

Service Array

Milwaukee County and DMCPs

MCWPC

May 16, 2025



Wisconsin Department of Children and Families

Agenda

- IMPACT 211
- Milwaukee County Children, Youth and Family Services
- Wellpoint Care Network
- Children's Wisconsin





IMPACT 211

May 18, 2025


IMPACT
Changing Lives. For Good.



Changing lives. For good.

IMPACT is a private non-profit organization that has served Southeastern Wisconsin since 1960. We help people take the first step toward changing their life, for good. We assess and guide those experiencing personal crisis toward resources to achieve stability; and collaborate with community partners to foster system improvement. We do this through:

- Comprehensive assessment of complex problems
- Expert navigation and connection to appropriate resources
- Collection, analysis and interpretation of data
- Implementation of research-based planning and process evaluation



IMPACT Programs

IMPACT Coordinated Entry

Serves as the starting point for individuals facing homelessness and needing connection to housing resources

IMPACT Planning & Evaluation

Works in partnership with local organizations in understanding community needs, identify best practices, evaluate programs, and provide recommendations

IMPACT Intoxicated Drivers Program

Provides case management and counseling services to individuals with select substance use offences to aid in meeting court obligations

IMPACT Connect

Community Information Exchange (CIE) that enables collaborating partners to exchange information for the benefit of clients being served.

IMPACT 211



IMPACT 211

- As an Information and Referral Service Provider, it is the responsibility of 211 to connect people with the resources that exist within their community.
 - Trained Community Resource Specialist assess the needs of callers and offer options for what resources exist within their area. Resources are provided based on geographic location.
- Operating 24/7/365 and averaging 400-600 calls per day, Community Resource Specialist are using an internally curated database to locate resources for community members.
- 211 Community Resource Specialist provide 'referrals'. Providing a referral entails giving the individual details about the resources that exist and how they can access them.
 - Name of agency, program description, location, hours of operation, eligibility qualifications, required documentation, etc.
 - Referrals can be provided verbally, by text messages, or by email

How does IMPACT 211 help?



Maslow's hierarchy of needs

Internally curated database that maintains nearly 5,000 active resources (regionally) is designed to house resources that meet the basic needs of any human.

Database:

- Built on relationships
- Inclusion policy
- Updated no less than twice per year



Psychological Needs

1. Food

- Food Pantries, Congregate Meal Sites, Food Stamps, Summer Meals, etc.

2. Housing

- General Housing: weatherization, loans/grants, rehabilitation/home modifications, etc.
- Homeless Services: Shelters, Homeless Prevention, Coordinated Entry, Rent Payment Assistance, etc.

3. Clothing

- Baby clothing, winter clothing, maternity clothing, shoes, etc.

4. Transportation

- Bus fare, gas money, vehicle assistance, medical or employment transportation

5. Reproduction

- Prenatal Care, WIC, etc.



Safety Needs

1. Safety
 - Crisis Teams, 911, Restraining Order, Home safety
2. Employment
 - Unemployment, On the Job Training, Career Counseling, job fairs, etc.
3. Health
 - Insurance enrollment, Insurance saving programs, Premium Assistance



Additional Service Offerings

Mental Health

- Outpatient, intensive outpatient, inpatient
- Support groups
- Talklines/Hotlines
- Crisis Lines
- 988

Substance Use – Wisconsin Addiction & Recovery Helpline

- Outpatient, Intensive Outpatient, Residential, Inpatient, Detox
- MAT
- DUI/Court Ordered Services
- Support Groups
- Harm Reduction

Other

- Financial Assistance
- Utilities
- Legal



Setting Expectations

When someone is looking for support in any domain in life, encourage them to contact IMPACT 211 AND also inform them if there is a resource that exists, IMPACT 211 is committed to helping them get connected.

IMPACT 211 is not a direct service provider.

How to contact IMPACT 211?



Call us
24/7/365



Text us
Monday-Friday
9:00am-9:00pm



Chat with us
24/7/365



Use our online
directory



Email us
24/7/365



211
Wisconsin
App

Thank you!

Jasmine Window | jwindow@impactinc.org



Changing Lives. For Good.

Danique Seymour

Program Supervisor, Milwaukee County Department of Health and Human Services – Children, Youth and Family Services



Wisconsin Department of Children and Families

Milwaukee Child Welfare Partnership Council Meeting-Members

May 16th, 2025



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

Children, Youth, & Family Services (CYFS)



CYFS Programs & Services Overview

Resources For Your Information

- ❑ **No Wrong Door Model of Service Delivery**
- ❑ **CYFS Menu of Services**
Provides a high-level overview of services types available to justice-involved youth
- ❑ **CYFS Detention and Community Based Programs & Services**
Provider Agency overview of types of services and programming
- ❑ **CYFS ARPA Services**
Overview of ARPA and Future State

DEPARTMENT OF HEALTH & HUMAN SERVICES (DHHS)

DHHS is a catalyst for change, focusing on partnership, collaboration and inspiration.

The No Wrong Door (NWD) model of service delivery & supporting the vision of by achieving racial equity, Milwaukee will be the healthiest county in Wisconsin.



Strategy #1

Integrated Services & Care

- Focus on families, individuals, and support persons
- Orchestrate human care across age continuum
- Look to get to “yes” on addressing needs, no matter where a participant enters
- Address root causes of needs; partner with agencies that address social determinants
- Address racial equity within policies and practices, including within contract network

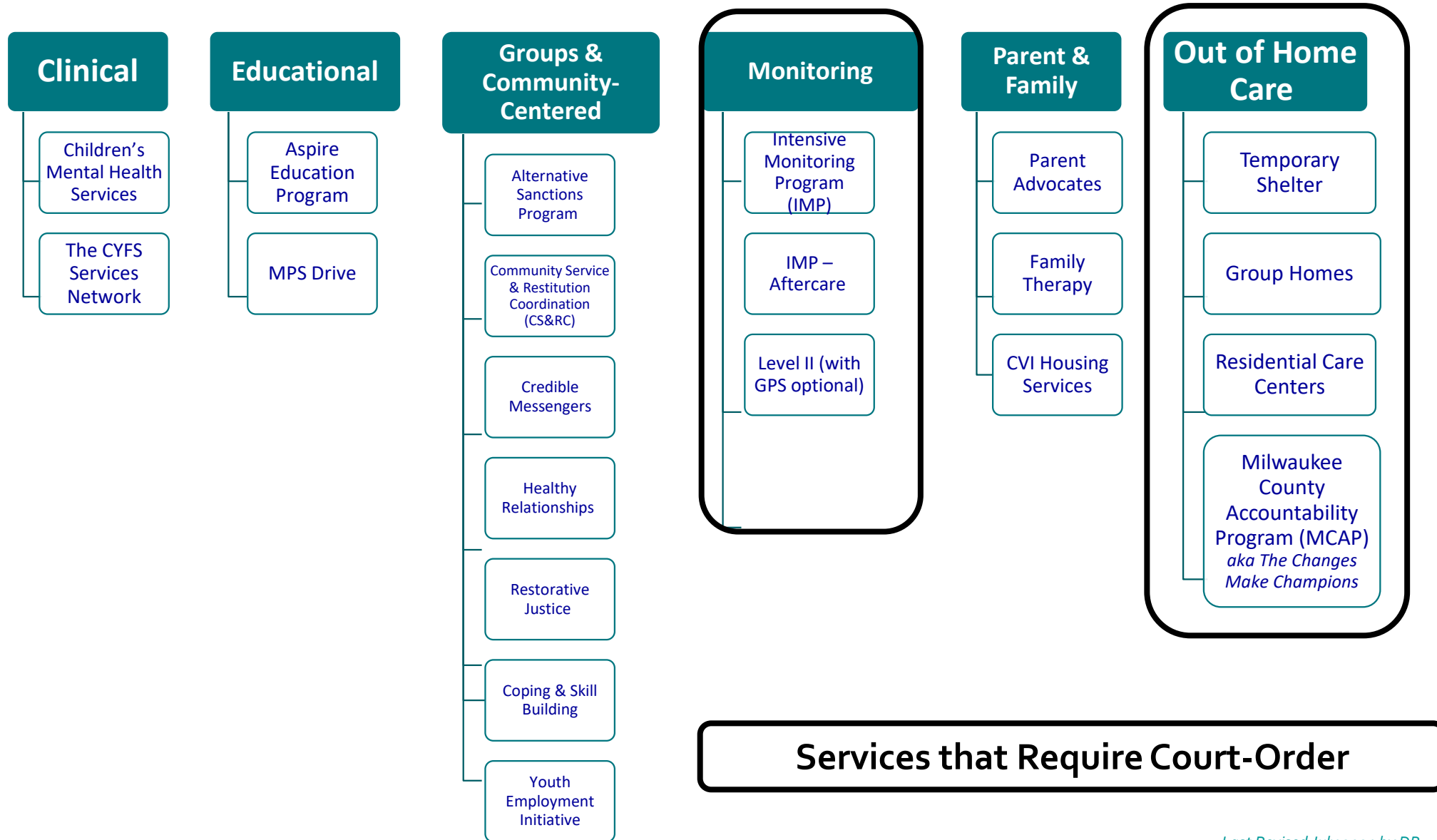


Strategy #2

Population Health / System Change

- Focus on collective health
- Lead and catalyze human services systems to address structural racism and prevention
- Look to re-direct more DHHS resources up-stream
- Influence funders in the allocation of resources
- Amplify community voice in DHHS and broader community discussions

CYFS Youth Justice Services & Programs



Youth Justice Programs & Services

~

Clinical, AODA & Therapeutic Service Providers

- ABDH Counseling
- AMRI (AODA)
- Behavioral Consultants (*Competency Restoration*)
- MD Therapy (AODA)
- Psychological Assessments
- Speak Wellness Behavioral Health Consulting (*Trap Therapy*)
- RISE (*Healthy Relationships, Anger Management*)
- Voices For the Youth (*Ctrl Alt Delete Workshop -CBT & Empowerment Workshops*)
- Multicultural Trauma & Addiction Center of WI
- L.I.F.E Wellness & Counseling services (*Parent Advocacy*)

Highlighted = Detention Services

Youth Justice Programs & Services

~

Program & Service Providers

- Embody Yoga
- Rose Athletic
- Fuel Your Fire Music Academy (*Music Program*)
- **I WILL NOT DIE YOUNG CAMPAIGN –Muhibb Dyer** (*Poetry*)
- **Glow 414** (*Mentoring & Human Trafficking Workshops-girls*)
- **MCAP** (*Milwaukee County Accountability Program*)
- **MERA** (*Mentoring & Comprehensive Support Services*)
- MPS Drive
- MySistasKeepHer (*Journaling & Poetry*)
- St. Charles (*Level II & IMP, Alternative Sanction Program*)
- Running Rebels (**MCAP**, *IMP Aftercare*)
- WCS Aspire Edu. Treatment Program
- WCS Community Service & Restitution
- WCS Shelter Care (*Boys & Girls*)
- WestCare (*Forward Thinking*)
- Youth Employment Initiative: Bloom, Employ Milwaukee & YAP (*Summer Only*)

Highlighted = Detention Services

The ARPA *Cliff*

- American Relief & Prevention Act (ARPA)
- One-time Funding Opportunity 2020 - 2026
 - ARPA Funded Programming Ends September 30, 2026
- Provided a variety of resources for justice involved youth & families, such as:
 - Services
 - Preventative measure for kids and their families
 - Positions within CYFS and contracted partners
- Allows flexibility of funding across CYFS
- Future State: Determinations of funding beyond ARPA remain underway

The ARPA *Cliff*

ARPA Services:
Current & Future State

Service Name	Girls Specific	Status After ARPA
ABDH Counseling		Available in the Community
Center for Self-Sufficiency		Available in the Community
Embody Yoga	Y	Available in the Community
Glow 414 Credible Messenger	Y	Ending after ARPA
Glow 414 Mentoring	Y	Available in the Community
Mera Mentoring & Civic Engagement		Available in the Community
Muhibb Dyer Poetry Services		Detention Only Ending after ARPA
Multicultural Trauma & Addiction Center of WI		Available in the Community
My Sista's KeepHer	Y	Available in the Community
Rose Athletic	Y	Available in the Community
Speak Wellness Behavioral Health and Consulting		Available in the Community
Voices Ctrl Alt Delete Workshop	Y	Available in the Community
WCS Real Mean Real Talk Summer Series		Available in the Community
WestCare Forward Thinking		Ending after ARPA
Your Move MKE		Available in the Community



Questions & Answers

Thank You!



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

Kristina Janik

Director of Service Quality, Wellpoint Care Network



Wisconsin Department of Children and Families

The Wellpoint Care Network (WCN) Mission

We facilitate equity,
learning, healing and
wellness by restoring the
connections that help
children and families
thrive.



Determining a families needs

A PARTNERSHIP

Family

**Child Welfare Case
Manager**

–

**Parental Capacity
Family Assessment
(PCFA)**

**WCN's Family
Preservation
Specialist**

–

**5 Pillars of Stability
Screening**

The Five Pillars of Stability

Are the social determinants of health that shift our perspective to the real needs and root causes of family stress

EMPLOYMENT



EDUCATION



HOUSING



HEALTH



CARING
CONNECTIONS



Research and experience have shown that when individuals can meet their needs in these five core areas, they are more likely to succeed.

Identifying Informal Supports

A Family Teaming Model

- Relatives
- Significant Others
- Like Kin
- Friends
- Neighbors
- Church Members/Clergy
- Advocates
- Another supportive individual identified by the client

Identifying Formal Services

- Existing or previous service providers
- WCN's Internal Education and Family Engagement Department
- Milwaukee County Behavioral Health – Community Access to Recovery Services (CARS) Referral
- An agency accepted by client's insurance
 - Online search or calling insurance provider
- A Wellpoint Care Network Contracted Agency
 - Listed both in Microsoft Teams Channel and in CoBRIS Purchase of Service platform
- An agency not contracted with Wellpoint Care Network nor covered by client's insurance via Memorandum of Understanding



WCN's Education and Family Engagement Department

Provides quality in-home services to families served by Child and Family Well-being. This department bolsters our work with preservation supportive services and connections to community resources.

- **Family Preservation Program**
 - All families new to WCN are automatically assigned a Family Preservation Specialist
 - The 5 Pillars of Stability Screening is completed to identify needs and resources/services are provided
- **Caregiver Support Services**
 - This voluntary program partners with caregivers (relatives, like-kin, and general foster homes) to help them meet the needs of the children in their care, as well as their own needs
- **Community Connections Program**
 - Designed to provide families and the community with the knowledge, skills, and resources that will help them address their 5 Pillars of Stability needs
 - Builds self-confidence and independence in addressing issues that may arise in the future
 - We realize that no one agency can meet all needs long term- This program is designed to not only help families connect with formal supports, but also go beyond to identify connections to natural neighborhood organizations and alliances that will provide families with long-lasting connections
- **Parents Supporting Parents (PSP) Program**
 - Voluntary program featuring support from parents who were once involved with Child Protective Services due to child safety concerns



Milwaukee County – Community Access to Recovery Services (CARS)

The Community Access to Recovery Services Department of Milwaukee County Behavioral Health Services serves adults living with substance use and mental health disorders.

To access the services offered by CARS, Case Managers refer clients to one of the “access points” located within Milwaukee County.

“The access points utilize a comprehensive approach to the screening and assessment of both behavioral health and/or substance use disorders. The screening process, for CARS services, can take up to two hours and is based on consumer choice. The comprehensive screen identifies strengths in multiple life domains such as: family, emotional health, education and employment, living environment, etc. The screen concludes with matching the recommended service to the individual’s needs for behavioral health and/or substance use disorder services.”

[Adult Services \(CARS\) | BHS | Milwaukee County](#)



Services Provided by Insurance

Utilizing Client's Insurance

1. Online

- Ex. Forward Health Directory Search

-
<https://www.forwardhealth.wi.gov/WIPortal/Subsystem/Public/DirectorySearch.aspx>

2. Phone

- Contact Enrollment Specialist/Insurance Provider via phone with client



WCN's Contracted Service Agencies

Family Interactions

- Association of Community Empowerment
- Blended Hearts Youth and Family Empowerment
- Butterflies Family Services
- Chavah Family Services
- City Transformation Center
- Heritage Family Service
- Milwaukee Area Parent Services
- MiLyfe Personal Care Services
- Ohana Family Services
- Prosperity Family Care
- Renewed Relations Center
- Reversing the Trend
- Safe Circle
- Safe Haven Family Network
- Stepping Stones Community Services
- Teri's House
- Unity Youth and Family Services

Parenting Assistance

- Advisory Living and Learning Agency
- Association of Community Empowerment
- City Transformation Center
- MCFI Home Care
- MiLyfe Personal Care Services
- My Father's House
- Reversing the Trend
- The Parenting Network

Transportation

- Above and Beyond
- Adaptive Transportation
- City Transformation Center
- Just Shuttle
- Krunch Transportation Services
- Renewed Relations Center
- Safe Circle



WCN's Contracted Service Agencies

Mental Health

- AMRI Counseling Services
- Children's Hospital Community Services
- La Causa
- Lad Lake
- Mental Health of America
- Multicultural Trauma and Addiction Treatment Center
- Professional Services Group
- North Shore Psychotherapy Associates
- Rise Youth and Family Services
- Sebastian Family Psychology
- Wisconsin Community Services (WCS)

Substance Use

- AMRI Counseling Services
- La Causa
- Wisconsin Community Services (WCS)

Anger Management

- AMRI Counseling Services
- Lad Lake
- Multicultural Trauma and Addiction Treatment Center
- My Father's House
- The Parenting Network



WCN's Contracted Service Agencies

Crisis Stabilization

- Alternatives in Psychological Consultation
- Integrity Family Services
- Rise Youth and Family Services

Nurturing Class

- MCFI Home Care
- The Parenting Network

Doula Services

- A Miracle Happened Wellness and Birth Services

Interpretation

- Atlantic Interpreters
- Language Source

Mentoring

- Alternatives in Psychological Consultation



Non-Contracted Agencies - Memorandum of Understanding

The following situations are examples of when a Service Provider outside of our Provider Network, may be appropriate:

- The service needed is specialized, and there are no providers in our network who provide it.
- There is a court order for a specific type of service, or a specific provider, that is not provided within our network.
- The service needed could be provided by an agency within our network, but Wellpoint Care Network did not contract with the provider to provide that specific service.
- The need for the service is greater than the capacity of what a contracted provider can provide.
- The client lives outside of Milwaukee County and needs a provider closer to where the client lives.



Transitioning from...

**FORMAL
SERVICES**



**INFORMAL
SUPPORTS**

Wellpoint Care Network Website – Crisis Resources

<https://wellpointcare.org/how-can-we-help/crisis-resources>

If you or someone you know is in life-threatening danger, call 911 immediately.

In a crisis? You don't have to struggle through it alone. Access local, state and national resources through Wellpoint Care Network's carefully-vetted directory of resources and providers that you can call, text or message online for non-emergency support when you need it most.

NATIONAL CRISIS RESOURCES

- + National Suicide Prevention Resources
- + Crisis Resources for Runaway and Homeless Youth
- + Crisis Resources for Domestic & Dating Abuse
- + Crisis Resources for Substance Abuse Support
- + Coping/Relaxation Tools

RESOURCES BY STATE

The **National Child Traumatic Stress Network** has a list of affiliates by state. Find a resource near you.

SEARCH BY STATE

MILWAUKEE- AREA CRISIS RESOURCES

Child Abuse or Neglect:
**Milwaukee Child Protective
Services** | Call 414-220-SAFE

Child Sex Trafficking: **Exploit
No More** | Call 414-384-6100

Family Violence: **Sojourner
Family Peace Center** | Call 414-
933-2722

Runaway Youth: **Wisconsin
Association for Homeless and
Runaway Youth** | Call 608-241-
2649

Youth Homelessness:
Pathfinders | Call 414-271-1560

If you're seeking information on available community resources, call 211 or visit **211 Wisconsin**.

For non-emergency help, Wellpoint Care Network provides therapeutic mental health services at our **outpatient clinic**, located on Milwaukee's northwest side.



GRID MKE Phone APP

Free Public Application

To help guide individuals' needs for community, education, health, housing, and income in Milwaukee County and the Greater Milwaukee Area.



**Wellness Is the Point of All
We Do.**

Wellpointcare.org



Susanna Leggio & Jennifer Winkler

Director of Child Welfare, Children's Wisconsin

Family Support & Well Being Manager, Children's Wisconsin



Wisconsin Department of Children and Families

Contracted Community-Based Services

- Core Services
 - Supervised Visitation (with or without transportation)
 - Supervised
 - Partially Supervised
 - Unsupervised Support
 - Transportation
 - Parenting Education
 - Psychological Evaluations
 - Individual MH Therapy
 - Family Therapy
 - Substance Abuse Treatment
 - Medication Management
 - Crisis Stabilization

Vendors

- 1st Choice Transit
- 3M Transportation
- Active Family Services
- Alternatives in Psychological Consultation
- AMRI Counseling Services
- Blended Hearts Youth & Family Empowerment
- Butterflies Family Services
- Cain's Family Transportation
- City Transformation Center
- Current Initiatives Counseling Services

Vendors

- Encircle Family Services
- Family Options Counseling
- Krunch Transportation Services
- Lad Lake
- Lawson's Transportation
- MCFI Home Care
- Milwaukee Area Parent Services
- Milwaukee Parent and Child Services
- Neat Transportation
- North Shore Psychotherapy Associates

Vendors

- Parvona Family Services
- Professional Services Group
- Prosperity Family Care
- Psychological Assessment Services
- Royal Heirs Transportation
- S.M.I.L.E. Inc.
- Stepping Stones Community Services
- The Parenting Network
- Unity Youth and Family Services
- We Care Family Services
- Wisconsin Community Services

Client-Specific MOUs

- Service agreements established for a specific service for a specific client with a vendor that is outside of our network
 - Continuity of Care
 - Specialized Service Need
 - Court Order

Questions?



Wisconsin Department of Children and Families