

2025 MOBILE INTEGRATED HEALTHCARE (MIH) (Community Paramedics)

MFD MIH continued to meet its mission of addressing the unmet needs of our citizens and improving their healthcare experience by increasing satisfaction and overall health at a reduced per capita cost. The efforts of MIH resulted in our high-utilizer clients averaging a 69% reduction of 9-1-1 calls post-MIH engagement for 2025.

Our continued collaborations and community outreach with medical insurance providers, the Overdose-Public Health and Safety Team, the Milwaukee County Falls Prevention Coalition and MAT Behind the Walls Program, the Milwaukee Community Collective, and a multitude of other community partnerships, aided MFD MIH in meeting its goals.

The MIH team continues to be a leader in this field, with UW-Milwaukee (Wisconsin's only institution providing a Community Paramedic Certification) engaging our team to provide our expertise for their education modules. We have also presented on the efforts and successes of our team at national conventions, further expanding our reach.

The Milwaukee Overdose Response Initiative (MORI), under the umbrella of MIH, continued peer-supported post-overdose outreach in response to the fatal and non-fatal opioid-related overdoses occurring within the community. Milwaukee County's downward trend in fatal overdoses continued in 2025 with a 19% decrease. 2025 saw 383 Substance Use Disorder (SUD)- related deaths down from a high of 674 in 2022.

MIH continued its expansion of the MORI Program from three to four teams conducting visits daily. We expanded service by an additional three hours a day Monday-Friday and added Saturday availability to reach more clients. MORI maintains relationships with local businesses offering naloxone training and providing Hope Kits. The team also began assisting clients recently released from incarceration as part of the Milwaukee County-led Pre-Post incarceration Access to Treatment and Healing (PATH) Program.

MORI staff made 4,583 attempts to contact those who had experienced a non-fatal overdose, resulting in contacting 800 individuals experiencing SUD, and an additional 639 visits with patients' family and friends. MORI had a 70% increase in clients enrolled in treatment with 181 of them starting their recovery journey with our guidance.

The MORI Program continued to distribute harm reduction in the form of Hope Kits for substance use, each kit containing naloxone, fentanyl test strips, and other harm reduction items. The naloxone and fentanyl test strips are provided to the MFD at no cost through our partnership with the Wisconsin Health Department and grants provided by Wisconsin Department of Health and Human Services. Our MIH team supplies MFD engines, trucks and MED units with Hope Kits which allows immediate distribution. Additionally, Hope Kits continue to be made available for distribution to the public at any MFD fire station. A combined total of 4,004 Hope Kits and individual boxes of naloxone were distributed by MIH and MFD field companies in 2025.

MFD MIH is funded partially by department operating funds with MORI Programs funded exclusively by Opioid Settlement Funds. This funding platform continues to minimize costs for Milwaukee taxpayers.