

# CS Training Times

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## Happy Holidays!

As we step into December, let's take a moment to appreciate the many joys this month brings. It's a season of celebration, reflection, and togetherness, filled with opportunities to connect with loved ones and appreciate the traditions that make each of us unique.

December is special because it's a time when many cultures and faiths observe meaningful holidays and traditions. Whether it's celebrating the light of Hanukkah, the joy of Christmas, the rich heritage of Kwanzaa, or welcoming the new season with the Winter Solstice, this month reminds us of the diversity that makes our communities so vibrant. It's also a time to honor observances like International Human Rights Day or share goodwill through Giving Tuesday, reflecting on how we can support one another.

This December, we encourage you to embrace the festive spirit—enjoy the twinkling lights, indulge in warm treats, and take time for rest and reflection as we approach the close of the year. Let's also carry kindness and understanding forward, ensuring everyone feels included and valued, regardless of the traditions they celebrate.

Here's to a season of joy, connection, and gratitude. However you choose to celebrate, or simply reflect, may this December bring warmth, happiness, and inspiration to you and yours.

Warm wishes,  
PTT Training Team



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***“December, being the last month of the year, cannot help but make us think of what is to come.”***

***~ Fennel Hudson***

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## Seasonal Affective Disorder Awareness Month



You may be asking, “what is seasonal affective disorder?”. Do not feel bad; many people have never heard of this category of depression.

According to the National Institute of Mental Health (NIMH), the definition of Seasonal Affective Disorder (SAD) is a type of depression that comes and goes with the seasons, typically beginning in late fall or early winter months and going away in the spring and summer. Often it also can be known as the winter blues or seasonal depression. Depressive symptoms also can be tied to the summer season change but are less common.

Learn more:

<https://www.icarehn.com/blog/facts-about-seasonal-affective-disorder-sad/>



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***“Winter is the time for comfort, for good food and warmth, for the touch of a friendly hand and for a talk beside the fire: it is time for home.”***  
~ Edith Sitwell

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## Heads Up for Child Support Workers

Just a heads up that the early 2025 classes are now in the [Learning Center](#) to sign up for.

### Learning Center Tips

#### Your Computer and Security Settings

The [Learning Center Computer Settings](#) document explains the computer settings that need to be in place when using the Learning Center. These settings allow your computer to communicate most effectively with the Learning Center, and update your training record with the proper completion statuses.

The last page of the document has the appropriate responses to the most common security warning messages that you may encounter.

Be sure to check with your Supervisor or IT staff prior to making any changes to your computer settings.

If you have any questions, please phone the Registration staff at 920-424-1071 or email [regstaff@uwosh.edu](mailto:regstaff@uwosh.edu).

# Holiday Season Reminders for Wisconsin Child Support Workers

The holiday season can bring unique challenges and opportunities in Child Support work. Here are some practical tips and reminders to help navigate December effectively while keeping both clients and coworkers in mind:

## 1. Be Mindful of Financial Stress

- \* December is often a financially challenging time for parents. Acknowledge this reality with empathy during conversations. Phrases like, “I understand this time of year can be tough” can help build rapport and trust.
- \* Highlight flexible options such as partial payments or payment plans to help parents stay on track.

## 2. Promote Resources for Parents

- \* Share information about local community resources, such as food banks, holiday toy drives, or utility assistance programs. Many counties and organizations provide special services during the holidays.
- \* Encourage parents to utilize these supports to reduce financial strain while maintaining their obligations.

## 3. Utilize Motivational Interviewing (MI)

- \* Use MI techniques to explore barriers to compliance. Open-ended questions like, “What’s something you’d like to prioritize for your family this season?” can guide parents toward solutions without adding pressure.
- \* Reflect back their motivations to encourage commitment: “It sounds like staying on track with support is important to you because you want stability for your child.”

## 4. Prepare for End-of-Year Updates

- \* Review cases to ensure compliance with year-end reporting deadlines. Check for discrepancies in payments or case statuses that need attention before January.
- \* Remind parents of potential tax intercepts as an opportunity to settle arrears while also encouraging compliance moving forward.

## 5. Celebrate Workplace Community

- \* December can be busy, but take time to appreciate your coworkers. Whether it’s a holiday potluck, sharing gratitude, or participating in office traditions, these moments build morale and teamwork.
- \* Be inclusive in celebrations by recognizing diverse holidays and encouraging everyone to share their traditions.

## 6. Stay Organized Amid the Holiday Rush

- \* The holiday season can lead to increased client communication and requests. Stay on top of tasks by prioritizing urgent matters and setting clear deadlines for follow-ups.
- \* Use tools like case management systems and shared calendars to manage workload and ensure nothing is overlooked.

## 7. Self-Care is Essential

- \* This time of year can be stressful for everyone, including Child Support workers. Remember to take care of yourself by setting boundaries, taking breaks, and celebrating your accomplishments.
- \* Encourage your team to do the same, fostering a supportive work environment.

## 8. Spread a Positive Message

- \* December is a season of goodwill. Use newsletters or communication channels to share uplifting stories of how Child Support efforts have made a difference in families’ lives. A little inspiration can go a long way!

By approaching December with empathy, organization, and a focus on collaboration, Wisconsin Child Support workers can make a meaningful impact during the holiday season while maintaining a supportive and inclusive workplace environment.

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*“Let us love winter, for it is the spring of genius.”*  
~ Pietro Aretino  
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## Healthy Holidays 101: Tips, Tricks, and Recipes

Eating well and staying healthy can be difficult over the holiday season, but that doesn’t mean it’s impossible. By maintaining your physical and mental health with some of the easy tips in this article, you’ll be able to start the new year off strong.

Learn more at:

<https://www.healthline.com/health/healthy-holiday>



## UPCOMING CLASSES (December, January, February)

### **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.

- **December 16 - 20, 2024**
  - **February 3 - 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.

- **January 6 - 9, 2025**
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### **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
- **January 27 - 30, 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.

- **February 18 - 20, 2025**
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**For more details about these courses and/or to register: [Learning Center](#)**



## UPCOMING CLASSES (December, January, February)

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### 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.

- **December 10, 2024**
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For more details about these courses and/or to register: [Learning Center](#)

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**"What the new year brings to you will depend a great deal on  
 what you bring to the new year."**  
 ~ Vern McLellan  
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## REMINDERS

	<p><b>KIDS “E” Region Refresh Dates</b></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</p>
	<p><b>Past Issues of Training Times</b></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 (<a href="https://dcf.wisconsin.gov/cs/kidpol">https://dcf.wisconsin.gov/cs/kidpol</a>) with the subject line "Training".</p>
	<p><b>Confirmation Notices</b></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><b>Print Your Own Participant Guides</b></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><b>Send Us Your Feedback</b></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: <a href="mailto:csptt@wisconsin.gov">csptt@wisconsin.gov</a></p>

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### Equal Opportunity Compliance

DCF is an equal opportunity employer and service provider.

If you have a disability and need information in an alternate format, or need it translated to another language, please contact (608) 535-3665 or the Wisconsin Relay Service (WRS) – 711.

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



### Subscribe/Unsubscribe

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](#).