

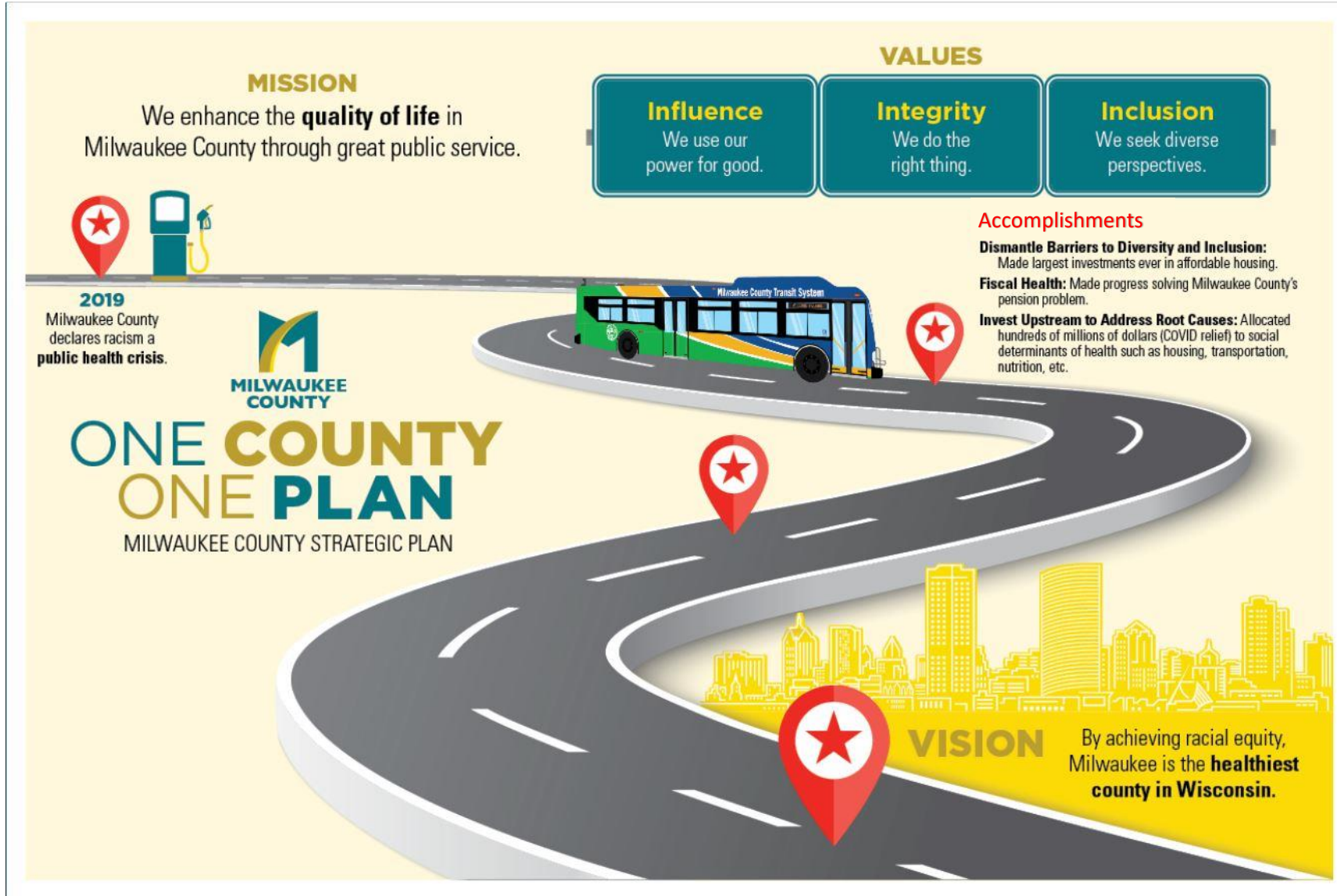
Future State Project Update



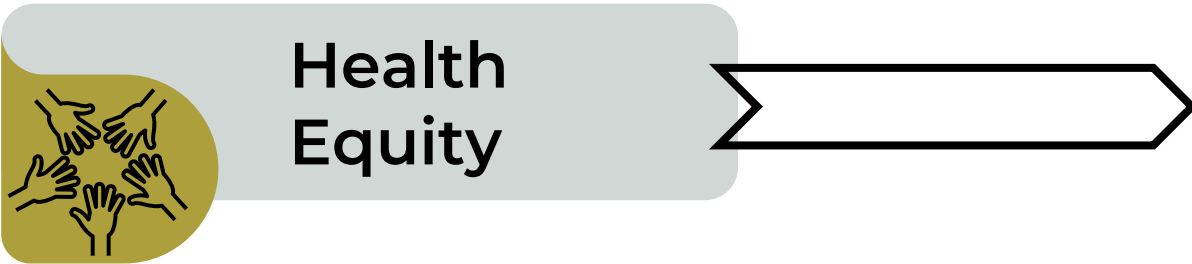
The Milwaukee County Future State Project will enable us to **reimagine** how we best serve Milwaukee County residents



Strategic Plan Overview



Project Drivers



We must analyze all of our services to better understand how best to advance our strategic goal 2A, “Determine what, where and how to deliver services to advance health equity.”

Project Drivers



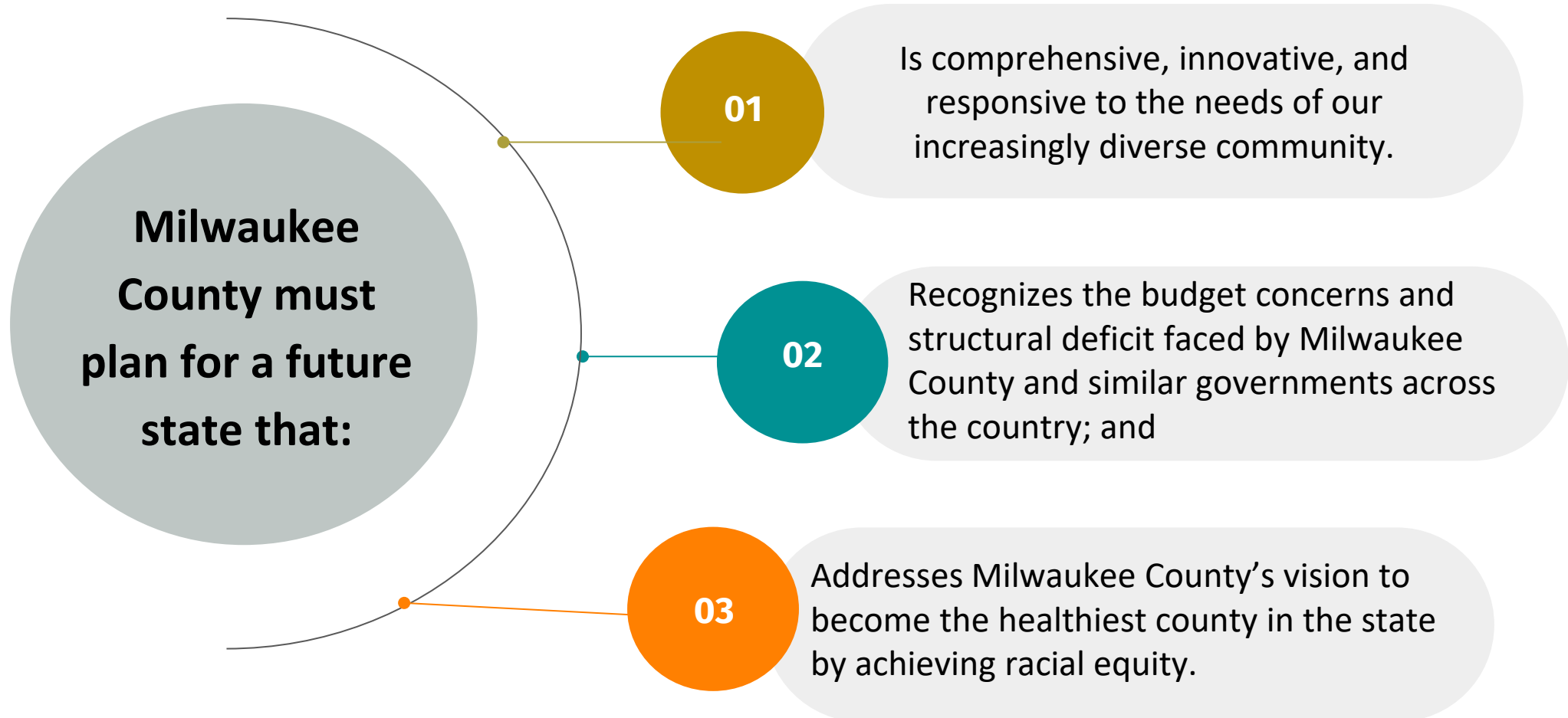
While much of the County government has remained the same for generations, the community we serve and the world around us continues to evolve. This project enables us to explore how we can best innovate to provide residents with the best possible services to meet their needs.

Project Drivers



Despite significant advances in recent years, fiscal challenges continue to threaten the health and well-being of all Milwaukee County residents. This project will result in a set of recommendations for how best to provide County services regardless of future financial scenarios for County government.

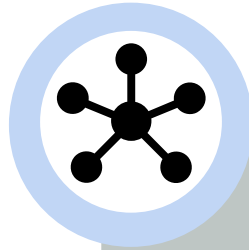
Project Goals



Project Deliverables



An external
analysis of
County
services.

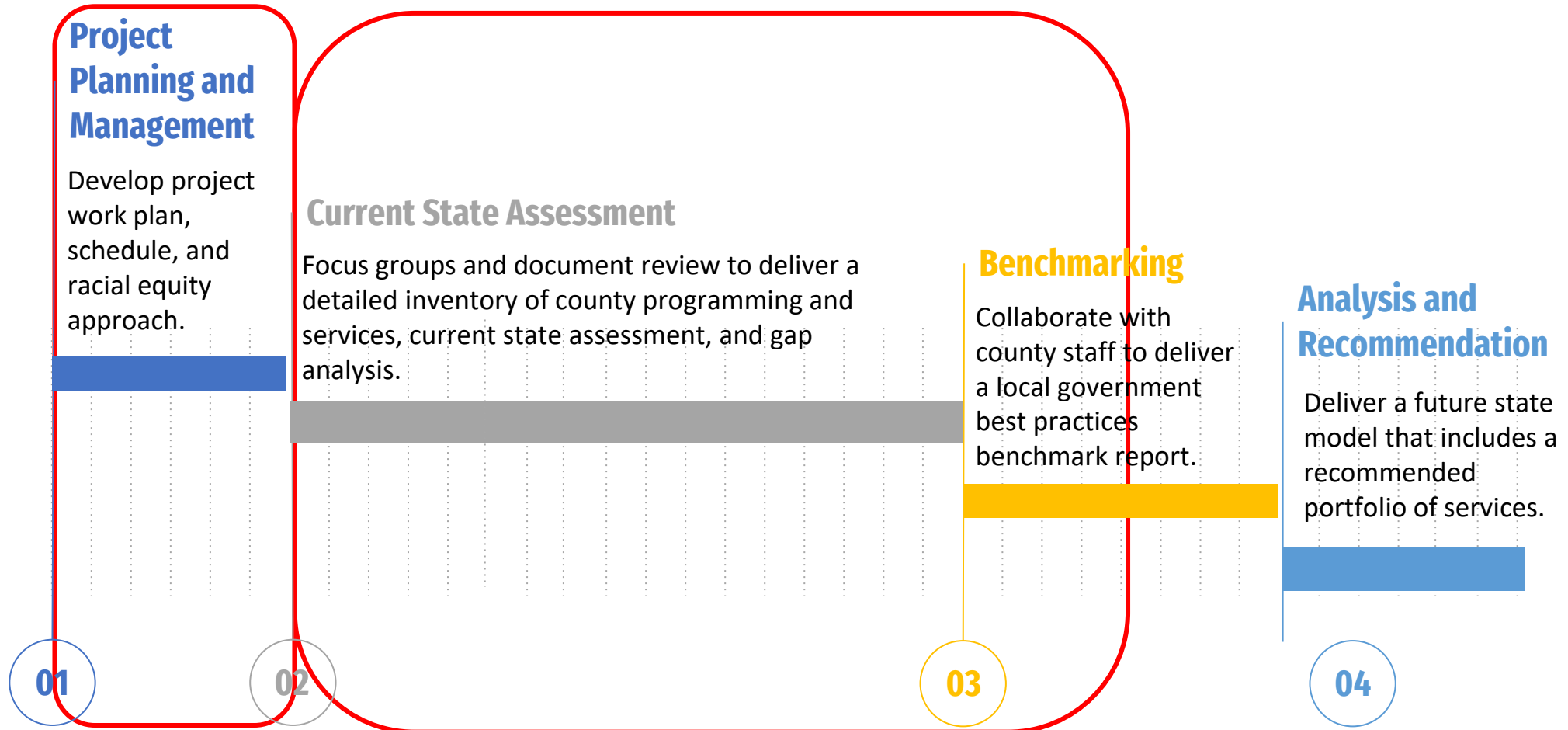


A shared
framework for
prioritizing County
services.



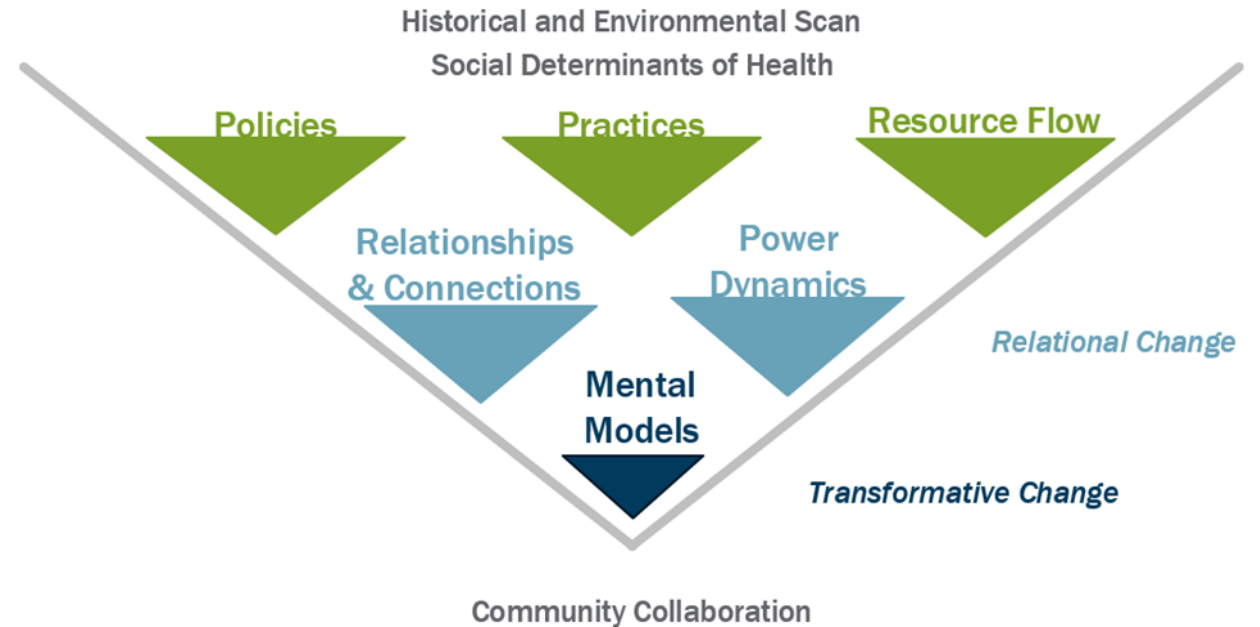
Recommendation
on a future state of
the county that
optimizes delivery
of high-priority
services.

Project Milestones



Racial Equity Approach

- Systematic examination of key internal and external factors impacting disparities and inequities
- Supports gap analysis and related project work
- Ensures a racial equity lens is applied throughout the project
- Aligns with Milwaukee County's commitment to racial equity
- Avoids isolated or fragmented approaches to addressing racial equity



Current State Assessment

- First-ever **comprehensive inventory of all County services** that includes all that we do
- **Extensive employee engagement**, including a countywide survey and targeted focus groups (135 employees participating in listening sessions)
- **Community involvement** through four public engagement events hosted across the County
 - 13 community focus groups and 4 community listening sessions (98 registered)
- **Targeted outreach** to historically underrepresented groups, led by Kairo's dedicated efforts
- **13 one-on-one interviews** with local leaders to gain direct, actionable insight

Benchmarking

We will research how other communities are...

1. **measuring** residents' health and quality of life
2. **prioritizing** services and resources to advance health equity
3. determining which services to provide in relation to **overlapping municipalities**

We will research **similar** Counties as well as Counties who are **leaders** in centering health equity.

What's coming...Analysis and Recommendations

- **Define the future:** Finalize service portfolio, organizational structure, and equity-based decision framework. Develop and refine the Future State Model with internal stakeholder input.
- **Engage the community:** Conduct public listening sessions and gather feedback
- **Present findings:** Share recommendations and Future State Model with the County Board and key stakeholders
- **Finalize & wrap up:** Adjust based on Board feedback and complete project closeout

Project Team



BerryDunn is a nationally recognized independent management and consulting firm focused on inspiring organizations to transform and innovate.

Areas of expertise

Our areas of expertise cover the breadth of local government services and our experts include many former local government leaders who have hands-on, practical experience in the field, at the municipal level and within specific areas.



Community development

Guiding your community's vision



Finance and administration

Leveraging experience for smarter government operations



Health services

Building better systems for better community healthcare



Justice and public safety

Advancing your most critical justice and public safety initiatives



Parks, recreation, and libraries

Improving community services and advancing innovation



K-12 education

Fulfilling the promise of technology for K-12 education



Information and technology management

Meeting organizational goals through IT security and planning



Utility operations

Optimizing processes to help ensure project completion without compromises

Project Team



Milwaukee-based racial equity organizational development consulting services firm.

The Kairo team also brings extensive experience with community outreach. Dr. Pate has 30 years of relevant experience; Dr. Deborah Blanks has 25 years of relevant experience, and Geraud Blanks has 20 years of relevant experience. Each has used mainstream and culturally competent outreach methods.



“The best way to predict
the future is to create it.”
—Peter Drucker



**MILWAUKEE
COUNTY**

Appendix A: Employee Engagement Data

Participation		Who?
Survey		All employees
Interviews	18	Roles: Cabinet & Deputy Directors
Focus Groups	147	Roles: Human Service Workers/Care Coordinators, DHHS Frontline Staff & People Managers, DHHS Contracted Service Provider Staff, Maintenance/Facilities/Trades Staff, Parks & Zoo Programming Staff, Econ. & Bus. Dev. Staff

Appendix B: Community Engagement Data

	Participation	Who?
Interviews	15 completed	Community leaders whose perspective is essential for shaping the future of Milwaukee County
Focus Groups	48 registered	Staff across industry sectors, including private businesses, educational institutions, healthcare organizations, nonprofits, government agencies, and municipal/county/state elected officials
Community Meetings	<p>May Listening Sessions: 58 registered, 22 attended</p> <p>June/July Think Tanks: 66 attended</p>	<p>Milwaukee County residents</p> <p>May locations included:</p> <ul style="list-style-type: none">• Kosciuszko Community Center (District 14)• Wilson Park Senior Center (District 4)• Brown Deer Middle/High School (District 2)• Milwaukee County Sports Complex (District 9) <p>*** Additional Think Tank data on next slide</p>

Appendix C: Kairo Think Tank Data

	Race							Age					Gender *		
	Am	A	B	L	M	W	Total	19 and below	20 - 39	40 - 59	60 and over	Total	F	M	Total
Shorewood Public Library			2			7	9				9	9	9	0	9
American Black Holocaust Museum			15			4	19		2	9	8	19	15	4	19
Milwaukee County Youth Commission	1	3	3	1	1	4	13	9	3	1	0	13	6	7	13
Milwaukee Metropolitan Area of Commerce			20	2	1	2	25		6	16	3	25	16	9	25
Totals	1	3	40	3	2	17	66	9	11	26	20	66	46	20	66

Demographics	Coding Chart
Race	Am (American Indian); A (Asian); B (Black); L (Latino); M (Multicultural); W (White)
Age	19 and below; 20 - 39; 40 - 49; 60 and above
Gender	F (Female); M (Male); NI (Not Identified)

*** Additional sessions were held at Northshore Presbyterian Church and Pathfinders, but participation/demographic information was not collected.

