ATL/Supervisors Guide to TANF New Worker Training

Getting Started

As an ATL/supervisor for a new worker, multiple items must be addressed prior to entering staff into New Worker Training (NWT). Completion of these activities will ensure the new worker is registered correctly, is assigned the appropriate curriculum and has all the necessary tools to successfully complete NWT.

This letter provides an introduction, but more information is available on the Partner Training Team website at https://dcf.wisconsin.gov/w2-partnertraining/w2-nwt. and in the Learning Center under Supervisor Tools.

Registration Profile

The Registration Profile, accessed through the Learning Center (LC) (https://wss.ccdet.uwosh.edu/stc/dcf/) under Supervisor Tools, must be completed as soon as possible and submitted to the Learning Center staff for entry in the registration database. All curriculum and registration for New Worker Training is accessed on line. In order to use these systems, the worker must have basic information entered into the system. Prompt completion of the Registration Profile will ensure a problem-free registration process.

Once the Registration Profile is completed and the information entered into LC, the curriculum for the new worker will be available. The curriculum and all required topics are accessed through Learning Center under **My Information-Curriculums**. All of the required topics will be accessed through the worker's LC account. As courses are completed they will be recorded in the curriculum and entered on the worker's transcript.

New Worker Training Model

New Worker Training consists of two phases. Initial New Worker Training is delivered via distance utilizing a variety of methods. Upon completion of initial New Worker Training, a worker may perform independent case management and eligibility determination. Initial New Worker Training must be completed within 6 months of the date of hire. These courses focus on W-2 policy and process.

NWT/ECM consists of required coursework that must be completed within 12 months of the date of hire. These courses focus on case management skills and include both distance and classroom training.

Throughout NWT, new workers are required to complete various courses, and submit specific information to the trainer. A New Worker Training Guide is available to both guide new workers through the process and provide ATLs/supervisors with a resource to follow and support the new worker through the process.

In addition to this Guide, a sample calendar/syllabus is provided to the new worker. It is imperative that new workers stay on schedule in order to complete NWT in a timely manner.

Workers must begin the training process within 2 weeks of the date a curriculum is assigned. Failure to begin or to notify the Partner Training Team of anticipated delays may result in the removal of the curriculum. If it is a required curriculum, the contract manager may be notified to determine further action based on current training requirements.

Initial New Worker Training is designed to be completed within 5-9 weeks of the start date. This range reflects the diversity in adult learning styles, in agency learning environments and additional responsibilities assigned to new staff. Now that the Partner Training Team has field experience with the newly implemented new worker distance model, it appears that new workers must devote approximately 25 to 30 hours a week to the process in order to complete within the low end of 5 weeks. In order to complete within 9 weeks, new workers must devote a minimum of 15-20 hours per week to training.

Once the 9 week period has passed, learner's ability to build upon each experience begins to decrease.

If a new worker fails to complete the program within the required time frame termination from the New Worker Training process may result. If terminated, a new worker may be required to re-start the training from the beginning.

If a new worker appears to be struggling to meet the required timeframe and there are extenuating circumstances, the New Worker Coordinator should be notified immediately.

Tips for Supporting New Workers

1. Ensure all the appropriate equipment, logon IDs, and downloads are available to the new worker.
   a. All downloads are available on the Distance Learning Tools (https://wss.ccdet.uwosh.edu/stc/dcf) page under the Training Support section of the Learning Center's left navigation. If you need assistance with any technical issues, call the registration staff at 920-424-1071 or email regstaff@uwosh.edu
   b. The Systems Introduction course in the Learning Center contains more information about Logon IDs.
   c. Necessary equipment includes a computer with the appropriate software, headphones, telephone, and internet access.

2. Provide workers with protected time for training. It is essential that the worker not be interrupted by co-workers, appointments, and telephone calls.

3. Ensure the worker has access to all necessary resources, including policy manuals, Operations Memos, Administrator's Memos, etc.

4. Allow new workers the opportunity to utilize the resources they have been given rather than providing the immediate answer.
   a. The NWT process requires critical thinking and utilization of published resources (Policy Manual, Operations memos, etc.).
   b. You may find new workers accessing either their co-workers or supervisors for a quick answer. The Training Section will support the new worker, but will in many cases require him/her to access published resources first.

Tools/Software

Computer Based Training

All computer based training delivered by the Partner Training Team requires Flash. Flash is a free download that must be installed on the user's computer. You can access this on the Distance Learning Tools (https://wss.ccdet.uwosh.edu/stc/dcf) page under the Training Support section of the Learning Center's left navigation.

Adobe Connect

Adobe Connect is web conferencing software used primarily for desktop sharing. Meetings are scheduled as needed with new workers and they are notified of a meeting via e-mail. They do not need to register. Simply join the meeting through a link provided in the e-mail.

Systems Access

Follow the instructions below for access to all systems necessary for the new workers' job function. New workers will require access to CWW, CARES Mainframe, and DWD Workweb in order to complete training. They may need additional Production access based on their job function(s).

CWW, SAVE, KIDS, ECF, and EOS Report includes creating a Department of Workforce Development (DWD) WI Logon ID and password at: https://www.dwd.state.wi.us/accountmanagement/ and a Wisconsin WAMS User ID and password at: https://on.wisconsin.gov/WAMS/home. Complete form DCF-F-2923-E https://dcf.wisconsin.gov/forms and email to DCFServiceDesk@wisconsin.gov.

In order to gain security access to the BST, EATS, W-2 Plans, and WebI, complete form DCF-F-2903-E and DCF-F-13916-E https://dcf.wisconsin.gov/forms. FAX the forms to DCF Security at 608-267-0484.

In order to gain security access to Wisconsin Shares systems, CSAW and CCPI, please go to https://dcf.wisconsin.gov/childcare/securityaccess and complete form DCF-F-DWSWI3358-E https://dcf.wisconsin.gov/forms.

In order to gain security access to WISA: Access the Income Maintenance and Workforce Development Systems Gateway page at: https://prd.cares.wisconsin.gov/# Select the WISA link. Select the "Request a Wisconsin User ID and Password" link and follow the instructions. WISA must be requested on form F-00476 found at: http://www.dhs.wisconsin.gov/forms/F0/F00476.docm WISA is usually granted to the lead worker(s) and the security person(s).

For information about Security, see the DFES Security Manual from the DWD WorkWeb at https://workweb.dwd.state.wi.us/dfs/manuals/security/pdf/chap06.pdf A DWD Logon ID and password are required to access the manual.