

CS Training Times

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October is Domestic Violence Awareness Month



<https://www.dvawareness.org/HealHoldCenter>

October marks National Domestic Violence Awareness Month and it is a time to come together to raise awareness and end domestic violence.

This event started in 1981 when the first Domestic Violence Awareness Day was held, with the goal of raising awareness for victims and survivors of domestic violence. Since then, it has grown into an entire month dedicated to bringing attention to this important issue.

With education and support from friends, family, and organizations, we can make a real difference in ending domestic violence. Let's make a commitment to ourselves and each other that we will work together toward ending domestic violence.

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“Be the ally that survivors need. Listen, support, and amplify their voices, ensuring that they are heard and believed.”

~ Unknown
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Adam Keeling – New Child Support Training Lead for the Partner Training Team (PTT)



PTT is excited to announce Adam Keeling as the new Child Support Training Lead for the Partner Training Team.

With 9.5 years of experience in Child Support and a Bachelor of Science in Criminal Justice, Adam brings a deep understanding of the field and a passion for developing impactful training programs. Before this role, Adam worked in Probation and Parole and served as a Wisconsin Correctional Officer. Additionally, he was a Sergeant in the Wisconsin National Guard for six years, where he gained valuable leadership and communication skills.

In Adam’s new position, he is thrilled to continue introducing Motivational Interviewing to our lineup of available classes. Adam’s goal is to ensure that Child Support remains a people-centered organization focused on meaningful interactions, not just on numbers and performance measures.

When Adam is not working to develop and train Child Support staff, you can find him at the local Curling club or announcing his two children’s hockey games during the winter. Adam is also an outdoor enthusiast who enjoys hunting and fishing throughout the year.

Adam said, “I’m excited about the future of Wisconsin Child Support and look forward to developing new training opportunities that will help our staff grow and succeed.”

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*“The first step toward change is awareness.
The second step is acceptance.”*
~ Nathaniel Branden
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WCSEA Conference <https://www.wcsea.org/fall-conference-2024>

The WCSEA Fall Conference Planning Committee wants to extend our heartfelt thanks to all of you who plan on attending this year’s WCSEA Fall Conference. Your dedication to learning and improving our Child Support services across the state is truly appreciated. This conference isn’t just about the sessions and workshops, though—they are filled with valuable insights and strategies to take back to your offices. It is also about the memories made and the connections built with colleagues from all over Wisconsin.

Remember, the relationships formed here don’t just enrich your professional life—they can last a career or even a lifetime. The conversations and shared experiences are what help us grow, not just as professionals, but as a community. These bonds can provide support, inspiration, and collaboration opportunities far beyond the conference.

As you head back to your offices, we hope you’ll carry both the knowledge you’ve gained and the connections you’ve made. Cherish these moments and the incredible people you’ve met along the way.

Tips and Tricks for Wisconsin Child Support Staff: Boosting Efficiency and Engagement

As we continue to navigate the complexities of Child Support work, it's always helpful to have a few tips and tricks up our sleeves. Here are some ways you can enhance your daily operations, streamline tasks, and improve client interactions:

1. Leverage Technology for Case Management

Make the most of the available tools in KIDS and other case management systems. Organizing your case files and automating reminders can help ensure that nothing slips through the cracks. Take time to explore features you might not use frequently—these can save you significant time in the long run.

2. Utilize Motivational Interviewing Techniques

Implementing Motivational Interviewing (MI) into your conversations with clients can lead to better outcomes. By using open-ended questions and reflective listening, you can encourage clients to take ownership of their situation and be more motivated to comply with support orders. Small shifts in communication can foster cooperation and build trust.

3. Maximize Team Collaboration

Don't hesitate to reach out to colleagues, both within your office and across the state. The network of Child Support professionals in Wisconsin is vast, and sharing resources, challenges, and solutions can lead to greater efficiency. Your peers might have creative solutions to issues you're facing, so use the connections you've made at conferences and training sessions to collaborate effectively.

4. Stay Updated on Policy Changes

Child Support policies are constantly evolving, so make it a habit to stay informed. Check bulletins, attend webinars, and engage in ongoing training. Staying ahead of changes will help you provide better service and avoid compliance issues.

5. Self-Care and Balance

Working in Child Support can be emotionally taxing. Remember to take time for yourself to recharge and avoid burnout. Taking small breaks throughout the day, setting boundaries, and practicing mindfulness can make a big difference in how you handle your workload and interact with clients.

By implementing these tips, you'll be able to improve both your efficiency and your interactions with clients and colleagues. Remember, the work you do is critical, and every small improvement leads to a bigger impact on the families you serve.

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***“Strength doesn't come from what you can do.
It comes from overcoming the things you once
thought you couldn't.”***
~ Rikki Rogers
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Learning Center Tip

Keep Your Learning Center Profile Updated

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.



UPCOMING CLASSES (October, November, December)

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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Financial Processing in KIDS - Webinar

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

- **October 21 - 23, 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.

- **October 29 - 30, 2024**
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For more details about these courses and/or to register: [Learning Center](#)



UPCOMING CLASSES (October, November, December)

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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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 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 (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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