

CS Training Times

Volume 2, Issue 5
May 2024

May is Mental Health Awareness Month



Video: [Mental Illness - What You See, What You Don't See](#)

7 Do's & Don'ts to Improve Your Mental Well-Being

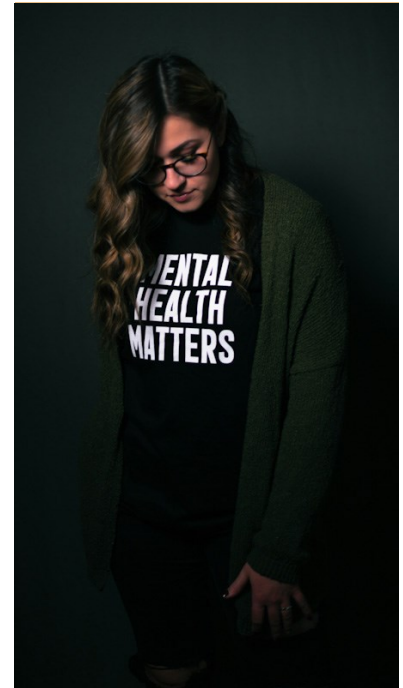
~Author Dr. Zia Nadeem

Almost daily we hear or read about the importance of maintaining our physical health. There is abundant advice available, concerning food, exercise and maintaining a healthy lifestyle, etc. What we do not hear often are the values or virtues of maintaining our mental health.

[View Article](#)

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*“Almost everything will work again if you unplug it
for a few minutes, including you.”*

~ Anne Lamott
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New Desk Aid - Planning Training for Child Support Workers

We are excited to announce the release of a [Child Support Assessment Tool](#). The Child Support Advisory Committee (CSTAC) and Partner Training Team (PTT) have been working diligently to develop this tool to assist agencies in identifying training needs. This template is designed to give your agency a starting point on assessing knowledge and skills related to CS operations. Use it in multiple ways:

- Self-assessment to determine your own knowledge and skills gaps,
- Supervisory assessment to assess staff training needs, and/or
- Training needs assessment.

The checklist also displays Partner Training Team courses to develop these knowledge and skill areas.

WCSEA Spring Roundtable Session

Do you enjoy collaboration? Do you enjoy in-person networking? Would you enjoy learning in a casual environment with other child support professionals? Are you located in a Western Region County? Do you love delicious snacks??

If you've answered "yes" to any of these questions, you are cordially invited to register to attend the Western Region's WCSEA Spring Roundtable co-hosted by Dunn, Chippewa, Eau Claire, & St. Croix Counties on:

Thursday, June 20, 2024
Menomonie, WI from 9am to 3:30pm.

A broader course description is available on the [PTT Learning Center](#) while the agenda is being developed. Get excited Western Region!! We can't wait to see you!!

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***“Be different; be unique; be a mystery.
Always remember that unique people are the
ones who changed history.”
~ Mouloud Benzadi***
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OCSS Interstate Case Processing Training Materials



This site contains 6 sessions:

1. Interstate 101
2. Interstate 201
3. Interstate Scenarios
4. Interstate Payment Processing
5. Interstate Case Closure
6. OCSS Interstate Tools and Resources

The sessions include the presentation in Power-Point, the presentation in PDF for printing and the Webinar recording.



UPCOMING CLASSES (May, June, July)

Child Support Case Management: Participant Motivation for Change - Face to Face

Looking for ways to engage both custodial and non-custodial parents in changing their behavior and resolving issues? Motivational interviewing can help. Discover how using this collaborative conversation style strengthens the parents' own motivation for commitment and change. Then, learn how to apply these techniques in child support intake, establishment enforcement, and case reviews.

- **June 18, 2024 in Adams**
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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 13 - 17, 2024**
 - **July 22 - 26, 2024**
-

Financial Processing in KIDS - Webinar

This course covers the skills essential for managing the financial functions in KIDS and the CSA operations.

- **May 28 - 30, 2024**
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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.

- **June 4-5, 2024**

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



UPCOMING CLASSES (May, June, July)

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 face-to-face class takes an in-depth approach to working through case scenarios.

- **July 08 - 18, 2024**

Raising Domestic Violence Awareness in Child Support Services - Face to Face

Attend this course to learn more about the potential impacts of participating in the child support program for domestic violence survivors, how to effectively communicate with survivors, and how to provide appropriate accommodations to promote cooperation; and to gain information about advocacy services.

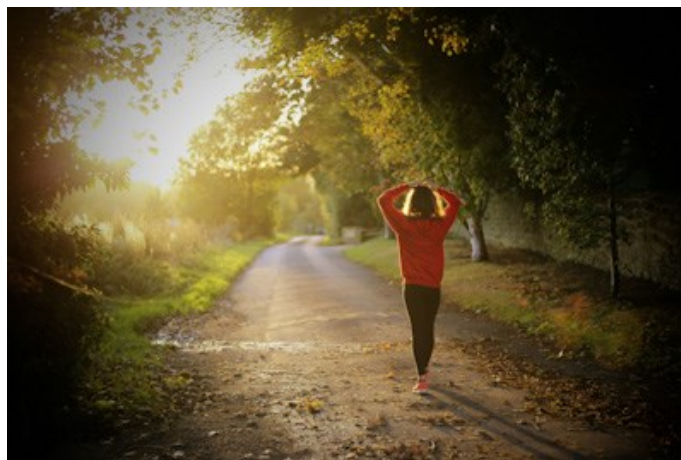
- **June 11, 2024 in Green Bay**

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.






- **June 20, 2024**

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



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“In the corporate hustle, don't let the weight of success be the anchor of your mental well-being. Seek balance, not burnout.”
~ Abhysheq Shukla, Feelings Undefined: The Charm of the Unsaid

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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