

# No Wrong Door Implementation Update

Prepared for the Commission on Aging  
09/27/2024



# Defining “No Wrong Door”

- No Wrong Door was identified in the Strategic Plan.
- It's conceptualized as creating changes in staffing structures and attitudes to get to 'yes' sooner when people seek DHHS services.
- Over the last 5 years, we've implemented structural changes to support No Wrong Door.
- We've also worked hard to develop a culture of No Wrong Door so that all staff see it as their responsibility to help people get access to services they need.
- In general, we're talking about **access** when talking about No Wrong Door.



# A Taste of What's to Come

- As we look to the 2025-2027 strategic plan, we are keeping our Strategic Direction of “No Wrong Door.”
- We think we got the concept right, and recognize we need to keep moving toward our goal.
- We also need to better define measures that will indicate that we've reached our goal. This will be incorporated into the 2025-27 plan.



# Current Measures of No Wrong Door

- If No Wrong Door is working, access should *increase* and be made easier for people.
- When thinking about the population of focus for this Commission, we should see an increase in utilization of DHHS services, across the Department, for people over 60.

## Service Areas of Focus

Housing Services

Behavioral Health Services

Aging and Disability Services

## Other DHHS Service Areas

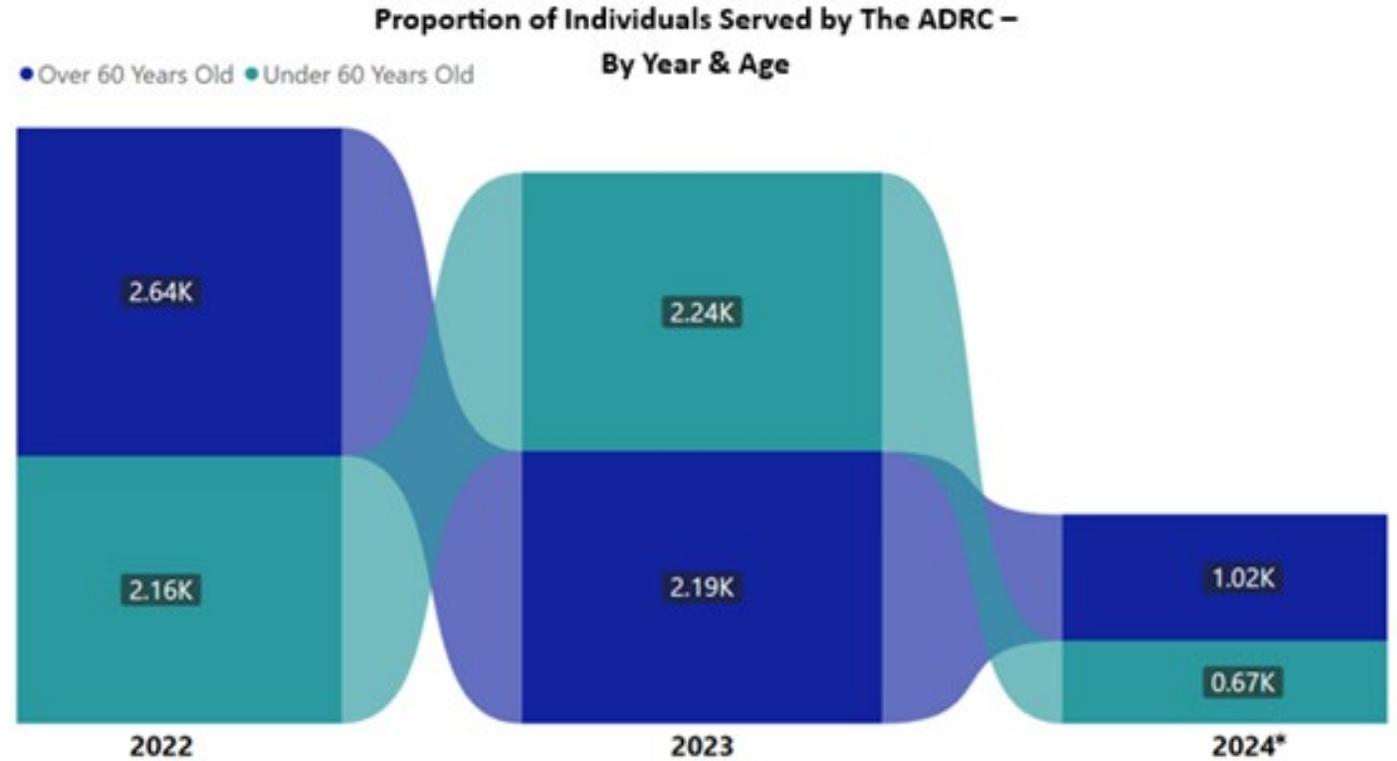
Children, Youth, and Family Services

Child Support Services

Veterans Services

# Aging and Disability Services-ADRC

- There is some variability in utilization of the ADRC by people over 60, but was about 50% for the past two years.
- So far in 2024, there appears to be an increase to 60% of those utilizing the ADRC are over 60.



\*The 2024 number reflects data through Q2 but will continue to grow through the year.

# Aging and Disability Services-AAA

- There is a sharp increase in the utilization of AAA services in Milwaukee County.
- AAA is on track to serve more than 13,000 individuals in 2024.
  - This represents a 25% increase from 2023 and a 68% increase from 2022.

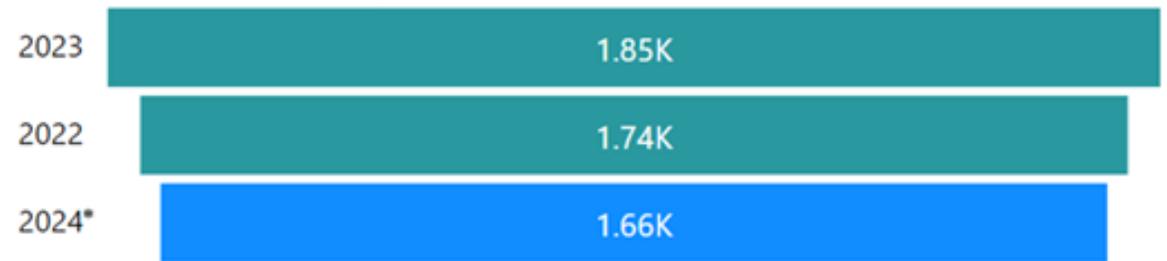
Older Adults 60+ Served By AAA



# Behavioral Health Services- Overall Utilization

- BHS services are also being utilized more each year by people over the age of 60.
- If our rates continue, BHS is projected to serve close to 2500 individuals this year.
  - This is a 34% increase from 2023 and a 43% increase from 2022.

Adults Over 60 Years Old Serve By BHS – By Year

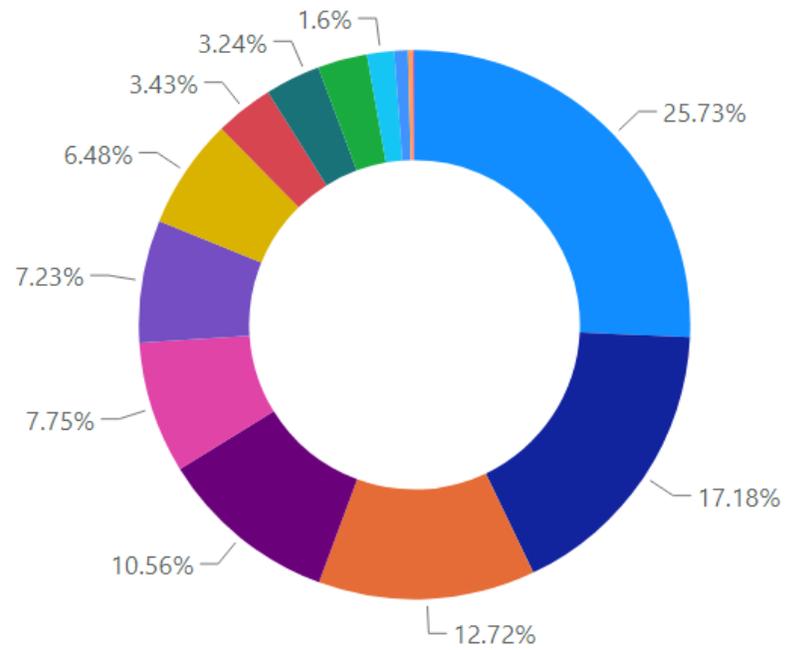


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# Behavioral Health Service Utilization Breakdown

BHS Services Utilized By Adults 60+ in 2024 - YTD

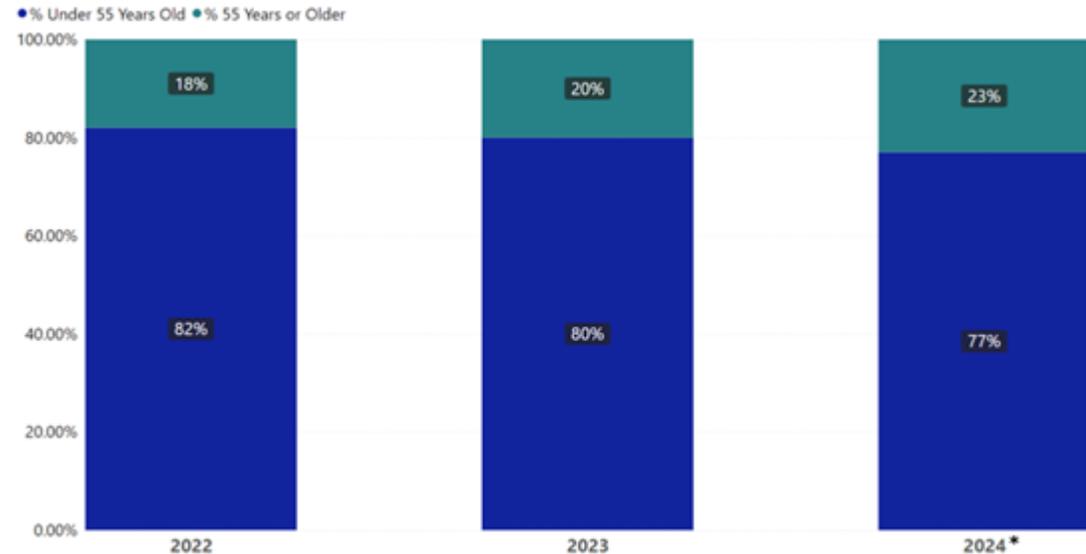
- Program Area**
- Mobile Crisis
  - Comprehensive Community Servic...
  - Community Support Program
  - Targeted Case Management
  - Detox Facility
  - Recovery Support Coordination
  - Crisis Case Managemet
  - Adult Family Homes & Communit...
  - Substance Use Disorder RES
  - Access Clinics
  - Recovery Support Services
  - Crisis Resource Centers & CHS
  - AODA Targeted Case Management
  - Assisted Outpatient Treatment & ...



# Housing Services Utilization- Emergency Housing

- The population of those 55 and older accessing emergency housing services is increasing steadily.
- There is an overall 5% increase over the last two years, and appears to continue to grow.

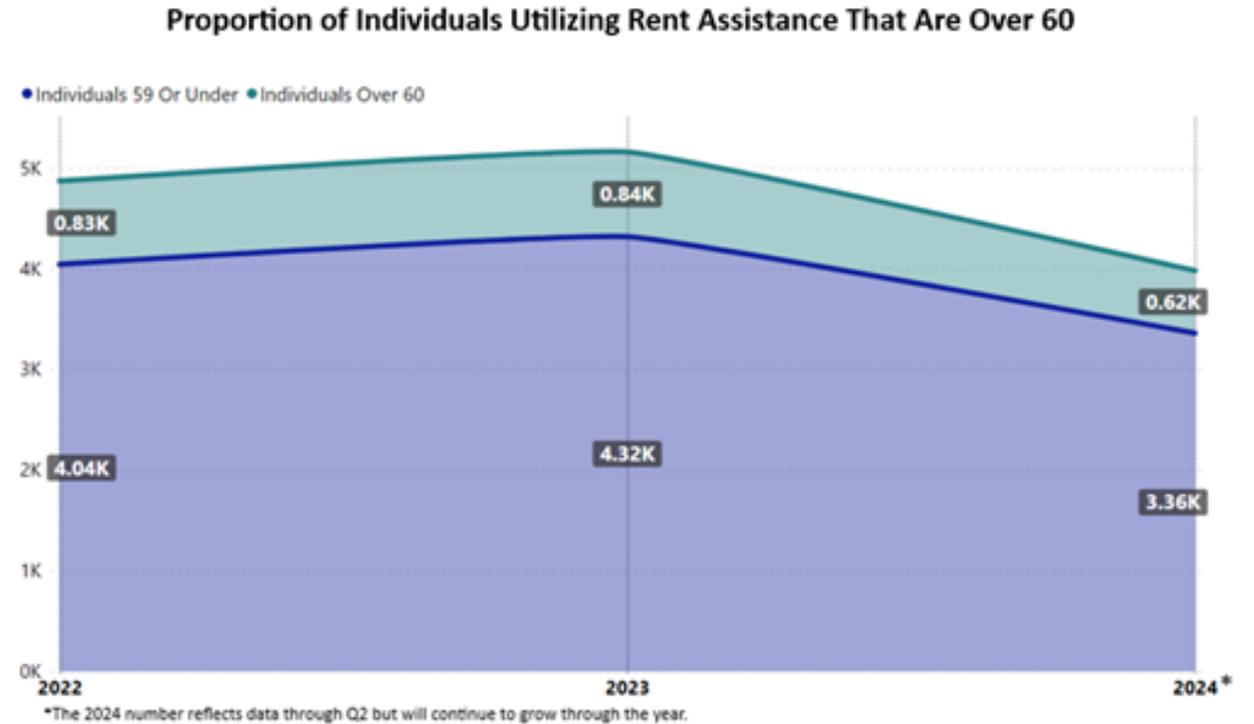
Proportion of Individuals Utilizing Emergency Shelters or Warming Rooms - By Age & Year



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# Housing Services Utilization- Permanent Housing

- Utilization of Rent Assistance is increasing overall.
- If utilization rates continue this year, there will be a 24% increase of people over 60 utilizing rent assistance over 2023.



# Conclusions

- There is an increase in utilization of services across DHHS for people over 60, which indicates **more access** to services.
- We also know that the population of people over 60 is increasing overall, and need will likely continue to grow.
- Our next strategic plan will seek to put measurements in place to more comprehensively evaluate our efficacy of No Wrong Door.



# Thoughts, Questions, Reactions

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