

Office of Emergency Management Director Cassandra Libal

Annual Report and 2023-2027 Strategic Plan



MILWAUKEE
COUNTY



CPR Awareness Week (June 1-7, 2024)

Visit Milwaukee County Office of Emergency Management Website for training opportunity and safety tips.

- <https://youtu.be/N72doYegiqA>



Forensic Science and Public Safety Building

Regional Collaboration

- OEM
- Medical Examiner
- State Crime Lab
- Medical College of Wisconsin

Emergency Medical Dispatching

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- Implement Emergency Medical Dispatching (EMD) into our 911 services to ensure all emergency calls receive prompt medical triage by trained EMD professionals.
 - **100% EMD integration** in 911 center
 - **Comprehensive training** in EMD protocols and procedures.
 - **Enhance the quality** of emergency medical care provided
 - **Diversity and inclusivity in the recruitment and training** of EMD personnel, ensuring representation from diverse backgrounds and communities. Implement **cultural competency**.
 - **Equitable access** to callers

Emergency Medical Dispatching



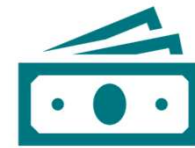
Accomplishments:

Signed contract w/ vendor
Set training timeline for 2024



Contributing Factors:

Allocation of ARPA funds (\$195,430)



Challenges

Initial lack of funding
Lack of partnership w/ EMS agency

Electronic Patient Care Records (ePCR)

Fully launch county-wide electronic patient care record (ePCR) software, consolidating 15 EMS agencies into one shared reporting system.

- Northshore Fire & EMS currently finalizing enrollment (93%)
- Using **allocated funding** Streamlining data with common nomenclature will ensure more reliable data analytics, informing EMS system decisions.
- **Upgrade to National EMS Information System (NEMSIS) v3.5** was the end of 2023. OEM integrated this goal into the project in mid-2023, aligning efforts and preventing duplication of work.
- **Better data integrations and automation**
- **Inclusive** - Population choices have been **expanded to include demographic information** options like transgender and non-binary identities as well as racial and ethnicity options to better understand patients served.
- **Equitable access** to tools, such as Continuum for data analytics, ensures that all agencies can benefit, regardless of their initial financial capacity.



Electronic Patient Care Records (ePCR)



Accomplishments:

Software launch
Upgraded data collection



Contributing Factors:

Stakeholder collaboration
Leverage existing subsidy funds
Collective \$100k savings



Challenges:

Municipal report formatting
NEMSIS 3.5 upgrade

Enhanced Communications Reliability

Enhance communications continuity and cybersecurity resilience within the Organization of Affiliated Secure Interoperable RF Subsystems (OASIS) radio system, encompassing municipal Public Safety Answering Points (PSAPs), ensuring reliable emergency response operations.

- **Microwave backhaul replacement project**, funded by the Capital Project allocation (\$3,588,433) secured in 2023.
- **Cybersecurity plan** across all Milwaukee County 911 PSAPs and OEM Radio division equipment
- Bolster the **reliability** of the OASIS radio system



Enhanced Communications Reliability



Accomplishments:

Signed contracts w/ vendors
(Microwave and Cybersecurity)

Set project timelines



Contributing Factors:

Allocation of Capital Project funds
(\$3.5m)



Challenges:

None

VISION

By achieving racial equity, Milwaukee is the healthiest county in Wisconsin.

MISSION

Helping People in Extraordinary Times.



Values

Inclusion

We actively seek diverse perspectives when making decisions.

Influence

We collectively use our power to positively impact our community.

Integrity

We do the right thing even when no one is looking.

Innovation

We embrace **data-utilization** and new **technologies** to improve emergency management and response efforts.

County Goal Alignment

1. Create Intentional Inclusion

1A: Reflect the full diversity of the County at every level of County government

1B: Create and nurture an inclusive culture across the County

1C: Increase the number of County contracts awarded to minority and women-owned businesses

2. Bridge the Gap

2A: Determine what, where and how we deliver services based on the resolution of health disparities

2B: Break down silos across County government to maximize access to and quality of services offered

2C: Apply a racial equity lens to all decisions

3. Invest in Equity

3A: Invest “upstream” to address root causes of health disparities

3B: Enhance the County’s fiscal health and sustainability

3C: Dismantle barriers to diverse and inclusive communities

County Goals our Department most closely aligns to



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- 1 BUILD ORGANIZATIONAL STRENGTH
 - 2 INCREASE PARTNERSHIPS
 - 3 MAXIMIZE USE OF DATA, INFORMATION, TECHNOLOGY



Department Goals

Focus Area	2027 Goals
Build Organizational Strength	<ul style="list-style-type: none">• Investments in employee training and development, foster an inclusive culture and a stronger, more effective OEM.• Every division creates and implements its own strategies that enhance the employee experience in at least one of the following areas: teamwork, communication, and/or adaptability.



Department Goals

Focus Area	2027 Goals
Increase Partnerships	<ul style="list-style-type: none">• Increase participation and outreach in OEM's emergency preparedness and response training.• Enhance emergency response through coordination, speed, and efficiency contributes to improved patient outcomes and community safety.• Enhance coordination and regionalization of EMS system through leveraging of partnerships• Improve responder communication and fluidity and border to border continuity.



Department Goals

Focus Area	2027 Goals
Maximize Use of Data, Information, Technology	<ul style="list-style-type: none">• Harness the power of data, information, and technology within OEM to drive bold strides toward achieving health equity across Milwaukee County.• Data analysis informs decision-making and improves patient outcomes.• Maintain a reliable and redundant radio communications platform, with robust cyber protection measures.



Slide 16

BSP0 Duplicate slide as needed for each focus area (1 slide per focus area)
Brianna Sas-Perez, 2024-01-08T19:26:43.518



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