

# Wisconsin Department of Health Services

## Overview

The Department of Health Services (DHS) leads Wisconsin's health initiatives. It is one of the largest state agencies with an annual budget of about \$16 billion. More than 6,700 employees work in multiple offices, institutes, and facilities across the state.

DHS works with federal, state, county, and local partners to provide programs and services that protect and promote the health and safety of Wisconsinites.

DHS ensures care provided to Wisconsin residents meets state and federal laws. It ensures Wisconsin taxpayer dollars are used effectively and efficiently by implementing evidence-informed programs, preventing and detecting waste, fraud, and abuse, and working to promote strong health outcomes and innovation.

DHS oversees Medicaid, a joint federal and state program to help people get high-quality health care coverage, long-term care, and other services to promote health and well-being. Medicaid is the single largest program in the state budget with more than 80% of DHS' budget supporting Medicaid programs like BadgerCare Plus. Medicaid is the state's largest health insurer providing coverage for over one million Wisconsinites.

DHS also oversees seven 24/7 state institutions. This includes three centers for people with intellectual disabilities, one facility for state prison residents in need of specialized mental health services, two psychiatric hospitals, and a facility for treating sexually violent persons. About two-thirds of DHS' employees work at these facilities to provide care and treatment for those who cannot safely live in the community.

## Vision

Everyone living their best life.

## Mission

To protect and promote the health and safety of the people of Wisconsin.

## Values

- ◆ Focus on the needs of the people we serve
- ◆ Foster independence
- ◆ Address health disparities
- ◆ Value our colleagues and recognize excellence
- ◆ Encourage innovation and critical thinking
- ◆ Collaborate with our partners
- ◆ Manage public resources responsibly

## More Information

To learn more about DHS, visit [dhs.wisconsin.gov](https://dhs.wisconsin.gov).





## Structure

DHS is organized into ten offices and divisions.

- Office of the Secretary
- Office of the Inspector General
- Office of Policy Initiatives and Budget
- Office of Health Equity
- Office of Legal Counsel

- Division of Enterprise Services
- Division of Care and Treatment Services
- Division of Medicaid Services
- Division of Public Health
- Division of Quality Assurance

### Office of the Secretary

Leads DHS and includes the executive team, communications team, substance use initiatives, area administration (serves as the primary link between DHS and local county human service agencies and their associations), and Tribal affairs.

### Office of the Inspector General

Protects Wisconsin taxpayers by preventing and detecting waste, fraud, and abuse of public assistance programs.

### Office of Policy Initiatives and Budget

Provides department-wide budgeting, policy, and research services.

### Office of Health Equity

Works to help address health disparities and promote a culture of inclusion where all Wisconsinites are able to thrive and be engaged.

### Office of Legal Counsel

Provides legal services and advice to DHS.

### Division of Enterprise Services

Oversees financial management, information systems and technology, procurement, and facilities management.



## **Division of Care and Treatment Services**

Supports community mental health and substance use programs, manages the seven 24/7 state institutions that provide care and treatment for people living with psychiatric disorders and intellectual disabilities, and protects client rights for people receiving services for a developmental disability, mental health, and substance use.

Oversees and supports through federal grants and state opioid settlement funds Wisconsin's community-based health and human services providers. These agencies provide mental health and substance use programs for adults and children, crisis intervention, prevention services, peer-based services, and inpatient treatment.

Manages and supports programs for people with criminal justice histories and mental health and substance use concerns. This work is in partnership with Wisconsin's judicial, correctional, and mental health systems.

## **Division of Medicaid Services**

Supports Medicaid programs to provide access to health care, long-term care, and nutritional assistance for people who are older, have a disability, or have low income. Common Medicaid programs include BadgerCare Plus, Children's Long-Term Support, Family Care, Family Planning Only Services, IRIS, Katie Beckett, and SeniorCare.

Administers FoodShare, the federal Supplemental Nutrition Assistance Program that provides people with low income the ability to buy food.

Oversees, supports, and funds local human service agencies who determine eligibility and ongoing case management for Medicaid programs and FoodShare. Provides Medicaid reimbursement to providers.

Includes the Disability Determination Bureau, which administers the federal Social Security Administration (SSA) and Medicaid disability determination; and Milwaukee Enrollment Services (MILES).

Manages Wisconsin Wayfinder – helps families of children with special needs navigate the system to ensure their child gets the support and services they need to live a healthy life; WisCaregiver Careers – a workforce program to increase the number of caregivers in the state; and non-emergency medical transportation – provides Medicaid members with a no-cost way to get to their medical appointments.

## **Division of Public Health**

Provides oversight and funding of public health services to improve health outcomes. Works closely with local and Tribal health departments, community-based organizations, schools, and businesses to promote healthy communities.

Examples of programs and services include:

- ◆ Aging and disability resource centers
- ◆ Adult protective services
- ◆ Communicable disease prevention and monitoring
- ◆ Chronic disease prevention: diabetes, heart disease, cancer
- ◆ Environmental and occupational health: blood lead testing, safe homes, worker safety
- ◆ Emergency medical services
- ◆ Maternal and child health
- ◆ Oral health
- ◆ State health plan and local community health improvement plans
- ◆ Tobacco prevention
- ◆ Vital records like birth, death, marriage, and divorce certificates
- ◆ Women, Infants, and Children (WIC) nutritional program

## **Division of Quality Assurance**

Protects and promotes the health, safety, and welfare of residents living and receiving care in the health and residential care facilities regulated by DHS. Regulates and licenses more than 40 different programs and facilities that provide health, long-term care, mental health, and substance use services, as well as conducts caregiver background checks and investigations.

