



ANNUAL REPORT 2021

Together, Creating Healthy Communities



MESSAGE FROM MILWAUKEE COUNTY EXECUTIVE DAVID CROWLEY



The Department of Health & Human Services is made up of dedicated individuals who demonstrate an unwavering determination to improve individual and community health for residents of Milwaukee County.

Throughout 2021, all of the service areas across DHHS remained flexible and committed to implementing the **No Wrong Door** model of service delivery, ensuring regardless of what door someone enters, a person's overall needs are addressed. The DHHS team was able to go beyond maintaining services, to adapting services to be more person-centered and improving the customer experience.

DHHS has an ambitious vision for the future. The work of DHHS is critical to Milwaukee County realizing its overall vision, **"By achieving racial equity, Milwaukee will be the healthiest county in Wisconsin."** DHHS is embedding racial and health equity policies and practices across the department, not as separate directives, but ingrained in everything they do. This past summer, they took an eye-opening look at racial equity in the department's contracting process and began to immediately implement changes.

Additionally, DHHS released its **five-year Strategic Plan**. The work outlined in the Plan aligns with our overall Strategic Focus Areas: **Create Intentional Inclusion,**

Bridge the Gap, and Invest in Equity. I'm confident DHHS will move the needle on social determinants of health across our community.

What DHHS accomplished in 2021 is nothing short of impressive. Even during the pandemic, the department went above and beyond to address the needs of our residents, especially those who continue to be impacted by the pandemic. Examples include helping **11,000** families stay in their homes through eviction prevention, bringing behavioral health services into communities improving access for residents, and increasing outreach to address deaths from overdose. Bringing greater awareness to elder abuse and available resources for people with differing abilities. Starting a new dine out program for our seniors and launching the innovative **Credible Messenger Program** aimed at prevention, a community-based approach to youth justice that focuses on transformative mentoring and restorative justice in action. The list goes on and on.

Much like our championship basketball team, now is the time for DHHS to shine and achieve what some may have thought was not possible. Congratulations on a terrific year! I look forward to what the future will bring.

David Crowley
Milwaukee County Executive

MESSAGE FROM DHHS LEADERSHIP



While still in the midst of a pandemic, our staff stayed steadfastly committed to integrating our Children's and Adult services, a brand shift, renovation plans, bringing services closer to those we serve, and getting back out into the community to connect people with needed resources. We could not be prouder of the amazing DHHS team!

Our work this year has centered around the Integration of Children's and Adult service areas, creating easier access to DHHS services for our customers by realizing the vision of **No Wrong Door**. Reorganizing into two seamless **Systems of Care** by January 1, 2022 is a big lift. The team has remained flexible, shared thoughts and ideas, and has graciously taken on more work throughout the process.

Simultaneously, we regrouped and restarted the strategic planning process, which started in 2019, to get us to the **2025 DHHS Future State**. This work resulted in a dynamic strategic plan, the **2020-2025 DHHS Strategic Plan: Creating Healthy Communities**. In this plan, we reimagine how we deliver human services by putting people at the center and tailoring services to individual needs. It focuses on improving social determinants of health by looking internally at our systems as well as at the human services ecosystem as a whole, laying out a strategy that supports the

county's vision: **By achieving racial equity, Milwaukee will be the healthiest county in the state.** The plan is ambitious. We are excited to have our roadmap defined and know we are up to the challenge.

In addition to these major undertakings, we have had a lot to celebrate this year! We were able to once again engage with residents in their communities and held numerous community input sessions seeking perspective from the people who receive services and those in need. The redesign of the behavioral health system celebrated several major developments. Our Housing team was awarded **tens of millions** of dollars for eviction prevention and helped approximately **11,000** families stay in their homes. Through Meals on Wheels and a meal pick up option for congregate diners, approximately **470,000** meals were served to older adults January-October 2021. We were able to increase awareness and enrollment for children and adults with differing abilities, with a **36%** increase in enrollment in Children's Community Long-Term Services. The Veterans' Services Office in partnership with the Marquette Legal Clinic, provided free legal assistance for more than **100** veterans and their families. And, for the first time ever, we offered summer employment to young people, providing **75** youth with employment-related support and employed **80** young people through our community collaborations.

Read the rest of the story of our incredible year in the pages that follow. DHHS has accomplished so much in 2021, during a time of great transition. A big thank you to the DHHS staff for your commitment to the residents of Milwaukee County.

Shakita LaGrant-McClain
Director

David Muhammad
Deputy Director

DEPARTMENT OF HEALTH & HUMAN SERVICES

The Department of Health & Human Services consists of the following service areas: Aging & Disabilities; Behavioral Health; Children, Youth & Family; Housing; Management;

and Veterans. The DHHS serves **80,000+** residents annually via its approximately **900** staff members and a network of community-based partner agencies.



ONE YEAR ANNIVERSARY MESSAGE



In May 2021, LaGrant-McClain celebrated her one year anniversary serving as Director of DHHS. Here is an excerpt from her one year message to the Milwaukee County community:

It was one year ago this month, when I started in my role as Director of DHHS.

This past year has been a great honor, an incredible journey, and full of rewarding challenges.

I would have never guessed this is how my career path would unfold, but am grateful to have been given this amazing opportunity to serve as the Director of DHHS. I consider it a privilege to hold this position where I believe whole-heartedly that we can make a difference.

I'd like to take a moment to reflect on our extraordinary year.

As we continue to work toward our **Future State** with a strategic focus on racial and health equity, I am excited about a renovated and more accessible DHHS facility for

our workforce and our customers—guaranteeing easy access to quality care.

The successful integration of Aging and Veterans' Services, along with the transformation of our adult and children's systems of care, operationalize the **No Wrong Door** approach by breaking down silos and allowing us to better orchestrate care and wrap services around people. No Wrong Door means minimizing the number of doors individuals have to go through to get their needs met.

To effectively adapt our service delivery, I believe in connecting with the community through conversations and community engagement to learn how we can best address needs. In the coming weeks, we'll be partnering with County Board Supervisor Sequanna Taylor on summer events in the parks. We need to be invested in the community to meet the needs of those we serve.

I am tremendously proud of the work our DHHS team has done this past year.

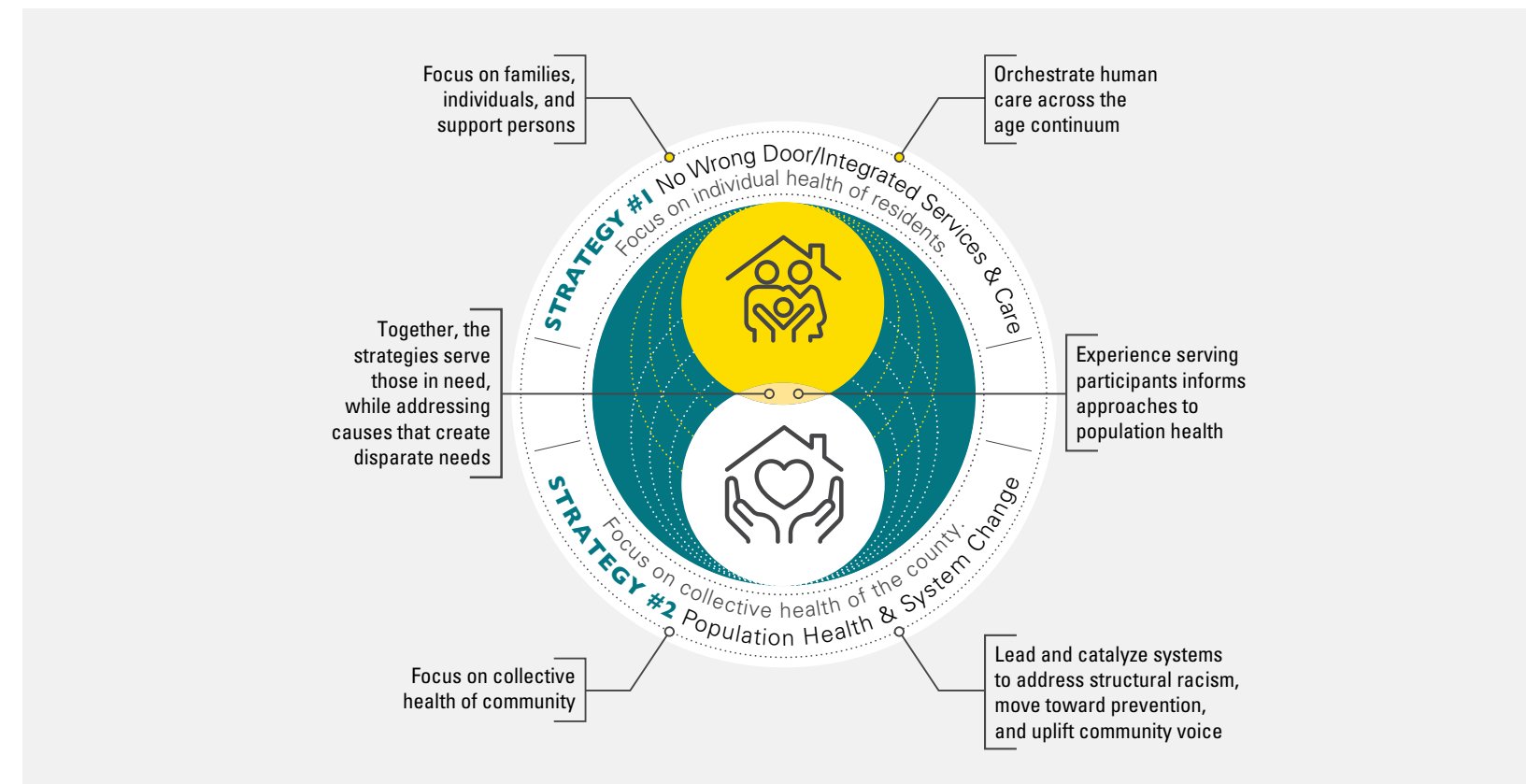
Shakita LaGrant-McClain
Director

DHHS STRATEGIC PLAN

In November, DHHS shared its bold vision for the **2025 Future State** in the **2020-2025 DHHS Strategic Plan: Creating Healthy Communities**. After a comprehensive planning process, which included looking inward and doing an assessment of the current state, the team arrived at the "how" DHHS will get to the 2025 Future State. The process took many perspectives into consideration. The planning and engagement resulted in developing key focus areas and accompanying goals.



The Strategic Plan is ambitious, laying out how DHHS is going to improve individual and community health by addressing social determinants of health and achieving racial and health equity. This will be accomplished through two distinct strategies that reimagine how services are delivered. Along with the rest of Milwaukee County, DHHS will be a catalyst for change.



To download the DHHS Strategic Plan and for more information, visit: county.milwaukee.gov/EN/DHHS/About/Strategic-Plan

The DHHS Strategic Plan Aligns with Milwaukee County's Strategic Focus Areas

The DHHS Strategic Plan supports Milwaukee County's vision: **By achieving racial equity, Milwaukee County will be the healthiest county in the state.**

The work as outlined in the plan aligns with the county's strategic focus areas:

- Ensuring an improved customer experience through **Intentional Inclusion**
- Looking at the unique needs of the individual and **Bridging the Gap**
- Committing funding to the most needed services by **Investing in Equity**

INTEGRATION

As of January 1, 2022, DHHS service areas are integrating to create an Adult system of care and Children's system of care to provide easier access to quality services as part of the No Wrong Door model of customer service. The goal of No Wrong Door is to serve people throughout their lifespan with services tailored to each individual and care that promotes dignity, regardless of race, gender, or socio-economic status. This will

improve the continuity of care for those served by DHHS. There will be less hand-offs to other program areas, which means the participants will not have to become familiar with a lot of additional staff, can develop deeper trusting relationships, and will not have to tell their story numerous times. DHHS is committed to collaborating with all partners in a shared vision to achieve the county's population, health, and racial equity goals.



ADULT INTEGRATION

New Service Area:
Aging & Disabilities Services

The adult system of care includes the Area Agency on Aging (AAA), Aging and Disability Resource Center (ADRC), Adult Protective Services (APS), and the Office for Persons with Disabilities (OPD). Integration will occur in phases. The integration of Aging and Disabilities will be evaluated and that will determine the next phase. Aging & Disabilities will continue to work closely with Veterans, Behavioral Health, and Housing to ensure customers are getting connected to services across DHHS.

CHILDREN'S INTEGRATION

New Service Area:
Children, Youth & Family Services

Children's system of care brings together three service areas, including Disabilities Services, Children's Mental Health and Wraparound Milwaukee, and the Division of Youth & Family Services. All aspects of Milwaukee County Children's services are integrated, including DHHS' collaboration with the Division of Milwaukee Child Protective Services and the Wisconsin Department of Health Services to ensure children in the child welfare system are guaranteed access to services.

ADULT INTEGRATION SUCCESS

In 2020, DHHS successfully integrated the Adult Protective Services (APS) and Elder Abuse (EA) programs to better serve our residents regardless of what "door" they enter.

CHILDREN'S INTEGRATION SUCCESS

A permanent centralized call center and cross-trained staff now allow joint intake for Children's mental health and disabilities services.

DHHS BRAND SHIFT

The integration of service areas provided an opportunity to consider evolving the current DHHS family of brands. With the integration of Aging and Veterans' Services into DHHS, aligning the Adult and Children's systems of care, the newly released DHHS Strategic Plan, the under construction Mental Health Emergency Center, and planned renovation of the Coggs building, along with the countywide brand shift, made it the perfect time to rethink the DHHS brand identity.

It is crucial the visual representation of DHHS reflects the No Wrong Door model, breaks down silos, and embodies how services are delivered.

Additionally, the work of DHHS supports the county's overall mission and vision. DHHS' Future State aims to advance the county's vision and strategic focus areas: Create Intentional Inclusion; Bridge the Gap; and Invest in Equity. All of these elements made it a natural fit to align DHHS' logo with Milwaukee County's vision logo.



The Milwaukee County vision logo is a representation of our common understanding that, by achieving racial equity, Milwaukee will be the healthiest county in Wisconsin and a symbol of our commitment to foster new ways and new systems that are fair and equitable for all our neighbors.



COMMUNITY ENGAGEMENT

DHHS is committed to meeting residents in the communities in which they live. This year, the DHHS team enthusiastically participated in both in-person and virtual community events in partnership with the County Board of Supervisors and other departments, bringing resources, connection to services, and support to families and neighborhoods across Milwaukee County.

SNAPSHOT OF 2021 COMMUNITY ENGAGEMENT

Mental Health Emergency Center Town Hall (Jan 21st)

Community Conversations
(Apr 8th, 15th, and 22nd)

Summer Park Events with Supervisor Sequanna Taylor
(Every other week from May 28 through Sep 17)

World Elder Abuse Awareness Day Walk (Jun 7th)

Night Out at McGovern Park (Jun 8th)

Juneteenth Day Celebration (Jun 19th)

Panel Discussions Racial Equity in DHHS Contracting
(Jun 30th and Jul 29th)

Health and Inclusion Resource Fair for ADA 31st Anniversary
(Jul 26th)

District 7 Community Virtual Town Halls
(Jul 28th and Sep 1st)

We Care Crew 414 Trust Youth Kickball Tournament
(Aug 26th)

Disabilities Services Community Engagement Session
(Aug 26th and 27th)

National Diaper Need Awareness Week Event
(Sep 25th)

Area Aging Plan Public Hearings
(Sep 21st and 23rd and Oct 2nd and 6th)

Weatherization Day Events (Oct 29th and 30th)

Trunk or Treat with Northcott Neighborhood House
(Oct 31st)

Resources with a Side of Gravy! (Nov 15th)

We Care Crew Turkey Giveaway (Nov 22nd)

Monthly Virtual Community Café Events
with Children's Services

Monthly Grab & Go Events at Owen's Place
with Wraparound



DHHS partnered with Supervisor Sequanna Taylor on family-friendly Summer Park Events, providing resources to the community and channeling creativity for fun seating for the kids.

TOP: DHHS Director Shakita LaGrant-McClain marched in the Juneteenth Day Parade; County Executive David Crowley took a photo with CYFS team and Credible Messengers at the Juneteenth Day resource fair. CENTER: Disabilities Services hosted a Health and Inclusion Resource Fair at Washington Park Senior Center on July 26th to celebrate the 31st Anniversary of the Americans with Disabilities Act (ADA). Milwaukee County Executive David Crowley proclaimed July Disability Pride Month to celebrate the visibility, contributions, and accomplishments of the disability community. BOTTOM: The We Care Crew partnered with the Dr. Martin Luther King, Jr. Community Center on a Drive-Thru Turkey Giveaway on November 22nd. DHHS is an active member of Milwaukee County's "We Care Crew." The We Care Crew's goal is to build trust between communities disproportionately affected by the dual pandemics of racial inequity and COVID-19.

The **Director's Office and Management Services** provide administrative guidance, accounting support, training, and contract oversight to all DHHS program areas. Management Services is leading the work in Racial Equity in Contracting.

RACIAL EQUITY IN DHHS CONTRACTING

Kairo Communications, led by Dr. Deborah Blanks and Dr. David Pate, was hired to do an external evaluation of DHHS' contracting policies and provider networks to advance Milwaukee County's vision towards achieving racial equity and making Milwaukee the healthiest county in the state. In spring, they released their completed report, *"Creating the Catalyst for Transformational Change,"* which provided valuable insight into racial equity in DHHS contracting. The report served as a lightning rod examination of current contracting policies and immediately inspired change. Starting with public panel discussions in summer featuring the report authors and county leaders, the sessions elevated tough questions and shined a light on institutionalized practices. DHHS was applauded for its courage in looking inward to establish a benchmark and future goal setting. The department continues to work toward racial equity in DHHS contracting with goal achievement as part of the 2025 Future State.



VETERANS' SERVICES

DHHS strives to serve all veterans and their families with dignity and compassion by providing prompt and courteous assistance in the preparation and submission of claims for benefits for which they may be eligible and to serve as their principal advocate on veterans' related issues. Services to Milwaukee County veterans and their families are provided under DHHS within the Management Services Division. These services include assisting veterans and their families in determining eligibility for the full range of state and federal veterans' benefits as well as conducting outreach, briefings, and benefit seminars at local military units, veterans' organizations, independent/assisted living facilities, and other public venues. As part of DHHS, veterans can more easily access energy assistance, housing, and other needed services.

The **Veterans' Services Office** assisted veterans in a number of ways that impact some of the social determinants of health. Veterans in Milwaukee County received over **\$19 million** in federal education and vocational training assistance. Additionally, another **242** veterans in Milwaukee County obtained tuition remission through the Wisconsin G.I. Bill.

Through the Veterans' Services Office and the Veterans Administration (VA) Regional Office, veterans in Milwaukee County received over **\$171 million** in payouts through disability compensation and VA pension (financial assistance). These payouts provide veterans and their families with an increase in their quality of lives. Additionally, another **\$134,000** was issued to veterans through the state's Assistance to Needy Veterans and the county's Needy Veterans Fund.

Health expenditures provided by the federal VA to Milwaukee County veterans exceeded **\$361million**. The expenditures had a direct effect on the health of veterans in Milwaukee County. The county Veterans' Services Office provides valuable assistance for veterans to obtain access to health care.

The Veterans' Services Office provided close to **30,000** flags to over **40** area cemeteries to be placed at the gravesites of veterans on Memorial Day. The placement of flags was accomplished through collaborative efforts

with a host of organizations, such as the American Legion, Boys Scouts of America, Catholic War Veterans, Jewish War Veterans, and others.

The Veterans' Services Office in partnership with the Marquette Volunteer Legal Clinic provided free legal assistance to over 100 veterans and their families.

The clinics provide a valuable service to veterans and their families and the Veterans' Service Office was able to work through the pandemic to keep services going.

The Veterans' Services Office developed a new partnership with the **Hero's Hut**. The Hero's Hut is a non-profit organization that works to strengthen veteran and First Responder communities by hosting events and bringing together organizations to provide resources and support to those who have served. Hero Hut and the Veterans' Services Office collaborated to host events at Irish Fest and the Veterans Day Parade. Through this partnership, the Veterans' Services Office was able to engage hundreds of veterans who previously had no contact with our services.

Hero's Hut and the Veterans' Services Office are looking to expand collaboration efforts to include Veteran and Family Day at the Zoo and other ethnic festivals.



The **Division of Youth & Family Services (DYFS)**, now with integration called **Children, Youth & Family Services (CYFS)**, worked diligently to enhance its capacity to positively impact the lives of the youth and families it serves. In September, the DYFS team presented on multiple topics at the Robert F. Kennedy (RFK) National Resource Center for Juvenile Justice National Symposium. Topics included intentional workgroup efforts at developing a multidisciplinary approach to alternatives for youth entering the youth justice system and full implementation of the **Growth Focused Case Management (GFCM)** framework to leverage desistance as a primary indicator of youth success as opposed to recidivism narrowly.

Efforts began this year to reexamine the Milwaukee County resolution to broaden its scope on what's considered a 'barred offense' in alignment with the State of Wisconsin, which provided '**Credible Messengers**' the opportunity to work with young people. This broadening, championed by DYFS, allowed individuals from the community to use their lived experiences to guide youth currently facing similar types of challenges.

Continuing with broadening as a priority, DYFS worked to develop a definition of community safety that aims to meet the needs of youth and families across a continuum.

Community safety is achieved when community members live in peace, harmony, and mutual respect and when citizens and community groups feel that they are empowered to impact behaviors in their community. Enhancement of community safety is achieved when the following areas are the primary aim and focus:

1. economic opportunities for families,
2. enhancing social networks,
3. building high-quality services and supports,
4. techniques for advancing a family strengthening agenda in neighborhoods, and
5. accessible effective educational opportunities for children and youth.

DYFS continued to move the needle by broadening its scope beyond the tradition of focusing solely on what a young person may have done wrong, to addressing the "why" behind the behavior and including the entire family as well as the community in the solution.

In May, DHHS launched a new program, **Credible Messenger**, a community-based approach to youth justice that focuses on transformative mentoring and restorative justice in action. The Credible Messenger program deploys individuals from five community-based organizations who have been trained through the Professional Community Intervention Training Institute. The Credible Messengers have shared life experience with the youth they are mentoring and focus on an Intervention or Prevention Track supporting justice-involved youth or young people identified as high risk by the community.

The program partners with five community-based organizations, including 414 LIFE, Milwaukee Christian Center, Running Rebels, Westcare, and Youth Advocate Program. Each partner organization has a unique area of focus. Credible Messengers are available **24/7** to respond to the needs of high risk youth, their families, and incidents of community level trauma. Credible Messengers are visible community responders who can engage youth in neighborhood settings, empowering the community to use available resources to maintain public safety.

.... **SINCE THE CREDIBLE MESSENGER PROGRAM LAUNCHED**

142
TOTAL
REFERRALS

66
COMMUNITY
REFERRALS

74
INTERNAL STAFF
REFERRALS

70
ACTIVE YOUTH
IN THE PROGRAM

31
YOUTH ON
THE WAITLIST

3,246
COLLECTIVE COMMUNITY
ENGAGEMENT HOURS



LEFT: DHHS Deputy Director David Muhammad spoke to the media at the May 5th launch of the Credible Messenger program. CENTER: Credible Messengers participated in training through the Professional Community Intervention Training Institute. RIGHT: Credible Messengers participated in Heal the Hood Block Party. They connected with youth and families and provided over 300 resource bags to the community.

Milwaukee County Division on Aging (MCDA), now integrated with Disabilities Services and called **Agging & Disabilities Services**, invested in various programs and services for older adults in 2021. A sample of some of those services provided and coordinated by its vendor network and staff include:

- Home-delivered meals
- Congregate meals (which are now pick-up meals)
- Family caregiver respite and training/resources
- Social programming at various senior centers
- Thousands of vendor “wellness” calls to isolated older adults
- Specialized transportation services to medical appointments, grocery stores, farmers markets, and senior centers
- Coordination of evidence-based prevention programs
- Connecting older adults to legal benefit services
- Conducting various presentations and trainings on Medicare benefits
- Coordinating and providing volunteer rides to grocery stores, food pantries, and medical appointments

By definition, Older Americans Act-funded programs and services are “upstream” investments designed to keep older adults living active, healthy, and independent lives. Social and economic factors make up approximately **40%** of the social determinants of health and maintaining social connections to older adult residents of Milwaukee County has been a challenge that our aging network has met during the COVID-19 pandemic.

THE AWARD-WINNING DINE OUT PROGRAM

The new innovative **Dine Out Program** was piloted starting in April. Through the Dine Out Program, Milwaukee County provides Older Americans Act funding to minority-owned restaurants and a supervising agency to connect older adults to new and exciting food options, including breakfast, lunch, and dinner meals. Connecting older adults to nutritious food is one of the best ways we work “upstream.” Nearly half, **42.5%**, of the older adult diners served so far this year by this program are people of color, which exceeds the population share of people of color within Milwaukee County’s older adult residents. In September, Aging’s Dine Out Program was selected to receive a prestigious Wisconsin Policy Forum award for Public-Private Cooperation.



Milwaukee County Aging Services is a member of the **Milwaukee County Falls Prevention Coalition**. In September, the group brought fall prevention to the community in a hybrid format including a Facebook Live kickoff and two in-person events held outside at local senior centers. The focus of the events was to provide access to fall risk assessments and practical solutions to reduce fall risk factors. The events featured local experts in fall prevention, home safety, and public health.



LEFT: Falls Prevention Week resource fair at Clinton Rose Senior Center. RIGHT: County Executive David Crowley participated in the Falls Prevention Week activities at the resource fair at Hart Park Senior Center,

JANUARY-OCTOBER 2021:

2,170
MEALS ON WHEELS PARTICIPANTS

275,727

MEALS RECEIVED THROUGH THE MEALS ON WHEELS PROGRAM WHICH REACHES THE MOST ISOLATED AND AT-RISK OLDER ADULTS

22,508

RIDES TO OLDER ADULTS PROVIDED BY FIRST TRANSIT – TRIPS WERE PROVIDED TO MEDICAL APPOINTMENTS, GROCERY STORES, SENIOR CENTERS, AND FARMERS MARKETS

3,180
CONGREGATE DINERS

194,286

CONGREGATE MEALS RECEIVED (PICK-UP MEALS, EXCEPT FOR THE UNITED COMMUNITY CENTER WHICH NOW SERVES MEALS IN PERSON)

WELLNESS CALLS WERE MADE TO SENIORS WHO ARE CUSTOMERS OF THE FIVE COUNTY-OWNED SENIOR CENTER NETWORK. TO DATE:

2,713
SENIORS PARTICIPATED

73
UNIQUE PROGRAMS

372
DINERS

4,920

MEALS RECEIVED THROUGH THE UNIQUE DINE OUT PROGRAM WHICH CONTRACTS WITH MINORITY-OWNED RESTAURANTS

73,972
TOTAL ACTIVITIES AT THE FIVE COUNTY-OWNED SENIOR CENTERS

This year, the process took place to integrate the Disability Resource Center and the Aging Resource Center into one **Aging and Disability Resource Center (ADRC)**. Creating an ADRC aligns with the No Wrong Door model and will serve people throughout their lifespan with services tailored to each individual and care that promotes dignity, regardless of age, gender, race, or socio-economic status.

The Disabilities Services Division (DSD) and Division on Aging are combining to become Aging & Disabilities Services (ADS), creating a robust Adult system of care. The following services are within ADS: Area Agency on Aging (AAA), Aging and Disabilities Resource Center (ADRC), Adult Protective Services (APS), and the Office for Persons with Disabilities (OPD).

Children’s Programs, including **Birth to 3**, **Children’s Long-Term Support**, and **Children’s Community Options Program**, focused on increased outreach to communities of color. Print materials and videos were made available in Spanish. The goal of the added outreach is to increase awareness of programs for children with disabilities, address social and cultural stigma attached to disabilities, remove barriers to accessing supports and services, and help families and children live their best lives.

A Registered Nurse (RN) was added as an Adult Protective Services (APS) team member to support a comprehensive approach to safety and improved health outcomes. The RN provides individualized education and health assessments in the family home, as well as connects families to insurance resources, supports them in obtaining primary physicians, medical equipment, and assists them with their medication regimen.

APS team members have participated in training that supports them in assessing families impacted by hoarding and gained tools to support families’ safety and well-being. The motivational interviewing training also positions team members to learn about the family circumstances and assess the risk factors at a higher level. This positions them to wrap the family with support and obtain cooperation from the customer in directing their care.

Serving families through the No Wrong Door lens allows additional services to be offered, reducing stress and increasing knowledge of sustainable resources available to the family.

+36%

INCREASE IN ENROLLMENT
FOR CHILDREN’S LONG-TERM
SUPPORT PROGRAM

+\$1M

FUNDS SPENT IN
CHILDREN’S COMMUNITY
OPTIONS PROGRAM

+50

PARTICIPANTS IN
EACH COMMUNITY
CAFÉ SESSION



Community Café a virtual meeting and learning opportunity free for parents, professionals, and others, was very successful. Some of the most attended sessions dealt specifically with the intersections of race and disabilities.

ADIAN’S STORY

Two-and-a-half-year-old Adian Bannister was enrolled in Disabilities Services **Birth to 3 Program**, and had a long and complex health history, including multiple heart surgeries, among other things. Adian found an ally in musician Kurtis Blow, who has ties to Milwaukee and works with pediatric heart patients. Kurtis, a friend of Adian’s mother, contacted Milwaukee County because Adian needed additional surgeries by specialists in UCLA. Adian’s mom had no way of getting to Los Angeles, paying for a hotel, and arranging childcare for her other 12-year-old son. The Children’s Services team leapt into action. They did an emergency functional screen for the family and enrolled Adian in two programs that could provide the resources the family needed—Children’s Long-Term Support (CLTS) and Children’s Community Options Program (CCOP). Additionally, the Children’s Services team reached out to staff at the state to connect Adian’s mom with the appropriate Medicaid resources for airlift to the hospital and obtaining authorizations for surgery. The collaboration between the county and state staff ensured the family had everything they needed. CLTS and CCOP provided respite care for Adian’s older brother while his mom and brother were in Los Angeles. The team also made it possible for Adian’s grandma and brother to visit while Adian was in the



hospital. CCOP helped with additional hotel costs and a per diem to defray costs for Adian’s mom. Adian was in Los Angeles for about eight weeks and did very well with surgeries. This serves as an excellent example of No Wrong Door and wrapping services around an individual to meet all their needs. Best wishes to Adian’s family for a healthy, happy future!

This was an incredibly notable year for **Behavioral Health Services**. Services were expanded throughout communities across Milwaukee County and significant milestones took place for the redesign of the behavioral health care system. Major developments included breaking

MENTAL HEALTH EMERGENCY CENTER (MHEC) BREAKS GROUND

The new Mental Health Emergency Center (MHEC) is a joint venture between Milwaukee County and the area's four health systems: Advocate Aurora Health, Ascension Wisconsin, Children's Wisconsin, and Froedtert Health. This facility is an upstream investment in mental health services for adults, adolescents, and children. It will serve voluntary and involuntary patients by providing crisis stabilization and assessment, emergency treatment, connections to inpatient, residential, community-based, peer support, and outpatient services. Additionally, this new facility will be a highly effective alternative to calling 9-1-1. People in crisis can show up at the facility and receive care, decreasing

OXFORD HOUSE EXPANSION

Since becoming part of the Milwaukee County community just two years ago, Oxford House has expanded to include a total of **10** houses. Oxford House is able to serve men, women, and women with children in their homes, contributing housing for more than **60** individuals in the community. The homes, which



Three of the new Oxford Houses that opened in Milwaukee County in 2021.

ground for the **Mental Health Emergency Center**, the opening of **Granite Hills Hospital**, and new **Access Clinics** located in communities closer to those who need services. Additionally, **Crisis Mobile Services** are expanding and there are now **10 Oxford Houses** in the community.

interactions with law enforcement. The MHEC is located near 12th and Walnut on the near north side of the City of Milwaukee. Situated in close proximity to where more than **70%** of the patients currently served by Behavioral Health Services live, greatly improving access to care for a large percentage of people who have historically utilized the Psychiatric Crisis Service (PCS).



DHHS leaders with County Executive David Crowley at the MHEC beam signing ceremony in August.

are democratically operated by the individuals living there—all of whom are committed to their recovery from substance abuse—are in a wide variety of neighborhoods throughout the county. Oxford House staff and residents are actively engaged in a variety of community activities, giving them an opportunity to participate and learn how to redefine fun and community, and establish "recovery capital."

GRANITE HILLS HOSPITAL OPENS

In September, a major milestone in the behavioral health redesign was celebrated as Granite Hills Hospital opened. This new hospital offers a modern, innovative environment of care, designed to support the

supervision, treatment, and safety of patients, including diverse populations, veterans, and older adults. Granite Hills is open to anyone in need of behavioral health services, serving the people the inpatient hospital treats today, as well as all members of the community.

ACCESS CLINICS OPENED

Two new Access Clinics opened this year, bringing behavioral health services closer to those in need. The purpose of these clinics is to provide services to uninsured residents facing a mental health or co-occurring crisis and to connect people to the culturally competent care they need, within their own community.

Access Clinic South

Located within Sixteenth Street's National Ave. Clinic
1635 W. National Avenue | Milwaukee, WI 53204
(414) 257-7900

Access Clinic East

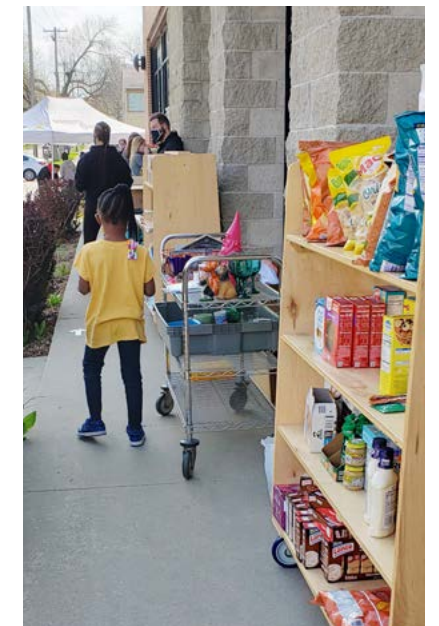
In partnership with Outreach Community Health Centers
210 W. Capitol Drive | Milwaukee, WI 53212
(414) 257-7665



MILWAUKEE COUNTY CRISIS LINE: (414) 257-7222

Specially trained clinicians provide over-the-phone assessment and de-escalation, link callers to community resources, and assist law enforcement and various other agencies in serving individuals in crisis.

Grab & Go events were held once a month, from March through October in 2021, to support the community during the COVID-19 health crisis. Children's Community Mental Health Services and Wraparound Milwaukee utilized the outside of Owen's place to allow for participants and staff to be able to practice social distancing and feel comfortable attending the event. Wraparound Milwaukee staff, in collaboration with Owen's Place, were able to offer support to the community with a variety of items: clothing, household items, gun locks, pill disposal kits, information on community-based programming, COVID-19 testing and vaccine access information, mental health education and programming access info, books, food and meals to go, access to resources from Owen's Place, school supplies, and activities for youth and families. There were clinicians on hand to process situations youth and families were experiencing and provide support for various situations, including questions around homelessness, domestic violence, and rebuilding one's life after a major catastrophic event. Partners included Wraparound staff who provided donations, Community Access to Recovery Services (CARS), Energy Assistance, Aging, Milwaukee Fire Department, Big Lots, and employers seeking employees. Approximately **576** individuals over the course of the eight 2021 Grab & Go events were served.



Housing Services' major initiatives in 2021 focused around eviction prevention. Through a large influx of federal funding, the Housing Division assisted nearly **11,000** at-risk Milwaukee County households with avoiding eviction. Through the lens of "Housing is Health," this not only kept families in housing, but also improved the community's outcomes related to education, employment, and overall quality of life.

The Housing team continues its collaboration with the local healthcare systems by providing housing navigation services to those who are high utilizers of emergency healthcare in the Milwaukee area. These partnerships led to decreases in emergency room uses and lessened Milwaukee County's funding burden by attracting new private funding sources for Housing.

Housing was also very active in the pandemic response. Through a partnership with the Milwaukee Health Department, **325** homeless individuals were served at a COVID-19 isolation facility at Clare Hall. This facility not only provided individuals with a safe place to isolate and recover, but staff ensured that clients were connected to permanent housing, medical care, mental health treatment, and other needs upon their release.

Additionally, Housing Services manages **2-1-1 IMPACT**. 2-1-1 IMPACT provides a coordinated entry point for those in need. During times of personal crisis or community disaster, the free, confidential helpline and online resource directory make it easy for residents to get connected to information and assistance.

EVICTON PREVENTION

The Housing Division's partnership with the State of Wisconsin and Community Advocates in dealing with the eviction crisis continues to be a major success story. Over **\$100 million** has been secured to continue providing rental assistance through the Emergency Rental Assistance Program. These funds will continue to be available through 2025.

RENTERHELP.ORG CAMPAIGN

Milwaukee and Waukesha Counties teamed up to encourage renters and landlords to apply for emergency rental assistance with a media campaign throughout the month of August, "RenterHelp.org." This joint effort was in partnership with Community Advocates. The campaign featured billboards, bus advertising, print ads, and radio.



96%

HOUSING RETENTION
RATE IN HOUSING FIRST
RELATED PROGRAMS

11,000

APPROXIMATE NUMBER OF
HOUSEHOLDS SERVED BY EVICTION
PREVENTION PROGRAMS

325

INDIVIDUALS SERVED
AT CLARE HALL

17

THE 2021 POINT IN TIME
COUNT IN JANUARY,
INDIVIDUALS WHO WERE
UNSHELTERED

=

+70%

REDUCTION FROM THE PREVIOUS
YEAR. IT WAS HISTORICALLY THE
LOWEST UNSHELTERED COUNT
EVER RECORDED

THE RIGHT TO COUNSEL

ESTABLISHED IN MKE COUNTY IN
2021 TO ENSURE THAT THOSE BEING
EVICTED ARE GUARANTEED THE RIGHT
OF LEGAL REPRESENTATION

CLARE HALL SUCCESS

The Housing Division's partnership with the Milwaukee Health Department and the Archdiocese of Milwaukee to stand up Clare Hall, a COVID isolation facility for homeless individuals, represented a blueprint for public/private responses to crisis situations. Through this initiative, these partners have identified several other projects that will be focused on starting in 2022.

AWARD WINNING PROJECT

In September, the Wisconsin Policy Forum selected Housing to receive an award for its innovative work. The Housing team was awarded the Intergovernmental Cooperation Award, along with partners at the city and state, for Addressing Homelessness & Reimagining Area Under Marquette Interchange.



On May 6, Milwaukee County Executive David Crowley, along with Horizon Construction Group and others, celebrated the groundbreaking of **Walnut Glen**, a significant development in providing affordable housing to older adults and families in Milwaukee County.

This unique project consists of **14** affordable three-bedroom multi-family townhomes and **87** affordable and market-rate apartments for those 55 and older. The Walnut Glen project is a great example of collaboration to provide resources and support to vulnerable residents in Milwaukee County.

DO THE RIGHT THING COMMITTEE & RACIAL EQUITY AMBASSADORS

In February, the DHHS Do The Right Thing Committee and Racial Equity Ambassadors partnered to bring a *21-Day Work-Day Diversity, Equity, and Inclusion Challenge* to DHHS staff to explore ways to contribute to making Milwaukee the healthiest county in Wisconsin. For 21 work days, the group provided opportunities to explore different groups and populations of people through videos, articles, TED Talks, movies, and tests to challenge each other on diversity, equity, and inclusion. The initiative culminated in the opportunity to reflect on the various activities and interact with co-workers to gain new perspectives, ideas, and determine ways to help support each individual in their work.

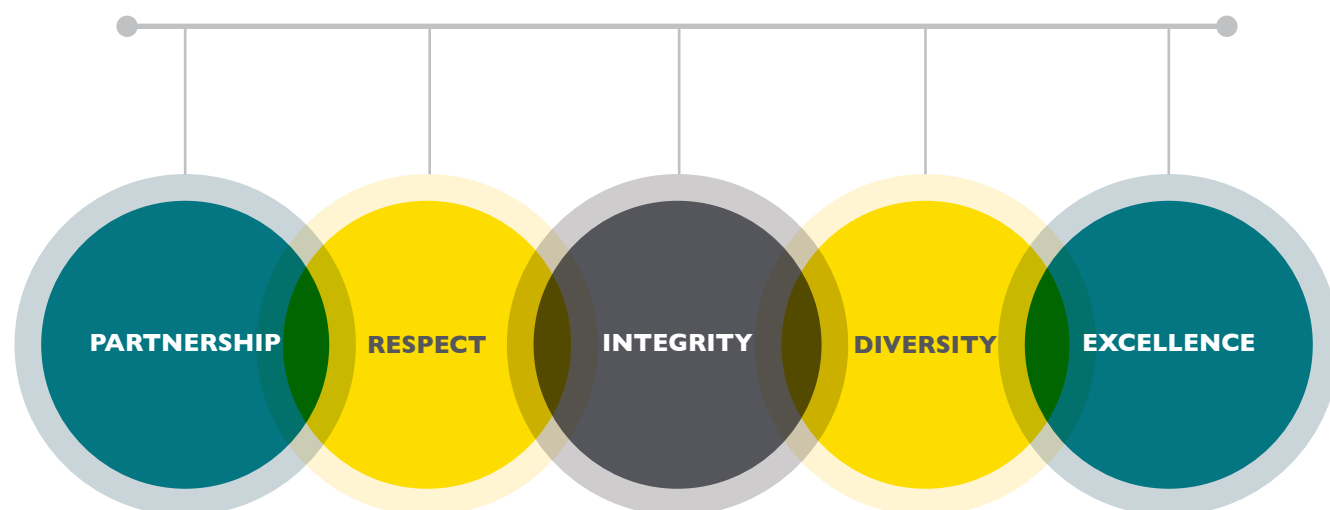


The Do The Right Thing Committee and Racial Equity Ambassadors created a department-wide DHHS Diversity, Equity, and Inclusion Statement over the course of several weeks. At the end of the 21-Day Challenge, the DHHS Diversity, Equity, and Inclusion Statement was unveiled proclaiming DHHS' commitment to resolving to take steps to achieve equity, diversity, and inclusivity.

In November, the Committee hosted *Values Week*, featuring fun activities including BINGO, selfie submissions, an art contest and trivia, along with the 5th Annual *P.R.I.D.E. Awards* recognizing DHHS employees across service areas for exemplifying the P.R.I.D.E. Values of Partnership, Respect, Integrity, Diversity, and Excellence.



P.R.I.D.E. VALUES



2021 BUDGET SUMMARY

	EXPENDITURES	REVENUE	TAX LEVY
MANAGEMENT	\$3,845,378	\$3,071,801	\$773,577
DISABILITIES	\$30,264,509	\$25,307,283	\$4,957,226
HOUSING	\$30,525,898	\$24,252,507	\$6,273,391
AGING	\$17,623,268	\$16,519,634	\$1,103,634
YOUTH & FAMILY	\$60,207,304	\$42,057,538	\$18,149,766
TOTAL	\$142,466,357	\$111,208,763	\$31,257,594
BEHAVIORAL	\$233,125,541	\$180,045,092	\$53,080,449



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

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