

Katherine Luster  
INITIATED BY



Maria Delgado  
DRAFTED BY

Human Services Board  
SUBMITTED BY

April 1, 2021  
DATE DRAFTED

**TO RECOGNIZE ECONOMIC SUPPORT STAFF**

1 **WHEREAS**, Rock County recognizes the hard work that Economic Support Specialists  
2 perform and their excellence in administering difficult, complex, and ever-changing public  
3 assistance programs to ensure the well-being of the citizens of Rock County and the Southern  
4 Consortium; and,  
5

6 **WHEREAS**, Economic Support Specialists are responsible for interpreting and implementing  
7 many public assistance policy and system changes, successfully adapting to an environment of  
8 constant change; and,  
9

10 **WHEREAS**, Economic Support Specialists successfully manage multiple caseloads,  
11 determine eligibility, work diligently to deliver timely services and consistently maintain a  
12 timeliness percentage above 99%, exceeding state standards; and ensuring accurate benefits  
13 and payments based on various public assistance programs; and,  
14

15 **WHEREAS**, Economic Support Specialists, through a seven county Consortium model,  
16 utilize a Call Center system, collaborating and cooperating with partner counties to maintain  
17 excellent service delivery. Agents maintain a high level of customer service for our most  
18 vulnerable clients attending to their needs through a trauma informed lens, being courteous,  
19 friendly, and compassionate during times of crisis; and,  
20

21 **WHEREAS**, Economic Support Specialists have maintained a high quality service standard  
22 during the COVID pandemic crisis, adapting to change in work locations and environments,  
23 weekly public policy changes, agency policy changes, and an overall reshaping of the  
24 Economic Support landscape; and,  
25

26 **WHEREAS**, Economic Support staff collaborate with many community service agencies,  
27 both internally and in the communities across all partner counties, to ensure accurate and  
28 timely benefit determinations and provide support for applicants, families, and caregivers;  
29 providing a safety net for many elderly, disabled, and low income individuals; and,  
30

31 **WHEREAS**, Economic Support Specialists work with individuals and families delivering  
32 services, which assist struggling individuals attain self-sufficiency. Rock County staff  
33 managed Medical benefits for 39,935 recipients in 2020, with an increase of 2.55% in eligible  
34 individuals due to the Pandemic. Their work contributed to determining benefits for a total of  
35 80,734 individuals consortium wide. Because of their efforts, more children and adults in our  
36 community have medical coverage and a healthier future; and,  
37

38 **WHEREAS**, Economic Support staff play a major role in reducing food insecurities, and  
39 relieving the effects of poverty, improving the quality of life for residents of the Consortium  
40 through their efforts to establish eligibility for the FoodShare program; Through their hard  
41 work, 31,563 Rock County residents were issued critical food benefits, which included an  
42 increase of 6.49% in eligible recipients due to the Pandemic. Consortium wide, they assisted  
43 57,204 individuals provide for their nutritional needs; and,  
44

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

48 **NOW, THEREFORE, BE IT RESOLVED** that the Rock County Board of Supervisors, duly  
49 assembled this April 22, 2021, does hereby recognize the Economic Support staff for their  
50 dedication and excellence in the work they do.

Respectfully Submitted,

HUMAN SERVICES BOARD

/s/Brian Knudson  
Brian Knudson, Chair

/s/Russ Podzilni  
J. Russell Podzilni

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

/s/Angelina Reyes  
Angelina Reyes

/s/Pam Bostwick  
Pam Bostwick

/s/Kathy Schulz  
Kathy Schulz

/s/Ashley Hoffman  
Ashley Hoffman

/s/Shirley Williams  
Shirley Williams

/s/Kaelyb Lokrantz  
Kaelyb Lokrantz