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DCTS Information Memo 2020-04

To: Subscribers of the DCTS Information Memo Series Email Distribution List

From: Rose Kleman, Administrator

Joyce Allen Retirement

It is with personal regret, but warm wishes that I announce the retirement of Joyce Allen, the director of the Bureau of Prevention Treatment and Recovery. Her last day in the office will be August 7, 2020.

Joyce's career in health and human services spans 44 years, with experience in direct service work, county program management, and state administrative leadership. In her nearly 27 years at the Department of Health Services in various roles, she has been the driver on many major initiatives, including the transformation of long-term care that resulted in parity between institutional care and community services, the integration of mental health and substance use services, the development of an array of peer support services, the involvement of the voice of people with lived experience in policy development in both the mental health and substance use treatment systems of care, the acquisition and implementation of federal funding to address Wisconsin's opioid epidemic, and a concentration on data driven decision-making. Joyce has been the director of the Bureau of Prevention Treatment and Recovery since 2002.

The Division of Care and Treatment Services and the state's public health and human services system will miss Joyce's keen mind that understands the practical application of evidence-based interventions for vulnerable populations and the system-level change necessary to maximize the impact of these services. Her insights have not only been of great benefit to the people of Wisconsin, but also the entire country, as she has served in leadership positions with national organizations advocating for expanded access to services and improved outcomes for clients.

Joyce's quiet, confident determination in developing programs and services and securing resources have effectively positioned the Bureau of Prevention Treatment and Recovery to work with partners and providers at all levels to improve the quality of life for individuals and communities by promoting hope, health, and healing for many years to come. One of her legacies will be the team of professionals she's hired over the years that share her compassion for the state's most vulnerable residents. The mission of this team is not changing. The collaborations developed under Joyce's leadership will continue and expand under new leadership.

Information on the next leader of the Bureau of Prevention Treatment and Recovery will be shared next month.

[Email your well wishes to Joyce Allen.](#)

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