

**RESOLUTION
ROCK COUNTY BOARD OF SUPERVISORS**

Katherine Luster
INITIATED BY



April Heim
DRAFTED BY

Human Service Board
SUBMITTED BY

April 1, 2019
DATE DRAFTED

TO RECOGNIZE ECONOMIC SUPPORT STAFF

1 **WHEREAS**, Economic Support staff administer difficult, complex, and ever-changing public
2 assistance programs to the citizens of Rock County; and,
3

4 **WHEREAS**, Economic Support staff are responsible for implementing many changing policy
5 and system changes, successfully adapting in a model and environment of constant change;
6 and,
7

8 **WHEREAS**, these staff successfully manage extremely high caseloads, determine eligibility
9 and consistently deliver timely and accurate benefits and payments based on various
10 entitlement and non-entitlement programs; through a seven county Consortium model,
11 utilizing a Call Center delivery system. Customer contacts are made in a courteous,
12 professional manner and staff continue to maintain a high quality of customer service even
13 during times of increasing caseloads. ES staff assist individuals and families in crisis every
14 day. In addition to providing services that this agency offers, staff work collaboratively with
15 other community organizations to provide individuals and families with resources they need to
16 resolve emergency needs as well; and,
17

18 **WHEREAS**, these staff work with individuals and families to help provide essential human
19 services, especially for those who are least able to help themselves. Through the
20 conscientious efforts of these staff, more children and adults in our community have medical
21 coverage assisting over 26,497 households (45,136 recipients) with Medicaid and a healthier
22 future; and,
23

24 **WHEREAS**, Economic Support staff play a major role in promoting self-sufficiency, and
25 providing a safety net for elderly and disabled citizens, while working to relieving the effects
26 of poverty and improving the quality of life for residents of Rock County; assisting a monthly
27 average of 11,177 Rock County households with FoodShare benefits \$2,394,829 per month;
28 and,
29

30 **WHEREAS**, the Rock County Board of Supervisors, representing the citizens of Rock
31 County, wishes to recognize Economic Support staff for their overall performance and
32 dedicated service to the citizens of Rock County.
33

34 **NOW, THEREFORE, BE IT RESOLVED** that the Rock County Board of Supervisors,
35 duly assembled this *11th day of April* 2019, does hereby recognize the Economic Support staff
36 for their dedication and excellence in the work they do.
37

38 **BE IT FURTHER RESOLVED** that the County Clerk be authorized and directed to furnish
39 a copy of this resolution to all Economic Support staff.

19-4A-215

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Respectfully Submitted,

HUMAN SERVICES BOARD

Brian Knudson
Brian Knudson, Chair

Sally Jean Weaver Landers
Sally Jean Weaver-Landers, Vice-Chair

Stephanie Aegerter
Stephanie Aegerter

Vacant

Terry Fell
Terry Fell

Absent
Ashley Kleven

Kathy Schulz
Kathy Schulz

Terry Thomas
Terry Thomas

Shirley Williams
Shirley Williams