

CS Training Times

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Celebrating Diversity and Inclusion at Work

Celebrating diversity and inclusion in the workplace is essential for creating an environment where every employee feels valued, respected, and empowered. A diverse workforce brings a variety of perspectives, ideas, and experiences, which can lead to more innovative solutions, improved problem-solving, and a stronger sense of community within the organization. When employees are encouraged to bring their genuine selves to work, they are more likely to feel motivated and engaged, which leads to higher productivity and overall job satisfaction.

Inclusion works directly with diversity by ensuring that individuals from all backgrounds, identities, and experiences have equal opportunities to thrive. Celebrating inclusion means actively fostering a culture where differences are not only acknowledged, but embraced, and where all voices are heard and respected. This can be achieved through initiatives like unconscious bias training, mentorship programs, and employee resource groups that support underrepresented communities. When diversity and inclusion are prioritized, it not only enhances the work environment, but also strengthens the organization's reputation, attracting top talent and promoting long-term success.

Best Regards,
PTT Training Team



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“In diversity there is beauty and there is strength.”
~ Maya Angelou
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Tips and Tricks

- 1. Cultural Competency Training for Staff**
Providing regular cultural competency and diversity training for child support staff helps ensure they understand and respect the diverse backgrounds of families they serve. Training should cover topics such as cultural norms, communication styles, and potential biases, helping employees engage with families in a more empathetic and informed manner.
- 2. Access to Multilingual Services**
To ensure families from diverse linguistic backgrounds have equal access to child support services, offering materials, forms, and support in multiple languages is critical. Providing multilingual staff or access to interpretation services can break down language barriers and help families fully understand their rights and responsibilities.
- 3. Tailored Communication Strategies**
Understand that different communities may have unique needs or concerns. For instance, some families may require more support navigating the system, while others may need help with legal or financial processes. Providing personalized support through outreach, reminders, and educational materials can help families feel more comfortable and confident in using child support services.
- 4. Promote Fairness and Equity in Policies**
Ensure that policies and procedures are consistently applied to all families, and actively review them to identify any unintentional biases. Regular audits of child support policies can highlight barriers or challenges specific to marginalized groups (such as low-income families, people of color, or single parents) and address them.
- 5. Collaborate with Community Organizations**
Partner with local organizations, particularly those serving underrepresented groups, to build trust and strengthen outreach efforts. Community leaders can provide valuable insight into the specific needs of families and help ensure that child support services are both accessible and culturally relevant.
- 6. Provide Equal Access to Technology**
In a digital age, offering online tools for managing child support cases is essential. However, it's important to recognize that not all families have equal access to technology. Offering alternative ways to interact with services, such as phone or in-person consultations, can ensure that no family is left behind due to technological barriers.
- 7. Encourage Parent Participation and Engagement**
Foster an environment where both parents, regardless of gender or background, feel encouraged to participate in the child support process. Create a system where non-custodial parents feel respected and supported in meeting their financial obligations, while also addressing their concerns and needs.

By focusing on these inclusive practices, child support services can become more accessible, fair, and effective in serving diverse communities, ultimately supporting the welfare of all children involved.

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"It's not about having time, it's about making time." ~ Unknown
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Celebrations in February 2025:

1. Black History Month
2. American Heart Month
3. National Wear Red Day (1st Friday of February)
4. National Cancer Prevention Month

4 Key Ways to Balance Your Mind, Body, and Soul

Nowadays it's extremely common for people to find themselves living stress-ridden and hectic lives. We often find ourselves in a hurry to do and achieve so many things – trying to balance careers, families, side-hustles, social lives, workouts & more leave us feeling for lack of a better word – drained.

Has balance become such a lofty goal that for most people it's no longer feasible? Maybe a good place to start is by simply aiming to find holistic balance in regard to your overall health – aka your mind, body, and soul. Below are 4 ways to help you begin the process.

1. Start with the Food You Eat
2. Give Yourself Time to Rest
3. Arrange a Spa Day in the Comfort of Your Own Home
4. Disconnect from Technology

[Learn more](#) about these holistic balance ideas.



UPCOMING WEBINARS (February, March, April)

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.

- **February 3 - 7, 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**
 - **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.

- **March 11 - 12, 2025**
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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.



- **April 8, 2025**
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For more details about these courses and/or to register: [Learning Center](#)



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"You don't make progress by standing on the sidelines, whimpering and complaining. You make progress by implementing ideas."
 ~ Shirley Chisholm

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</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 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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