



Dane County Department of Human Services
Division of Economic Assistance and Work Services

Director – Shawn Tessmann
Division Administrator –
Job Center, 1819 Aberg Avenue Suite D, Madison, Wisconsin 53704
PHONE: (608) 242-7400 · FAX (608) 242-7410

JOE PARISI
DANE COUNTY EXECUTIVE

TO: Personnel and Finance Committee
FROM: Shawn Tessmann
DATE: May 13, 2019
RE: Request for approval to purchase lunch and refreshments for a training program for Economic Assistance and Work Services (EAWS) staff

We have arranged for a training program for Economic Assistance and Work Services (ESS and clerical) staff to be held at Olin Park on July 11, 2019, from 10:30 am-4:00 pm. We will start the day with Consortium updates and policy and procedure reminders. FSET staff will be joining us to tell us about their current offerings for clients to encourage more FSET referrals. The afternoon will consist of a call center training emphasizing customer service to our clients and co-workers. It will also include a section on how to de-escalate callers and what the workers can do to de-escalate themselves after a challenging call. We anticipate 185 staff from our eight-county income maintenance consortium.

We would like to provide a picnic lunch for staff during the training event. Estimated expenses: **\$1,100.75.**

Detail:

Picnic lunches (brats/burgers) for 185 @ \$4.70 per person	\$869.50
Beverages for 185 @ \$1.25	\$231.25

We respectfully request that an exception be made to Section 20.14 of the Expense Account Ordinance in order to permit us to purchase lunch and refreshments for our staff at this training event. We have identified funds in the Department's budget that can be used for this purpose.

Thank you very much for your consideration.

JOB CENTER
1819 Aberg Ave., Suite D
Madison WI 53704-4258
(608) 242-7400
(608) 242-7410 FAX

SOUTH MADISON OFFICE
2306 S. Park St.
Madison WI 53713-1918
(608) 261-9900
(608) 261-9914 FAX

STOUGHTON OFFICE
125 Veterans Rd.
Stoughton WI 53589
(608) 873-5636
(608) 873-9752 FAX



Capital Consortium

Summer Meeting/Picnic

July 11th , 2019, 10:30 a.m. to 4 p.m.*

Consortium Updates

Magic Button-tak 3

New Scheduling Program (tentative)

Leadership Group

Lunch-45 minutes

Focus on FSET Program

Customer Service for IM workers

Thomas Prete-CW Solutions

*3:30 for partner staffs

*Sonny says:
Don't forget your
chair*



Olin Park Pavilion
1156 Olin Turville Ct, Madison WI 23715
Turn on East Lakeside Street