



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

STRATEGIC PLAN:

Creating Healthy Communities

2020-2025

DHHS's Bold Vision

- The Strategic Plan is the roadmap to the DHHS Future State
- DHHS is committed to improving individual and community health, by addressing social determinants of health, and achieving racial and health equity
- Services are being reimagined
- DHHS positioned as a catalyst for change
- Transformative work began in 2020
- Plans were accelerated during the pandemic
- DHHS demonstrated its ability to pivot services
- Services will be person-centered



Department of Health & Human Services

Aging & Disabilities Services

Children, Youth & Family
Services

Behavioral Health Services

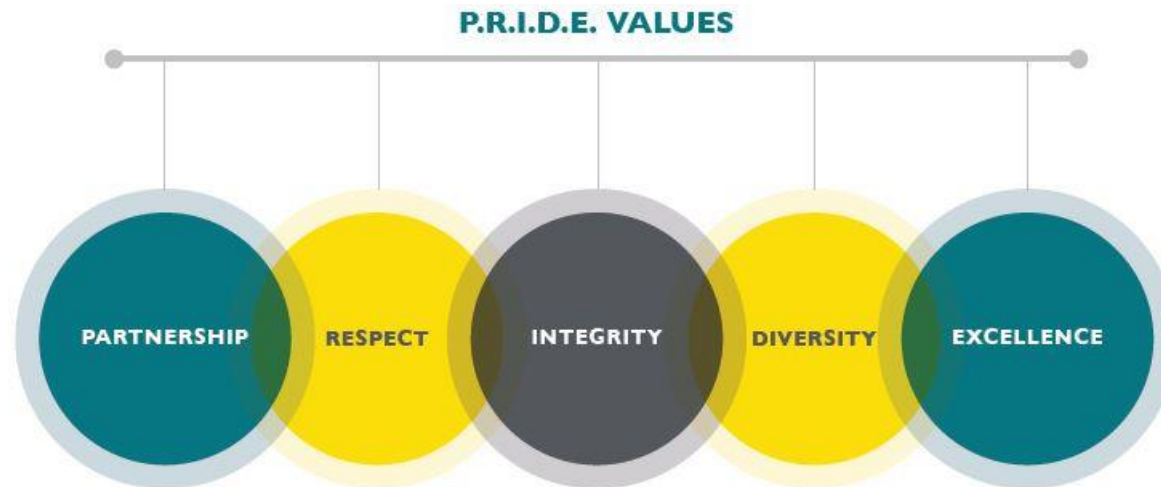
Housing Services

Management Services

Veterans' Services

Mission: Empowering safe, healthy, and meaningful lives.

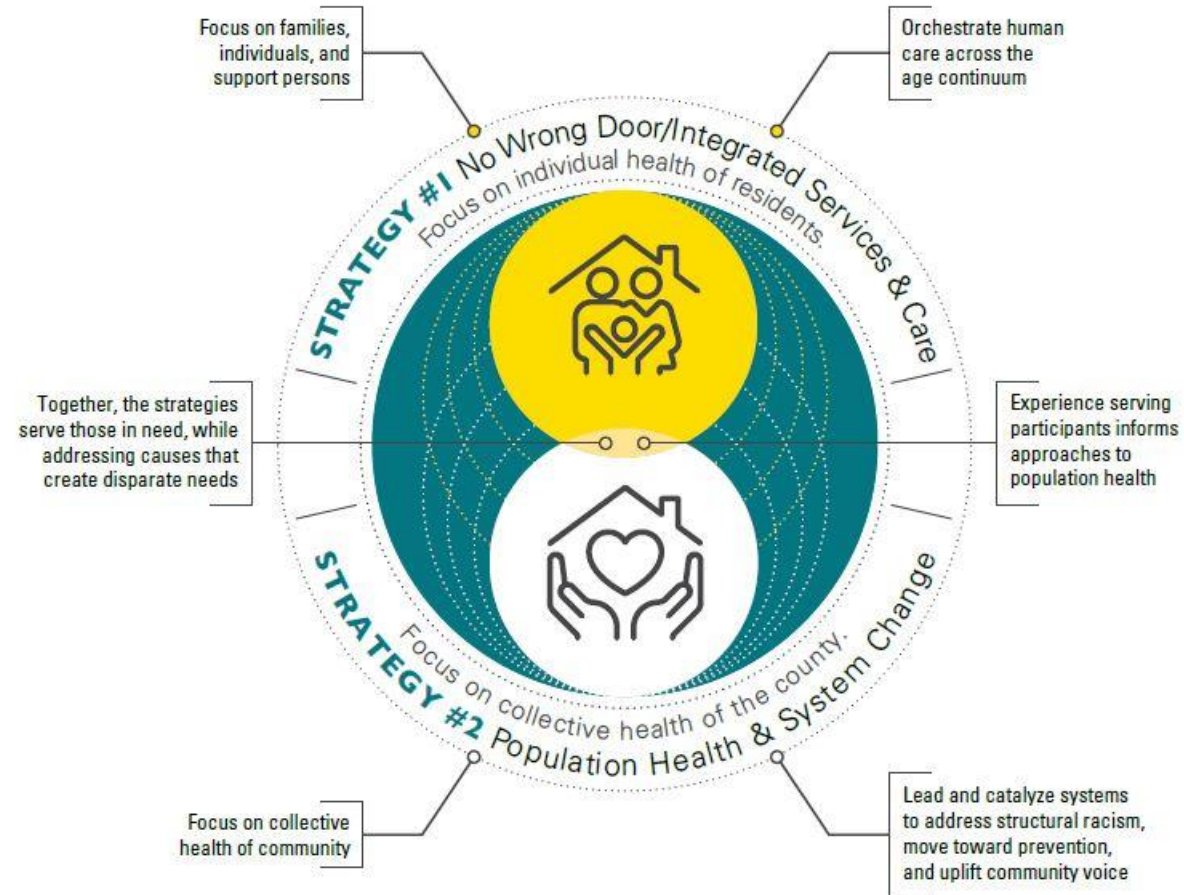
Vision: Together, creating healthy communities.



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TWO STRATEGIES

These strategies will create real change by developing an integrated service model that orchestrates care for its program participants while providing a welcoming, friendly, trusted, trauma-informed environment. The strategies address social determinants of health and improve community health outcomes as we infuse policy and practice with the understanding of racial and health equity.



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FOCUS AREAS

- Racial and Health Equity
- Integration
- Organizational Development and Staff Support
- System Change/Partnerships/Advocacy
- Financial Sustainability/ Building Resources
- Building Organizational Capabilities
- Facilities
- Technology





Examples of Upstream Investment and Prevention in 2021

- 11,000 At-Risk Families Avoided Eviction
- New Mental Health Emergency Center (MHEC) Underway & Located Near 70% of Current Patients
- COVID-19 Community Response including Partnership with OEM to Distribute In-home Vaccinations & Increase Awareness for Older Adults & People with Disabilities to Get Vaccinated
- Continued Expansion of Comprehensive Community Services & Children's Long-Term Support; # of kids in CLTS increased 28% over 2020
- 98 Youth/Mentor Connections Created via Credible Messengers
- 143 Young People Enrolled in Collaborative Employment Program
- 2022-24 Area Agency on Aging (AAA) Plan Developed & Lauded for Exceptional Community Engagement

FUTURE STATE THEMES



ALIGNMENT OF COUNTY & DHHS STRATEGIES

COUNTY (2020)

CREATE INTENTIONAL INCLUSION

Reflect the full diversity
of the County at every level
of County Government

Create and nurture an
inclusive culture across
the County

Increase the number of
County contracts awarded
to minority- and women-
owned businesses

BRIDGE THE GAP

Determine what, where,
and how we deliver services
based on the resolution of
health disparities

Break down silos across
County government to
maximize access to and
quality of services offered

Apply a racial equity lens
to all decisions

INVEST IN EQUITY

Invest "upstream" to
address root causes of
health disparities

Enhance the County's fiscal
health and sustainability

Dismantle barriers to diverse
and inclusive communities

DHHS (2020)



STRATEGY #1

No Wrong Door/Integrated
Services & Care



STRATEGY #2

Population Health &
System Change

Leadership Video:

<https://youtu.be/Yf7WprXHil4>

Strategic Plan Website:

<https://county.milwaukee.gov/EN/DHHS/About/Strategic-Plan>



BELIEVE
IN YOUR
DREAM

THANK YOU!



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