



Since 2011, the Milwaukee County Department of Health and Human Services has made significant progress in advancing our mission to provide human services for individuals who need assistance living a healthy, independent life in the community.

**During this time, DHHS leadership introduced new approaches to service delivery, streamlined operations and increased revenue, creating \$27.8M in efficiencies and providing \$56.6M in surplus to the county's bottom line (2012 - 2016) while enhancing and expanding programs by \$25.5M. In addition, tax levy as a % of levy to the budget increased by only 1.3 basis points (2011 - 2015).**

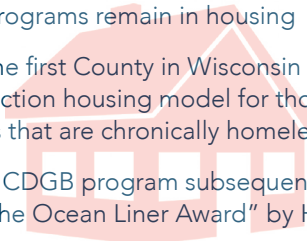
### ADDITIONAL MAJOR DEPARTMENT ACCOMPLISHMENTS

- Initiated the use of Baldrige Criteria as a framework for Performance Excellence
- Initiated department wide strategic planning and performance based contracting
- Initiated employee engagement survey and action planning through employee led teams
- Achieved 60% DBE contracting exceeding the goal of 17%
- Developed award-winning, multi lingual energy assistance outreach campaign



### HOUSING DIVISION

- Reduced chronic homelessness by 70% since July 2015
- 99% of our homeless clients in permanent supportive housing programs remain in housing
- Became the first County in Wisconsin to create a harm reduction housing model for those with alcohol addictions that are chronically homeless
- Reformed CDGB program subsequently winning the "Turning the Ocean Liner Award" by HUD
- Created 400 new supportive housing units that served previously homeless or hard to house individuals



### BEHAVIORAL HEALTH DIVISION

- Implemented 16 Smart Goals initiated through the Mental Health Redesign & Implementation Task Force
- Closed long term care and invested more than \$20 million in community based behavioral health services
- Transitioned from a \$14.8 million deficit (2007 - 2010) to a \$17.4 million surplus (2011-2015)
- 9.4% increase in the number of consumers served
- 35.5% reduction in emergency room detentions, 57.2% reduction in adult acute admissions, 24.3% reduction in admissions to Psychiatric Crisis Services



### DISABILITIES SERVICES DIVISION

- Eliminated the 30 year waiting list of more than 3,000 persons with disabilities in 2012
- Assisted more than 6,000 new individuals in receiving long-term support services
- 88% increase in the benefits obtained on behalf of customers
- 30% decrease in processing time for persons with disabilities to receive long-term support services
- 10% increase in the number of referrals received to our Birth to Three program



### DELINQUENCY AND COURT SERVICES DIVISION

- Launched Milwaukee County Accountability Program as an alternative to juvenile corrections
- Partnered with the Annie E. Casey Foundation in the Juvenile Detention Alternatives Initiative
- Implemented youth risk and needs assessment tools to help make better informed decisions
- 31.7% decrease in detention admissions
- 28.3% decrease in department of corrections admissions
- 22.7% decrease in juvenile justice referrals from law enforcement

