

CS Training Times

Volume 3, Issue 5
May 2025

May is Mental Health Awareness Month

What is Mental Health?

MENTAL
HEALTH
at WORK



<https://youtu.be/MEJVEkVgacg>

One in four adults experiences at least one diagnosable mental health problem in any given year. 9 out of 10 people who experience mental health problems say that they face stigma and discrimination as a result.

Other Mental Health Awareness Month Resources:

- **Check In on Those Around You**
<https://youtu.be/tX8TgVR33KM?si=B40xUHkuFMzUQYeN>
- **Mental Health Awareness: How To Practice Self-Care**
https://youtu.be/b_ZFjw-eEGo?si=mtf7ZMU7pKCKGqSz



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***“You don’t have to control your thoughts; you just
have to stop letting them control you.”***

~ Dan Millman
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Transitioning To Our New PTT Learning Center Portal!



The New PTT Learning Center portal is scheduled to go live on Monday, June 9, 2025.

There are a few things for all staff to be aware of:

- **The Current PTT Learning Center will be unavailable from June 2 - 6, 2025**
Access to the Learning Center will be discontinued at 4:30pm on Friday, May 30th. Any training courses you are working on will need to be completed before this time. Any courses not finished will need to be re-taken in the new Learning Center beginning on Monday, June 9th.
- **Your user logon ID is changing**
Your logon ID will now be your agency email address. Also, there will be a password associated with your logon ID. When you log into the Learning Center with your email address for the first time, you will be required to create a password for yourself. More specific instructions on how to change your password will be sent to all users when the portal goes live on June 9th.
- **Access and print your complete Training Transcript before June 2, 2025**
From now until 4:30pm on May 30th, you still will have access to the current PTT Learning Center. If you would like a complete listing of your Training Transcript, you can access your Transcript and print it before that time. The new Learning Center will only have a read only listing of your training history.

Tips To Get The Most Out of "Zoom" Training

Before the Session

- **Prepare Your Space** - Choose a quiet, well-lit area with minimal distractions.
- **Check Your Tech** - Ensure your camera, microphone, and internet connection work properly.
- **Set Goals** - Know what you want to get out of the session and prepare questions in advance.
- **Download Materials** - If there are slides, reading materials, or assignments, review them beforehand.

During the Session

- **Turn on Your Camera** - This helps with engagement and accountability.
- **Participate Actively** - Ask questions, use the chat, and respond to polls.
- **Take Notes** - Write down key points to reinforce learning.
- **Use Zoom Features** - Utilize reactions, breakout rooms, and screen sharing to engage more effectively.
- **Minimize Distractions** - Close unnecessary tabs and put your phone on silent mode.

After the Session

- **Review Notes & Materials** - Summarize what you learned and revisit key points.
- **Practice & Apply** - If applicable, try out concepts immediately to solidify understanding.
- **Follow Up** - Reach out to the instructor or classmates if you need clarifications.

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*"Your mental health is a priority. Your happiness is
an essential. Your self-care is a necessity."
~ Melody Beattie*
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New Child Support News:

- **Milwaukee County Launches Initiative to Help Families Stay on Track for Child Support**

<https://youtu.be/7KvAXXhSRsw?si=xb4fPSeBDoCshT7w>

- **Satellite Kiosks Make Child Support Payments Easier in Milwaukee County**

<https://wtmj.com/news/2025/03/31/satellite-kiosks-make-child-support-payments-easier-in-milwaukee-county/>

- **Verify: Is Trump Changing How People Can Claim Dependents?**

https://youtu.be/UIUsLOfi_jk?si=k8FuSsF4ZESsDrcZ





UPCOMING CLASSES (May, June, July)

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

- **June 23 - 26, 2025**
-

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 4, 2025 in Hudson**
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Child Support Essentials - Face to Face Classroom

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.

- **July 22 - 24, 2025 in Eau Claire**
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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 12 - 16, 2025**
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For more details about these courses and/or to register: [Learning Center](#)



UPCOMING CLASSES (May, June, July)

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.

- **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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WCSEA Spring Roundtable Sessions

Do you enjoy collaboration? Do you enjoy in-person networking? Would you enjoy learning in a casual environment with other child support professionals?

If you've answered "yes" to any of these questions, you are cordially invited to register to attend one of the WCSEA Spring Roundtable sessions:



- **May 28, 2025 in Merrill (Northern Region)**
- **June 4, 2025 in Edgerton (Southern Region)**
- **June 12, 2025 in Menomonie (Western Region)**

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

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

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“The strongest people are those who win battles we know nothing about.”
~ Jonathan Harnisch

REMINDERS

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|  | <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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