



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

2024 ANNUAL REPORT

PRESENTATION

DEPARTMENT OF HEALTH & HUMAN SERVICES

- Aging & Disabilities Services
- Child Support Services
- Children, Youth & Family Services
- Behavioral Health Services
- Housing Services
- Veterans' Services

Mission: Empowering safe, healthy, and meaningful lives.

Vision: Together, creating healthy communities.

Nearly 1,000 DHHS staff
and over 4,000 providers.



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2020-2025 Strategic Plan

The strategic plan is driven by two strategies



No Wrong Door/ Integrated Services & Care

addressing coordinating care and managing human service needs, as well as addressing social determinants of health.



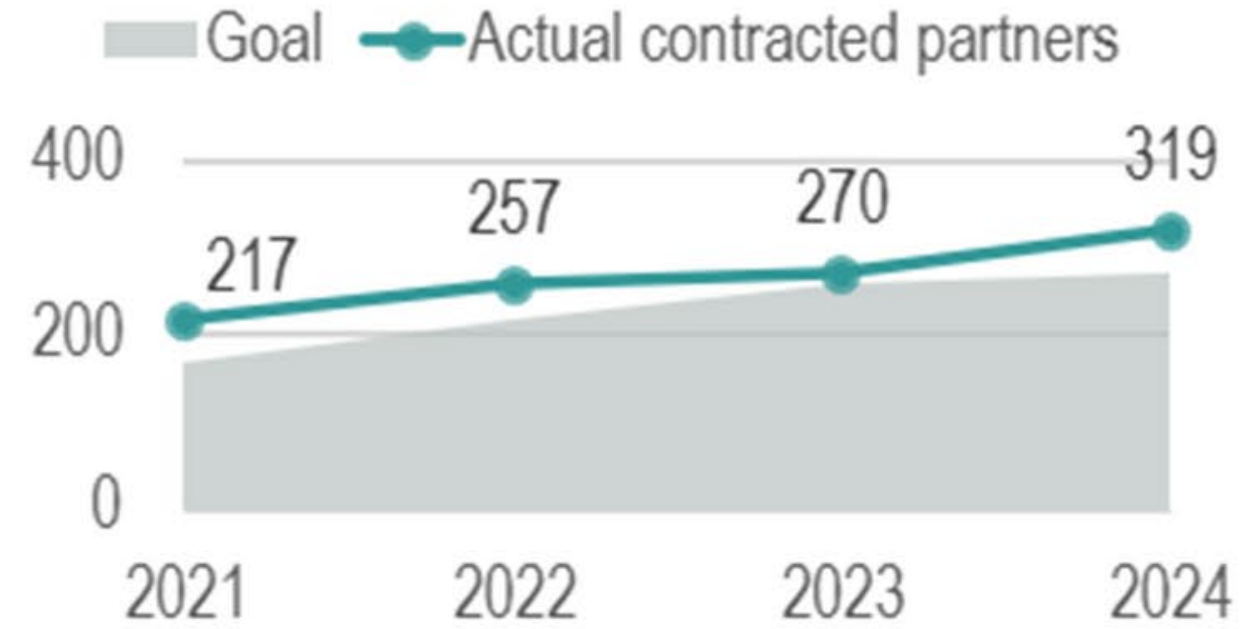
Population Health & System Change

being a change agent to address racial equity and increase prevention in human services systems.

[LINK TO STRATEGIC PLAN](#)

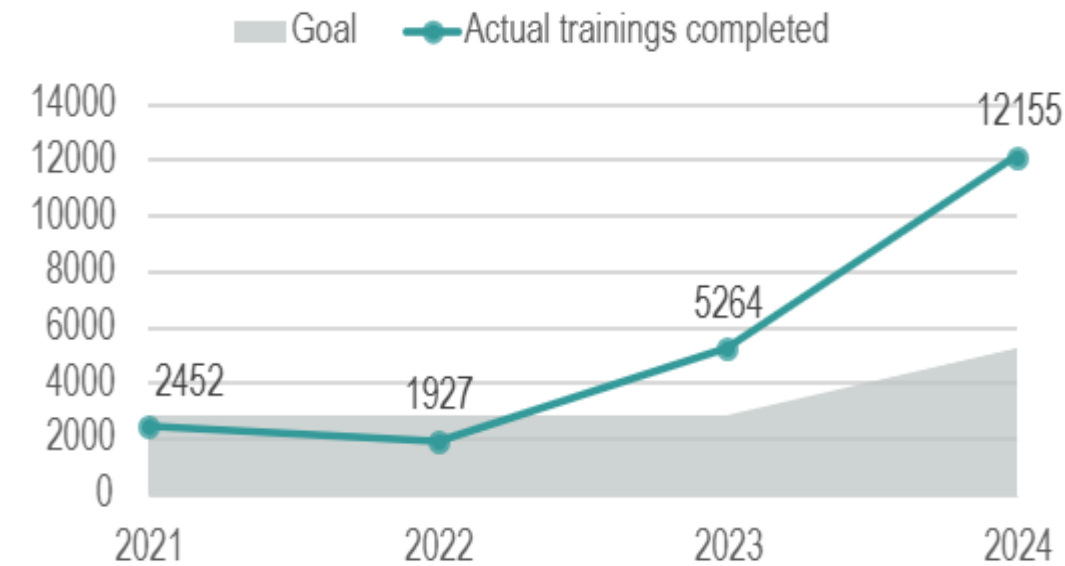
Contracted Partners

Increase number of contracted partners each year



Employee Training

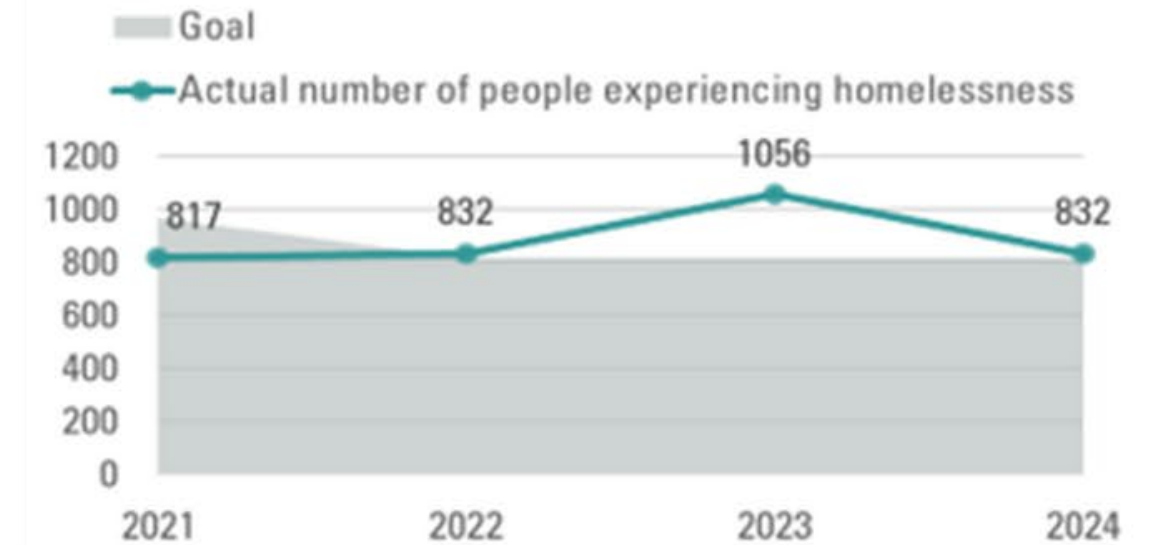
Increase number of employee trainings each year



2024 Scorecard

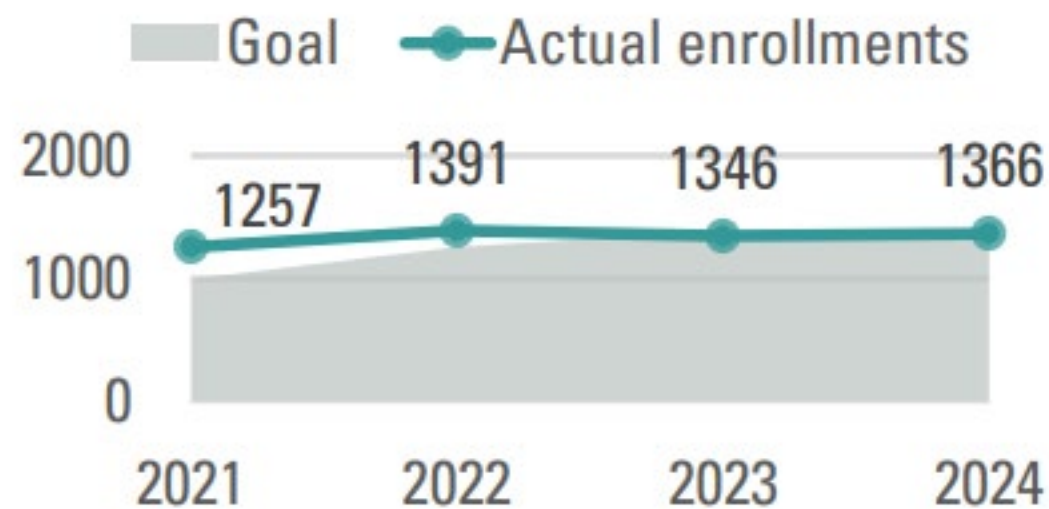
Housing

Decrease number of people experiencing homelessness



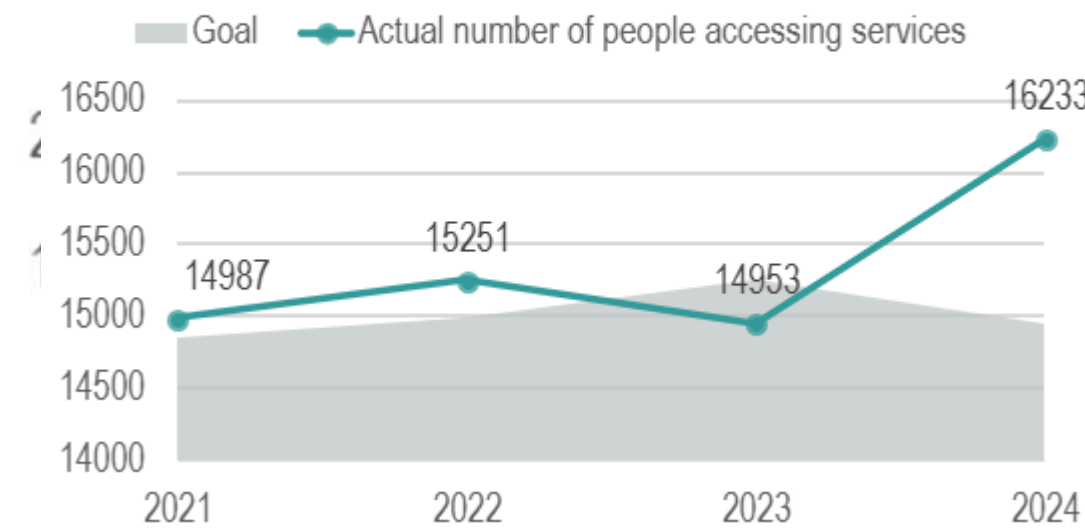
Birth to 3

Increase enrollment in Birth to Three Services each year



Behavioral Health

Increase number of people accessing behavioral health services each year



ENABLERS AND BARRIERS TO SUCCESS

ENABLERS

- Working as One Department
- Embracing “No Wrong Door”
- Collective impact with our community systems
- Focusing on training and capacity building for our staff and partners

VS

BARRIERS

- Programmatic resources
- Differing regulations across programs
- Consistently breaking down silos across Service Areas

ARPA PROJECTS AND IMPACT

\$86 MILLION

DHHS is investing in community health through 25 projects.

258 new units

The Affordable Housing ARPA Project expanded access with six developments, providing 258 new affordable units in suburban municipalities.

70 contracts

DHHS connected with dozens of community-based providers and executed over 70 contracts to support project goals and impacts.

Advance Peace

Wisconsin began its first implementation of the Advance Peace violence prevention model, which has been proven to reduce gun violence across the country.



OPIOID SETTLEMENT FUNDS

Impact of Opioid Settlement Funds on Prevention and Treatment

Targeted Outreach

In 2024, DHHS utilized opioid settlement funds to significantly reduce overdose deaths and expand prevention, treatment, and harm reduction efforts in Milwaukee County.

30% decline in overdose deaths:

Milwaukee County saw a decline of more than 30% in opioid-related deaths in 2024, even before pending toxicology results are confirmed.

opioid settlement funds re - granted

DHHS was the only county department selected to re-grant opioid settlement funds to community-based organizations, with 15 organizations receiving funds for various projects.

18 harm reduction vending machines:

DHHS expanded its harm reduction vending machines to 18, adding eight more machines stocked with life-saving supplies.

Four new opioid settlement projects:

Aimed at enhancing treatment, respite capacity, grief support for families, and addressing the overdose crisis caused by adulterants.

Focus on at - risk populations:

DHHS is addressing the specific needs of older adults and people with disabilities at risk of overdose through a new project that includes outreach workers.



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AGING & DISABILITY SERVICES

Launched the **ADS Overdose Prevention Team** with door-to-door outreach to combat opioid overdose.

DHHS received an **\$1,000,000** grant for emergency housing and services through a federal Elder Justice Innovation Grant.

Clinton Rose Senior Center launches blood pressure hub with **American Heart Association** and DHHS partnership.

 **75%** increase of ADRC call volume

Served **300,000+** meals

5,000 vaccines administered

26 new positions added to the ADRC



VETERANS SERVICES

\$300,000

secured for **129** Individuals who received free tax preparation service at weekly workshops.

More than **100** veterans were able to maintain housing through use of the Milwaukee County Needy Veteran Fund.

**HOME
REPAIRS**

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.

**NEEDY
VETERAN
FUND**

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).



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CHILD SUPPORT SERVICES

\$67 million

\$67 million in birth costs eliminated for fathers.

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

144 clients

Back on Track

CSS launched "Back on Track," resolving arrears and forgiving \$325,426 in state debt.

Child Support Services integrated with DHHS as of January 1, 2024.

Integration

CHILDREN, YOUTH & FAMILY SERVICES



HOLIDAY MEAL SUPPORT

Provided 300 meals for kids in detention for Labor Day and Thanksgiving in partnership with Terri Lynn's Soul Food.



CLTS

Expanded the number of kids served in CLTS by reducing the wait list from almost 800 kids to less than 50 and expanded the CLTS network.



BIRTH TO 3

The Birth to 3 initiative prepared key recommendations to ensure long-term viability and strengthen the provider network for early intervention services.

80

YOUTH SUMMIT

The Power & Purpose Youth Summit in October engaged 80 young men to develop resilience, leadership, and purpose.

CVI's Credible Messenger programming resulted in 78% of youth staying out of the justice system, alongside the launch of Advance Peace.

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



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HOUSING SERVICES



Milwaukee County's DHHS Housing Services team was featured in the national documentary "Beyond The Bridge."

\$45 MILLION

Milwaukee County invested \$45M to develop new affordable housing units, with 78% designated as affordable. This initiative spans Milwaukee and 12 surrounding suburbs, including Franklin and Whitefish Bay.

120

Construction of 120 new homes in King Park neighborhood.

54,164

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

BEHAVIORAL HEALTH SERVICES

15

In June, BHS announced 15 organizations received grants from the "Better Ways To Cope" initiative to develop prevention and recovery programs using Opioid Settlement Funds.

↑ 19%

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

Children’s Resource and Referral Line

- 6,030 total connections made.
- 1,834 youth referred for screening for Birth to 3, CLTS and Behavioral Health.

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
BOXES

No Wrong Door Pilot

The No Wrong Door pilot, involving BHS, ADRC, and Housing staff, conducted weekly outreach at the King Park encampment to explore an interdisciplinary approach to addressing homelessness.

87

number of
individuals reached

71%

percentage of
individuals accepted
services offered.

BHS prevention staff prioritized meeting people where they are at by participating in 74 events and serving nearly 5,000 people.





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NEW Strategic Plan: 2025 - 2027

STRATEGY 1: NO WRONG DOOR

Assure prompt,
equitable access to
quality health and
human services.

STRATEGY 2: COLLECTIVE IMPACT/ POPULATION HEALTH

Foster an environment that addresses
root causes of disparities in community
health and wellness, thus advancing
equity and reducing the need for crisis
intervention.

Strategy 1

Goals

Goal 1: All residents have streamlined access to services.

Goal 2: Provide high-quality, person-centered services across the lifespan.

Goal 3: Build capacity to support personal and professional growth of our staff and partners.

Strategy 2

Goals

Goal 1: Transform our system and influence others to ensure equity for Milwaukee County residents in housing, community safety, mental well-being, and age-friendly communities.

Goal 2: Proactively influence policies, regulations, and funding to meet community needs.

Marcia P. Coggs Health and Human Services Center

- The new Marcia P. Coggs Center for Health and Human Services opened for services in May.
- The vision for this building is to embody the No Wrong Door philosophy with a large, open space and meeting rooms on the first floor.
- All 6 service areas of DHHS have time for walk-ins throughout the week at this building.

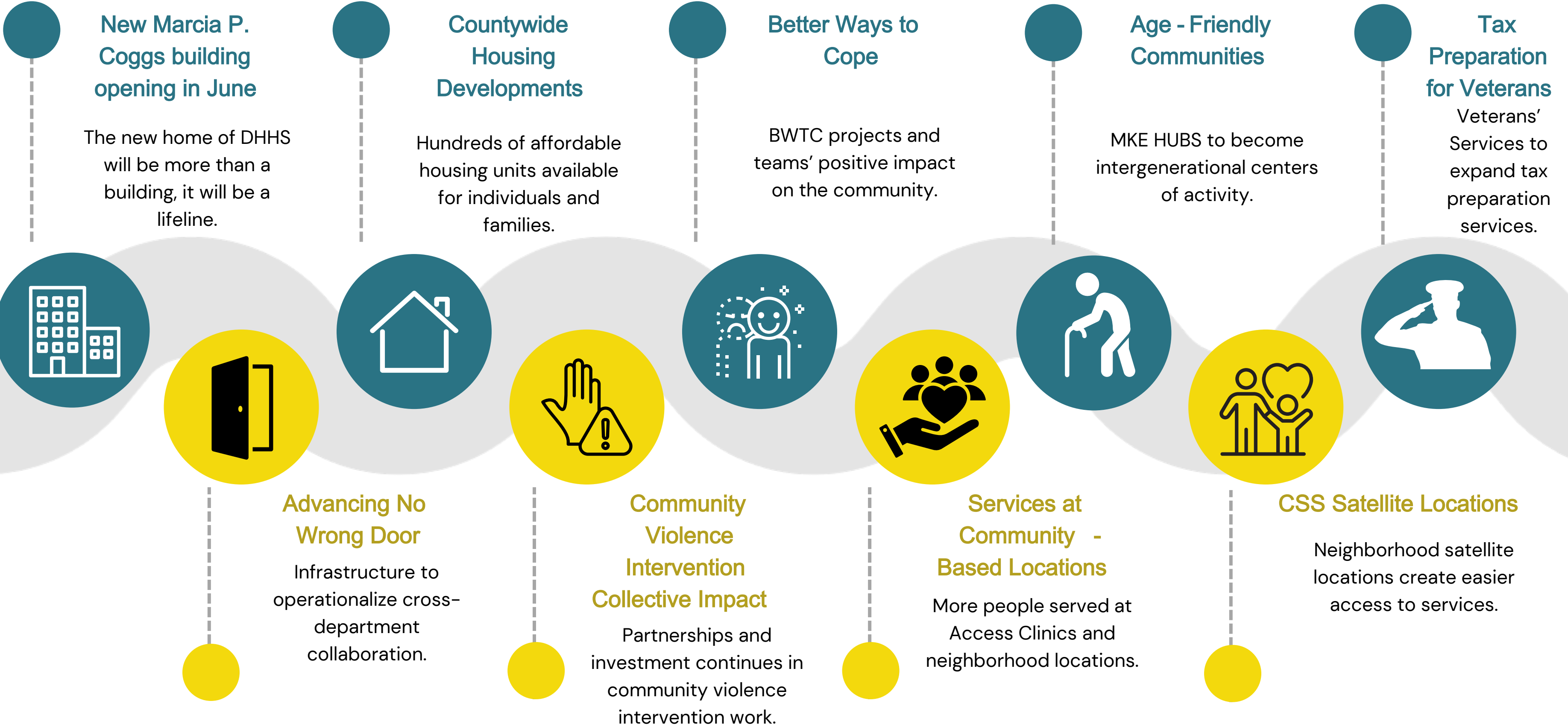
More than a building. It's a lifeline.

Get help with food, housing, aging, mental health
& more at the new Coggs Center in King Park



THE MOMENTUM CONTINUES

Looking ahead in 2025:



Questions?

The DHHS 2024 Annual Report can be found at:

<https://county.milwaukee.gov/files/county/DHHS/About/Annual-Report-2023.pdf>

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