

**RESOLUTION****ROCK COUNTY BOARD OF SUPERVISORS**

Katherine Luster  
INITIATED BY



4/12/2023  
DATE DRAFTED

**Recognizing Economic Support Staff**

**WHEREAS**, Rock County recognizes the hard work that Economic Support Specialists do, their excellence in administering difficult, complex, and ever-changing public assistance programs to ensure the well-being of the citizens of Rock County and the Southern Consortium; and,

**WHEREAS**, Economic Support Specialists are responsible for interpreting complex public assistance policy and procedures as well as system changes, successfully adapting to an environment of constant change; and,

**WHEREAS**, Economic Support Specialists determine eligibility and deliver benefits in a professional, courteous manner; and work diligently to provide timely services; and consistently maintain a timeliness percentage above 99%, exceeding state standards; and ensuring accurate benefits and payments based on various public assistance programs; and,

**WHEREAS**, Economic Support Specialists, through a seven county Consortium model, utilize a Call Center system, collaborating and cooperating with partner counties to maintain excellent service delivery. Agents maintain a high level of customer service for our most vulnerable clients, attending to their needs through a trauma informed lens, being courteous, friendly, and compassionate during times of crisis; and,

**WHEREAS**, Economic Support Specialists have maintained a high-quality service standard during the COVID pandemic crisis, adapting to changes in program administration policies, and are currently preparing for the Unwinding of those same temporary policies by taking refresher trainings to handle the influx of redeterminations of eligibility that were put on hold during the Public Health Emergency; and,

**WHEREAS**, Economic Support staff collaborate with many community service agencies, both internally and in the communities across all partner counties, to ensure accurate and timely benefit determinations and provide support for applicants, families, and caregivers; providing a safety net for many elderly, disabled, and low income individuals; and,

**WHEREAS**, Economic Support Specialists work with individuals and families delivering services which assist struggling individuals attain self-sufficiency. Rock County staff managed medical benefits for 45,800 recipients in 2022, with an increase of 7.46% in eligible individuals due to the Pandemic. Their work contributed to determining benefits for a total of 92,203 individuals' consortium wide. These individuals included 10,622 individuals with disabilities and 2,480 individuals impacted by homelessness. Because of their efforts, more children and adults in our community have medical coverage and a healthier future; and,

**WHEREAS**, Economic Support staff play a major role in reducing food insecurities, and relieving the effects of poverty, improving the quality of life for residents of the Consortium through their efforts to establish eligibility for the FoodShare program; Through their hard work, 32,995 Rock County residents were issued critical food benefits, Consortium wide, they assisted 59,982 individuals provide for their nutritional needs; and,

**WHEREAS**, Economic Support staff play a major role in assisting families with children, return to work by establishing benefits for Wisconsin Share Subsidy program. Wisconsin Shares Child Care subsidies play a vital role in supporting working, low-income families to provide for themselves and their children. Through their diligence in establishing benefits and maintaining support for families, Rock County Economic Support staff assisted 2,082 members in maintaining employment during times

of economic uncertainty. Consortium wide, they assisted 3,654 individuals, providing childcare to continue to be self-sustainable and independent; and,

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

**NOW, THEREFORE, BE IT RESOLVED** that the Rock County Board of Supervisors, duly assembled this 27th day of April 2023, does hereby recognize the Economic Support staff for their dedication and excellence in the work they do.

**Committee Action**

Human Services Board

Human Services Board recommended this resolution for approval by a unanimous voice vote. One vacancy.