

RESOLUTION  
ROCK COUNTY BOARD OF SUPERVISORS

Katherine Luster  
INITIATED BY



April Heim  
DRAFTED BY

Human Service Board  
SUBMITTED BY

November 8, 2018  
DATE DRAFTED

TO RECOGNIZE CONNIE MAGELAND

1 **WHEREAS**, Connie Mageland has served the citizens of Rock County for over seventeen (17) years  
2 as a dedicated and valued employee of Rock County; and,

3  
4 **WHEREAS**, Ms. Mageland began her career on August 20, 2001 with the Rock County  
5 Communication Center as a Telecommunicator with 911. She served various Law Enforcement, Fire,  
6 and Emergency Medical Services Departments throughout Rock County, and,

7  
8 **WHEREAS**, Ms. Mageland began in the Economic Support (ES) Division of the Human Services  
9 Department on October 7, 2002. As an Income Maintenance Worker, Ms. Mageland worked with  
10 individuals in need of Medical Assistance and/or FoodShare. She provided general and technical  
11 information regarding programs of assistance as well as case management services for state contracted  
12 programs; and,

13  
14 **WHEREAS**, Ms. Mageland, transitioned to Childcare Coordinator on December 29, 2007, serving  
15 various families in need of affordable childcare services, certification of new childcare providers, and  
16 monitoring daily attendance for the Department of Children and Families Wisconsin Shares program;  
17 and,

18  
19 **WHEREAS**, Ms. Mageland, began as supervisor for the W-2 program on October 16, 2008. She held  
20 this position overseeing the administration of the W-2 programs and placement, employability plans,  
21 and service provision for families requesting financial assistance; and,

22  
23 **WHEREAS**, Ms. Mageland, started her position as an Elderly, Blind, and Disabled (EBD) ES  
24 Specialist on January 1, 2012 with a focus in EBD Medicaid and Long Term Care programs. She  
25 worked with the most vulnerable citizens and assisted them with their applications, renewals, and other  
26 case management processing ensuring quality service provision to those in need; and,

27  
28 **WHEREAS**, Ms. Mageland has decided to retire from Rock County after 17 years of dedicated service  
29 on December 7, 2018; and,

30  
31 **WHEREAS**, Ms. Mageland has shown a variety of skills and knowledge for the clients she has served  
32 in Rock County. She has especially demonstrated her proficiency when assisting individuals with  
33 Medical Assistance eligibility. Ms. Mageland has worked with various community service providers  
34 ensuring continuity of care through eligibility under various EBD Medicaid and Long Term Care  
35 programs. She has shared her wisdom with fellow co-workers, assisting with case review, team  
36 collaboration, and passing her exceptional knowledge on to other staff. She has provided quality  
37 customer service on the call center as an agent with the Southern Consortium Call Center where her  
38 expertise was utilized to serve customers in all 7 counties in the consortium. She has been a positive  
39 force on the team, demonstrating compassion and understanding for clients and co-workers alike. Her  
40 time, energy, and talent will be missed; and,

41  
42 **WHEREAS**, the Rock County Board of Supervisors, representing the citizens of Rock County, wishes  
43 to recognize Connie Mageland for her achievements and significant contributions to the citizens of  
44 Rock County and her many dedicated years of service.

45  
46 **NOW, THEREFORE, BE IT RESOLVED** that the Rock County Board of Supervisors, duly  
47 assembled this 13<sup>th</sup> day of December 2018, does hereby recognize Connie Mageland for her 17  
48 years of service and extend best wishes to her in her future endeavors.

18-12A-136

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