

CS Training Times

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Ring in the New Year!

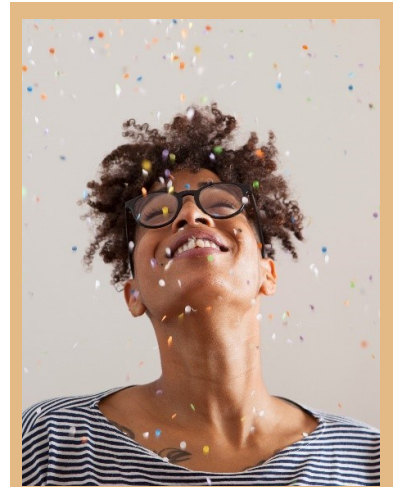
As we welcome the New Year, let's reflect on our achievements and the growth we've experienced throughout the past year. It has been filled with challenges and successes; and with the dawn of this new year, let's get excited for the opportunities that lie ahead. Let us continue to build on our success, collaborate as a team, and strive for excellence in everything we do. Here's to a year of innovation, growth, and continued success. Happy New Year to you all! We look forward to another year of collaboration and growth.

With ringing in the new year, we want you to be inspired with finding, creating, or enjoying something new. Set realistic goals for yourself that are achievable, but also push you outside of your comfort zone. It's a time to reflect on past experiences, recognize areas for development, and take intentional steps toward becoming the best version of yourself.

With heartfelt wished for a successful New Year,
PTT Training Team



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“New Year: A new chapter, new verse, or just the same old story? Ultimately, we write it. The choice is ours.” – Alex Morrirt
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New Employee Spotlights

Jacinda Gunnell

Hi! My name is Jacinda, and I am a new Child Support Trainer at DWFS. I returned to my hometown in Southwest Wisconsin after I graduated college and started as a Domestic Violence Legal Advocate for a few years. I switched to a Child Support Specialist and have stayed in this field ever since (18+ years). I've been a specialist the entire time, but since I worked in a very small office, I'm pretty sure I have done almost every variation of the job. I've been married for 20+ years, and we have 2 adult sons and 2 dogs (a black lab and a Shorkie puppy). In my spare time, I read a lot of books, craft and garden (when I have the time). I can't wait to learn more and then use my new knowledge to help other people learn more about the job and the system as a whole.



Kris Zillmer

My name is Kris Zillmer, and I am a new Child Support Trainer with DWFS. I look forward to meeting and working with everyone.

I am married to my husband Bruce, and have two children, Kyla age 22, and Kelsey age 20, who can't wait to turn 21.

I was born and raised on a century dairy farm. My parents and Bruce's parents were the best of friends and got together quite often, although Bruce and I did not connect until my sister's wedding to Bruce's nephew, who would be a nephew and brother-in-law. Oh well for the family tree. Bruce recently retired from farming on the Zillmer Century farm. Bruce would be the fifth generation on this family farm.

I have held various positions for Waupaca and Shawano Counties and have worked as Child Support Specialist for approximately 19 years. My hobbies include playing piano, bow hunting, and spending time at our cabin in the north woods.



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***"The future belongs to those who believe
in the beauty of their dreams."
~ Eleanor Roosevelt***
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Celebrations in January 2025:

1. New Year's Day
(January 1st)
2. [National Mentoring Month](#)
3. Martin Luther King Jr.
(January 20th)
4. [National Blood Donor Month](#)
5. [International Day of Education](#)
(January 24th)

Learning Center Profile Updates

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.

Child Support Tips and Tricks

Accurate Income Verification:

- * Request detailed paystubs and tax returns to verify income accurately.
- * Investigate potential sources of income like self-employment, rental properties, or side gigs.
- * Cross-check information with employers to ensure consistency.

Efficient Order Processing:

- * Swiftly process income withholding orders after a child support order is established.
- * Communicate clearly with employers regarding withholding amounts and deadlines.
- * Monitor compliance and address any discrepancies promptly.

Communication and Case Management:

- * Maintain open communication with both parents regarding case updates and payment information.
- * Actively engage with parties to address concerns and facilitate resolution of issues.
- * Document all interactions thoroughly to maintain a clear case record.

Locating Absent Parents:

- * Utilize state and federal databases to locate missing parents, including new hire reporting systems.
- * Leverage information from credit bureaus, Department of Motor Vehicles, and IRS when necessary.
- * Consider investigative methods to track down potential addresses and employment details.

Legal Compliance:

- * Stay updated on state child support laws and guidelines, including modifications to calculation methods.
- * Ensure all actions comply with federal regulations regarding income withholding.
- * Seek legal advice when dealing with complex cases or challenging situations.

Important Considerations

Child's Best Interest:

- * Always prioritize the child's well-being when making decisions related to child support.

Flexibility:

- * Be prepared to adapt to changing circumstances and adjust orders as needed.

Professionalism:

- * Maintain a respectful and courteous demeanor when interacting with parties involved in child support cases.

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*"The magic in new beginnings is truly the most powerful of them all."
~ Josiyah Martin*
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UPCOMING CLASSES (January, February, March)

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**
-

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

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"For last year's words belong to last year's language. And next year's words await another voice." ~ T.S. Eliot

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