



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

2025 ANNUAL REPORT

P R E S E N T A T I O N

Marcia P. Coggs Health & Human Services Center

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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2025-2027 STRATEGIC PLAN

Driven by two strategic directions:

[LINK TO STRATEGIC PLAN](#)



No Wrong Door / Integrated Services

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

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.



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.

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.

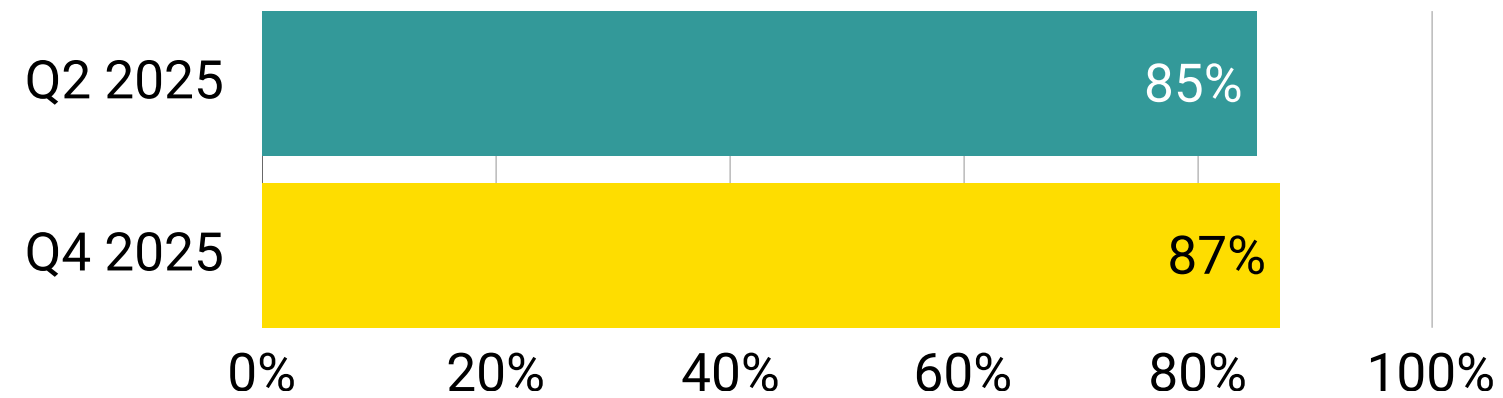
Goal 2: Proactively influence policies, regulations, and funding to meet community needs.

2025 SCORECARD

No Wrong Door

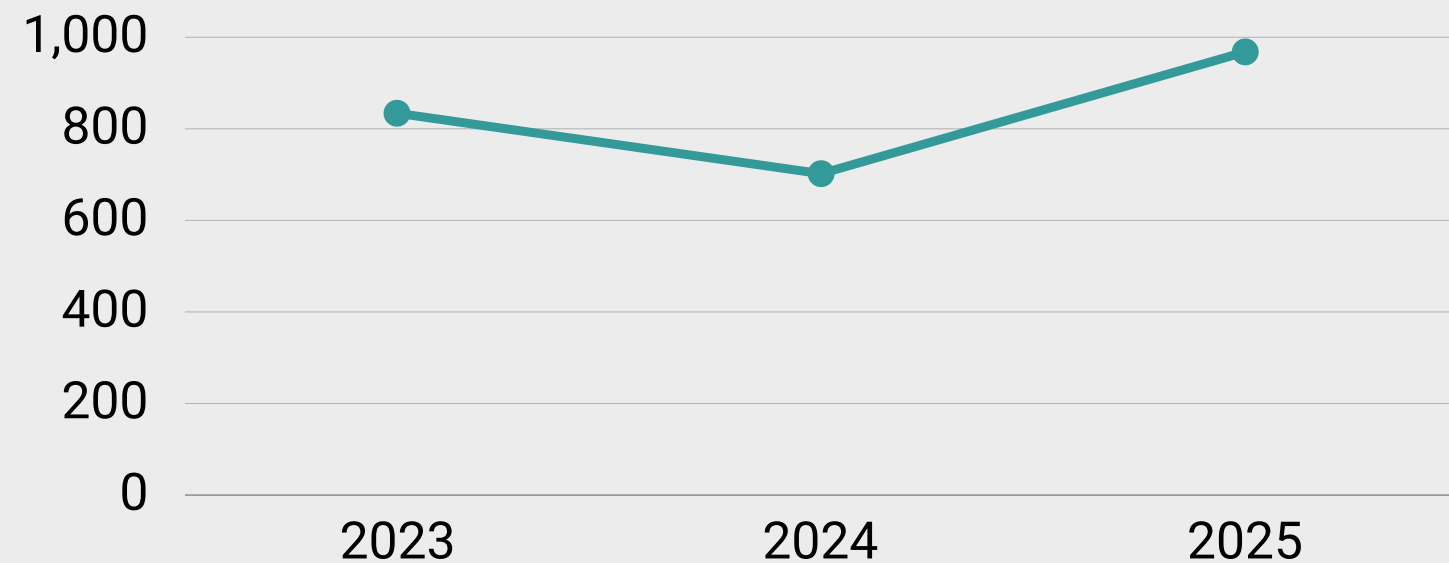
Staff Confidence

"I am confident in my ability to make a No Wrong Door referral in my daily work."



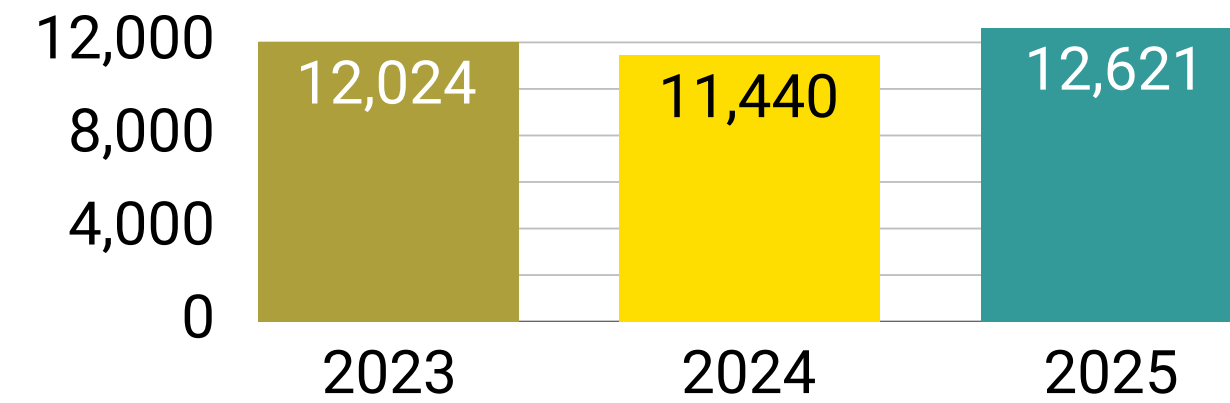
Homelessness

Total People Experiencing



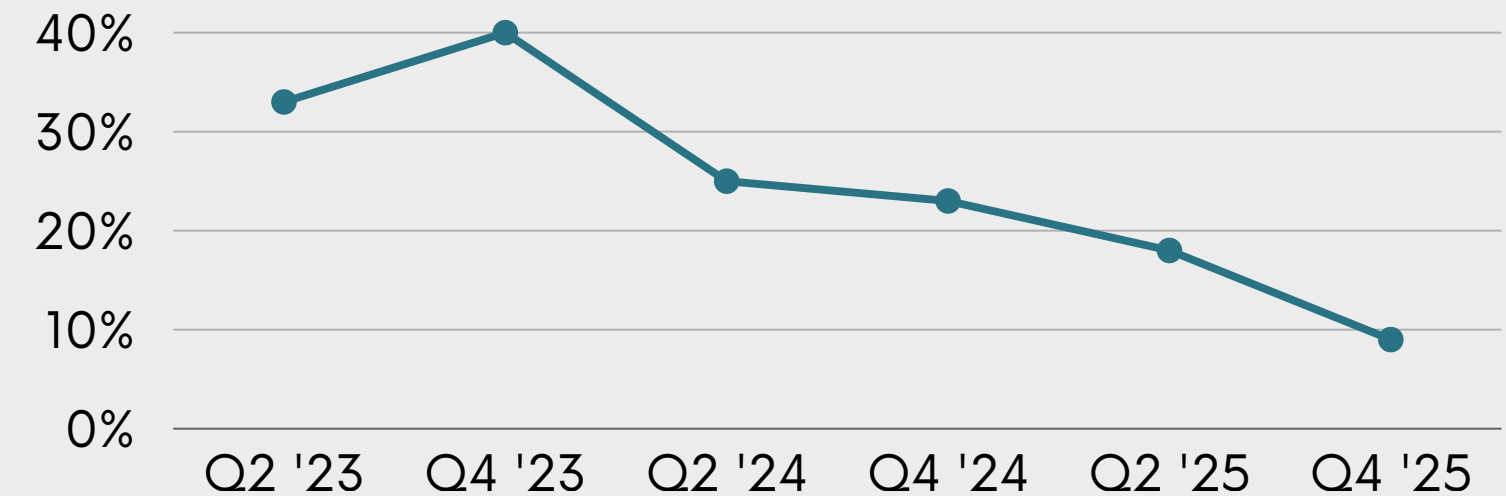
Behavioral Health

Total Enrollments



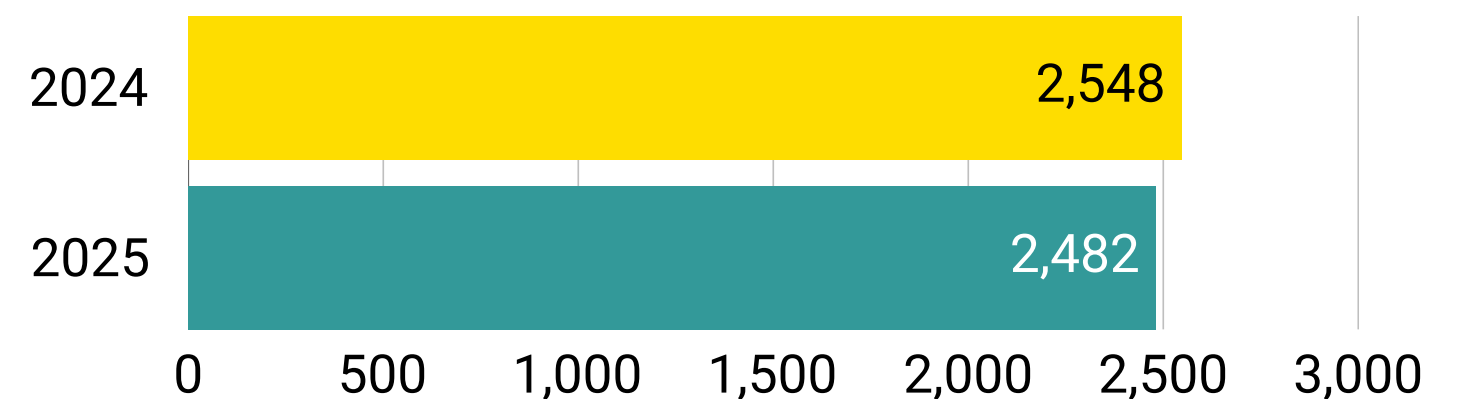
Youth Recidivism

% Recidivism in Youth Convictions



Birth to Three

Total Enrollments



GOAL PROGRESS

ENABLERS

- **No Wrong Door** philosophy enables better access to our resources, including through collaboration with systemic partners
- New **Coggs building** provides easy access to our services in one place, while we maintain our presence in locations across the community

VS

BARRIERS

- **Economic difficulties** for Milwaukee County residents hindered progress, particularly for our housing goal
- **Funding instability** at federal and state levels; some federal offices and programs were abruptly paused or ended



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OPIOID SETTLEMENT FUNDS

Impact of Opioid Settlement Funds on Prevention and Treatment

Targeted Outreach

In 2025, DHHS used opioid settlement funds to significantly reduce overdose deaths and expand prevention, treatment, and harm reduction efforts in Milwaukee County.

Decline in Overdose Deaths

Milwaukee County overdose deaths in 2025 were the **lowest in the last 8 years**, a 53% reduction from the peak in 2022.

Successful Projects Cleared to Continue

5 successful DHHS opioid settlement projects begun in the first round in 2023 were approved for renewal through 2028, with **zero requests declined**.

Focus on At-Risk Populations

DHHS projects are addressing **opioid-relevant needs** of older adults and people with disabilities, people experiencing homelessness and grief, incarcerated people, justice-involved youth, and people with SUD treatment needs.

Community Engagement

ADS outreach project engaged more than 11,000 residents via canvassing and events. **Better Ways to Cope** conference announced BWTC Day and included 48 facilitators. **Harm Reduction MKE** held 4 community summits with participants from 64 organizations across 27 zip codes.

Regranting Creates Broad Impact

BWTC grantees engaged more than **25,000** people in educational and recovery-oriented events, distributed **75,000** essential supplies, and provided **8,881** hours of support to families.

AGING & DISABILITY SERVICES

Programming and services for older adults and those with disabilities

An **Age-Friendly Communities Steering Committee** was created to advance our work as an AARP-designated Livable Community

Adult Protective Services strengthened capacity and statewide influence, with **APS Prevention Program Coordinator Toolkit** replicated across Wisconsin.

Better Ways To Cope Opioid Prevention Team distributed 9,642 bags with naloxone, fentanyl test strips, First Aid kits and resources information.

9,642

73%

Aging and Disability Resource Center saw a 73% rise in walk-in customers since relocating to the new building.

New blood pressure monitor kiosks were installed at all five Milwaukee County senior centers and have already been used more than 8,000 times.

8,000+



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BEHAVIORAL HEALTH SERVICES

Crisis response and support for mental health and behavioral health

Wraparound Milwaukee

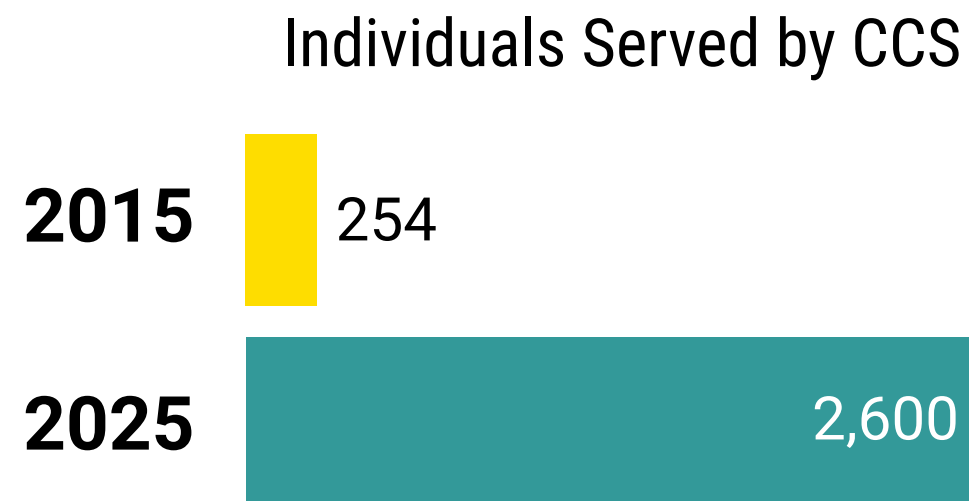
- Expanded connection with **Milwaukee Public Schools**
- Established **multi-disciplinary connection** across service providers
- Received **1,909 referrals** and made **6,200+ connections** through Integrated Children's intake

Harm Reduction Vending Machines

Distributed over 75,000 essential supplies to prevent overdoses and reduce transmission of diseases.

**10
Years**

The **Comprehensive Community Services (CCS)** program celebrated its 10th year of service with a decade of growth.



30 Years

Milwaukee Mobile Crisis celebrated the 30th anniversary of providing care and services to residents experiencing mental health, emotional distress, and/or substance use crises.

CHILD SUPPORT SERVICES

Providing the resources and support families need to raise children well

FORGE Fatherhood Project

Secured **federal grant** to help equip fathers with relationship, parenting, and economic skills and resources.

The 5-year program concluded with nearly **1,400 fathers** from low-income communities completing it.

Fatherhood FIRE

Child Support in your Neighborhood

Provided case assistance to over **965 participants** at local libraries and community events.

Received multiple achievement awards, including **Wisconsin Child Support Agency of the Year**.

Award Recognitions



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CHILDREN, YOUTH & FAMILY SERVICES

Supporting children with disabilities and youth through the juvenile justice system



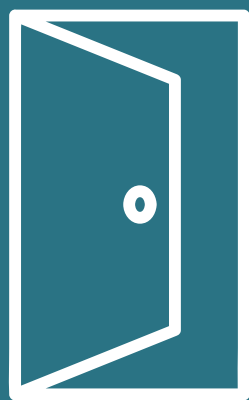
CYFS-Community Violence Intervention (CVI)

Housing program received 48 referrals and allocated \$29,000 to enable families in crisis to find and maintain safe living environments.



Children's Long-Term Support (CLTS) Waiver

Program dramatically reduced waitlist, ensuring participants enroll in services within a month.



No Wrong Door operationalized in November 2025.

All first-time youth justice referrals are now directed to the Children's Resource and Referral Team to assess eligibility for mental health and disability services.



The new **Milwaukee County Center for Youth** hosted an open house in March 2026.

HOUSING SERVICES

Stabilizes community housing and provides resources for those experiencing homelessness



120

Ribbon cutting for the first of 120 new affordable homes in the King Park neighborhood.

56

Affordable units for seniors opened in Brown Deer, with 25% reserved for seniors with disabilities who have experienced housing instability.

45

Affordable 45-unit community under construction in Greenfield, with 38 apartments for seniors and 7 family townhomes.



Lead Abatement Program launched to reduce lead-based paint hazards in across suburban communities in Milwaukee County.



VETERANS' SERVICES

Helps veterans navigate benefit systems and provides short-term support for veterans in need

BENEFITS ACCESS

Milwaukee County veterans and survivors received more than **\$235M dollars in direct cash payments**, \$18M in education, and \$457M dollars in healthcare. DHHS plays a large role in assisting veterans and families in accessing those benefits.

NEEDY VETERANS FUND

The Milwaukee County Needy Veterans Fund was able to assist nearly **100 veterans** and families to avoid evictions or energy disconnections, and assist with proper burial of Veterans.

12,000 CONTACTS

Veterans' Services had over **12,000 contacts**, serving more than **2,500 veterans** and their families throughout 2025.



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MARCIA P. COGGS HEALTH & HUMAN SERVICES CENTER

The new Marcia P. Coggs Center for Health and Human Services, celebrated its public opening in **June 2025**. In the 10 months since the new Coggs Center has been open to the public, **approximately 2,000 people** have walked through our doors seeking services, in addition to the many others served through referral lines, 211, and community partners.

- The **ADRC**, now located on the first floor of the Coggs Center and has seen a dramatic rise in in-person engagement, with a **73% increase** in customer walk-ins.
- Computers in the lobby are equipped with keyboards designed to support individuals with visual impairment and provide access to FoodShare, Medicaid, Energy Assistance, and much more.
- **NourishMKE**, is easily accessible on the first floor.



THE MOMENTUM CONTINUES

The Marcia P. Coggs Health and Human Services Center is open!

It has seen 2,000 people seek services in 10 months

Investment in Affordable Housing

Announced the first affordable subdivision in a suburban community

Milwaukee Mobile Crisis Milestone

MKE Mobile Crisis celebrates 30 years of serving the community

Age-Friendly Communities

Steering committee convened and identifies areas of focus

New Veterans' Benefit Specialist

Increased disability compensation claims applications by 39%

Operationalizing No Wrong Door

No Wrong Door Navigators are available from all areas at the Coggs Center

Violence Prevention and Mental Health Collaboration

Specialized behavioral health teams collaborate on violence prevention and mental health

Better Ways To Cope

Distributes over 75,000 supplies to prevent overdoses

CSS Invests in Families

\$5 million FORGE grant supports families across Milwaukee County

QUESTIONS



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