

CS Training Times

Volume 2, Issue 4
April 2024

Celebrate Diversity Month



Video: [What Does Diversity Mean to You?](#)

The history of "Diversity Month" is not a universally recognized or designated month like Black History Month or Women's History Month. However, the concept of celebrating diversity and promoting inclusion is increasingly important in many societies around the world. Different organizations, communities, and institutions may choose to observe Diversity Month at various times throughout the year.

The idea behind Diversity Month is to raise awareness about the importance of embracing diversity in all its forms, including but not limited to race, ethnicity, gender, sexual orientation, religion, disability, and socio-economic status. It serves as a reminder to celebrate differences, foster understanding, and promote equality and inclusion.

Overall, Diversity Month serves as a reminder that diversity not only is something to be acknowledged, but also is celebrated and actively nurtured in all aspects of society.

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“Diversity is the one true thing we all have in common. Celebrate it every day.”
~ Winston Churchill
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“Understanding the Child Support Enforcement Intergovernmental Forms Training Page “ QR Code



The OCSS [Intergovernmental Forms Matrix](#) (PDF) specifies which forms to use according to the specific action requested in an intergovernmental case.

Child Support Tips:

“Early intervention, when you have a paying case that loses employment, place a call to the CP and NCP as soon as you are aware. Also, use SSP for locates, as they have w-4 reported, which is different and is occasionally available sooner, than the National New Hire Data.”

– Shelly Hatch, Burnett County CSA and Lisa Bina, Dane County CSA

“Use fax whenever possible when sending income withholding. Also, if they appear on the KAHG report, make direct contact with the employer and send the document Employer Failure to Comply – Collection Stopped (IW10), if no response is received from the employer.”

– Shelly Hatch, Burnett County CSA and Lisa Bina, Dane County CSA

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“We have become not a melting pot but a beautiful mosaic. Different people, different beliefs, different yearnings, different hopes, different dreams.”

~ Jimmy Carter
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Keep Your Learning Center Profile Updated

You can update many fields in your profile, including personal and job-related information.

Select Profile in the “My Information” section in the left navigation bar. When prompted, enter your Learning Center logon ID and click OK.

You can update your name, phone, fax, and email; your agency contact person; your supervisor; and information relating to your job program categories and functions.

After you update your profile, click the "Submit Data" button at the bottom of the screen.

If your agency name or address has changed, or if you have any questions, please call the Registration Staff at 920-424-1071 or send an email to regstaff@uwosh.edu.



UPCOMING CLASSES (April, May, June)

Alternate Care Policy and Process Overview Webinar

This five part series covers specific processes related to Alternate Care (Substitute Care and Kinship Care). The course provides an overview of the following Alternate Care processes:

- Referral
- Case Composition and Case Types
- Paternity, Establishment, Enforcement, Review and Adjust
- Financials, Intergovernmental Actions
- Terminations

- **April 16 - 19, 2024**
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Child Support Essentials - Webinar

This course provides an essential overview of Child Support and the Kids Information Data System (KIDS). Hands-on activities assist in building knowledge of the Child Support Program and how KIDS works. Scenarios and activities provide essential building blocks to guide workers on the path to working through the beginning processes of Child Support and supporting the children of our state.

- **May 13 - 17, 2024**
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Financial Processing in KIDS - Webinar

This course covers the skills essential for managing the financial functions in KIDS and the CSA operations.

- **May 28 - 30, 2024**
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Financial Suspense and Adjustments - Webinar

After the court order is entered in KIDS, financial processing moves along, automatically receiving and sending child support payments. Until it doesn't. Then the financial worker needs to intervene to get the money moving again.

Do you look at the list of financial reports and wonder where to start? Or how to use the suspense reports? This course includes working financial reports to help agencies achieve performance goals, get payments to the family timely, and reduce suspended collections.

- **June 4-5, 2024**

For more details about these courses and/or to register: [Learning Center](#)



UPCOMING CLASSES (April, May, June)

Raising Domestic Violence Awareness in Child Support Services - Face to Face

Attend this course to learn more about the potential impacts of participating in the child support program for domestic violence survivors, how to effectively communicate with survivors, and how to provide appropriate accommodations to promote cooperation; and to gain information about advocacy services.

- **June 11, 2024 in Green Bay**

Child Support Case Management: Participant Motivation for Change - Face to Face

Looking for ways to engage both custodial and non-custodial parents in changing their behavior and resolving issues? Motivational interviewing can help. Discover how using this collaborative conversation style strengthens the parents' own motivation for commitment and change. Then, learn how to apply these techniques in child support intake, establishment enforcement, and case reviews.

- **June 18, 2024 in Adams**

WiKIDS Custom Content Creation Webinar

Are you currently licensed for WiKIDS Custom Content Creation and need a refresher? Do you need to know how to create, format, distribute, and use custom content in your agency? This virtual course provides instruction on how to access Template Editor to create and delete custom content, then release it to your agency staff for use in creating documents.


- **June 20, 2024**

For more details about these courses and/or to register: [Learning Center](#)



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“We are all different, which is great because we are all unique. Without diversity, life would be very boring.”
 ~ Catherine Pulsifer

REMINDERS

	<p>KIDS “E” Region Refresh Dates</p> <p>The Training Region of KIDS, known as the “E” Region of KIDS – CICSE330, refreshes periodically to allow students a fresh opportunity to work cases and practice using KIDS, without affecting any production cases. When the “E” region refreshes, it erases casework done since the last refresh.</p>
	<p>Past Issues of Training Times</p> <p>Looking for a past issue of the Training Times? The most recent two months are available on the Learning Center home page.</p> <p>If you need previous issues, please send a request through KIDPOL (https://dcf.wisconsin.gov/cs/kidpol) with the subject line "Training".</p>
	<p>Confirmation Notices</p> <p>Review your confirmation letters carefully upon receipt. Each training is unique. Be sure you know what prerequisites are required, and/or what is requested for submission prior</p>
	<p>Print Your Own Participant Guides</p> <p>Training participants are responsible for downloading and printing their own Participant Guides. Directions regarding this are included in the confirmation letter.</p>
	<p>Send Us Your Feedback</p> <p>We want to hear from you. If you have any comments or suggestions, please contact us at 920-424-1071 or by email at: csptt@wisconsin.gov</p>

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For civil rights questions call (608) 422-6889 or the Wisconsin Relay Service (WRS) – 711.



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The information in the Training Times newsletter is intended for workers in the Child Support programs.

To subscribe/unsubscribe, please go to the [CS Training Times site](#).