

CS Training Times

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World Health Day is April 7, 2025

World Health Day 2025: Healthy beginnings, hopeful futures

<https://www.who.int/news-room/events/detail/2025/04/07/default-calendar/world-health-day-2025-healthy-beginnings-hopeful-futures>

World Health Day 2025, celebrated on April 7, will launch a year-long campaign focused on maternal and newborn health, titled Healthy beginnings, hopeful futures. The campaign aims to end preventable maternal and newborn deaths and highlight the importance of women's long-term health and well-being. Despite progress, nearly 300,000 women die annually from pregnancy-related causes, and over 4 million babies die or are stillborn. Many countries are not on track to meet maternal and newborn health targets by 2030. The campaign emphasizes the need for high-quality care before, during, and after birth, along with supportive laws and policies for women's health and rights.

A New Look to the PTT Learning Center Portal is Coming!

After more than 25 years, the PTT Learning Center is transitioning to a new platform.



The new Learning Center portal is scheduled to be rolled out later this Spring.

Stay tuned for more information coming from the PTT Registration Staff later this month including updates, demos, and instructions for users to prepare for the transition.

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*"To keep the body in good health is a duty...otherwise, we shall not be able to keep our mind strong and clear."
~ Buddha*
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Tips and Tricks

Providing open communication in the child support world is crucial for building trust, resolving conflicts, and ensuring the effective delivery of support services. It helps participants understand their rights and responsibilities, promotes cooperation, and facilitates the resolution of issues. Here are some strategies for fostering open communication in child support:

Establish Clear Expectations

Set the Tone Early: From the first interaction, explain the child support process, the roles of each party involved, and what they can expect throughout the process. This can help manage expectations and reduce confusion. **Be Transparent:** Be upfront about timelines, processes, and any requirements, including necessary paperwork or follow-up actions. Ensuring that participants are informed of the next steps will make them feel more involved and reduce anxiety.

Use Clear and Simple Language

Avoid Legal Jargon: Child support processes can be complicated, but it's important to use language that participants can understand. Explain terms in simple, clear terms and offer examples when needed. **Summarize Key Points:** After explaining a complex issue or process, summarize the main points in a way that participants can easily reference later.

Be Accessible and Approachable

Encourage Contact: Make sure participants know how to reach you and that they feel comfortable doing so. Provide your contact information and the best times to reach you, and always respond in a timely manner. **Offer Multiple Communication Channels:** Not everyone is comfortable with the same communication methods. Provide options such as phone calls, emails, or in-person meetings, depending on what works best for the participants. **Create an Open Environment:** Be warm and welcoming, letting participants know you are there to help, not judge. If they feel they can speak openly with you, they are more likely to share important information.

Create a Safe Space for Difficult Conversations

Be Respectful of Sensitive Topics: Child support discussions can sometimes touch on emotional or personal issues. Be respectful when addressing these topics and approach sensitive issues with care. **Encourage Open Dialogue:** Let participants know they can discuss concerns openly, whether it's about payment difficulties, custody disputes, or other related matters. It's important they feel comfortable bringing up these topics.

Offer Support Resources

Provide Information on Available Services: Child support issues can be interconnected with other challenges, like housing, employment, or mental health. If parents are struggling, provide information on resources and referrals that can help.

Maintain Professionalism

Stay Calm and Patient: Even when emotions run high, stay calm and professional. Your ability to maintain composure will help de-escalate tense situations.

Be Respectful of Boundaries: Respect participants' personal boundaries and the family dynamics at play. Approach each situation with professionalism and understanding.

By implementing these practices, you can create an environment of open communication, which is essential for building trust, preventing misunderstandings, and ensuring that child support obligations are met effectively. Open communication ensures that participants feel heard, respected, and informed, which ultimately benefits the child and their well-being.

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"The first wealth is health."
~ Ralph Waldo Emerson
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Heads Up!

We have our ***“Raising Domestic Violence Awareness in Child Support”*** face to face classroom session coming up:

- April 29th in Bristol

For more details about this course and/or to register:

[Learning Center](#)

Tips to Celebrate World Health Day

Prioritize Physical Health

- Eat a balanced diet
- Stay hydrated
- Get regular exercise
- Prioritize sleep

Support Mental Health

- Practice stress-reducing techniques
- Engage in activities you enjoy
- Maintain social connections
- Seek professional help if needed

Promote Healthy Behaviors

- Share health information
- Encourage healthy eating
- Support local health incentives
- Organize World Health Day events

Make Healthy Choices

- Limit alcohol consumption
- Avoid smoking
- Get regular health checkups



UPCOMING WEBINARS (April, May, June)

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 12 - 16, 2025**
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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.

- **April 22 - 24, 2025**
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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.

- **May 6 - 7, 2025**
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Intergovernmental Case Management - Webinar

Intergovernmental cases provide some of the most complex scenarios faced in Child Support casework. Sometimes it's hard to determine where to start, and certain questions arise. Where are the parents located? Is there a child support order and if yes, where is it? Which forms do I complete? Which documents do I file in a Wisconsin court file? How do I ask another state to help modify an order? What is CEJ and controlling order? How can I communicate better with the other state? This virtual class takes an in-depth approach to working through case scenarios.

- **May 19 - 22, 2025**
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For more details about these courses and/or to register: [Learning Center](#)



UPCOMING WEBINARS (April, May, June)

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.






- April 8, 2025

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



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**"Health is a state of complete physical, mental and social well-being,
 not merely the absence of disease or infirmity."**
 ~ **World Health Organization**

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</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 to attending class.</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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