



DANE COUNTY
DEPARTMENT OF HUMAN SERVICES
2026 Budget Proposal

Dane County Human Services Division Overviews

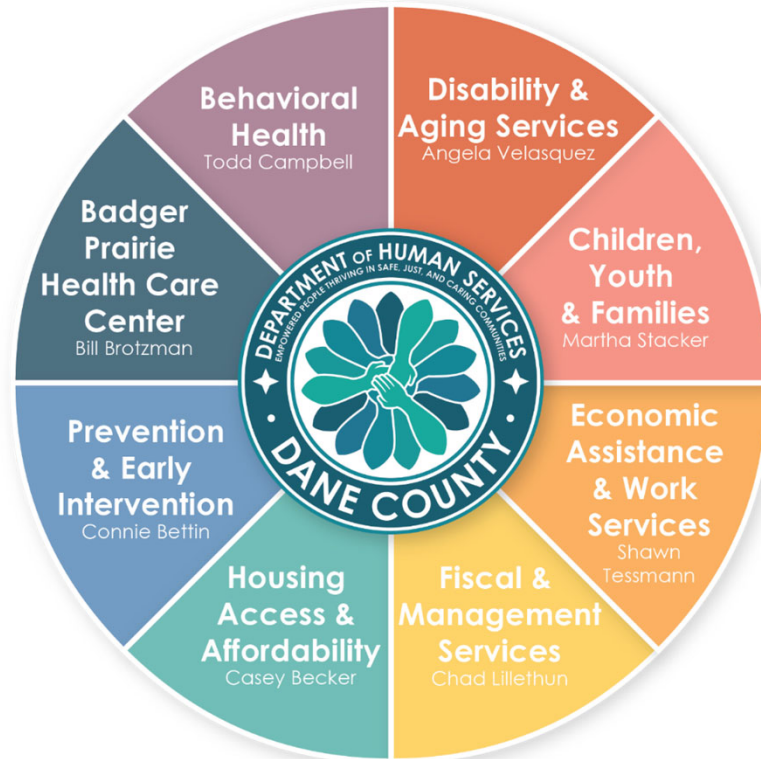
County Board
John Schlueter, Director



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DIVISION PRESENTATIONS





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ECONOMIC ASSISTANCE AND WORK SERVICES

Philosophy & purview:

- *We pride ourselves on access to critical supports delivered with great customer service.*
- Quality Service Measures - Ensure accurate, timely and accessible benefits and supports – We serve the “Capital Consortium” which includes Dane County as lead plus Adams, Juneau, Richland, Sauk, Columbia, Dodge and Sheboygan counties as partners.
- Eligibility & Enrollment - Specializing in eligibility and enrollment for FoodShare, Child Care, FSET and Medicaid/Badgercare Plus. Services are delivered primarily through the Capital Consortium Call Center, which can take as many as 2,000 calls a day (1-888-794-5556)
- Walk-In Services - In person services and community referrals also available at the Job Center on Sherman Avenue.



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ECONOMIC ASSISTANCE AND WORK SERVICES

Division Administrator: Shawn Tessmann

Associate Division Administrator of Operations: Adam Chorlton

Staff teams that support access to critical income maintenance programs (Food Share/Medicaid/Child Care):

- Clerical-benefits desk, homeless mail, vault cards
- Family-child care, serving families
- Elderly, Blind, Disabled-long term care supports, ADRC coordination
- Leads-mortar between the bricks, training, support and coverage
- Training-minimum of 3 hours/month of staff training to support weekly policy and process changes
- Fraud-dedicated unit to find and act on rare instances of program integrity concerns
- Foodshare Employment and Training (FSET)-lead for multi-county regional services for career growth

Number of staff: 133 (42% of whom identify as BIPOC)



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ECONOMIC ASSISTANCE AND WORK SERVICES

- **May 2026**
 - **Over 3,000 served as walk-in traffic in the Job Center**
 - **9 languages served beyond Spanish and Hmong**
 - **45,000 Medicaid/Badgercare cases**
 - **25,000 Foodshare cases**
 - **\$7.8 million in Foodshare benefits**
 - **23,000 phone calls in the call center**
 - **Less than a 4 minute wait for an agent**



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ECONOMIC ASSISTANCE AND WORK SERVICES

