



2024  
HEALTH EQUITY IMPACT REPORT

# Legacy in Bloom

*Strengthening Our Impact*



## *Commitment Statement*

MHS Health Wisconsin is committed to transforming the health of our community one person at a time. Our goal is to improve the access and availability of care regardless of age, ethnicity, gender, race, national origin, religion, disability, sexual orientation, gender identity, or socioeconomic background. We are committed to embracing diversity, equity, and inclusion in all the work we do. We will continue to work diligently to dismantle systemic and interpersonal racism, bias, discrimination, and the social and structural inequities that threaten the health of our community.

We commit to:

- Improving equitable access, availability, and accountability of services to drive health and wellbeing.
- Focusing our efforts where disparities exist and continuously working toward equitable outcomes for all.
- Including our diverse and talented workforce at all levels of decision-making.
- Combatting racism and discrimination in all forms.
- Facilitating the identification of unconscious bias and implementing change to address it.
- Prioritizing community-led strategic planning, partnerships, and presence.
- Celebrating authenticity and bringing one's true and whole self to every interaction.

*You. Belong.*

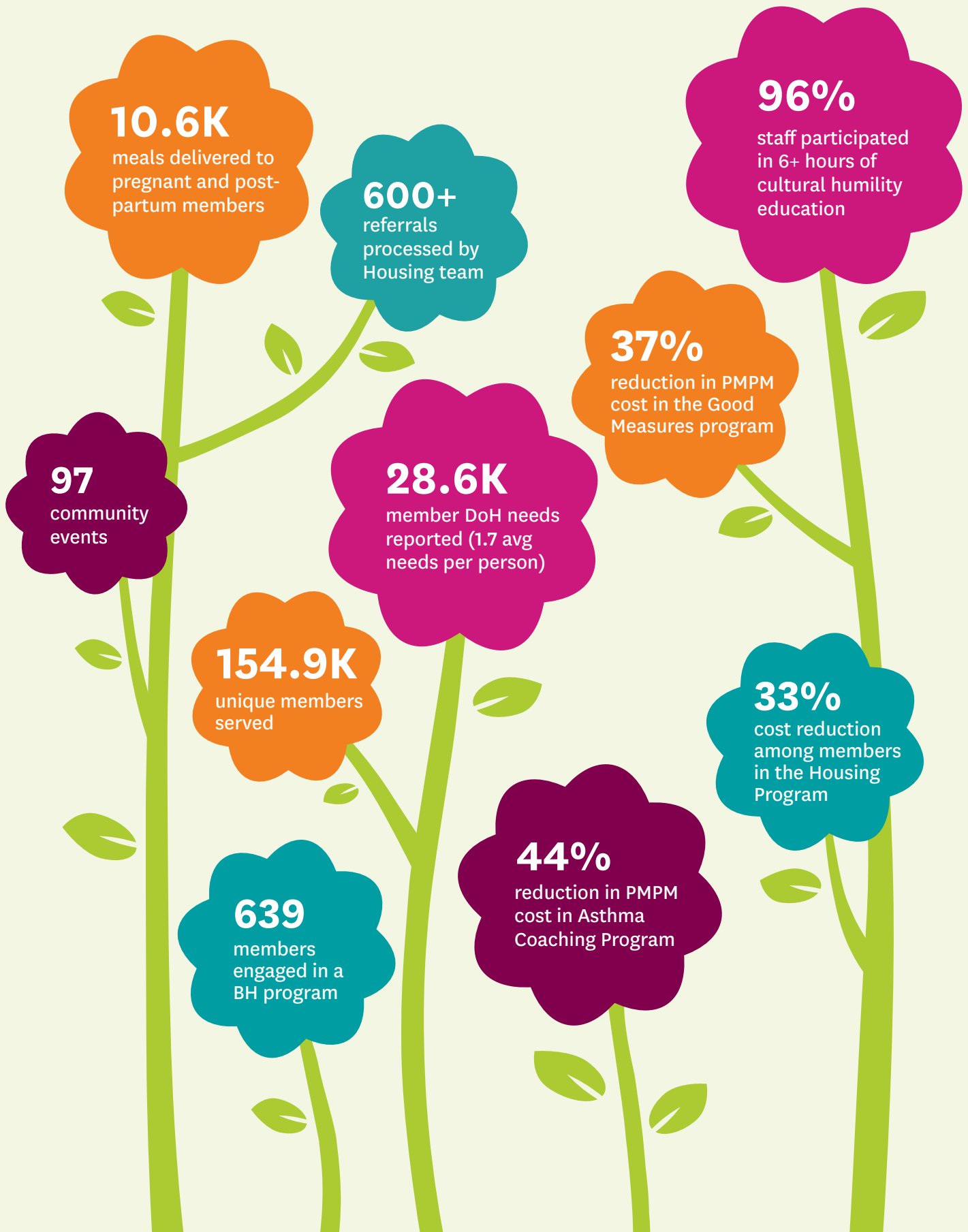


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## Health Equity by the Numbers



# Welcome

Three years ago, we planted a seed with our inaugural health equity impact report, *Cultivating Health Equity: Nourishing Seeds of Change*, laying the foundation for intentional and meaningful efforts to address disparities and foster health equity in the communities we serve. That seed took root, and through collaboration, dedication, and innovation, we nurtured our growth as highlighted in our 2023 report, *Rooted in Equity: Growing Stronger Together*.



Today, that seed has flourished. With our newest report, *Legacy in Bloom: Strengthening Our Impact*, we celebrate the ongoing work of our partners, providers, community leaders, and especially the passionate and talented teams at MHS Health Wisconsin and Centene Corporation. Their tireless efforts have transformed ideas into action, challenges into opportunities, and aspirations into measurable progress.

Foundational to this work are our health equity core pillars — Consumer, Community, and Culture — all of which continue to ground our efforts and ensure that every initiative is centered on the people we serve, the partnerships we build, and the values that shape our path forward.

This year's impact report is more than a reflection on impact. It's a dedication to the unwavering commitment of those who have made this their life's work, starting with our founder, Elizabeth "Betty" Brinn, more than 40 years ago.

Despite a childhood marked by hardship, moving through 17 foster homes across Wisconsin, Betty refused to let circumstance define her. With unwavering resilience and a vision for something greater, she transformed adversity into great strength. She built a better life for herself and others as a wife, mother, and successful businesswoman. Determined to plant hope where it was needed most, Betty committed herself to expanding access to quality healthcare. While working as bookkeeper at a Milwaukee hospital, Betty started a non-profit Medicaid managed care plan based upon the mission of caring and service to others.

Betty Brinn's unwavering belief in the power of equity to transform lives continues to guide and inspire all that we do. I am incredibly proud of all we have accomplished together and deeply grateful for the passion, perseverance, and purpose that drive our collective mission forward.

With gratitude for those who bring our mission to life,

## Katherine Kasabuske

Vice President, Health Equity

MHS Health Wisconsin

### 1984-1989

Brinn forms Family Hospital Physician Associates with 700 members. Later renamed Managed Health Services.

### 1990-1999

Membership reaches 17K. Brinn passes away at 53. Her foundation supports the Betty Brinn Children's Museum and Milwaukee Public Library's Children's Reading Room. Company becomes Centene Corp.

### 2000-2009

MHS Health signs contract to manage Network Health's Medicaid HMO program. Adds a Medicare Special Needs Plan. Centene goes public with three health plans and 235K members.

### 2010-2019

MHS Health's Medicaid plan expands to all Wisconsin counties. Centene adds more health plan, growing to 20 states and 2.7M+ members. Enters Health Insurance Marketplace.

### 2020-2024

MHS Health serves 130K+ members. Centene becomes largest Medicaid MCO, top Marketplace carrier, with 28M+ members and 60K+ employees nationwide.



# About Us

MHS Health Wisconsin is a managed care organization (MCO), established in 1984 in Milwaukee, and is a wholly owned subsidiary of Centene Corporation (a Fortune 500® company). For 40 years, MHS Health has successfully provided high quality, whole health solutions by valuing each unique member and fostering community partnerships that bridge social, ethnic, and economic gaps.

## Our Mission

*Transforming the health  
of the communities we serve,  
one person at a time.*

## Our Services

Medicaid



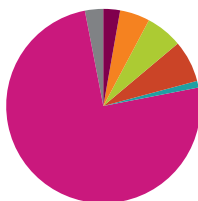
Medicare



## Our Team

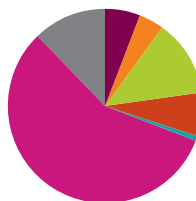
The MHS Health office is located in the heart of Milwaukee County, Wisconsin, but the health plan's **152 diverse and dedicated team members** live throughout Wisconsin and the United States. MHS Health takes pride in having a team as vibrant as the communities it serves.

State of Wisconsin<sup>1</sup>



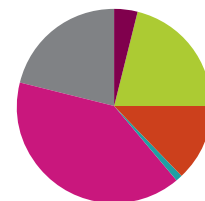
3%	Asian
5%	Bi-racial or Multi-racial
6%	Black or African American
7%	Hispanic or Latino
1%	Native American or Alaska Native
0%	Native Hawaiian or Other Pacific Islander
75%	White or Caucasian
3%	Unknown/Prefer Not to Say

MHS Health Team



6%	Asian
4%	Bi-racial or Multi-racial
13%	Black or African American
7%	Hispanic or Latino
1%	Native American or Alaska Native
0%	Native Hawaiian or Other Pacific Islander
57%	White or Caucasian
12%	Unknown/Prefer Not to Say

MHS Health Members



4%	Asian
0%*	Bi-racial or Multi-racial
21%	Black or African American
13%	Hispanic or Latino
1%	Native American or Alaska Native
0%	Native Hawaiian or Other Pacific Islander
40%	White or Caucasian
21%	Unknown/Prefer Not to Say

<sup>1</sup> United States Census Bureau. State of Wisconsin, Census Data Profile.

Disclaimer: Data derived from U.S. Census Bureau are subject to margins of error and may not precisely reflect actual population proportions.

\*Information on members who identify as Bi- or Multi-racial is not currently available.

# Drivers of Health

## A Comprehensive Approach to Whole Person Care

MHS Health believes whole person care begins with understanding and addressing the social, structural, and environmental drivers of health (DoH) that shape well-being beyond clinical care. Analysis of members' medical diagnoses, self-reported social needs, and demographic data reveals correlations between these factors and health outcomes, guiding care to where it's needed most. At the core is MHS Health's DoH Care Coordination model, built on the following four essential components:

### IDENTIFY

A “no wrong door” approach leads to DoH needs captured from multiple entry points

### PRIORITIZE

Urgency and complexity of needs are assessed to tailor support effectively

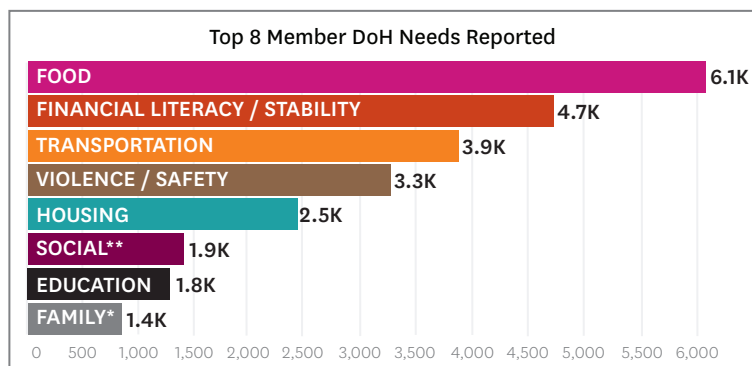
### INTERVENE

Members are connected to resources focused on sustainable, person-centered solutions

### MEASURE

Progress/outcomes are tracked via a range of data sources, improving data-driven decision making

These components are guided by key focus areas within the DoH Care Coordination model: member-centeredness, community-centeredness, structured yet adaptable programming, and the realignment of systems. These focus areas ensure each member receives care tailored to their unique, whole person needs.



The graph on the left depicts the top eight DoH needs reported by members throughout 2024.

**28.6K total DoH needs** reported

(**1.7 avg needs** per member).

**90% of total reported DoH needs** pictured in graph.

\*Family and Individual Support

\*\*Social Isolation

## Meeting Member Needs through Provider Collaboration

MHS Health partnered with healthcare providers in targeted locations to further identify and address social needs among members. Through these efforts, providers screened MHS Health members for DoH needs during office visits. Screening results were referred to a specialized MHS Health team focused on DoH care coordination. This collaboration reinforces MHS Health's “no wrong door” approach to identifying member needs and providing timely and personalized support.

**162 DoH referrals** submitted by **four participating providers** throughout Wisconsin.

**171 total DoH needs** identified among MHS Health members served by participating providers.

**Food** and **Housing** identified as the top two member needs.



# CONSUMER

*We strive to create hope and improve the total health of our members.*

.....

## Pregnancy and Postpartum Care

### Virtual Care to Support New Families

MHS Health’s support program launched in July 2024. It provides free, unlimited pregnancy and postpartum support to members regardless of where they live in the state, including rural areas with limited resources. Enrolled BLA members receive expert guidance through virtual classes and personalized coaching on topics such as nutrition education, care coordination, labor and delivery preparation, lactation support, chronic disease management, and behavioral health support.

**105 virtual appointments** attended by pregnant and postpartum members.

**92% of members** engaged in support services rated those services with **5 out of 5 stars**.

**86% of members** who remained program eligible through delivery had babies that were full-term.

**83% of members** who remained program eligible through delivery had babies with a healthy birth weight.

**Lactation Support** and **Behavioral Health Services** identified as top two member needs.

“This is my fifth pregnancy and my first time taking infant CPR. I feel so much more prepared now!” ~ Anonymous MHS Health Wisconsin member



### Meet Pilar: A Mother’s Story of Resilience and Hope

Pilar (name changed for privacy) faced depression and anxiety during her second pregnancy, shaped by a difficult first birth experience and a history of childhood trauma. Based on results of initial behavioral health assessments conducted by MHS Health, it was clear Pilar needed immediate support and care.

Wanting to feel more emotionally prepared for labor and improve her mental health, Pilar’s MHS Health Care Manager asked her if she wanted to enroll in a new virtual support program. Pilar and her dedicated coaches worked through **eight one-on-one sessions**, focusing on healing from her past, forgiving those who hurt her, and strengthening the positive relationships in her life — all while taking care of herself and her family.

By the time her due date arrived, Pilar was assessed again and she no longer showed signs of depression or anxiety. She shared that she didn’t feel alone anymore. Her delivery went smoothly, and with a stronger sense of peace, Pilar felt ready to step away from support, knowing she could always reach out if she needed to.





# Chronic Disease Management

## Coaching Programs

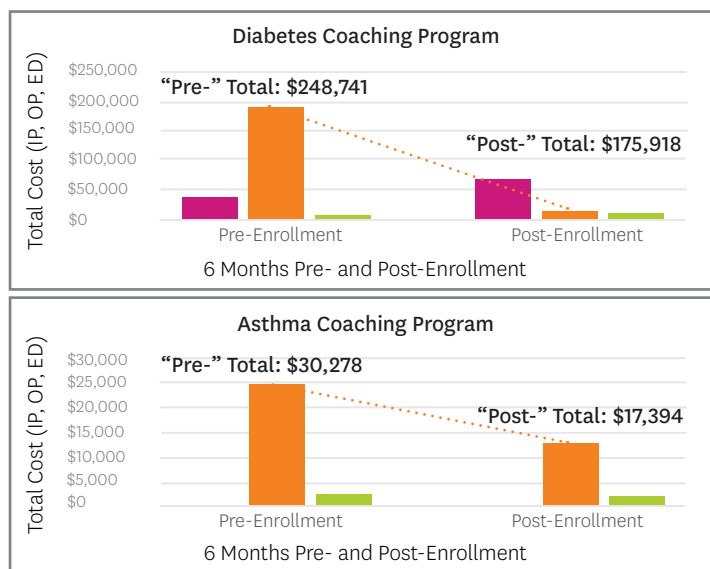
MHS Health's *Living Well with Diabetes* and *Living Well with Asthma* coaching programs support members at any stage of their condition. Each program offers four personalized coaching sessions focused on education, goal setting, and self-efficacy.

Through rapport building and consistent follow-up, MHS Health Community Health Workers empower members to achieve their best health.

**31% improvement** in healthcare costs for members who completed either or both *Living Well* programs.

Pre- and Post-Intervention Healthcare Cost: Coaching Programs

■ Inpatient (IP) ■ Outpatient (OP) ■ Emergency Dept (ED) ..... Linear (OP)



## Meet Lia: Better Health, One Breath at a Time

Lia (name changed for privacy) joined MHS Health's *Living Well with Asthma* program with two clear goals in mind: reduce tobacco use and limit exposure to asthma triggering allergens.

Home visits are an important part of the coaching program. During Lia's visits, she showed her MHS Health Community Health Worker (CHW) how she used the green cleaning supplies she received in her welcome tote to reduce indoor triggers. They also discussed her medications and how to upgrade her inhaler. After completing the asthma program, she set new goals and enrolled in *Living Well with Diabetes* program.



Lia focused on improving her diet and lowering her cholesterol. As program support, Lia received new diabetic testing supplies to help her on her journey. She worked closely with her CHW and created a personalized nutrition plan and continued reducing tobacco use. Her consistent engagement in the program was key to her progress. By the end of the diabetes program, Lia lost **nine pounds** and shared how much she valued the educational materials, supplies, and MHS Health's ongoing support.

**"My favorite thing about being a coach is when it feels like we're learning together."**

~ Trent T., Sr. Community Health Worker, MHS Health Wisconsin



# Food is Medicine

## Medically Tailored Meals

Medically tailored meal programs enhance both food security and health outcomes by providing free, nutritious, home-delivered meals to at-risk pregnant and postpartum members. Depending on individual risk level, eligible members receive support for one, three, or six months. In 2024, **67% of enrolled members** were classified as high risk. Additionally, **86% of members** reported they identified as Black, Indigenous, or People of Color (BIPOC). This data underscores significant disparities in health risks among birthing persons who are BIPOC.



**10,560 meals** delivered to **71 pregnant or postpartum members** enrolled in the program.

**90% of members** delivered a baby with a healthy birth weight.

**94% of members** had a full-term pregnancy.

## Food Prescription Program

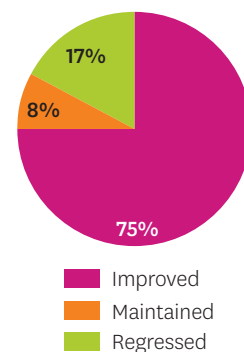
This virtual-based program provides free, personalized nutrition support to members who have diabetes and a hemoglobin A1c (HbA1c) of 7 or greater. It offers customized food prescriptions, meal suggestions, grocery guidance, and clinical and behavioral coaching from registered dietitians. Members also receive up to two free grocery deliveries, ensuring access to appropriate foods based on local availability and dietary needs.

**57 members** enrolled in the program.

**1.3-point average HbA1c reduction** in members with follow-up within 6 months of program start.

**44% of members** that opted into a weight loss goal lost an **average of 7%** of body weight.

A1C Outcomes  
among MHS Health  
Program Members



## Meet Robert: From Barriers to Breakthroughs

Robert (name changed for privacy) lives with several chronic conditions, including Type 2 Diabetes, High Blood Pressure, and Chronic Kidney Disease. At 450 pounds, he knew it was time to make a change — but living in rural Wisconsin made it hard to access healthy food and consistent care. That's when he joined the food prescription program offered by MHS Health.

Through **five coaching calls** and a personalized grocery delivery, Robert gained the support he needed to take control of his health. In just four months, he lost **40 pounds** and lowered his HbA1c from **8.4% to 7.2%**. Robert is proud of his progress and remains focused on reaching his 200-pound weight loss goal.



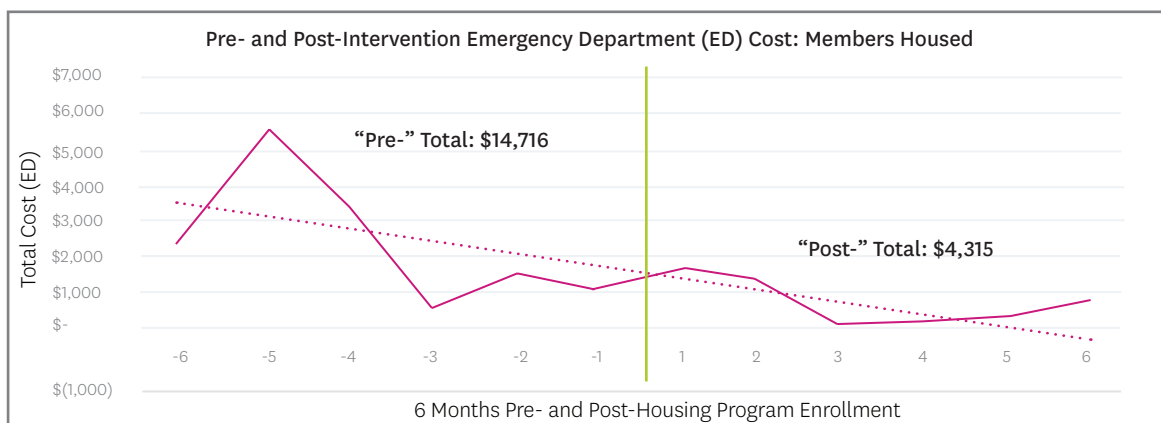
# Housing

## Housing Program

The MHS Health Housing program serves members who are at risk for and who are already experiencing homelessness. Through individualized support, resource referral, and member education, MHS Health's two full-time Housing Specialists serve as a lifeline for members facing housing challenges. They also act as liaisons between the health plan and coalitions and/or housing workgroups across the state. They focus on building relationships, advocating, and improving outcomes for all Wisconsinites.



- 600 members** from **52 Wisconsin counties** were referred to MHS Health's Housing Program.
- 33% reduction** in total healthcare cost among members who were successfully housed.
- 71% reduction** in Emergency Department (ED) cost among members who were successfully housed.



## Care Kits for a Point in Time Count

At least annually, Wisconsin Continuum of Care (CoC) agencies conduct a 24-hour Point-in-Time (PIT) count to physically count the number of sheltered and unsheltered persons who are experiencing homelessness. The PIT count provides a critical snapshot of homelessness and informs funding, research, and policy at neighborhood, state, and national levels. Wisconsin's 2024 PIT count occurred in January.



MHS Health provided meaningful support by purchasing and assembling **270 personal care kits** for local CoC agencies to give out to individuals experiencing homelessness during the PIT count. Each care kit contained a pair of gloves, a winter hat, scarf, thermometer, toothbrush, lip balm, earbuds, and an ID card holder. The care kits were distributed to CoC agencies in **20 counties**, many of which were rural.



“The kits were a big help. Some couldn’t believe all the items inside were for them.”  
~ Jay Wick, Coordinated Entry Specialist, Waukesha County Continuum of Care

# Behavioral Health

## Choose Tomorrow

MHS Health's Choose Tomorrow program incorporates a holistic and multidisciplinary approach to identify and support members at risk of suicide and self-harm. Leveraging advanced data analytics, the program identifies members in the top 5% risk level for self-harm and/or suicide, enabling timely outreach to encourage members to engage in care management services. Choose Tomorrow offers specialized training for clinical and non-clinical behavioral health (BH) staff, enhancing their skills and confidence in supporting members experiencing suicidal thoughts or behaviors.



**137 members** received outreach, completed clinical BH assessments, and enrolled in the program.

**\$644,808 (46%) overall cost savings** among program members.

**58%** total inpatient cost savings.

**44%** total emergency department cost savings.

**“When our members struggle to see a way forward, the Choose Tomorrow program helps them find hope.”**

~ Kimberly P., Sr. Behavioral Health Program Manager, MHS Health Wisconsin



## Collaboration with Moms Mental Health Initiative

MHS Health collaborated with Moms Mental Health Initiative (MMHI), a southeast Wisconsin-based nonprofit, to host virtual training, *Understanding Perinatal Mental Health Conditions*. Health plan staff and network providers learned about the unique challenges faced by individuals who were pregnant and postpartum. Panelists shared their lived experiences managing behavioral health conditions amidst the joys and challenges of pregnancy and parenthood.

**85+ attendees** (health plan staff and provider network partners) engaged in the virtual training.

**93% of survey respondents** indicated learning was useful to their daily work.



MMHI hosted a second event designed for healthcare system leaders. The expert panel, comprised of a Health Equity team leader at MHS Health, local community groups, and health department representatives, provided a deeper understanding of why and where silos might exist, as well as ways to effectively address them. By engaging in these conversations, MHS Health seeks to cultivate a future where behavioral health is prioritized at every level of care.



# Member Outreach

## Rural Outreach

MHS Health's rural outreach efforts focused on finding and supporting members with high DoH needs. Using a proprietary predictive model, MHS Health identified the top five counties with the greatest needs and conducted direct outreach to assess member needs and connect them with the appropriate resources. In the subsequent five counties with high predicted needs, MHS Health created a multifaceted campaign targeted to households and provided information about how to access support services.

- 38% of member DoH self-referrals** were a result of an outreach campaign.
- 2,056 direct mailings** delivered to member households.
- 1,122 text messages** sent to member households.
- 475 emails** distributed to member households.

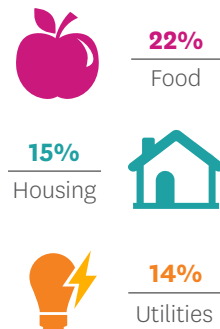


## Online Social Care Network

This searchable social needs platform connects members with community resources tailored to their personal needs and is available in 133 languages. Members can self-refer by submitting their needs online or be referred by MHS Health team members. Upon notification of needs, members receive direct follow-up from MHS Health to assess their unique situation and provide support.

- 89% year over year increase** in staff referrals for members to access community resources.
- 80% of staff referrals** for member DoH needs were addressed and resolved.
- 173% increase** in member DoH self-referrals from 2023 to 2024.

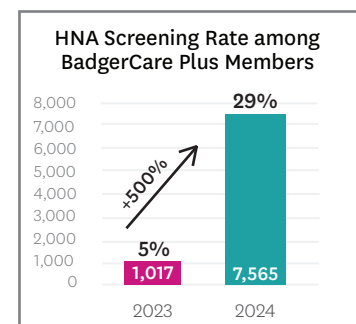
Top 3 Member DoH Needs Reported via Online Platform  
*n* = 1500



## Health Needs Assessments

A comprehensive Health Needs Assessment (HNA) is offered to every new BadgerCare Plus member to evaluate their individual clinical and social needs. These assessments create pathways for members to access appropriate care and community resources. In 2024, MHS Health increased HNA screenings by establishing additional staffing capacity and enhanced tools to identify high-risk, non-English speaking members. One outreach campaign included a certified Hmong-speaking MHS Health team member who conducted personalized outreach to members who speak Hmong.

- 500% increase** in HNA screenings among members from 2023 to 2024.
- 43% HNA completion rate** among those who received outreach in Hmong.





# COMMUNITY

*We believe health equity is a shared goal.*



## Partnerships & Collaborations

Throughout 2024, MHS Health demonstrated ongoing commitment and support to Wisconsinites by partnering, collaborating, providing services, and/or sponsoring the organizations listed below.

All People's Church	iHeart Media - Sista Strut
BeLEAF Survivors, Inc.	Keefe Avenue Elementary School
Betty Brinn's Children's Museum	Kinship Community Food Center
Casa Hispana, Inc.	March of Dimes
Christian Family Food Pantry	Milotso
City of Milwaukee	Milwaukee LGBT Community Center
Couleecap, Inc.	Moms Mental Health Initiative
Cross Lutheran Church	Northcott Neighborhood House, Inc.
Greater Lombardo Open Foundation, Inc.	Running Rebels Community Organization
El Conquistador Newspaper	ThriveOn Collaboration
End Domestic Abuse Wisconsin	The Salvation Army of Greater Green Bay
National Alliance on Mental Illness (NAMI) Southeast Wisconsin	Versiti Blood Research Institute
Hayat Pharmacy	We All Rise: African American Resource Center, Inc.
Hmong American Friendship Association	Whitehorse Middle School

## Hunger and Homelessness Awareness Week

As part of an impactful week of learning, **six MHS Health team members** shared personal video stories detailing lived experiences with hunger and homelessness. These powerful narratives revealed parallels between MHS Health's team and the members they serve.

Later in the week, **65+ team members** participated in a virtual event co-hosted by MHS Health and one of its community partners, Kinship Community Food Center. Attendees explored four distinct hunger profiles in Milwaukee, gaining deeper insight into the complex realities of food insecurity. MHS Health team members shared the information presented was impactful, informative, and useful for their daily work.

"It's shocking to hear the statistics around hunger and community needs. It helps reinforce the purpose of my work."

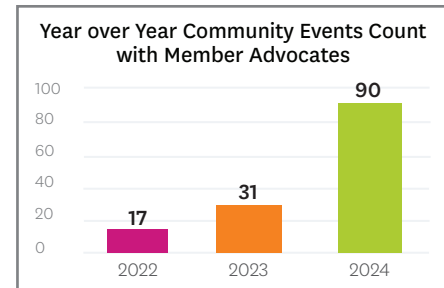
~ MHS Health Wisconsin Team Member

"Loved hearing how they really view it as a community resource and not just for those in need. Helps reduce stigma people feel when requesting help."

~ MHS Health Wisconsin Team Member

# Member Advocacy

The Member Advocate team utilizes a comprehensive approach to support members and advance community health by creating impactful community outreach events, recommending service improvements, and resolving barriers related to member experience and access to care.



## Back-to-School Fair at Betty Brinn Children's Museum

MHS Health played a pivotal role as the primary sponsor of the Betty Brinn Children's Museum's 2024 back-to-school fair in Milwaukee. The event served more than **1,800 families** and provided essential school supplies, including **1,500 children's backpacks**.

## Building Bridges in Appleton's Barrios (Neighborhoods)

The summer heat couldn't dampen the vibrant energy of Appleton's Latino Fest. MHS Health connected with the community in meaningful ways. When a children's nonprofit requested coloring books to support their outreach, MHS Health readily donated materials. The team engaged with **120+ individuals** who stopped by the MHS Health resource table. Each interaction was an opportunity to provide support and strengthen community ties.



## Supporting Food Access in Dane County through Green to Go

MHS Health partnered with a Dane County Hy-Vee® grocery store to purchase **3,000 pounds of fresh produce** that was distributed to **150+ area residents**. Additional event support was provided by Hy-Vee dietitians, La Follette High School Black Student Union, and the Madison Police Department. The remaining produce was donated to Madison's Whitehorse Middle School for its after-school snack program and supported **45 families** through the school's family food pantry program.

## Giving Thanks: Turkey Distribution for Families

In collaboration with local non-profit, Miltotso™, MHS Health delivered **158 frozen turkeys** to families at Keefe Elementary School in Milwaukee.

Later, MHS Health and the Marquette Women's Volleyball Team gave out **128 more turkeys** at an event hosted by Milwaukee's Running Rebels Community Organization, a youth program.



## Member and Community Voice

MHS Health has a unique opportunity to receive direct member and community feedback through its Member Advisory Council and its Community Advisory Committee. Spearheaded by the MHS Health Member Advocates, these **groups convened five times** throughout 2024 to offer comprehensive and informed perspectives on the organization's programs and services. Their collaborative efforts aim to improve service delivery system in local communities, build relationships, and optimize clinical outcomes.



### Meet Amy: Care that Speaks Her Language



Amy (name changed for privacy) was surprised when she received a medical bill. She didn't speak English and didn't know her Medicaid coverage and health benefits had lapsed. Unsure what to do, she called MHS Health and was connected with a Member Advocate who spoke her native language of Hmong. Feeling heard and supported, Amy explained the situation. Her assigned Member Advocate quickly helped Amy connect with someone to reinstate her benefits and then worked with providers to resubmit the claims. Amy was deeply relieved. Having someone who spoke her language not only solved the issue but brought peace of mind when she needed it most.



### Meet Jaida: Packing Wellness Alongside Her Dreams

College student, Jaida (name changed for privacy), needed a colonoscopy and upper endoscopy to address ongoing gastrointestinal issues before studying abroad in Bali. Days before her procedure, she learned the facility was out of network and faced cancellation. Determined to help, Jaida's mother contacted Jaida's MHS Health Case Manager. They worked with the Member Advocate team to expedite a prior authorization. With quick approval from MHS Health's Chief Medical Officer, Jaida was able to keep her appointment and stayed on track for her trip to Bali. Jaida's mother shared that despite the difficult situation, this was their first positive experience with an insurance company.



### Meet Teddy: A Brighter Future in Sight



When Teddy's mother, Lori (names changed for privacy), couldn't afford the disposable eye patches Teddy's doctor prescribed for Staphyloma posticum, she reached out to MHS Health for help. A MHS Health Member Advocate, with support from the Chief Medical Officer, connected Lori to resources through the federal Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) program. MHS Health coordinated with a non-profit provider to have them delivered to Teddy and Lori's home. Teddy received a six-month supply and Lori now feels confident knowing help is just a call away.





# CULTURE

*We commit to nourishing a culture of transformative change.*

## Cultural Competence

Through comprehensive education on cultural sensitivity and humility, MHS Health ensures that its team delivers care that caters to the unique needs of each member. MHS Health's Diversity, Equity, and Inclusion (DEI) Council offered **26 live educational opportunities** for team members during 2024. In total, **96% of MHS Health team members** attended **six or more hours** of cultural competence education. The following list highlights some of these opportunities.

### Learning from each other's lived experiences:

- Two-part discussion on *Black History, Heritage, Genealogy, and Culture*
- Spotlight on *Women in the Workplace* for Women's History Month
- *Diversity in Asian American and Pacific Islander Heritage*
- *Betty Brinn's Blueprint*, a historical look-back at 40 years of MHS Health
- *French American Heritage in Wisconsin and French Language Learning*
- *Guess Who's Coming to Dinner*, a panel on intersectionality
- *Cocina Catracha: A Taste of Honduras*



### Co-hosted with fellow Centene state health plans:

- *Caring for Individuals Impacted by Justice* with Home State Health
- *Warm Your Hearts* with Home State Health
- *Intersectionality Discussion* with Sunflower Health Plan
- *LGBTQIA+ Inclusive Care Guides* with Centene's Employee Network, cPRIDE

**1,767**  
staff hours of cultural  
competence education



**4.8/5**  
staff satisfaction rating  
with DEI programming

### Collaborations with community partners:

- *Trauma Informed Care* ft. Ursula Flores, MCFI Home Care and Community Services
- *Domestic Violence 101* ft. Holland Dvorak, End Domestic Abuse Wisconsin
- *Faces of Hunger: Four Hunger Profiles in Milwaukee* ft. Travis Sternhagen, Kinship Community Food Center

**"Trauma has a deep impact on health behaviors and outcomes, life expectancy and experiences. If we approach others with an understanding of their lived experiences, we'll be able to foster better relationships and improve trust."**

~ MHS Health Wisconsin Team Member (Trauma Informed Care post-event survey)



## LGBTQIA+ Inclusive Care Guides

In 2024, MHS Health rolled out the final two parts of its *LGBTQIA+ Inclusive Care Guide* series. One is tailored to providers and the other to health plan members.

Each resource provides an overview of Lesbian, Gay, Bisexual, Transgender, Queer or Questioning, Intersex, Asexual, and gender diverse (LGBTQIA+) healthcare and health issues, ultimately offering a deeper understanding of the relationship between the LGBTQIA+ community and the healthcare system.



Through these resources, MHS Health endeavors to not only enhance access to care but also to synchronize efforts in delivering culturally sensitive services. Moreover, MHS Health seeks to amplify the voices of Wisconsin's LGBTQIA+ community, helping to foster an environment where every member feels respected, valued, and embraced.

## MHS Health Awarded for Efforts to Improve Healthcare Access



MHS Health is proud to be recognized as a *Health Equity Champion* by the Milwaukee County Office of Equity for the organization's strategic efforts to reduce healthcare disparities and expand access to care for underserved communities. This recognition underscores MHS Health's leadership in advancing health equity and reinforces its commitment to cultivating a community where every individual — regardless of background, identity, or circumstance — has the opportunity to thrive.

As MHS Health looks forward, its commitment to equity remains central to its mission, shaping systems, policies, programs, and partnerships that promote lasting change and healthier communities for all.

## Learn More

Read MHS Health's 2022 and 2023 Health Equity Impact Reports to explore more of this transformative work. Scan the QR code with a phone camera or visit: [mhswi.com/about-us](https://mhswi.com/about-us)



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## 40 Years of Transforming Lives

*Dedicated to our founder, Elizabeth “Betty” Brinn*



801 S. 60th Street  
Suite 200  
West Allis, WI 53214  
**1.888.713.6180 (TTY 711)**  
[mhswi.com](http://mhswi.com)