



MILWAUKEE COUNTY
DEPARTMENT OF
HEALTH & HUMAN
SERVICES

ANNUAL REPORT 2024

Together, Creating Healthy Communities



MESSAGE FROM MILWAUKEE COUNTY EXECUTIVE DAVID CROWLEY



From advancing racial equity efforts to investing in affordable housing, mental health services, and harm reduction, DHHS is leading the way to make Milwaukee County the healthiest community in Wisconsin. By continuing to focus on social drivers of health and working

to support our children, families, older adults, people with disabilities, those with housing insecurity, those experiencing mental health challenges, and our veterans, we can and will improve community health.

Housing insecurity is an issue close to my heart. I am committed to expanding access to safe, quality, and affordable housing for residents and families who need it most. My administration has secured and allocated over **\$45M** in funding for affordable housing projects across the community, particularly in Milwaukee County suburbs where racial disparities in housing access and homeownership opportunities continue to prevent many residents from living in the neighborhood of their choice.

DHHS' work to combat homelessness is nationally recognized and last summer was featured in a documentary, "**Beyond The Bridge,**" which premiered at a community screening in July. I was honored to speak with the filmmakers to express my appreciation of the recognition of Milwaukee County's efforts to address homelessness through its Housing First approach. Between January 2023 and January 2024, the number of unsheltered people living in Milwaukee decreased by an estimated **36.4%**, based on data from the U.S. Department of Housing and Urban Development (HUD). Milwaukee County's **Housing Navigators** remain out in the community everyday meeting people where they are to connect them with stable housing, resources, and supportive services. In October, Milwaukee County announced it was selected to participate in the John D. and Catherine T. MacArthur Foundation and the Urban

Institute's **Just Home Project**, a national program to advance community-driven efforts to break the link between homelessness and incarceration.

I am thrilled that Milwaukee County was recognized as a member of the **AARP Network of Age-Friendly Communities**, becoming the first county in the Badger State to earn this recognition. This demonstrates the County's commitment to engaging in an inclusive cycle of improvement in the "**8 Domains of Livability,**" identified by the World Health Organization as influencing the health and quality of life of older adults.

In June, I signed legislation adding **26** new positions to the Milwaukee County DHHS Aging & Disability Resource Center (ADRC) to expand services focusing on youth-to-adult transition, options counseling, veterans' benefits specialists, and community outreach. In October, nearly **\$4M** in grant funding was awarded to Milwaukee County by Governor Tony Evers and the Wisconsin Department of Administration (DOA) to assist with the renovation of the **Clinton & Bernice Rose Senior Center**.

In the first quarter of 2024, Milwaukee County received the "**Award for Excellence in the Application of the Opioid Litigation Principles.**" This award recognizes Milwaukee County's efforts to combat the opioid epidemic and save lives through effective utilization of opioid litigation settlement dollars. I'm incredibly proud of DHHS' work to reduce overdose deaths through harm reduction, substance use disorder (SUD) abatement, prevention, and recovery programs.

We know that partnerships and collaboration are the way forward. What's good for Milwaukee County is good for the entire state of Wisconsin. That's why I'm ready for the work ahead in 2025, as we continue envisioning Milwaukee County's bright future together.

David Crowley
Milwaukee County Executive

MESSAGE FROM DHHS LEADERSHIP



In 2024, we celebrated new partnerships and impactful projects as we continued to grow as a department to become **'One DHHS.'** We watched our new health and human services building take shape—the new **Marcia P. Coggs Health and Human Services Center**—and rounded out our DHHS team with the integration of **Child Support Services**. We began a new strategic planning process, building on the previous strategic plan, honing our focus, and defining our next chapter 2025 – 2027.

We invested in and further operationalized the **"No Wrong Door"** model of customer service, piloting cross-department teams, adding navigators, and increasing public awareness. We put No Wrong Door to the test by rising to the challenge to best serve our community during unprecedented events, including connecting with Social Development Commission (SDC) customers after the agency closed, and creating a safe space—a **Reception Center**—for vulnerable populations during the Republican National Convention, a national security event that closed down large sections of the city.

Building on four years of community violence prevention and intervention planning, implementation, partnership, and relationship building, we saw the continued success of the **Credible Messenger** program. We also welcomed DeVone Boggan, Founder of **Advance Peace**, to Milwaukee to help launch the evidence-based gun violence prevention program to interrupt gun violence in our neighborhoods and provide transformational opportunities for young people.

The Commission on Aging's Select Committee on Senior Centers presented its recommendations to create spaces that will be responsive to current participants and meet expectations of future generations. **MKE HUBS**—lively centers of community engagement throughout the county—will serve as focal points for the Aging Network where advocacy, arts, conversation, craftsmanship, cuisine, exercise, education, information technology, recreation, services and supports, health and wellness, and most importantly – our intergenerational community – will come together.

We continued our investment in community health by regranting funds through the **Better Ways To Cope** (BWTC) initiative and expanding BWTC to Aging and Disabilities Services with a boots-on-the-ground **Overdose Prevention Team**, focusing on areas with the highest incidence of overdose.

To address a key social driver of health, housing, we saw our idea of building **100** homes in the King Park neighborhood come to life, and made historic investments in affordable housing.

I was honored to be reappointed as DHHS Executive Director by County Executive David Crowley and the Milwaukee County Board of Supervisors, and look forward to continuing our amazing work with Deputy Director Muhammad over the next four years.

Our teams across DHHS are being recognized locally and nationally for their innovative work and thought leadership in prevention and intervention, improving community health by addressing root causes, and working to achieve health equity. We know that, together, we will create healthy communities.

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
- Veterans' Services



95,000+

RESIDENTS SERVED ANNUALLY

1,000

APPROXIMATE STAFF

300+

NETWORK OF CONTRACTED PARTNER AGENCIES

For three years, DHHS has hosted **Men's Yoga** at Washington Park as part of County Executive Crowley's **Healthy County Challenge** to increase awareness of Men's Health Month. Recognized each year in June, Men's Health Month is a national observance to raise awareness about health care for men, focusing on encouraging men and their families to implement healthy living decisions for both physical and mental health. At the event, the community joined the County Executive for yoga in the park and a resource fair. The Healthy County Challenge brings county residents into parks, trails, nature areas, beaches, and other outdoor spaces to foster physical and mental wellness.



NEW MARCIA P. COGGS BUILDING RISES INTO EXISTENCE

Construction of the new **Marcia P. Coggs Health and Human Services Center** was underway throughout 2024. The grand opening for the new building is planned for June of 2025. It will be a warm, welcoming, person-centered facility where residents will be served with dignity.

The building will continue to honor the legacy of its 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.

Located just yards away from the new **Mental Health Emergency Center**, the new building creates a human services campus to serve residents across Milwaukee County. For the first time, Milwaukee County will have a building designed specifically to deliver health and human services, eliminating physical barriers, and improving access for families and individuals to resources and services that address social drivers of health.



The new Marcia P. Coggs Health and Human Services Center under construction in 2024. It 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, access to services, and community space.

NO WRONG DOOR IMPROVES ACCESS TO SERVICES



DHHS further operationalized the **No Wrong Door** model of customer service by creating a cross-department pilot, adding No Wrong Door navigators, and implementing an awareness campaign. In May of 2024, partially driven by the closure of the Social Development Commission (SDC) and DHHS' commitment to serving SDC's customers, three positions were reclassified, and two positions were added, to create a navigation team from five key service areas: Housing, Behavioral Health, Aging and Disabilities, Children, Youth, and Family, and Child Support.

No Wrong Door improves access to high quality services across the health and human services continuum of care. No Wrong Door better connects residents to person-centered services.

Since implementing No Wrong Door, DHHS has seen improved outcomes, including:

- For Milwaukee County residents 60 and older, there has been a **20%** increase in people seeking services through the Aging and Disability Resource Center (ADRC) between 2023 and 2024, and a **30%** increase in people seeking the Milwaukee County Area Agency on Aging program.
- There has also been a **43%** increase since 2022 in residents over 60 accessing behavioral health services and a **34%** increase since 2023 in residents over 60 utilizing services such as Milwaukee Mobile Crisis and Comprehensive Community Services, treatment interventions that meet residents where they are.
- Enrollment in children's disability services, Birth to 3, and other children's programs serving children in need of either behavioral health services or long-term disability supports has increased by nearly **50%** since 2020.

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.

2024 WORKFORCE TRAINING & DEVELOPMENT HIGHLIGHTS:

235

NEW EMPLOYEES
ONBOARDED IN 2024

26

PROMOTED
EMPLOYEES IN 2024

106

E-LEARNING COURSES
UPDATED IN HEALTHSTREAM

1,103

ATTENDEES AT DHHS TUESDAY TALKS
Monthly 22-minute presentations expanding awareness and knowledge of the various services offered directly by DHHS or through our contracted provider network

859

ATTENDEES AT DHHS
SEMINAR SERIES
Monthly hour-long seminars on various topics pertinent to the services offered to the community



Executive Director Shakita LaGrant-McClain welcoming new DHHS employees.

2ND ANNUAL DHHS PROFESSIONAL DEVELOPMENT DAY WAS HELD SEPTEMBER 12

This is a day dedicated to giving back to all DHHS employees. The event provides tips and tools to help staff advance their professional careers. There were new additions to the programming, including the Milwaukee Bucks presenting their Health and Wellness Program. DHHS Professional Development Day focuses on empowering staff through knowledge-sharing, skill-building, and networking opportunities. Attendees spanned across each service area of DHHS, and reported gaining valuable insights into best practices and emerging trends, promoting a culture of continuous learning and collaboration.

FEEDBACK FROM ATTENDEES OF PROFESSIONAL DEVELOPMENT DAY

"I learned new ways to utilize TEAMS and how it's connected to SharePoint."

"Presentations were fun, informative, and very helpful."

"I learned some new technical skills. I also learned a lot about interviewing and specifically the cultural competency questions. I believe that this will help me get that next promotion!"



Left: Representatives from the Milwaukee Bucks present their Health and Wellness Program at Professional Development Day. Right: The WTD team manages DHHS People Leaders' meetings. At the fall meeting, Executive Director Shakita LaGrant-McClain and Deputy Director David Muhammad recognized employees from across all service areas as "DHHS Superstars."

AMERICAN RESCUE PLAN ACT PROJECTS

American Rescue Plan Act (ARPA) funding continues to provide needed resources to bridge gaps in services, allowing DHHS to create innovative programming that responds to urgent needs. DHHS is investing **\$86M** in community health through **25** projects. The projects have largely transitioned out of their initial ramp-up phases to reach full implementation.

In 2024, ARPA funds enabled DHHS CYFS to support a variety of programming related to youth justice and violence prevention, including the **Credible Messenger Program**, increased services for youth in detention, and launched the new **Advance Peace Program**. The Advance Peace violence prevention model interrupts gun violence by investing in the development, health, and well-being of those at the center of the crisis in a way that alters their life trajectories. Advance Peace has been proven to reduce gun violence in cities across the country. ARPA made it possible to begin Wisconsin's first implementation of the Advance Peace model. DHHS was able to leverage this to attract two more funders to sustain the program post-ARPA.



County Executive Crowley, DHHS leaders, Advance Peace Founder DeVone Boggan, and community partners gather to launch the Advance Peace Program in Milwaukee County.

In 2024, ARPA projects have also addressed gaps in housing and behavioral health care, and helped Milwaukee County residents avoid losing Medicaid coverage during the period in which reenrollment is required. The Affordable Housing ARPA Project expanded the geography of access to affordable housing with **six** developments, offering **258** new affordable units in suburban municipalities. Project Leads at DHHS connected with dozens of contracted community-based providers and executed over **70** contracts to support overall goals and impacts.

OPIOID SETTLEMENT FUND PROJECTS

In 2024, DHHS' projects supported by opioid settlement funds contributed to life-saving impacts. While opioid-related deaths fell by three percent nationally in 2023, Milwaukee County data in 2024 suggests a decline of more than **30 percent**, even if all probable overdose deaths are confirmed. The Milwaukee County Medical Examiner's Office found there were 440 confirmed overdose deaths in 2024, which will likely be higher once pending toxicology results are in. There were 668 overdose deaths in Milwaukee County in 2023, down from 674 in 2022, according to the Medical Examiner's Office data.

DHHS' goal is to build capacity to maximize prevention, harm reduction, and treatment activities while partnering with community-based organizations on new and innovative approaches.

DHHS was the only department in the county chosen to re-grant opioid settlement funds to community-based organizations through a competitive process that was informed by community listening sessions. Fifteen organizations received funds in 2024, for a variety of projects addressing treatment, harm reduction and prevention (page 12).

In 2024, DHHS was able to expand its harm reduction vending machines to a total of **18** by offering eight more machines filled with free life-saving supplies (page 13). Projects continued related

to homeless outreach and addressing substance abuse needs in the youth justice setting. The particular needs of older adults and people with disabilities at risk of overdose are being addressed in new ways by a project that includes outreach workers (page 10).

This year DHHS also gained approval to begin four new projects funded by the Opioid Settlement which seek to bolster treatment and respite capacity, offer grief support to families, and address the high rates of adulterants (added substances) which are contributing to the overdose crisis.



Aging and Disabilities Services created an Overdose Prevention Team conducting targeted community outreach.

EXECUTIVE DIRECTOR SHAKITA LAGRANT-MCCLAIN GETS REAPPOINTED



Shakita LaGrant-McClain was reappointed as Executive Director by the County Board in September and sworn in on October 16. DHHS is the largest department at Milwaukee County with approximately **1,000** employees serving **six** service areas. LaGrant-McClain has been with DHHS since 2013, where she served as the

Program Coordinator for the Disability Resource Center. Since first being appointed to this role in 2020, her work has been transformative in improving the delivery of health and human services with monumental changes in infrastructure and philosophy. In 2024, she was awarded the **Norman N. Gill Award for Individual Excellence** by the Wisconsin Policy Forum.

RECEPTION CENTER STOOD-UP

In July, during the Republican National Convention (RNC) in Milwaukee, DHHS opened a **Reception Center** to provide support for vulnerable populations engaging with the convention. The center served as a warm, welcoming space for individuals in need of triage, assessment, and connections to appropriate services, particularly those fleeing human trafficking, experiencing behavioral health crises, or facing homelessness. The Reception Center was open 24 hours a day for walk-ins from July 14-19. Over the course of the week:

150
ASSESSMENTS
WERE COMPLETED

169
INDIVIDUALS
WERE SERVED

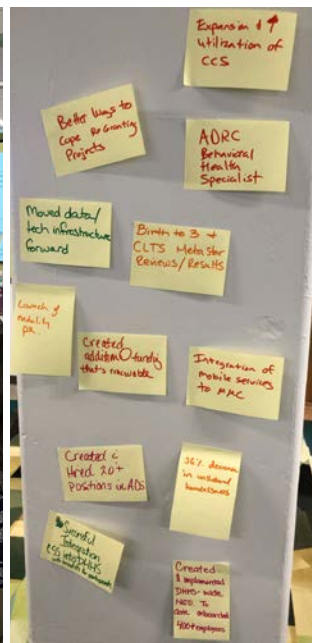
Follow-up efforts are ongoing through various services. Additionally, there are plans to continue the **Vulnerable Populations Workgroup** to foster collaboration among organizations and individuals addressing homelessness, behavioral health, and human trafficking.

NEXT ROUND OF STRATEGIC PLANNING

Throughout the last six months of 2024, DHHS underwent a new strategic planning process building off of the success of the 2020-2025 strategic plan to

develop the next plan, **2025-2027 DHHS Strategic Plan: Opening Doors to Thriving Communities**.

Creating the plan was thoughtful and deliberate, gathering feedback through **40** sessions with staff and community members. Accomplishments from the **2020-2025 DHHS Strategic Plan: Creating Healthy Communities** were shared, and dialogue ensued to discuss what needs to happen next. For the next three years, DHHS will focus on **Strategy #1- No Wrong Door and Strategy #2- Collective Impact and System Change**, with four focus areas: Housing Justice, Community Safety, Mental Well-Being, and Age-Friendly Communities.



Left DHHS Deputy Director David Muhammad addresses department leaders at a strategic planning session. Right: DHHS leaders participate in an aspirational activity identifying goals for the new strategic plan.

CHANGE CHAMPIONS DESIGN TRANSFORMATIVE PROJECTS

Supporting our staff is paramount to the efficacy of DHHS. In 2024, the second cohort of **Change Champions** was identified, a team with **22** members from across the department at all levels of the workforce. The group is committed to a year of deep learning and coaching on change management. Change Champions each choose a real project for positive change within DHHS and meet monthly to learn the theory of change management and apply it to their projects. They also each have individual coaching through Gary Hollander Enterprises.



2024 CONTRACT ADMINISTRATION HIGHLIGHTS:

945 EXECUTED CONTRACTS AND AMENDMENTS

25 ISSUED REQUESTS FOR PROPOSALS (RFPS)

DHHS CENTRALIZES IMPANELING PROCESS TO CREATE EFFICIENCY

The DHHS Impaneling Team reviewed more than **3,600** requests and in nearly all cases responded within five business days. Impaneling is the determination of eligibility for individuals applying to become a part of the DHHS Provider Network. Impaneling consists of a review of required documentation set forth by county, state and/or federal licensing and regulatory agencies. In 2024, several teams were brought under one umbrella to form one DHHS Impaneling Team. Previously, there were impaneling teams for BHS CARS, BHS Wraparound Milwaukee, and DHHS Contract Service Coordinators (CSCs), which handled Housing, Aging, and CYFS. In 2023, the CSCs impaneled **718** individuals with **98%** of those packets being done within five business days. In 2024, **864** total packets were received. The department has streamlined the process to become part of the DHHS Provider Network.

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.



IN 2024, THE AGING & DISABILITY RESOURCE CENTER (ADRC) RESPONDED TO A 75% INCREASE IN CALL VOLUME AND REFERRALS, WITH AN AVERAGE OF 6,430 CALLS PER MONTH.

To meet this increase in demand, the ADRC added **26** new positions, expanding services focusing on youth-to-adult transition, options counseling, veterans' benefits specialists, and community outreach.

TARGETED HARM REDUCTION CAMPAIGN

ADS launched a new aspect of the *Better Ways To Cope* campaign, driving awareness around the impact of the rise in opioid overdose deaths in Milwaukee communities, while educating vulnerable populations about harm reduction strategies that are proven to save lives and lessen the devastating effects of substance misuse. Community outreach specialists from ADS with lived experience go

door-to-door engaging residents in conversation, distributing harm reduction kits with Narcan and fentanyl test strips, and sharing information about community resources for substance misuse prevention and recovery. The 18-month effort will focus on neighborhoods that have scored high on the [Milwaukee County Office of Emergency Management's Overdose Dashboard](#). The outreach effort is particularly focused on Milwaukee residents over the age of 50 and/or people with a disability. The campaign was spearheaded by ADS with support from Adult Protective Services, and funded through Opioid Settlement Funds.



The ADS Overdose Prevention Team hosted a free community event on September 19, 2024, as part of the initiative with food, music, demonstrations on how to use Narcan and fentanyl test strips, opportunities to connect with various addiction, recovery and mental health resources, and a safe space to share stories of recovery. Deputy Director David Muhammad joined the Overdose Prevention Team, led by Ricky Person, in engaging with the community.

BLOOD PRESSURE HUB AT CLINTON ROSE SENIOR CENTER

A new blood pressure screen-and-refer hub rolled out at the *Clinton Rose Senior Center* in June. Center participants now have a *Blood Pressure Hub* at their fingertips, thanks to a joint venture between DHHS' Area Agency on Aging, Serving Older Adults of Southeast Wisconsin, Inc., and the American Heart Association (AHA). As part of the program, the AHA will provide educational materials that will give instructions about how to take your blood pressure on your own, what those numbers mean, a log for recording numbers and a list of local health care providers who are ready to answer questions.



Henrietta Smith gets her blood pressure taken at Clinton Rose Senior Center.

AGING AND DISABILITY VACCINATION COLLABORATIVE INCREASES ACCESS TO COVID AND FLU VACCINES

The Milwaukee County Area Agency on Aging was awarded funding from USAging and the State of Wisconsin Department of Health Services Division of Public Health to increase access to and acceptance of COVID and Influenza vaccines among older adults and residents with disabilities, particularly among communities of color. Hundreds of thousands of residents were reached through an outreach campaign—*“Showing Some Love”*—which encouraged vaccinations. Further, ADS partnered with the Hmong American Friendship Association to address cultural and language barriers. Along with vaccination partners Health Connections Inc., Outreach Community Health Centers, and Hayat Pharmacy, the team participated in hundreds of community events, hosted vaccine clinics at senior meal sites, low-income senior housing, and senior centers, conducted in-home vaccinations, and ensured increased access to vaccines through the Hayat Pharmacy locations.



5,000 APPROXIMATE NUMBER OF VACCINES ADMINISTERED IN 2024 ACROSS THE AGING AND DISABILITY VACCINATION COLLABORATIVE VACCINE PARTNERS

300+ VACCINATION EVENTS AND POP-UP CLINICS WERE HELD IN 2024

22 OPPORTUNITIES WHERE VACCINATIONS WERE MADE AVAILABLE AT SENIOR DINING AND DINE OUT SITES

MEALS ON WHEELS MALNUTRITION RISK ASSESSMENT AND INTERVENTION

There was a 36 percent decrease in the Nutritional Risk screen score and a 90 percent decrease in the Malnutrition Risk score of non-white diners.

Milwaukee County, in partnership with Goodwill of Southeast Wisconsin, provided more than **300,000** hot, nutritious lunches to older adults who are homebound, isolated, and unable to cook for themselves through the *Meals on Wheels Program*. In 2024, Meals on Wheels participants received enhanced malnutrition risk screening with the addition of a Registered Dietician to the Aging Services team. Participants at high risk for malnutrition were offered person-centered nutrition counseling and resource referrals to improve food security and access to healthy food choices.

Participants were connected to the *Senior Stockbox program* to supplement groceries, *Senior Farmer Market Nutrition Program* to increase consumption of fruits and vegetables, *Dine Out* and *Senior Dining* sites to decrease loneliness and isolation, and received assistance with grocery delivery, all social drivers of health. After the individual nutrition counseling, all participants were retested for malnutrition risk. The interventions were highly effective, resulting in significant decreases in malnutrition risk, with benefits greater among participants of color.



The Office for Persons with Disabilities' Friday *Summer Sailing program* had more than **800** participants. In 2024, it expanded to older adults in addition to individuals with disabilities.



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.



Michael Lappen, MS, LPC
Administrator

ACCESS CLINICS “HEALING & WELLNESS TOGETHER” EVENTS

The **BHS Access Clinics** hosted a pair of free community events in May in recognition of Mental Health Awareness Month and to continue to drive awareness around critical services the County provides. The **“Healing & Wellness Together”** series was designed to promote wellness through forging connections with the natural environment. This community-oriented experience was for individuals and families looking to enhance their mental and behavioral health by participating in wellness activities and learning simple, preventive practices for healthier daily living. The Healing & Wellness Together events took place May 23 at Havenwoods State Forest and May 30 at the Mitchell Park Pavilion.



In 2024, Access Clinics served more than 1,100 individuals, a 19% increase from 2023.



15 PROJECTS FUNDED THROUGH BETTER WAYS TO COPE

In June, BHS announced **15** organizations received grants as part of the **“Better Ways To Cope”** initiative. Better Ways To Cope regranted Opioid Settlement Funds to nonprofit and for-profit organizations to develop prevention, harm reduction, treatment, and recovery initiatives that focus on increasing access to information and resources to reduce opioid-related overdose deaths, preventing substance misuse disorder, and increasing healthy coping choices. The projects kicked-off in July.

“A Moment For Your Mental Health”

Throughout May, Mental Health Awareness Month, a dynamic media partnership with BHS and CBS 58 launched **“A Moment for Your Mental Health,”** to bring awareness to available resources and community mental wellness. The campaign featured public service announcements with County Executive Crowley, interviews with BHS staff, and a CBS58 website dedicated to the campaign, underscoring the collective commitment to prioritizing mental health in our community.

NO WRONG DOOR PILOT

The **No Wrong Door** pilot followed an interdisciplinary team addressing homelessness at the King Park encampment over the summer. The team included two BHS staff, two Aging and Disability Resource Center (ADRC) staff, and several Housing staff members. The group conducted weekly outreach to individuals at the encampment over several weeks. The goal of the pilot was to explore how an interdisciplinary approach could effectively implement the NWD philosophy.

87

NUMBER OF INDIVIDUALS REACHED

71%

PERCENTAGE OF INDIVIDUALS WHO ACCEPTED SERVICES OFFERED

HARM REDUCTION VENDING MACHINE PROGRAM EXPANDS

In 2024, Milwaukee County opened applications to businesses, healthcare clinics, and community organizations interested in hosting a Harm Reduction Vending Machine. In August, BHS placed **seven** Harm Reduction Vending Machines in addition to the 11 placed in 2023 to combat the opioid crisis, overdose deaths, and gun violence throughout the county. These additional machines bring the total number of vending machines to **18**. These vending 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. All Harm Reduction Vending Machines are now also stocked with fentanyl/xylazine combination testing packs.



TO DATE, TOTAL NUMBER OF HARM REDUCTION SUPPLIES DISTRIBUTED

1,150

DUAL TEST STRIP KITS

6,143

FENTANYL TEST STRIP KITS

5,788

GUN LOCKS

6,151

MEDICATION DEACTIVATION BAGS

7,499

NARCAN

WRAPAROUND MILWAUKEE OPENS NEW LOCATION AND RESTRUCTURES FUNDING MODEL

For more than 30 years, **Wraparound Milwaukee-Children's Community Mental Health Services** has been providing programming and services for youth between the ages of 5 and 23 who are in need of support with behavioral or mental health needs. In February, Wraparound Milwaukee and St. Charles Youth and Family Services celebrated the grand opening of the second **Owen's Place** location, a resource center for young adults in the Milwaukee Area. The new facility, located at 504 W. National Ave, marks a significant milestone in the mission to provide compassionate care and support to youth and families in need. The grand opening was a community celebration including a mural unveiling and drumming performance.

Also in 2024, Wraparound Milwaukee restructured its funding model to ensure fiscal sustainability by transitioning away from a Health Maintenance Organization (HMO) to a blended funding model. This administrative change will promote growth and allow Wraparound Milwaukee to serve more children and families. Intentional and collaborative work took place with system partners throughout the year to ensure a seamless transition for youth and families into Wraparound Milwaukee's REACH-Crisis Care Coordination and Youth Comprehensive Community Services (CCS) programs.



The Behavioral Health Services prevention staff prioritized meeting people where they are at in 2024 by participating in 74 events and serving nearly 5,000 people.



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.



WELCOME CSS!

Child Support Services integrated with DHHS as of January 1, 2024. This significant move was the result of Milwaukee County's strategic planning process. Integrating CSS with DHHS creates 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. DHHS developed a media campaign to bring awareness to the positive support CSS offers by connecting residents to a broader array of programs, creating easier access to services regardless of the point of entry, mission alignment focusing on how to best serve families, and state and federal government alignment to move CSS to a wraparound approach.



Sandra Stevens is interviewed on Jammin' 98.3

\$67M IN BIRTH COSTS ELIMINATED TO SUPPORT FATHERS

In August, Milwaukee County eliminated **\$67M** in birth costs owed to the State of Wisconsin for more than **32,000** fathers with child support cases. The goal of eliminating this financial burden on fathers—an outdated practice put in place in the 1970s (University of Wisconsin-Madison Institute for Research on Poverty)—gives fathers more money to support themselves and their families. Discontinuing the Birth Cost Recovery (BCR) after the birth of a child was an amendment in the 2024 Milwaukee County Budget supported by County Executive David Crowley and 14th District County Supervisor Caroline Gómez-Tom. The Milwaukee County Board of Supervisors approved the amendment, and it was backed by DHHS CSS. The State of Wisconsin Department of Children and Families (DCF) ran a program eliminating state-owned birth costs on Milwaukee County cases in late July.



'BACK ON TRACK' HELPS FAMILIES

In August, CSS launched a new program, **"Back on Track,"** to assist child support payors in resolving outstanding issues and improving their compliance with payment obligations. Back on Track features an incentive of a \$2 reduction in state debt for every \$1 paid toward child support arrears owed before 1996 to the other parent. Additionally, the program is helping people with order modifications, outstanding warrants, connection to employment, and helping individuals better understand their case. **During the initial launch of Back on Track, from August 1 through September 6, 200 appointments were held and \$325,426 was forgiven in state owed arrears.**

MONTHLY 'CHILD SUPPORT IN YOUR NEIGHBORHOOD'

In 2024, CSS assisted 144 clients at Child Support In Your Neighborhood events.

Child Support Services holds monthly events called **“Child Support In Your Neighborhood”** at libraries across Milwaukee County to meet people where they are at. This after-hours program assists custodial and non-custodial parents who are unable to come to the office during the day with reviewing of cases for enforcement, settlements, alternative payment plans and the **Children First** program. The on-site CSS team has motion packets, stipulations, sworn statements, payment coupons and information on the **Milwaukee Fatherhood FIRE Program**.



YEAR FOUR OF MKE FATHERHOOD FIRE

Milwaukee Fatherhood FIRE promotes fathers as family-focused, interconnected, resilient, and essential in the lives of their children, families, community and society. It works with fathers to become a stronger parent, more engaged partner, and more prepared for employment and advancement opportunities in the job market.

Year Four MKE Fatherhood FIRE Program Successes:

444

FATHERS ENROLLED

323

COMPLETED THE FIRE WORKSHOPS

\$59,210

CSS REDUCED ARREARS OWED TO THE STATE BY FATHERS WHO COMPLETED THE FIRE PROGRAM



WCSEA certificates of appreciation were presented to Governor Evers and other Wisconsin legislators in January of 2024. They were instrumental in securing additional program funding for the 2023-2025 state budget.

In January, the Child Support Services team traveled to Madison to present Governor Evers and local legislators with **“Friend of Wisconsin Child Support Enforcement Association (WCSEA)”** certificates, including Representative Evan Goyke, Representative Deb Andraca, and Senator LaTonya Johnson. This recognition acknowledges their support for a significant funding increase for the statewide program.

MILWAUKEE COUNTY CENTER FOR YOUTH GROUNDBREAKING



The *Milwaukee County Center for Youth* had a groundbreaking ceremony on July 10, 2024. This new *Secure Residential Care Center for Children and Youth (SRCCCY)* will serve up to **32** youth at a time and is scheduled to open in 2026. The facility is a treatment-oriented secure residential facility that will provide a safe, positive, sustainable, and developmentally appropriate treatment environment for youth, improve the youth justice system, and contribute to a safer community. The program will ensure kids are able to be served closer to their homes and communities while promoting growth and helping young people to thrive. Over the past several years, work has continued in building out prevention and intervention strategies and expanding the continuum of care which is reducing the number of kids in secure care. CYFS has expanded community violence intervention and interruption efforts, as well as gender specific services for justice involved girls. The goal is to be able to serve kids here in Milwaukee in ways that support them, their families and the community.

BIRTH TO 3 CELEBRATES FAMILIES

The *Birth to 3 Program* is for children ages birth to three-years-old who are suspected of having developmental delays that may indicate the need for early intervention services. In June, Birth to 3 hosted its *Annual Family Celebration* at Greenfield Park with two options for families, morning, or afternoon. The event was free and featured family activities tailored for infants and toddlers, including games, arts and crafts, music, dance, and valuable resources for families.

Milwaukee County's Birth to 3 Program served more than 2,548 children in 2024, providing children and families with early intervention supports and services.

Children's Long-Term Support (CLTS) Waiver Program is a Medicaid Home and Community-based Waiver program that provides services for children with disabilities. This program allows families to use Medicaid funding for community-based services.

The Children's Long Term Support Waiver program reduced the waitlist from over 700 kids to under 200 kids in 2024, and has more than 3,200 kids enrolled in the program.



CREDIBLE MESSENGER PROGRAM

The **Credible Messenger Program's** evidence-based model is recognized nationally as a form of transformative mentoring. The mentors are adults with past experience of being justice-involved or equivalent relevant lived experience. Youth are engaged in positive, intentional engagement and activities. Staff complete Credible Messenger Professional Community Intervention Training Institute International (PCITI) training, and coordinate responses to high-risk situations using the Community Crisis Response Protocol. The Community Response Team added in 2023 responds to public safety issues involving youth and young adults using prevention and intervention techniques including mediation and de-escalation. The program has **seven** teams of **32** staff at **six** community-based agencies: Running Rebels, WestCare, GLOW414, Youth Advocate Program, Medical College of Wisconsin (414LIFE), and Milwaukee Christian Center.

130 YOUTH SERVED IN 2023, AGES 12 TO 22

2,000+ HOURS THAT THE CREDIBLE MESSENGERS SPENT SERVING YOUTH ANNUALLY

78% PERCENT OF THOSE SERVED IN 2023 WHO HAD NO NEW OFFENSE WHILE IN PROGRAMMING

87% PERCENT OF YOUTH AT RISK OF ENTERING THE JUSTICE SYSTEM AT TIME OF REFERRAL (A REFERRAL FROM THE COMMUNITY RATHER THAN THE SYSTEM) WHO DID NOT HAVE AN OFFENSE OR ENTER THE SYSTEM DURING PROGRAMMING

ADVANCE PEACE VIOLENCE PREVENTION MODEL LAUNCHES

CYFS announced the launch of the **Advanced Peace (AP) Fellowship Program** and a three-year, **\$2M** grant award from the Department of Justice in October. The Advance Peace violence prevention model interrupts gun violence by investing in the development, health, and well-being of those at the center of the crisis in a way that alters their life trajectories. Advance Peace has been proven to reduce gun violence in cities across the country. It further builds out DHHS' comprehensive Community Violence Intervention strategy by addressing gun violence and will work collaboratively with our ongoing efforts—the Credible Messenger Program, Trauma Response Team, Housing Navigator, Zero Youth Corrections project, programming for girls and special populations, substance use disorder navigation for justice involved youth, and our work around Community Healing.

POWER & PURPOSE YOUTH SUMMIT

In October, CYFS hosted the **"Power & Purpose Youth Summit,"** a half-day summit for **80** young men, ages 14-19. The summit aimed to equip participants with the tools and mindset necessary to navigate life's challenges, fostering resilience, leadership, and a sense of purpose. The summit featured interactive workshops, guided discussions, and mentorship opportunities, providing a comprehensive experience of growth and empowerment. The leaders helped young men discover their potential and encouraged them to pursue a path of purpose-driven living.



Decrease in Gun Violence Among Youth and Young Adults in Milwaukee from 2023 to 2024

51%
DECREASE IN
YOUTH SHOOTING
SUSPECTS

13%
DECREASE IN GROUP
VIOLENCE AND RETALIATION
INCIDENTS AMONG YOUTH

25%
DECREASE IN HOMICIDE OR
NONFATAL SHOOTINGS FOR
VICTIMS 0-17

33%
FEWER HOMICIDES AND
NONFATAL SHOOTINGS
AGE 18-24

Source: Medical College of Wisconsin/Milwaukee Police Department provided by the Homicide Review Commission



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

HOUSING FIRST FEATURED IN A DOCUMENTARY

Housing Services' work to end chronic homelessness is featured in a national documentary, *"Beyond The Bridge."* The film is an ambitious documentary about solutions to homelessness. The film crew drove over **40,000** miles to visit **12** cities and dozens of service providers, those with lived experience and policy makers to answer this question: How can this country solve homelessness in a comprehensive way? The work of Milwaukee County's DHHS Housing Services team and Continuum of Care partners is highlighted in the film. Hundreds of people attended a community screening of the film followed by a panel discussion in August.



FIRST COUNTY-OWNED BUILDING PROVIDING EMERGENCY HOUSING AND SUPPORTIVE SERVICES

In 2024, Milwaukee County purchased Hillview Hall, 1615 S. 22nd St., Milwaukee, with funds from the *Neighborhood Investment Fund Program* from the State of Wisconsin. This is the first property ever purchased by Milwaukee County to provide emergency shelter for individuals experiencing homelessness. Services will be available at the facility to help people get back on their feet and into permanent housing. The *Hillview Hall Rehabilitation Project* addresses the health, housing, and food security needs of individuals who are experiencing homelessness and very low-income individuals affected by COVID-19 in Milwaukee County. The county is implementing major capital improvements to the property.



2024 SMART REENTRY: HOUSING DEMONSTRATION PROJECT

DHHS deployed **\$2M** in funding to support the implementation of the *2024 Smart Reentry: Housing Demonstration Project*, which aims to expand reentry housing opportunities for residents transitioning out of the Community Reintegration Center (CRC). DHHS received \$1M from the U.S. Department of Justice's Bureau of Justice Assistance, and Milwaukee County is providing \$1M in matching funds for this effort. The project will be carried out in collaboration with local organizations, including My Way Out, Community Advocates, and the Medical College of Wisconsin, which will provide services such as counseling, employment assistance, and housing. The BJA Smart Reentry Housing Demonstration Project offers a significant opportunity to improve housing access and support services for individuals reintegrating into the community. By leveraging both federal and local resources, this initiative aligns with Milwaukee County's strategic goals to advance equity and address the root causes of disparities in the criminal justice system.

SENIOR HOME REPAIR PROGRAM

Housing Services and Aging & Disabilities Services launched a Senior Home Repair program. The program provides safety assessments, repairs, home modifications and installation of specialty products for older adults and people living with a disability. In February, two workshops were held at Milwaukee County Senior Centers with information on how to participate in the program.



MILWAUKEE COUNTY RECEIVES FUNDING TO ADDRESS HOMELESSNESS AND INCARCERATION

Milwaukee County is one of six sites selected to participate in the **Just Home Project**, a national initiative led by the John D. and Catherine T. MacArthur Foundation and the Urban Institute. This project focuses on breaking the link between homelessness and incarceration through community-driven efforts. Housing Services received **\$375,000** to develop a plan aimed at disrupting the cycle of homelessness and involvement with the criminal justice system. Following the planning phase, Milwaukee County will be eligible for additional funding to implement housing solutions for underserved populations. Milwaukee County is a member of the **MacArthur Foundation's Safety and Justice Challenge**, a long-term initiative focused on reducing jail populations and racial disparities. Since 2016, the county has successfully reduced its jail population by **4%**.

In 2024, the Energy Assistance Program served a total of 54,164 Milwaukee County households, helping residents manage their energy costs during the winter.

AFFORDABLE HOUSING INVESTMENT IN FORMER BUCYRUS-ERIE SITE

Milwaukee County invested \$41M to develop new affordable housing units, with 78% designated as affordable. This initiative spans Milwaukee and 12 surrounding suburbs, including Franklin and Whitefish Bay.

In November, County Executive David Crowley, South Milwaukee Mayor James Shelenske, former Bucyrus-Erie President and CEO Tim Sullivan, Scott Crawford, Inc. and Housing Services announced a **\$3M** investment in affordable housing units as part of the redevelopment of the former site of Bucyrus-Erie in South Milwaukee. The project is being developed by Scott Crawford, Inc. and will have a total of **171** rental housing units, with **81** units dedicated affordable housing, including eight units reserved for veterans earning less than 60 percent of area median income, which will be referred directly by Milwaukee County DHHS Veterans' Services.





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.



Rick Flowers
Administrator

FREE TAX PREPARATION SERVICES FOR VETERANS

2024 was the first year that Milwaukee County Veterans' Services was able to provide free tax preparation services to veterans. Prior to 2021, free tax preparation was provided at the federal VA. The pandemic put a halt to those services. Veterans' Services received many calls over the years asking about the tax preparation services. In 2024 we were able to partner with AARP Foundation to provide this critical service.

129 Individuals received free tax preparation service at weekly workshops and \$300K was secured in refunds.

HOME REPAIRS AND UPGRADES

Veterans' Services partnered with the Home Depot Foundation to provide free home repairs and upgrades for Veterans. Three households were approved for the **Home Depot Program**. 2024 was the first year that Veterans' Services was able to connect families to the program.

MILWAUKEE VETERAN STAND DOWN

Veterans' Services co-sponsored Milwaukee Veteran **Stand Down** for homeless veterans and veterans at-risk of homelessness. Stand Down took place in winter and fall of 2024. More than **40** providers were present to provide valuable resources such as legal service, housing assistance, clothing, and health and dental screenings.

HIGHLIGHTS

More than **100** veterans were able to maintain housing through use of the Milwaukee County **Needy Veteran Fund** in collaboration with partners such as the Center for Veteran Issues and the Wisconsin Veterans Rental Assistance Program (VRAP).

Veterans and their families saw an increase in financial payouts by almost **5%** compared to the previous year. This is a significant increase given the declining population of veterans in Milwaukee County.

Veterans accessing education and vocational rehabilitation assistance increased by **11%** from the previous year. Veterans utilize the federal **G.I. Bill** and **Veteran Readiness and Employment program** to access higher education and job training that directly leads to employment.



Left: Veterans' Services participates in many events throughout the year; Right: Military and Veterans Family Day at the Zoo 2024

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
 4C For Children
 A&J Vans Inc
 ABA of Wisconsin
 ABDH Counseling Services LLC
 Abundance of Care Supportive Living
 ACTS Homeownership Acquisitions, Inc
 Ajamou Butler
 Alternative Home Care Services
 Alternatives in Psychological Consultants
 Alzheimer's Association of Southeastern Wisconsin, Inc.
 Amergis Healthcare formerly Maxim Healthcare
 AMRI
 ANEW Health Care Services Inc
 Angelsense Inc
 Anmol
 Antigua-Latin Inspired Kitchen
 Arizona State University
 Assured Care Services LLC
 Aurora University
 Autism Consulting Services of Milwaukee
 Autism Society of Greater Wisconsin Inc
 Azeem Majeed LLC
 Badger Wellness
 Behavioral Consultants
 Benedict Center
 Black Space
 BLOOM Center for Art and Integrated Therapies
 Bridge to Brighter
 Broadscope
 Bryant & Stratton College
 Build Program
 Burlington Associates
 Busalacchi Enterprises dba Synergy HomeCare
 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
 Children's Therapy Network
 Christian Servants Home Care LLC
 Christine Shafer dba SEA Group
 City of Milwaukee Office of Early Childhood Initiatives
 City of MKE Economic Development
 City on a Hill, Inc.
 Community Advocates
 Community Development Alliance (CDA)
 Community Planning & Dev Advisors
 Concordia University
 Courage MKE (Courage Initiative LTD DBA)
 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.
 Dee's Medical Services LLC
 DeJesus Solutions LLC
 Denisha Tate & Associates LLC
 Department of Corrections
 Differently Abled
 Diverse & Resilient, Inc.
 Divine Pathways LLC
 Down Syndrome Association of Wisconsin - d.h.a. DSAW-Family Services
 DSDT, LLC dba Dog Training Elite
 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
 (FT was bought out by Transdev a couple years ago)
 Fondy Food Center
 Fox Valley Achievement Center
 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
 Genesee Community Service LLC
 Georgia's Guardianship Services
 Girtons ATA Taekwondo Martial Arts Inc
 GLOW 414 Inc
 Goddard Consulting Co
 Good Vibes
 Goodwill Industries of Southeastern Wisconsin, Inc.
 Grand Avenue Club, Inc.
 Green Onion Creative
 Guest House of Milwaukee, Inc
 Guidance Attention Motivation Education
 Harry & Rose Samson Family Jewish Community Center Inc
 Hayat Pharmacies
 Healing Harmonies LLC
 HEAR Wisconsin
 Helen Groth dba Play Potential LLC
 Hmong American Friendship Association
 Hmong American Women's Association (HAWA)
 Hope House of Milwaukee
 Independence First
 Indian Council of the Elderly, Inc.
 Inner Beauty Center
 INPOWER Solutions, LLC
 Inspiring Young Women
 Intentions Behavior Consulting
 Islands of Brilliance
 Jason Corburn
 Jennifer Lefebvre
 Jewish Family Services, Inc
 Johnson Media Consulting (JMC)
 KV Sensory LLC dba Sensory Club MKE
 Kwabana Nixon
 La Causa Inc
 Lad Lake Inc.
 Legal Action of Wisconsin, Inc.
 Leva Enterprises, LLC/Orenda Café
 Life Navigators Inc
 Lifestrider Inc
 Lifting Individuals Forward Everyday
 Loyola University
 Lutheran Social Services of Wisconsin and Upper Michigan, Inc.
 M.L. Tharps & Associates LLC
 Magic Medical Wholesale
 Marquette University
 MATC
 MATC Believe in Students FAST Fund Inc.
 MD Therapy
 Medical College of Wisconsin
 Medline Industries Inc
 Melinda Wilcoxson dba M. Cares Respite LLC
 Mentor Greater Milwaukee
 MERA RESPONSE TEAM
 Mercy Housing Lakefront
 Metropolitan Milwaukee Fair Housing Council
 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 Turners, inc.
 MKE Behavioral LLC
 Mount Mary University
 MST Services, LLC (Multi Systemic Therapy)
 Muhibb Dyer
 Multicultural Trauma and Addiction Treatment Center of WI, LLC
 Muslim Community Health Center
 My Dwelling Place
 My Loving Home
 My Sistas KeepHer
 Nan McKay and Associates
 Neuromotion Inc. dba Mightier
 New Hope Youth Services, LLC (dba New Hope Youth Center
 Norris Inc.
 NorthCentral University/National University Academy
 Nu Day LLC - DBA: College Nannies + Sitters + Tutors
 Omnicare
 Outreach Community Health Centers, Inc.
 Pathfinders Milwaukee
 Penfield Childrens Center Inc
 Pink Umbrella Theater Co LLC
 Premier Financial Management
 Prism Economic Development Corporation - Upstart Kitchen
 Promote Local LLC
 Psychological Assessment Services, LLC
 Public Allies
 Quality Hearts LLC
 Racine County Juvenile Detention Center
 Rest Assure Family Home
 RISE Youth and Family Services, LLC
 Riverworks Development Corporation
 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
 Salisott Parent Coaching & Certification (formerly The Foster Lane)
 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
 Special Wellness Behavioral Health and Consulting, LLC
 Special Fitness
 St. Charles Youth and Family Services
 St. Mary's University of Minnesota
 Summit Wellness Inc
 Sweet Fix, Inc.
 Tails for Life Inc
 TCM Development LLC
 Tender Touch Therapy LLC
 The Richardson School LLC/
 Oconomowoc Residential Programs Inc
 Total Care Family Services
 Transitions Coaching LLC
 Trinity Services Group
 UMOS
 United Community Center, Inc.
 United Methodist Childrens Services (UMCS)
 United Seating and Mobility LLC-Numotion
 United Tax Service LLC
 University of Illinois Urbana - Champaign
 UW Madison - Covering Wisconsin
 UW-Milwaukee - School of Nursing
 UW-Milwaukee College of Health Professions and Sciences
 UW-Milwaukee College of Letters and Science
 UW-Milwaukee Joseph J Zilber School of Public Health
 UW-Whitewater
 Vision Forward Association Inc
 Vital Voices for Mental Health
 Voices of the Youth
 Wauwatosa School District
 Westcare
 Westcare (ARPA)- Forward Thinking Program
 Willow Creek Ranch Inc
 Wisconsin Community Services, Inc.(WCS)
 WMK LLC dba MobilityWorks
 YAP - Crisis Response Team
 YMCA Greater Waukesha County
 YMCA of Metropolitan Milwaukee
 Your Move MKE Inc.
 Youth Villages- Bartlett
 Youth Villages -Inner Harbour

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*
- Rachael Bush** | *Vice Chair*
- Tiffany Barta, R.N.**
- Ramona Dicks-Williams**
- Tracie Horton M.B.A.**
- Barbara Jones**
- Amanda Laurila**
- David Lillich M.D.**
- Cindi Pichler**
- Harvey Ross**
- Kiran Sagar M.D.**
- Levi Stein**



The importance of the Aging & Disability Resource Center (ADRC) was recognized in May during Older American Month.

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 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*
- George Banda** | *Member, Advocacy Committee*
- Mark Behar, PA-C,** | *Member, Advisory Council*
- Denise Callaway** | *Chair, Advisory Council*
- Eugene R. Guskowski, AIA** | *Chair, Senior Center Committee, Member, Advisory Council*
- Marni King** | *Member, Advisory Council*
- Amber Miller** | *At Large Member, Executive Committee; Chair, Service Delivery Committee; Member, Senior Center Committee*
- Gloria Miller** | *Secretary, COA/Executive Committee; Member, 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.** | *Legislative Officer, Chair, Advocacy Committee*
- Jacqueline Smith** | *Member, Wellness Committee*
- Cherie Swenson** | *Member, Senior Center Committee*
- County Supervisor Sequanna Taylor** | *Member, Advocacy Committee*
- Cindy Van Vreede** | *Member, Nutrition Council; Member, Wellness Committee*



COA Commissioners and Advisory Council Members joined by County Executive Crowley at the launch of the blood pressure hub at Clinton Rose Senior Center

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.



The MCMHB held its 2025 Educational Retreat on Friday, February 7, 2025 with 100% attendance and highly positive feedback.

MENTAL HEALTH BOARD MEMBERS

Mary Neubauer, MSW, CPS | Chair, Executive Committee Chair, Committee Member— Finance, Governance, Quality, and Community Engagement

Kathleen Eilers, RN, MSN | Vice Chair, Committee Member— Executive, Finance

Kathy Bottoni | Committee Member—Governance

Richard Canter, JD | Finance Committee Chair

Shirley Drake, BS, CPS | Secretary, Community Engagement Committee Chair, Committee Member—Quality, Executive

Rachel Forman, PhD | Committee Member—Quality, Governance

Kenneth Ginlack | Governance Committee Chair, Committee Member—Executive, Quality

Dennise Lavrenz, RN, MBA, CENP | Quality Committee Chair, Committee Member—Finance, Community Engagement

Jon Lehmann, MD | Committee Member—Finance

LaNelle Ramey | Committee Member—Community Engagement

Dr. Amy Ridley Meyers, PhD | Committee Member—Community Engagement

Kweku Ramel Akyirefi Smith, PhD, LP, HSP, CMPC | Committee Member—Governance, 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 and 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*
- Shirley Drake** | *Advocate*
- Cindy Bentley** | *Advocate, People First, Special Olympics*
- Tiffany Payne, B.S.** | *Advocate*
- Desilynn Smith** | *Advocate*
- Priscilla Coggs-Jones** | *District 13 Milwaukee County Supervisor, Advocate*
- Felisia Martin** | *District 7 Milwaukee County Supervisor*

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*
- 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*
- Rose Onoma**
- Marcia Perkins** | *Executive Committee, Secretary, Trust Fund*
- Leon Todd** | *Facilities Access Committee*





DHHS STAFF GIVE BACK

During the county's **Vision Week** in May, DHHS staff picked-up trash and recycling at 12th and Vliet Streets. This was part of the new **"Into the Streets"** initiative, a suggestion made by DHHS staff, which gives county employees the opportunity to volunteer with local community organizations while connecting with co-workers and supporting the community.



The **Do The Right Thing Committee** and the CYFS secured a holiday meal donation for our youth in detention. Local business owner Terri Lynn Wigley donated a holiday meal last December and was inspired by how much it meant to the kids. In 2024, she donated multiple holiday meals to the young people at the Center. Running Rebels, who provide programming for the youth at Vel R. Phillips, supported the effort.



In November, DHHS partnered with the Milwaukee County Sheriff's Office (MCSO) to deliver Thanksgiving Holiday Meals to **125** families. Many of the families are those served through programs. Many DHHS staff members volunteered to help assemble and deliver meals, making the holiday great for families across our community.



Top: DHHS staff pick up trash in support of the Into the Streets initiative; DHHS staff assembled 125 Thanksgiving meals for families; Staff assemble meals donated by Terri Lynn's Soul Food Diner for youth in detention; Lower: Executive Director Shakita LaGrant-McClain and Sheriff Denita Ball assemble Thanksgiving meals; Lower right: Maricela Gaona and a Sheriff's Deputy deliver care packages to families.

DHHS also partnered with MSCO on their new **“Holiday Spectacular”** event delivering necessities and holiday cheer to hundreds of families across the community.

DHHS’ staff contributed to the **Breakfast With Santa Toy Drive**. Milwaukee County’s **‘We Care Crew’**, including several DHHS staff members, supported the Breakfast With Santa event at the King Center in December.



Top: Toys await children at Breakfast with Santa; Above: Families enjoy Breakfast with Santa event; Left: Michelle Allison supports Breakfast with Santa event

2024 ADOPTED BUDGET SUMMARY

	EXPENDITURES	REVENUE	TAX LEVY
MANAGEMENT SERVICES	\$1,289,473	\$378,375	\$911,098
AGING & DISABILITIES	\$29,000,566	\$26,114,082	\$2,886,484
CHILD SUPPORT	\$19,286,855	\$16,984,316	\$2,302,539
HOUSING	\$46,227,344	\$31,566,820	\$14,660,524
CHILDREN, YOUTH & FAMILY	\$103,816,059	\$84,986,704	\$18,829,355
BEHAVIORAL HEALTH	\$241,711,813	\$182,126,081	\$59,585,732
TOTAL	\$441,332,110	\$342,156,378	\$99,175,732



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

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

1220 W. Vliet Street | Milwaukee, WI 53205