Wisconsin Department of Children and Families
Partner Training Team

CS Training Times

Volume 3, Issue 8 August 2025

August is the last full month of summer!

August, the last full month of summer, often brings the season's peak warmth and energy. It begins with Lammas Day on August 1st, a celebration of the wheat and corn harvest that marks the transition toward autumn.

As summer winds down, August encourages us to savor every moment with fun holidays like “National Watermelon Day” and “National S’mores Day.” It's a time to embrace summer's final joys and bid farewell to the season in style.

End-of-Summer Garden Tasks to Fulfill

https://www.youtube.com/watch?v=3gintajksOk

Last Days of Summer Living Slowly While Waiting for Autumn

https://www.youtube.com/watch?v=3gintajksOk

Inside This Issue

AUGUST
Celebrate the last full month of summer with seasonal fun, harvest traditions, and a slow shift toward fall.

TIPS & TRICKS
Boost customer service with plain language, stronger product knowledge, and patience-building strategies.

MEET & GREET
Meet the newest member of PTT!

UPCOMING CS CLASSES
Looking to build your skills and boost your career? Check out our upcoming **CS** classes!

REMINDERS
Feedback, EO compliance, printing guides, and staying subscribed

Tips & Tricks

Use Plain Language with Your Customers-

The many benefits of using plain language include improving understanding, building trust, increasing efficiency, and reducing errors or confusion. Avoid using jargon and technical terms, and use an active voice with clear, direct sentence structure.

Increase Your "Product Knowledge"-

When an employee demonstrates strong knowledge of what they do, it builds trust with the customer as well as confidence in the employee. There are many complex details in the child support program. When you are able to walk your customers through each step appropriately, you show that you are helpful, accurate, and confident. You also strengthen the customer relationship to support business success.

Admit Mistakes-

With product knowledge also comes the importance of admitting mistakes. Not only does it help prevent repeat errors, but it shows maturity and responsibility. We are all human, and mistakes can happen. Taking responsibility demonstrates honesty and integrity, earning the respect of both coworkers and the customers you serve.

Remain Composed & Build Patience-

This goes a long way when interacting with customers. Most customers who call or reach out are often confused or frustrated. Giving them a little extra patience and making them feel heard can go a long way in easing their frustration and improving satisfaction. Not all calls will be pleasant when working in child support, and it is easy to want to close out interactions quickly. However, taking the time to listen and fully understand their problems and needs makes all the difference.

Emails from PTT & Regstaff Notice:

We strongly encourage you to closely monitor emails received from PTT and Regstaff regarding trainings and pre-class preparations. These communications may include important action items in addition to reminders, so please review each message thoroughly.

Meet & Greet

Hello!

My name is Patrick O'Rahilly. I am the new Support Training Specialist with Dynamic Workforce Solutions, working alongside the State of Wisconsin to support staff in the W-2 and Child Support programs.

Before stepping into training, I worked as an Adult Educational Navigator, supporting participants as they navigated barriers to education and employment. I also bring experience from my time as a high school biology and earth science teacher, where I developed a passion for making complex topics easier to understand and more engaging to learn.

I'm excited to be part of something new and help build training that's practical, supportive, and helps staff feel confident in the important work they do across the state.

"Make your June good, July better, and the month of August best by looking into the eyes of the sun."

~ Unknown

Upcoming Classes
(August, September, October)

Financial Processing in KIDS - Webinar

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

- **August 19 - 21, 2025**

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.

- **September 15 - 18, 2025**

WIKIDS Custom Content Creation - Webinar

As your agency's content editor, you are responsible for creating and maintaining the custom shared content your co-workers insert into your agency's documents. The program you will use to work with that content is called Template Editor. This class will get you started in using Template Editor to create and edit shared custom content for your agency.

- **October 14, 2025**

For more details about these courses and/or to register: Learning Center

Upcoming Classes
(August, September, October)

Financial Suspense - 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 with financial reports to help agencies achieve performance goals, get payments to the family timely, and reduce suspended collections.

- **October 15, 2025**

Financial 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.

BCS, the Child Support Agency, and the Trust Fund can complete adjustments. Which one does the Agency complete?
In this class we will answer that question and complete financial adjustments in KIDS using the Standard Money Flow. This class will help agencies achieve performance goals, get payments to the family timely.

- **October 16, 2025**

Alternate Care Policy And Process Overview - Webinar

This is a five part series covering specific processes related to Alternate Care (Substitute Care and Kinship Care). Participants must attend all five parts in the series for completion. This course provides an overview of the following Alternate Care processes:

- **October 20- 23, 2025**

For more details about these courses and/or to register: Learning Center

"Happy people are the best, and August is the month of the happiest people."

~ Unknown

REMINDERS

KIDS "E" Region Refresh Dates

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.

Past Issues of Training Times

Looking for a past issue of the Training Times? The most recent two months are available on the Learning Center home page.

If you need previous issues, please send a request through KIDPOL

Confirmation Notices

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.

Print Your Own Participant Guides

Training participants are responsible for downloading and printing their own Participant Guides. Directions regarding this are included in the confirmation letter.

Send Us Your Feedback

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

Icons designed by Freepik–Flaticon

Equal Opportunity Compliance

DCF is an equal opportunity employer and service provider.

If you have a disability and need information in an alternate format, or need it translated to another language, please contact (608) 535-3665 or the Wisconsin Relay Service (WRS) – 711.

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

Subscribe/Unsubscribe

The information in the Training Times newsletter is intended for workers in the Child Support programs.

To subscribe/unsubscribe, please go to the CS Training Times site.