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AUTHORIZING THE RECLASSIFICATION OF 3 CLERK TYPIST III POSITIONS TO 3 CHILD SUPPORT INVESTIGATOR POSITIONS IN THE DANE COUNTY CHILD SUPPORT AGENCY

The Office of the Corporation Counsel has requested that vacant Position Nos. 294, 296, and 1604 be reclassified from Clerk III and Clerk Typist III, G13 to Child Support Investigators, G17 in its Child Support Agency (“CSA”).

The CSA has significant needs to become more efficient. The CSA is currently in the midst of a reorganization that will modernize their practices and reemphasize the Agency’s dedication to providing exemplary customer service for Dane County’s families. The CSA caseload has also increased in the past years, and will continue to increase going forward. Having additional investigators in the agency will reduce the number of cases assigned to each investigator allowing them the opportunity to fully serve the families of Dane County by directly answering participant phone calls, improving their methods of communication with participants, and dedicating the proper amount of time to each case. Currently, participant calls are being filtered through to a setup similar to a call center. The Child Support Investigator assigned to a particular case, who works and is most familiar with that case, rarely ever has direct communication with the participants when they call. This inefficient process has generated repeat callers and frustrated participants. Furthermore, since the pandemic, the CSA call volume has increased exponentially, requiring effective and timely answers from the workers who are most familiar with the cases to reduce the number of calls and wait times.

Finally, the nature of CSA work is not conducive to the constant training that has been put into place within the Agency. Due to the multiple complex computer systems, ever changing Federal, State and Local policies, and limited resources, Dane County CSA is not equipped to allot resources and personnel to conduct repeat trainings throughout the year due to high turnover.

Reclassifying position nos. 294, 296, and 1604 to Child Support Investigators will result in the positions being placed in Range 17 in EG 720 with a starting wage of \$26.43.

After conducting a review and analysis of the reclassification request, the Department of Administration – Employee Relations recommended approval.

NOW, THEREFORE BE IT RESOLVED that the Dane County Board of Supervisors does hereby authorize the reclassification of the following Clerk III and Clerk Typist III (G13) positions (Position Nos. 294, 296, and 1604) in the Office of the Corporation Counsel, Child Support Agency to Child Support Investigator (G17) positions, commensurate with the Office of the Corporation Counsel’s request and approval of the Department of Administration – Employee Relations Division.