U.B.L.E.S Corporation	UW-Milwaukee - Occupational Therapy
Anu Family Services, Inc	Genesis Behavioral Services, Inc.	MD Therapy, LLC	Racine County	UW-Milwaukee - School of Nursing
Arizona State University	GLOW 414 Inc	Medical College of Wisconsin Affiliated Hospitals, Inc	Rae of Hope, LLC	UW-Milwaukee College of Health Professions and Sciences
Armstead Ventures, LLC	Glow Services, LLC	Men of Men Inc.	Randle Group, LLC	UW-Milwaukee Joseph J Zilber School of Public Health
Ascent for Life, Inc.	Golden Hands Adult Family Home, LLC	Mental Health America of Wisconsin, Inc.	Rawhide Inc	UW-Whitewater
Aurora University	Goodwill Industries of Southeastern Wisconsin, Inc.	Mental Health Emergency Center, Inc. (MHEC)	Rawhide, Inc.	Vin Baker Recovery LLC
Bay View Community Center	Grand Avenue Club, Inc.	Mentor Greater MKE	Reflections Youth Facility LLC	Vistelar, LLC
Behavioral Consultants, Inc	Great Lakes Dryhooch, Inc.	MERA RESPONSE TEAM	Renaissance Faire II	VitalVoices for Mental Health
Bella's Group Home LLC	Guest House of Milwaukee, Inc.	Mercy Housing Lakefront	Revive Youth & Family Services LLC	VitalVoices for Mental Health, Inc.
Benedict Center, Inc.	Halal JJ Fish - Meals	Meta House, Inc.	Rise & Grind CatA©	Vivent Health, Inc.
Black Space	Hayat Pharmacies	Metcalfe Park Community Bridges	RISE Youth and Family Services, LLC	Voices of the Youth
Bloom Art and Integrated Therapies, Inc.	Healing Starts Today	Metropolitan Milwaukee Fair Housing Council	Riverstone Counseling & Crisis Services, LLC	Walkers Point Youth and Family Center, Inc.
Blue Skies Holistic Care, Inc. (FXA Pinnacle XL)	Health Connections, Inc.	Milwaukee Behavioral Health, LLC DBA Granite Hills	Riverworks Development Corporation	Waukesha County Mental Health
BoyzLife LLC	HEAR Wisconsin	Milwaukee Center for Independence DBA Whole Health Clinical Group	Robert Hall International	Wauwatosa Police Department
Bracy Psychological Services & Stress Management Institute, LLC	Hmong American Friendship Association	Milwaukee Christian Center, Inc.	Roeschen's Healthcare LLC dba Omnicare of Milwaukee	WCS (Wisconsin Community Services, Inc.)
Bridge to Brighter Inc. dba Bridge to Brighter	Hmong American Women's Association (HAWA)	Milwaukee Community Crossroads, Inc formerly Mihw Christian Center	Rogers Memorial Hospital	WJLF- CBS 58
Brighter Dayz Treatment Center	Holistic Connections, LLC	Milwaukee County Office of Emergency Management	Rose Athletic University LLC DBA Rose Life Health and Wellness	Wellpath, LLC
Broadstep - Wisconsin, Inc	Home 4 the Heart Inc	Milwaukee Islamic Dawah Center	Ruby J's Inc	Wellpoint Care Network, Inc
Bryant & Stratton College	Home life Care Adult Facility Home, LLC	Milwaukee LGBT Community Center, Inc.	Running Rebels Community Organization	WestCare Wisconsin Inc
Burlington Associates	Hope House of Milwaukee, Inc.	Milwaukee Mental Health Associates, Inc.	S.M.L.L.E, Inc.	WestCare Wisconsin, Inc
Butterflyz LLC dba Home Away from Home Living Center	Hope's Chariot, Inc.	Milwaukee Public Schools	Safe & Sound	WHC MKE, LLC dba 2Trop
Carelon Behavioral Health, Inc.	House of Jacob, LLC	Milwaukee Turners, inc.	Saint Francis Children's Center	Willie Hoggood Social Services LLC dba Hoggood Youth Homes
Carlson Consultants, LLC DBA CC We Adapt	House of Love Youth Homes inc dba House of Love and House of Love II	Mindstar Counseling, LLC	Salvation Army	Willow Creek Ranch, Inc.
Cartilage College	Human Development Center, Inc.	MIRACLE HOME HEALTH OF WISCONSIN Inc.	Salvation Army, Greater Milwaukee Chapter	Win-Win Enterprises, LLC DBA Boys II Men Transitional Living Home
Cathedral Center	Hunger Task Force	MKE Urban Stables, Inc.	Samad's House Corp.	Wisconsin Behavioral Services
Center for Behavioral Medicine, SC	iCare	Moe's Transitional Living Center Inc	Samantha Harvell Consulting LLC	Wisconsin Community Services, Inc.
Center for Self Sufficiency Inc.	Impact Alcohol & Other Drug Abuse Services, Inc.	Molina Healthcare of Wisconsin	Schmid Inc. Transitional and Living Services dba Smith Transitional Living	Wisconsin Lutheran College
Children's Service Society of Wisconsin	IMPACT, inc.	Mount Castle Transitional Living Services LLC	Sebastian Family Psychology Practice, LLC	Wisconsin School of Professional Psychology, Inc.
Chorus Community Health Plans, Inc.	Indian Council of the Elderly, Inc.	Mount Mary University, Inc	Serenity Inns, Inc.	Wisconsin School of Professional Psychology, Inc.
Christine Shafer DBA The SEA Group	Inner Beauty Center	Muhimb Dyer	Servant Manor Inc. -Trotter House	YAP - Crisis Response Team
City of Milwaukee Offices of Early Childhood Initiatives	INPOWER Solutions LLC	Multicultural Trauma & Addiction Treatment Center of Wisconsin, LLC	SERVING OLDER ADULTS OF - SOUTHEAST WISCONSIN INC	YAP - Youth Advocate Programs Inc
City of West Allis	Inspire MKE, LLC	Muslim Community Health Center	Sirona Recovery, Inc.	YOUTH ADVOCATE PROGRAMS INC
City on a Hill, Inc.	Institute for Community Alliances	My Sisters Keeper	Sixteenth Street Community Health Centers, Inc.	Your Move MKE Inc.
City Outreach, Inc.	Integration Healing Alivio Integral, LLC	My Way Out	Smith Guardian Enterprises	ZGM Guardianship Services
City Transformation Center	Integrity Residential Services, Inc.	NAMI SE WI	Sojourner Family Peace Center	
Column Rehab Services, Inc.	James Beer, LLC	Nan McKay and Associates	Speak Wellness	
Community Advocates, Inc.	Jammin' 98.3	National Association for the Dually Diagnosed (NADD)	Speak Wellness Behavioral Health and Consulting, LLC	
Community Harbor, LLC	Jason Corburn	Navarro Professional Counseling Services, LLC	St. Charles Youth & Family Services, Inc.	
Compass Group	Jennifer Lefebvre	New Hope & Destiny Home II, Inc	St. Mary's University of Minnesota	
Concordia University	Jewish Community Center	Next Chapter Living Center Inc	St. Vincent De Paul	

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

M. Kent Mayfield M.Div., Ph.D., Chair	Barbara Jones
Rachael Bush, Vice Chair	David Lillich M.D.
Tiffany Barta, R.N.	Andi Minster
Ramona Dicks-Williams	Cindi Pichler
Tracie Horton M.B.A.	Levi Stein

COMMISSION ON AGING

Purpose Statement: The Milwaukee County Commission on Aging (COA) 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

Denise Callaway | Chair

Eugene Guskowski | Vice Chair, Chair, Senior Center Committee

George Banda | Secretary, Chair, Service Delivery Committee, Member, Advocacy Committee

Brian Peters | Legislative Officer, Chair, Advocacy Committee

Paula Penebaker | Member at Large, Executive Committee, Liaison to the Aging Advisory Council

Mark Behar, PA-C | Member Senior Center Committee

Sup. Juan Miguel Martinez | County Board of Supervisors Liaison

Gloria Miller | Member, Wellness Committee

Terrence Moore | Member, Service Delivery Committee

Jacqueline Smith | Chair, Wellness Committee

Crocker Stephenson | Member, Senior Center Committee, Service Delivery Committee

Cindy Van Vreede | Chair, Nutrition Council; Member, Wellness Committee

Janice Wilberg, Ph.D. | Member, Advocacy Committee, Senior Center Committee



COA Chair of the Senior Center Committee Gene Guskowski presents to Kelly participants at the Bucyrus Erie site, home to a new south side senior center in alignment with the MKE HUBS Report.

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

- Mary Neubauer, MSW, CPS** | Chair, Executive Committee Chair, Committee Member— Finance, Governance, Quality, and Community Engagement
- Kenneth Ginlack** | Vice-Chair, Governance Committee Chair, Committee Member—Executive, Quality
- Shirley Drake, BS, CPS** | Secretary, Community Engagement Committee Chair, Committee Member— Quality, Executive
- Kweku Amoasi, PhD, LP, HSP, CMPC** | Committee Member- Finance, Governance, Community Engagement Kathy Bottoni, Committee Member—Governance
- Rachel Forman, PhD** | Committee Member—Quality, Governance
- Dennise Lavrenz, RN, BSN, MBA, CENP** | Quality Committee Chair, Committee Member—Finance, Community Engagement
- Jon Lehrmann, MD** | Committee Member—Finance
- Staci O'Dell, MSN, ARNP, PMHNP-BC** | Committee Member—Quality
- LaNelle Ramey** | Committee Member— Community Engagement
- Dr. Amy Ridley Meyers, PhD** | Committee Member— Community Engagement
- Joy Tapper, MPA** | Finance Committee Chair

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

- Desilynn Smith** | Chair
- Shirley Drake** | Advocate
- Cindy Bentley** | Advocate, People First, Special Olympics
- Tiffany Payne, B.S.** | Advocate
- Supervisor Priscilla Coggs-Jones** | District 13 Milwaukee County Supervisor, Advocate
- Supervisor Felisia Martin** | District 7, Milwaukee County Supervisor



Milwaukee County Executive David Crowley and County Board Chairwoman Marcelia Nicholson-Bovell were joined by representatives from the Hunger Task Force, St. Vincent de Paul Meal Program, and Feeding America at Nourish MKE, inside the new Coggs Center to provide an update on how emergency funds to address access to fresh food were distributed.

MILWAUKEE COUNTY COMMISSION FOR PERSONS WITH DISABILITIES

Purpose Statement: The county Commission for Persons with Disabilities is 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

Shaneika Baldwin

Allison Caudill | Wil-O-Way Committee

Felicia Clayborne | Program Access Committee

Deb Falk-Palec | Executive Committee, Chair Program Access Trust Fund

John Haupt | Chair, Facilities Access Committee Chair

County Board Supervisor Willie Johnson Jr. | Wil-O-Way Committee Chair

Anne Kearney | Executive Committee, Vice Chair, Wil-O-Way Committee

Barbara Leigh | Program Access Committee Chair

Sherry Mickelson | Facilities Access Committee

Rose Onoma

Marcia Perkins | Executive Committee, Secretary, Trust Fund

Leon Todd | Facilities Access Committee



Commission for Persons with Disabilities Governing Board.

PARTNERS ADDRESS ACCESS TO FRESH FOOD DURING THE HOLIDAY SEASON

In December, during a volunteer event at the Marcia P. Cogg's Health and Human Services Center, County Executive David Crowley, County Board Chairwoman Marcelia Nicholson-Bovell, DHHS, and food pantry partners provided an update on Milwaukee County's efforts to provide supplemental food assistance for residents affected by the government shutdown and ongoing food insecurity challenges. DHHS partnered with 13 local food pantries to distribute nutritious, perishable foods to households most impacted by food insecurity during the holiday season. In November, the Milwaukee County Board of Supervisors allocated \$150,000 from the County's contingency fund to the Department of Health and Human Services to provide supplemental food assistance for residents and families.



DHHS STAFF GIVE BACK

CYFS and the Do The Right Thing Committee

The Do The Right Thing Committee and CYFS hosted three Youth Holiday Meal events for the youth in the Milwaukee County Youth Detention Center. Thanks to Terri Lynn of Terri Lynn's Soul Food Diner, youth received three donated meals for Labor Day, Thanksgiving and Christmas. This is the third year in a row that Terri Lynn has donated these delicious meals to ensure our youth feel the love and support from the community. The support of staff from CYFS, BHS, Child Support Services, Running Rebels and other service areas has made this possible by donating their time and dedication to these amazing events.



Wear Pink Day

Staff showed up and showed out for Wear Pink Day across DHHS in support of breast cancer awareness.



Annual Turkey Giveaway

In partnership with the We Care Crew and King Cares MKE, DHHS supported the annual Turkey Drive and hot meal dinner at the King Center. DHHS had an estimated 75 staff members who volunteered in some capacity for this event. Because of the dedication and support, 1,400 turkeys and 250 hams with fixings were distributed. Thanksgiving meals were served to more than 150 attendees. While enjoying their meal, guests were able to receive shoes or boots, clothing, and connect with Milwaukee County supportive staff to learn about available resources.



Breakfast with Santa

The Office for Persons with Disabilities hosted Breakfast with Santa at Wil-O-Way Underwood, welcoming individuals with disabilities of all ages and their caretakers for a festive and inclusive holiday celebration. Families enjoyed a warm breakfast, time with Santa, and gifts for every participant, creating a joyful start to the season and a space where everyone felt welcomed and celebrated.



2026 ADOPTED BUDGET SUMMARY

	EXPENDITURES	REVENUE	TAX LEVY
MANAGEMENT SERVICES	\$1,147,046	\$193,375	\$953,671
AGING & DISABILITIES	\$36,721,843	\$29,501,822	\$7,220,021
CHILD SUPPORT	\$21,024,797	\$20,040,829	\$983,968
HOUSING	\$47,793,921	\$35,339,329	\$12,454,592
CHILDREN, YOUTH & FAMILY	\$75,955,458	\$53,273,086	\$22,682,372
BEHAVIORAL HEALTH	\$215,981,057	\$157,013,706	\$58,967,351
TOTAL	\$398,624,122	\$295,362,147	\$103,261,975



The Love, Peace & Happiness committee and Adult Protective Services hosted Halloween fun, including a costume contest, decorated offices, and trick-or-treating.



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

Marcia P. Coggs Health & Human Services Center
1230 W. Cherry Street | Milwaukee, WI 53205