

# CS Training Times

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March 2025

## March is National Woman's History Month

Every year, March is designated Women's History Month by Presidential proclamation. The month is set aside to honor women's contributions in American history.

<https://www.womenshistory.org/womens-history/womens-history-month>

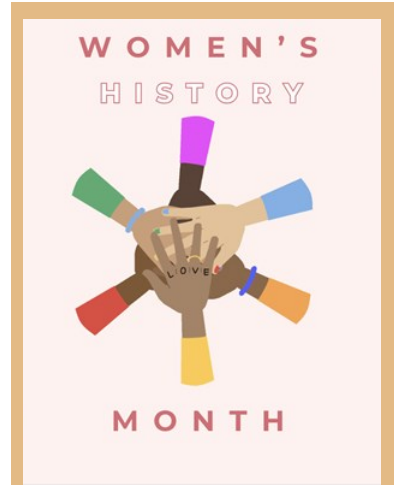
Women's History Month is celebrated annually in March to honor and recognize the significant contributions of women throughout history. In 2025, the observance will take place from Saturday, March 1, to Monday, March 31.

The theme for Women's History Month 2025 is "Moving Forward Together! Women Educating & Inspiring Generations." This theme highlights the collective strength, equality, and influence of women who have dedicated their lives to education, mentorship, and leadership, shaping the minds and futures of all generations.

The origins of Women's History Month trace back to a weeklong celebration organized by the school district of Sonoma, California, in 1978. This initiative gained national attention, leading to the first presidential proclamation in 1980, which declared the week of March 8 as National Women's History Week. In 1987, Congress expanded the observance to the entire month of March.

Throughout March, various events and activities are organized to celebrate women's achievements and raise awareness about their contributions across different fields. These include educational programs, art exhibitions, film screenings, and community discussions. The Smithsonian American Women's History Museum provides resources and information to support these observances.

By participating in Women's History Month, individuals and communities can honor the legacy of women who have paved the way for future generations and continue to inspire progress and equality.



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*"I raise up my voice—not so that I can shout, but so that those without a voice can be heard...We cannot all succeed when half of us are held back."*  
~ Malala Yousafzai  
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## Tips and Tricks

### Develop Strong Communication Skills

Child support workers often deal with sensitive, emotionally charged situations. Clear, empathetic communication can help diffuse tension and foster cooperation.

Be patient and active in listening. Always clarify any points to ensure understanding and provide information in a way that's easy for clients to understand, avoiding legal jargon.

### Foster a Collaborative Approach

Many cases require coordination with other agencies (e.g., the courts, local government, or healthcare providers) to ensure the best outcome for the child.

Develop relationships with other agencies and encourage open communication. This can help in resolving cases faster and provide a more holistic approach to problem-solving.

### Build Trust with Clients

Building a trusting relationship with both custodial and noncustodial parents helps to foster cooperation and reduces resistance to the child support process.

Be transparent, approachable, and fair. Show understanding when clients face challenges, and make sure they feel heard. Clients are more likely to comply when they feel they are treated respectfully and are part of the process.

### Stay Empathetic to Diverse Situations

Not all parents are the same, and many face unique challenges (e.g., financial hardship, health issues, or housing instability) that can affect their ability to pay child support.

Be mindful of the different circumstances that may impact a parent's situation. Approach each case with empathy, and explore alternative arrangements or payment plans when necessary to ensure fairness and support for the child.

### Regularly Educate Clients on Their Rights and Responsibilities

Sometimes, noncustodial parents don't fully understand their legal obligations, or custodial parents may not be aware of how to enforce their rights.

Offer educational resources or sessions for parents to learn about the child support process, how payments are calculated, their rights, and how to request changes if necessary. Educating both parents reduces confusion and potential conflicts.

### Familiarize Yourself with Community Resources

Sometimes parents need assistance beyond just child support, such as food, housing, or employment services. Build a network of community resources to refer parents to other helpful services. This holistic approach helps meet the needs of families and increases cooperation with the child support process.

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***“Fight for the things that you care about, but do it  
in a way that will lead others to join you.”***  
***~ Ruth Bader Ginsburg***  
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## Heads Up!

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

- March 4th in New Richmond
- April 29th in Bristol

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

## International Day of Happiness - March 20, 2025

This year's theme reminds us that lasting happiness comes from caring for each other, feeling connected and being part of something bigger.

We're encouraging 1 million extra acts of caring and sharing all around the world. And you can be part of it!

Learn more at: <https://www.dayofhappiness.net/>



## UPCOMING WEBINARS (March, April, May)

### **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.

- **March 11 - 12, 2025**
  - **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](#)**



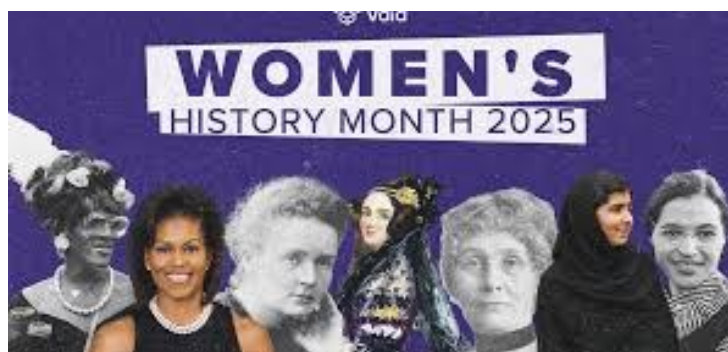
## UPCOMING WEBINARS (March, April, May)

### 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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**“Courage doesn’t always roar. Sometimes courage is the little voice at the end of the day that says I’ll try again tomorrow.”**  
 ~ **Mary Anne Radmacher**  
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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 done since the last refresh.</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</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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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](#).