



Hinton SDC Brief - Tuesday, April 14

To: SDC Staff

From: Mr. Hinton

Good Afternoon SDC:

During today's leadership meeting, we began to envision the "new normal" that awaits us when SDC fully re-opens. These unprecedented times require out-of-the box thinking and new strategies. We asked you for your thoughts. Here's what we're hearing (the abbreviated version). Thanks to Willie Mae, Sheila, Shae and Commissioner Martin for your quick response.

Share.

Discuss.

Offer your perspective.

Thoughts from Willie Mae Hill/Youth Services

"I feel the best way to help our customers is to provide accurate information and resources. This has been a traumatic time for everyone and I truly believe that we need to do whatever we can to reduce their stress and anxiety.

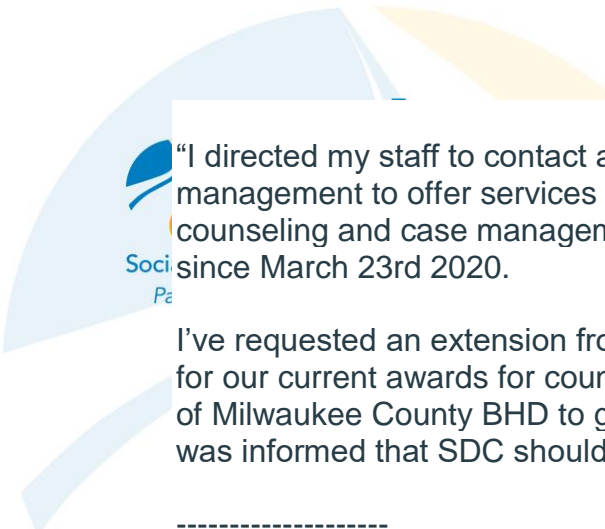
I believe that case management is going to be crucial in navigating resource connections.


Customers are going to need financial literacy. We may want to schedule workshops for those who are interested. Customers are also going to need training or retraining on careers."

Thoughts from Commissioner Donna Brown-Martin

"Question. One of the biggest issues is food security for families in North Milwaukee during the pandemic and I suspect it will still be an issue after the crisis, do we have any partnerships with food pantries or places or organizations that can help us to be supportive for the community in this area?

Thoughts from Sheila Sampton/Health and Wellness



 "I directed my staff to contact all current and former customers for counseling and case management to offer services via email, zoom, WIFI and telephone supportive counseling and case management services. We have continued to provide this service since March 23rd 2020.

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I've requested an extension from SDC's DOJ grants Manager and Program Coordinator for our current awards for counseling and case management. I also contact the Director of Milwaukee County BHD to get an update on the Prevention and Access Awards. I was informed that SDC should be given a decision by April 30th."

Thoughts from Shae Williams/Health and Wellness

Mr. Hinton,

Upon reopening SDC...

To give them good customer service and let them know that I am there for them and willing to offer as many resources that I have available to them.

This is some of the feedback we're hearing. It's your turn to weigh in. What will you do when we return to work and resume full service?