

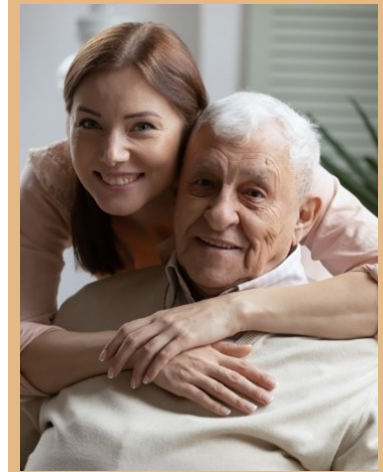
CS Training Times

Volume 2, Issue 11
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November is National Family Caregivers Month



<https://www.awarenessdays.com/awareness-days-calendar/national-family-caregivers-month-2024>



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“It is not how much we do, but how much love we put in the doing. It is not how much we give, but how much love is put in the giving.”

~ Mother Teresa

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Heather Lueloff – New Child Support Trainer for the Partner Training Team (PTT)



PTT is excited to announce Heather Lueloff as a new Child Support Trainer for the Partner Training Team.

Hello!

I am extremely excited to be here and to hopefully meet you all soon.

I was born in Minnesota but was raised in Wisconsin since I was in 3rd grade, so I've always considered Wisconsin my home.

I married my high school sweetheart, and we have 2 children and have lived in northern WI for the past 8 years and absolutely love it here.

Previous to this, I was a Child Support Investigator for the past 4 years specifically working paternity cases but also had a regular caseload as well.

I look forward to learning even more and assisting counties to be even more successful!

Outside of working, I love spending time with my little family, going camping, crafting, and watching movies.

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“They may forget what you said, but they will never forget how you made them feel.”
~ Carl W. Buechner
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In-Person Training Offerings Increase in 2025

The Partner Training Team is excited to announce that we will be increasing the number of in-person training offerings starting in 2025.

Our first offering will be Child Support Essentials, designed to provide a comprehensive foundation for new Child Support workers. This in-person format will allow for enhanced interaction, hands-on learning, and real-time collaboration, fostering a more engaging and effective training experience.

We look forward to reconnecting with our participants face-to-face and providing the support needed to excel in their roles.

Stay tuned for more details on registration and session dates!

Child Support Helpful Hints:

Headsets Must Be Used With Online Courses

Staff attending online workshops must use a headset with a microphone to communicate via VOIP (Voice Over Internet Protocol). There is no telephone line for these online workshops. Trainees are expected to ask and answer questions and participate in discussions using VOIP. If trainees don't have the appropriate equipment, learning will be negatively impacted, and trainees will be asked to register for a different session.

Mind, Body and Spirit

Practicing Thanksgiving Gratitude ~Tony Robbins

Thanksgiving is one of the best times of the year. It's the start of the holiday season, a chance to get together with loved ones, and a time to eat plenty of delicious food. For some, it can also be a time of stress and anxiety – hosting Thanksgiving dinner, dealing with complicated family relationships and worrying about holiday shopping.

Whether you're excited for the holidays or a little anxious, take the opportunity the holidays present to slow down. Practice Thanksgiving gratitude for all the blessings in your life instead of focusing on the negatives. Then, think about how you can extend this season of gratitude to improve your entire life year-round.

How do you express Thanksgiving gratitude?

- ◆ **Give back.** Volunteer, make an extra meal for your neighbor, donate money or invite someone to dinner who doesn't have anywhere to go. Giving back fulfills our deepest human needs, especially around the holidays.
- ◆ **Be present.** Oftentimes the gift of presence is the greatest gift we can give our loved ones. Use the time around Thanksgiving to reconnect with friends and family. Put down your phones, be completely present, and magic will happen.
- ◆ **Trade expectations for appreciation.** It's easy to let family arguments or conflicting personalities get in the way of a grateful Thanksgiving. But when you let go of expectations and search for what you appreciate about each person in your life, your world changes.
- ◆ **Share memories and goals.** The holidays are all about creating and sharing memories. Remember the past year, relive your favorite moments and find the good that came from the bad. You'll feel closer to your loved ones and discover a more meaningful type of Thanksgiving gratitude.

[View More Information](#)

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“Kindness can transform someone’s dark moment with a blaze of light. You’ll never know how much your caring matters.”
~ Amy Leigh Mercree
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Tips and Tricks: Recognizing Caregivers In Child Support

Recognizing caregivers in the child support context is crucial for fostering positive relationships, encouraging compliance, and supporting the overall well-being of families. Here are some tips and tricks for working with caregivers and emphasizing their role in the child support process:

1. Acknowledge Their Role
2. Use Motivational Interviewing (MI) Techniques
3. Create a Supportive Environment
4. Provide Information and Resources
5. Frame Conversations Positively
6. Use Written Communication Thoughtfully
7. Encourage Active Participation

By recognizing caregivers through these strategies, child support professionals can build stronger relationships, encourage compliance, and help create a more positive experience for all involved.

[More Information](#)



UPCOMING CLASSES (November, December, January)

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.

- **December 3, 2024 in Green Bay**
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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.

- **December 16 - 20, 2024**
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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 face-to-face class takes an in-depth approach to working through case scenarios.

- **November 04 - 12, 2024**
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For more details about these courses and/or to register: [Learning Center](#)



UPCOMING CLASSES (November, December, January)

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.

- **December 11, 2024 in Adams**
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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.

- **December 10, 2024**
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For more details about these courses and/or to register: [Learning Center](#)

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***"Survivors of abuse show us the strength of their personal spirit every time they smile."
~ Jeanne McElvaney***

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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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For civil rights questions call (608) 422-6889 or the Wisconsin Relay Service (WRS) – 711.



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