

ANNUAL REPORT 2021

Together, Creating Healthy Communities

2021 DHHS
Annual Report

Presented by Milwaukee County
Department of Health & Human Services

Department of Health & Human Services

Aging & Disabilities Services

Children, Youth & Family
Services

Behavioral Health Services

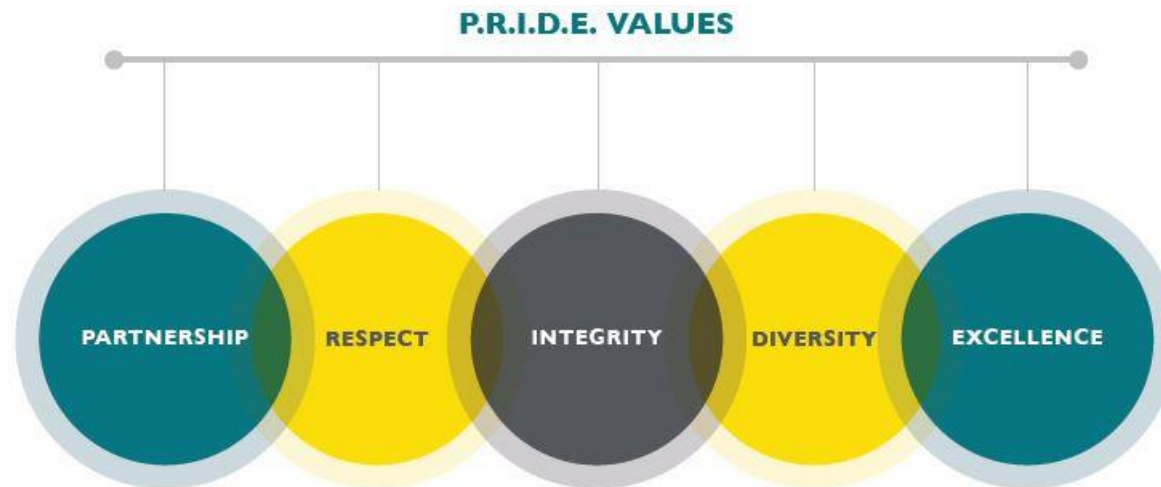
Housing Services

Management Services

Veterans' Services

Mission: Empowering safe, healthy, and meaningful lives.

Vision: Together, creating healthy communities.



2021 DHHS FOCUS AREAS

- Creating two Systems of Care by integrating Children's Services and Adult Services
- Implementing two strategies transforming the human services system: "No Wrong Door" and "Population Health & System Change"
- Publishing the 2020-2025 DHHS Strategic Plan
- Operationalizing addressing social determinants of health
- Supporting Milwaukee County's vision: By achieving racial equity Milwaukee will be the healthiest county in the state



INTEGRATION

ADULT INTEGRATION

New Service Area—

Aging & Disabilities Services

The adult system of care includes the Area Agency on Aging (AAA), Aging and Disability Resource Center (ADRC), Adult Protective Services (APS), and the Office for Persons with Disabilities (OPD). Integration will occur in phases. The integration of Aging and Disabilities will be evaluated and that will determine the next phase. Aging & Disabilities will continue to work closely with Veterans, Behavioral Health, and Housing to ensure customers are getting connected to services across DHHS.

CHILDREN'S INTEGRATION

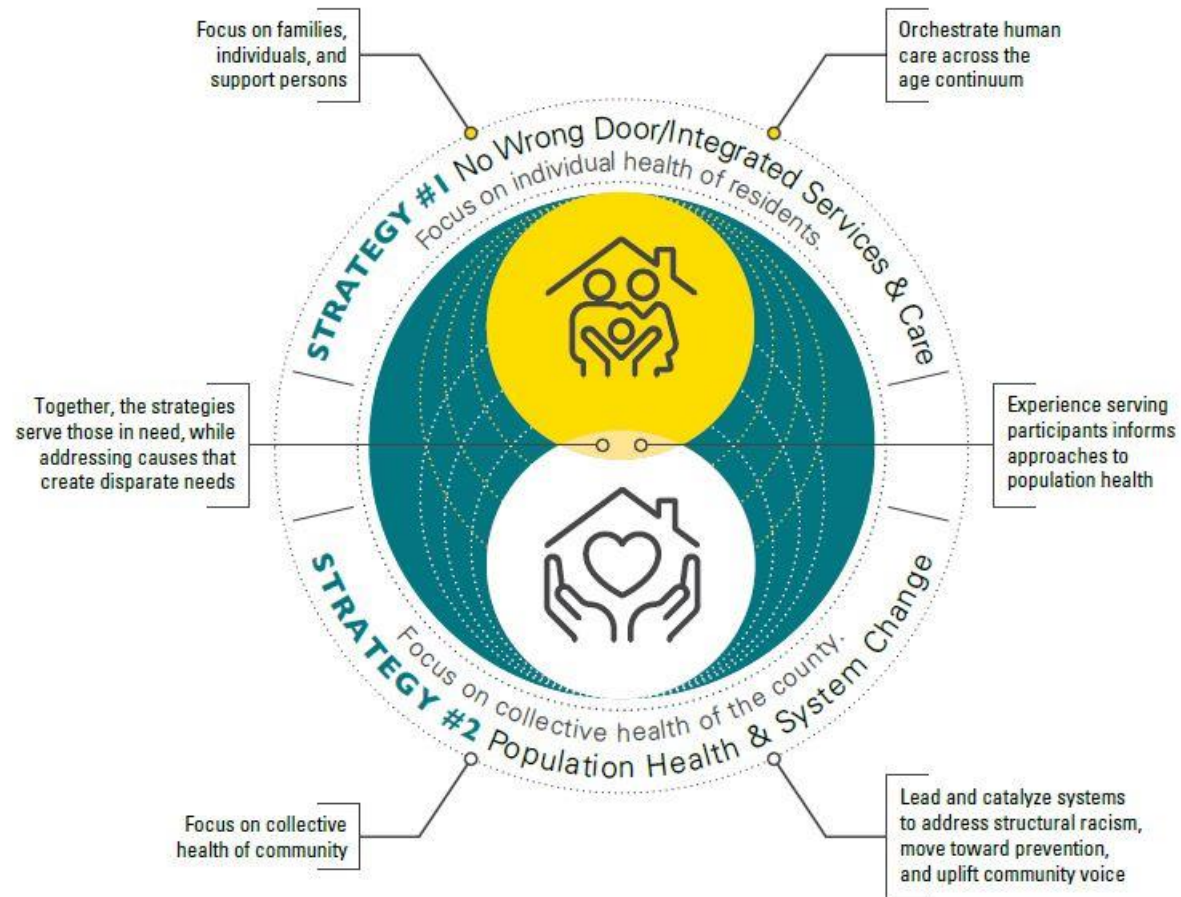
New Service Area—

Children, Youth & Family Services

Children's system of care brings together three service areas, including Disabilities Services, Children's Mental Health and Wraparound Milwaukee, and the Division of Youth & Family Services. All aspects of Milwaukee County Children's services are integrated, including DHHS' collaboration with the Division of Milwaukee Child Protective Services and the Wisconsin Department of Health Services to ensure children in the child welfare system are guaranteed access to services.

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.



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

2020-2025 DHHS Strategic Plan: Creating Healthy Communities

- In November, DHHS shared its bold vision for the 2025 Future State in the *2020-2025 DHHS Strategic Plan: Creating Healthy Communities*.
- After a comprehensive planning process, which included looking inward and doing an assessment of the current state, the team arrived at the “how” DHHS will get to the 2025 Future State.
- The process took many perspectives into consideration. The planning and engagement resulted in developing key focus areas and accompanying goals.
- The Strategic Plan is ambitious, laying out how DHHS is going to improve individual and community health by addressing social determinants of health and achieving racial and health equity.
- This will be accomplished through two distinct strategies that reimagine how services are delivered.
- Along with the rest of Milwaukee County, DHHS is a catalyst for change.
- To download the DHHS Strategic Plan and for more information:
visit: county.milwaukee.gov/EN/DHHS/About/Strategic-Plan



DHHS

2021

HIGHLIGHTS

Dine Out Program

Milwaukee County works with minority owned restaurants to provide older adults to new and exciting food options, including breakfast, lunch, and dinner meals.

- 372 Diners
- 4,910 Meals received through the program

Credible Messenger Program

launched in May of 2021 at Sherman Park. The program is a community-based approach focused on prevention, transformative mentoring and restorative justice. Since the program launched:

- 70 Active Youth in the Program
- 3,246 Collective Community Engagement Hours



DHHS

2021

HIGHLIGHTS

Grab & Go Events

Grab & Go events at Owen's Place were held once a month, from March through October, to support the community during the COVID-19 health crisis. Children's Community Mental Health Services and Wraparound Milwaukee handed out items, including clothing, household items, gun locks, food, school supplies, and more.

- 576 individuals were served over the course of the eight 2021 Grab & Go events.



Eviction Prevention

The Housing Division's partnership with the State of Wisconsin and Community Advocates to address the eviction crisis resulted in \$100 million secured to provide rental assistance through the Emergency Rental Assistance Program.

- Approximately 11,000 at-risk Milwaukee County families were able to stay in their homes



DHHS

2021

HIGHLIGHTS

Children's Increased Outreach and Program Enrollment

Programs, including Birth to 3, Children's Long-Term Support, and Children's Community Options Program, focused on increased outreach to communities of color. The outreach increased awareness of programs for children with disabilities, addressed social and cultural stigma attached to disabilities, remove barriers to accessing supports and services

- 36% increase in enrollment for Children's Long-Term Support Program



Free Legal Assistance for Veterans

The Veterans' Services Office in partnership with the Marquette Volunteer Legal Clinic provided free legal assistance to veterans and their families. the Veterans' Service Office was able to work through the pandemic to keep services going.

- 100 veterans and their families received free legal assistance



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

Questions?

Thank you!



MILWAUKEE COUNTY
**DEPARTMENT OF
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