



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

2023 DHHS REPORT TO THE COUNTY BOARD

Presented by Milwaukee County
Department of Health & Human Services



DEPARTMENT OF HEALTH & HUMAN SERVICES

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

Mission: Empowering safe, healthy, and meaningful lives.

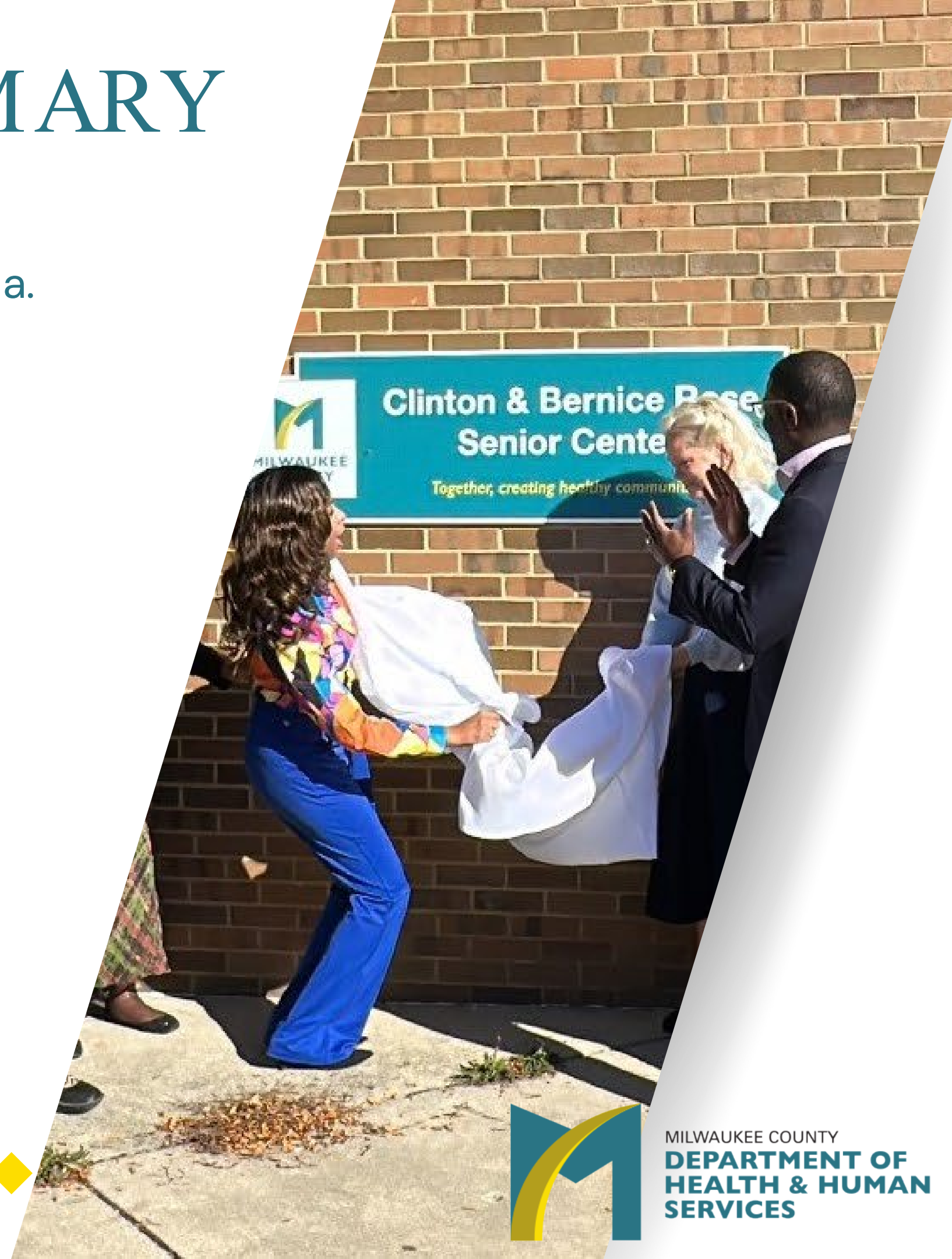
Vision: Together, creating healthy communities.



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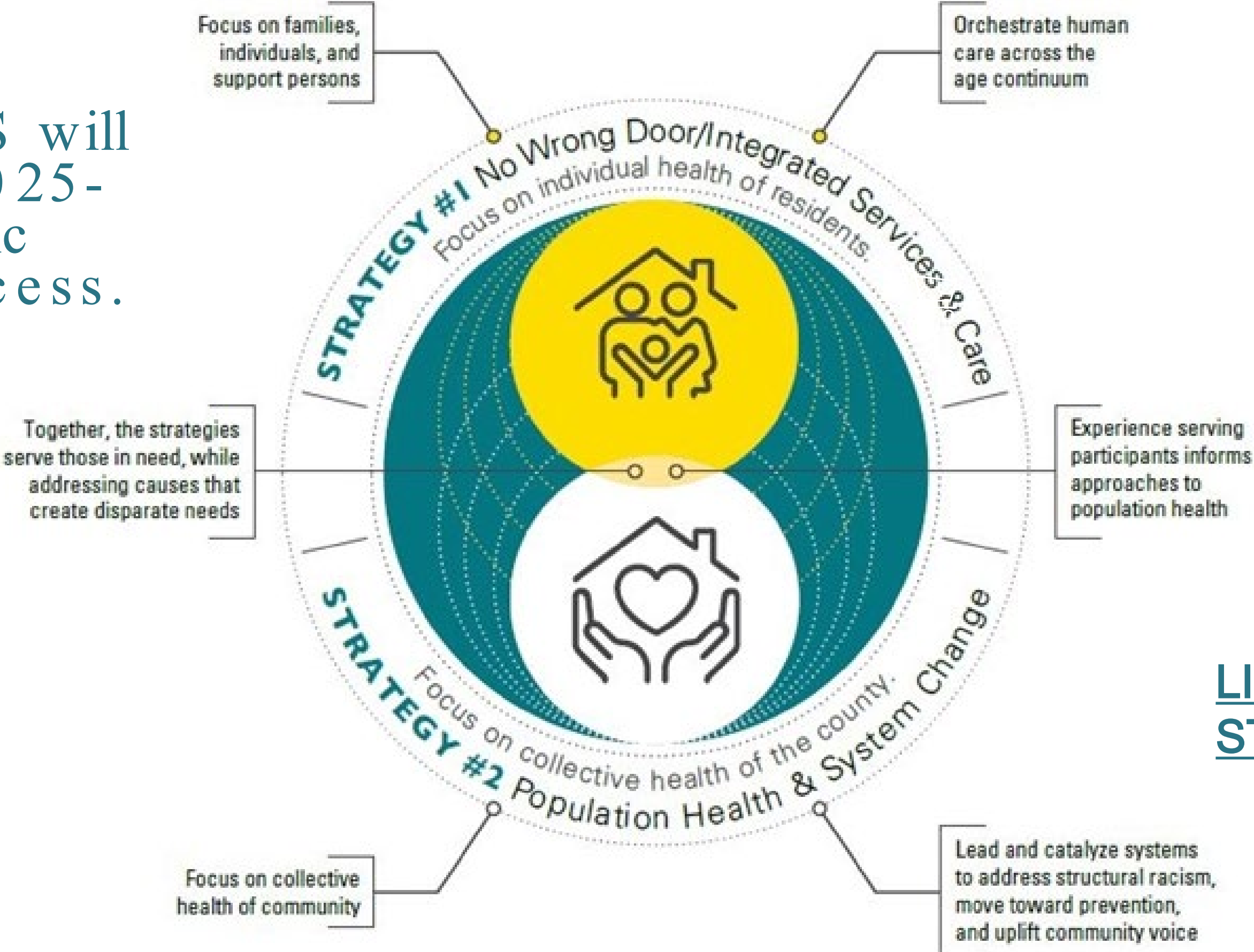
2023 DHHS REPORT SUMMARY

- Integrating Child Support Services under the DHHS umbrella.
- Groundbreaking for new Marcia P. Coggs Health & Human Services building.
- Additional investments in King Park neighborhood.
- Invested \$18 million in eight housing related projects, including affordable housing in five suburbs.
- A successful first year of operating Mental Health Emergency Center.
- Increased community-based behavioral health care, three access clinics and children's clinic open in two years.
- 175 employees onboarded via DHHS New Employee orientation.
- Increase in harm reduction programs through ARPA and Opioid Settlement funds.



Strategic Plan

In 2024 DHHS will launch the 2025-2027 strategic planning process.



[LINK TO STRATEGIC PLAN](#)

CHILD SUPPORT SERVICES

Birth Cost
Recovery

Opting out will result in better birth outcomes for families in Milwaukee County.

446 fathers

Milwaukee Fatherhood 'FIRE'
446 fathers enrolled in program

Family
Support

Support collected and distributed during FY 2023:
\$105,136,570

Integration

Integrated into DHHS

AGING & DISABILITY SERVICES & VETERAN SERVICES

In 2023, increased outreach by the ADRC has resulted in:



Increase in ADRC incoming calls



increase in Publicly Funded Long Term Care Program Enrollments

The ADRC has been awarded the ARPA Independent Living Supports Pilot Program which will serve 1,700 Milwaukee County residents.

This year the Aging Unit for the Area on Aging vendors:

Served	provided	provided more	for nearly
543,001	47,027	than 1,000	200
meals	rides	hours	adults
		of core services	



4,100

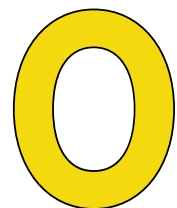
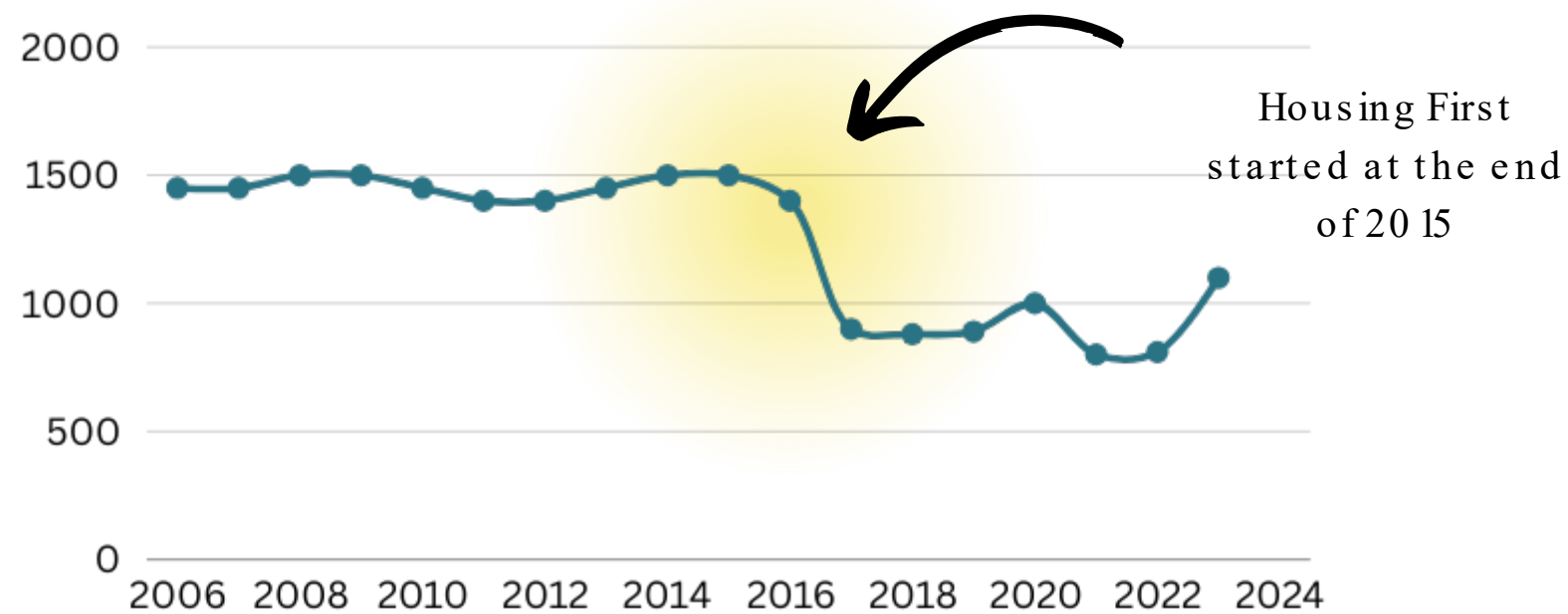
Veterans and families served, including securing \$20.7M in compensation and pension awards for Veterans and survivors, and establishing free Estate Planning clinics in partnership with Marquette Volunteer Legal Clinic.

HOUSING SERVICES

Housing First policy impact on homelessness in Milwaukee



Overall Homelessness in Milwaukee County 2007-2023



Zero chronically homeless Milwaukeeans were unsheltered in 2022 and 2023.



Supportive Housing First programs demonstrate a 97% retention rate - which means participants do not return to homelessness.



70% reduction in unsheltered homelessness among African American residents.

\$15 MILLION

\$15 million in ARPA funds allocated to affordable housing developments in five different suburbs generating 38 units for seniors and 80 units for persons with disabilities.

120

Construction of 120 new single-family homes in King Park neighborhood.

54

Implemented first HUD Domestic Violence program and served 54 households.

\$2 MILLION

Award of several new, long-term grants totaling \$2M to expand homelessness prevention and intervention services.

CHILDREN, YOUTH & FAMILY SERVICES



CLTS

45% increase in Children's Long Term Support enrollment, estimated to serve 3k+ kids



EXPANSION OF CREDIBLE MESSENGER

Of 130 Youth Served, 101 (78%) Had No New Reported Offense While in Programming



BIRTH TO THREE

The need for these services continues to grow with enrollments increasing by 40% since the start of the pandemic.

SECURE RESIDENTIAL CARE CENTER FOR CHILDREN & YOUTH

Occupancy by end of 2025, bringing kids closer to home and in DHHS care.



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BEHAVIORAL HEALTH SERVICES



7,000

Mental Health Emergency Center completed its first year of operation, serving 4,166 individuals resulting in 7,000 visits for those experiencing a mental health or substance use disorder related crisis.



Access Clinic North opened, offering convenient access for walk-in crisis services in geographic areas with highest need and least resources.



Increased Hiring

Added a Suicide Prevention Coordinator and Prevention Integration Manager



Merged Adult and Child Crisis Teams

The BHS adult Crisis Mobile Team merged services with the Children's Mobile Crisis Team to form one program, rebranded as Milwaukee (MKE) Mobile Crisis.



Mental Health Navigation Tool

In 2023 DHHS launched the Mental Health Navigation Tool, The website offering a single source of truth for public and private services, where providers and community members can get the information they need to help themselves or others.



Increased Calls to Crisis Call line

In 2023, there were 32,259 calls to the BHS Crisis Call Line.

ARPA PROJECTS AND IMPACT

\$86 MILLION

DHHS is investing in community health through 25 projects.

\$3.7 MILLION

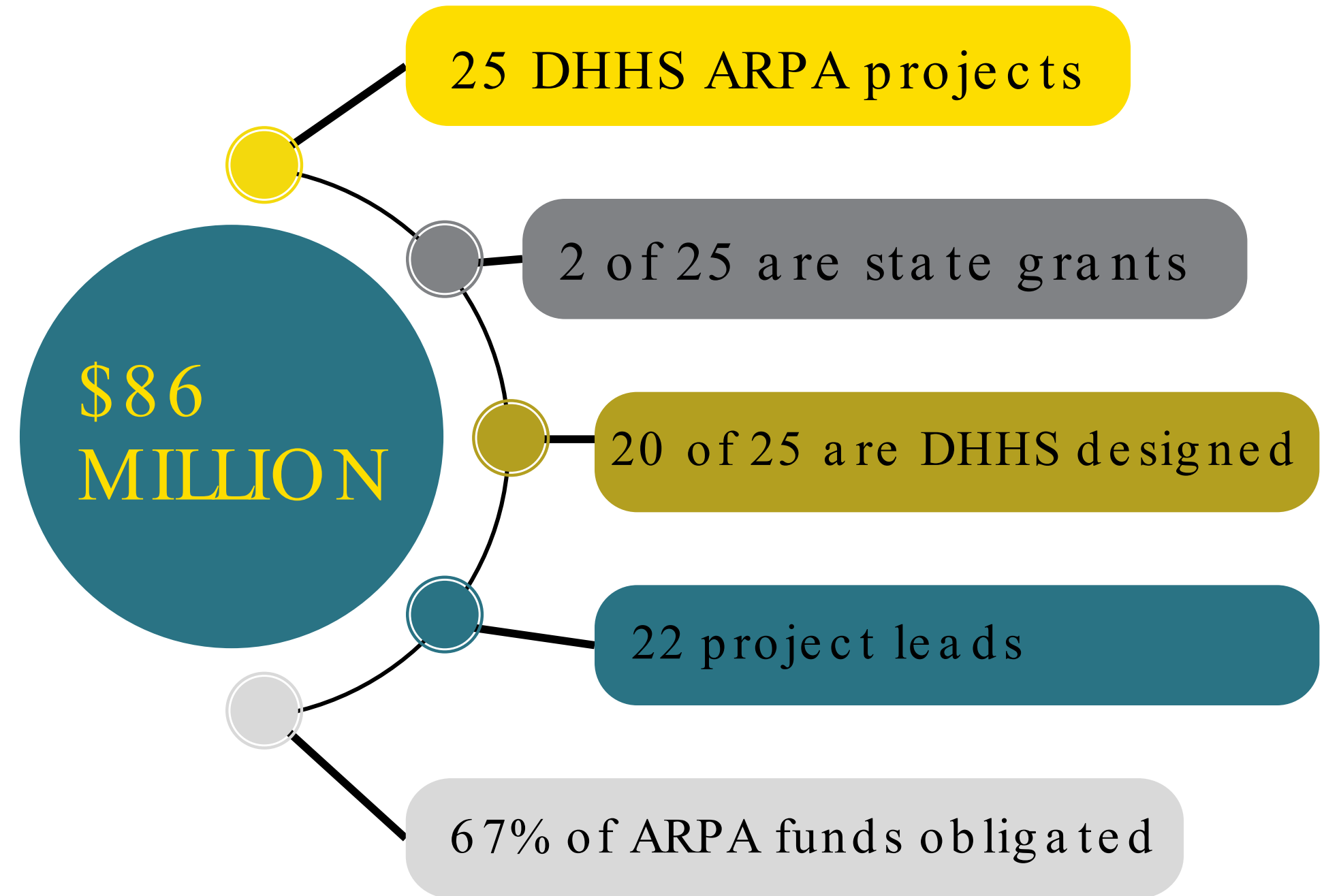
in 2023, DHHS invested \$3.7 million of ARPA funds in community violence intervention and youth justice programming, with nearly \$1M impacting the 284 youth referred to the Credible Messenger Program.

\$18 MILLION

DHHS invested \$18M in eight housing-related projects, including rehabilitation, construction of new homes and affordable housing.

\$2.28 MILLION

Investment in Aging & Disabilities Services, BHS and administrative support to address gaps in behavioral healthcare.



Opioid Settlement Funds

- Opioid settlement funds are a game changer in the fight against overdose deaths. These monetary settlements resolve litigation over the role of companies in contributing to the opioid crisis.
- Projects specifically address needs of youth, adults and older adults.
- Projects taught on topic areas including prevention, education, harm reduction, treatment, homeless outreach, and medication-assisted treatment.

\$10 M

In 2023 DHHS had 7 three-year projects gain awards totaling over \$10 million.



HARM REDUCTION VENDING MACHINES

11 machines placed around Milwaukee County to reduce injury and death from overdose providing free access to harm reduction and prevention supplies.

BETTER WAYS TO COPE

This multi-faceted movement uses media platforms to promote services, regrants funds to community organizations, shares resources with community members and equips everyone with the skills to cope in a better way.

‘MAT’ BEHIND THE WALLS

This program provides medicated-assisted treatment to individuals who are incarcerated at the CRC and served 98 individuals in 2023.

STAFFING INCREASE

Two housing navigators and opioid coordinator added last year.

BEHAVIORAL HEALTH SERVICES



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ENABLERS AND BARRIERS TO SUCCESS

ENABLERS

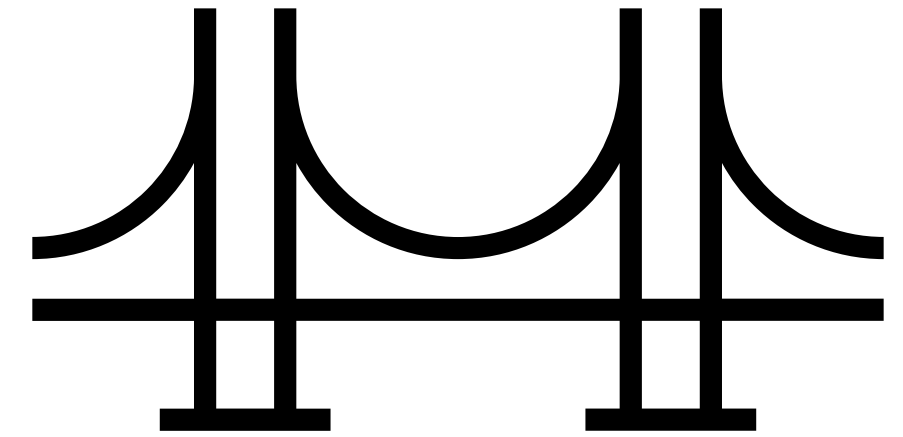
- Sustained Commitment to Racial and Health Equity
- Dedicated and Mission-Driven Team
- Collaborative Efforts with Human Services Agencies and System Partners
- One-time Funding for Prevention and Innovation

BARRIERS

- Staff Shortages and Workforce Changes
- Community Health Post-COVID
- Funding and Sustainability Challenges
- Funding Rates and Inflation Impact

VS

Bridging the Gap



1

Launch of 20+ ARPA projects and substance use prevention efforts through opioid grants

2

Ongoing transition to community-based behavioral healthcare and coordinated system navigation

3

Program expansion, system improvement, and community coordination to address youth gun violence

4

New ADRC pilot focused on helping people remain in their homes, potentially easing the burden on long-term care system

5

New housing navigation for unsheltered individuals and investment in affordable housing.

CREATING INTENTIONAL INCLUSION



In 2023, 44 people were promoted across DHHS. Of the individuals promoted 19 or **43%** were people of color.

New Employee orientation was reimaged. In 2023, DHHS onboarded **209** employees.

Investing in staff advancement with individual professional coaching for **23** emerging leaders.

Total numbers of dollars allocated to BIPOC agencies is **26%** with a goal of 40% by 2025.

INVEST IN EQUITY

1

Through the DHHS Better Ways to Cope campaign, opening of community access clinics, and harm reduction vending machines to prevent overdose deaths.

2

Using ARPA funding to provide needed resources to bridge gaps in services, allowing DHHS to create innovative prevention programming and services.

3

Intentional construction in King Park neighborhood to provide walkability access and public transportation to improve access to those with the most pressing needs.

THE MOMENTUM CONTINUES

Looking Ahead in 2024...

NEW MARCIA P. COGGS BUILDING CONSTRUCTION

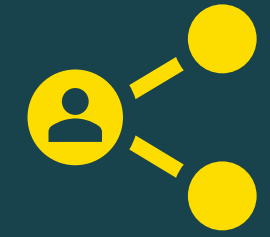
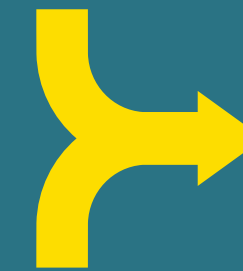
SRCCY GROUNDBREAKING

ADVANCE PEACE MODEL

NEW AFFORDABLE HOUSING

INTEGRATION OF CHILD SUPPORT SERVICES

REGRANTING OPIOID FUNDS



New Marcia P. Coggs Health and Human Services Center being built in 2024 is an investment in community health.

SRCCCY Groundbreaking will keep youth closer to home and in our care.

The Advance Peace Model for preventing community gun violence has been successful in cities nationwide. DHHS will be implementing this model in 2024.

\$15 million in ARPA funds is being invested in affordable housing, including developments in five suburbs.

Effective Jan. 1, Child Support Services integrated with DHHS to advance the No Wrong Door model with a strong family-centric approach.

Application released March 2024 to regrant opioid settlement funds through the Better Ways To Cope initiative for 15 awards totaling \$2.85 million addressing prevention, harm reduction, treatment and recovery.

Questions?

The DHHS 2023 Annual Report can be found at:

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

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