

**RESOLUTION  
ROCK COUNTY BOARD OF SUPERVISORS**

Katherine Luster  
INITIATED BY

April Heim  
DRAFTED BY

Human Service Board  
SUBMITTED BY

March 30, 2018  
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 and  
5 system changes, successfully adapting in a model and environment of constant change; and,  
6  
7 **WHEREAS**, these staff successfully manage extremely high caseloads, determine eligibility and  
8 consistently deliver timely and accurate benefits and payments based on various entitlement and  
9 non-entitlement programs; through a seven county Consortium model, utilizing a Call Center  
10 delivery system. Customer contacts are made in a courteous, professional manner and staff  
11 continue to maintain a high quality of customer service even during times of increasing caseloads.  
12 ES staff meet with individuals and families in crisis every day. In addition to providing services  
13 that this agency offers, staff work collaboratively with other community organizations to provide  
14 individuals and families with resources they need to resolve emergency needs as well; and,  
15  
16 **WHEREAS**, these staff work with individuals and families to help provide essential human  
17 services, especially for those who are least able to help themselves. Through the conscientious  
18 efforts of these staff, more children and adults in our community have medical coverage and a  
19 healthier future; and,  
20  
21 **WHEREAS**, Economic Support staff play a major role in promoting self-sufficiency, and  
22 providing a safety net for elderly and disabled citizens, while working to relieving the effects of  
23 poverty and improving the quality of life for residents of Rock County; and,  
24  
25 **WHEREAS**, the Rock County Board of Supervisors, representing the citizens of Rock County,  
26 wishes to recognize Economic Support staff for their overall performance and dedicated service to  
27 the citizens of Rock County.  
28  
29 **NOW, THEREFORE, BE IT RESOLVED** that the Rock County Board of Supervisors, duly  
30 assembled this April 12, 2018, does hereby recognize the Economic Support staff for their  
31 dedication and excellence in the work they do.

18-4A-500

Respectfully Submitted,

HUMAN SERVICES BOARD

Brian Knudson  
Brian Knudson, Chair

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Ashley Kleven

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Sally Jean Weaver-Landers, Vice-Chair

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Karl Dommershausen

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