

2020 RES-403

**CREATING .75 FTE CLERK I-II POSITION IN 2021 TO SUPPORT FORWARD SERVICE CORPORATION IN CONNECTION WITH WISCONSIN WORKS (W-2) PROGRAM PARTNERSHIP DCDHS - EAWS DIVISION**

Forward Service Corporation (FSC) is the regional contractor for the State funded Wisconsin Works (W-2) and Emergency Assistance (EA) programs. FSC and Dane County Human Services collaborate to provide Wisconsin Works and Emergency Assistance (EA) services out of the Dane County Job Center Office (JCO), Aberg location. FSC currently rents space in the JCO and has a contract with Dane County to buy Economic Support staff and Supervisor time. FSC seeks to purchase an additional .75 Clerk I-II position to provide clerical staff to support these programs.

The goal of the Emergency Assistance (EA) grant is to provide housing assistance to those who are facing eviction, who are homeless, those faced with an energy crisis or those affected by a natural disaster such as fire or flood. Those in need of housing assistance may apply in person, by phone, on Access or on-line by completing an EA application.

Given the new means in which applicants can apply as stated above, there is documented need for a clerical position to support the increased demand presented by these new methods. For example: managing multiple phone lines and application inboxes, scheduling and assigning applications to EA Grant specialists, answering general program inquiries for W2/JALs and EA at the front desk, electronically distribute verification documents to the assigned workers, and screen a variety of inquiries (phone, email, in-person, etc.) and refer to appropriate community resources.

The financial expense is being met by increased allocations to FSC from the State of Wisconsin.

**NOW, THEREFORE, BE IT RESOLVED** that a .75 FTE Clerk I-II position (ORG 6062) be created effective April 1, 2021, in the EAWS Division to serve as a resource in partnership with Forward Service Corporation to support the W-2 program.

**BE IT FINALLY RESOLVED** that the following expenditure accounts be modified in the Department of Human Services:

<b>Expenditure</b>	<b>Account Number</b>	<b>Account Title</b>	<b>Amount</b>
62000	86004	Forward Service Corporation	\$59,400
		Total	
<b>Expenditure</b>	<b>Account Number</b>	<b>Account Title</b>	<b>Amount</b>
62000	10009	Salaries	\$34,425
62000	10099	Retirement	\$2,775
62000	10108	Social Security	\$2,625
62000	10117	Health	\$18,900
62000	10153	Dental	\$1,275
62000	10171	Disability	\$75
62000	10250	Salary Savings	(\$675)
		Total	\$59,400