

# ATL/Supervisors Guide to TANF New Worker Training

## Getting Started

As an ATL/supervisor for a new worker, you must address multiple items prior to entering staff into New Worker Training (NWT). Completion of these activities ensures the new worker is registered correctly, is assigned the appropriate curriculum, and has all the necessary tools to successfully complete NWT.

This letter provides an introduction, but more information is available on the Partner Training Team website at <https://dcf.wisconsin.gov/w2-partnertraining/w2-nwt>. and in the Learning Center under Supervisor Tools.

## Registration Profile

The Registration Profile, accessed through the [Learning Center](#) (LC) (<https://wss.ccdet.uwosh.edu/stc/dcf/>) under Supervisor Tools must be completed as soon as possible. Submit the Registration Profile to the Learning Center staff for entry in the registration database. All curriculum and registration for New Worker Training is accessed on line. In order to use these systems, the worker must have basic information entered into the system. Prompt completion of the Registration Profile ensures a problem-free registration process.

After the Registration Profile is completed and the information entered into LC, the curriculum for the new worker is available. The curriculum and all required topics are accessed through Learning Center under **My Information-Curriculums**. As courses are completed they are recorded in the curriculum and entered on the worker's transcript. A new curriculum is assigned upon successful completion of the previous curriculum.

## **New Worker Training Model**

New Worker Training consists of two phases. Initial New Worker Training is delivered via distance utilizing a variety of methods. Upon completion of initial New Worker Training, a worker may perform independent case management and eligibility determination. Initial New Worker Training must be completed within 6 months of the date of hire. These courses focus on W-2 policy and process.

NWT/ECM consists of required coursework that must be completed within 12 months of the date of hire. These courses focus on case management skills and include both distance and classroom training. New workers should register for this courses as soon as they are assigned.

Throughout NWT, new workers are required to complete various courses, and submit specific information to PTT at [PTTTrainingSupp@wisconsin.gov](mailto:PTTTrainingSupp@wisconsin.gov). A New Worker Training Guide is available to both guide new workers through the process and provide ATLS/supervisors with a resource to follow and support the new worker through the process.

In addition to this Guide, a sample calendar/syllabus is provided to the new worker. It is imperative that new workers stay on schedule in order to complete NWT in a timely manner.

Workers must begin the training process within two weeks of the date a curriculum is assigned. Failure to begin or to notify the Partner Training Team of anticipated delays may result in the removal of the curriculum. If it is a required curriculum, the contract manager may be notified to determine further action based on current training requirements.

Initial New Worker Training is designed to be completed within 5-9 weeks of the start date. This range reflects the diversity in adult learning styles, in agency learning environments, and additional responsibilities assigned to new staff. New workers must devote approximately 25 to 30 hours a week to the process in order to complete within the low end of 5 weeks. In order to complete within 9 weeks, new workers must devote a minimum of 15 to 20 hours per week to training.

After the 9 week period has passed, learner's ability to build upon each experience begins to decrease.

If a new worker fails to complete the program within the required time frame termination from the New Worker Training process may result. If terminated, a new worker may be required to re-start the training from the beginning.

If a new worker appears to be struggling to meet the required timeframe and there are extenuating circumstances, the New Worker Training State Lead should be notified immediately.

## Tips for Supporting New Workers

1. Ensure all the appropriate equipment, logon IDs, and downloads are available to the new worker.
  - a. All downloads are available on the [Distance Learning Tools](https://wss.ccdet.uwosh.edu/stc/DCF) (<https://wss.ccdet.uwosh.edu/stc/DCF>) page under the Training Support section of the Learning Center's left navigation. If you need assistance with any technical issues, call the registration staff at 262-424-1071 or email [regstaff@uwosh.edu](mailto:regstaff@uwosh.edu)
  - b. The Systems Introduction course in the Learning Center contains more information about Logon IDs.
  - c. Necessary equipment includes a computer with the appropriate software, headphones, telephone, and internet access.
2. Provide workers with protected time for training. It is essential that the worker not be interrupted by co-workers, appointments, and telephone calls.
3. Ensure the worker has access to all necessary resources, including policy manuals, Operations Memos, Administrator's Memos, etc.
4. Allow new workers the opportunity to utilize the resources they have been given rather than providing the immediate answer.
  - a. The NWT process requires critical thinking and utilization of published resources (Policy Manual, Operations memos, etc.).
  - b. You may find new workers accessing either their co-workers or supervisors for a quick answer. The Training Team will support the new worker, but in many cases requires him/her to access published resources first.

## Tools/Software

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### Computer Based Training

All computer based training delivered by the Partner Training Team requires Flash. Flash is a free download that must be installed on the user's computer. You can access this on the [Distance Learning Tools](https://wss.ccdet.uwosh.edu/stc/DCF) (<https://wss.ccdet.uwosh.edu/stc/DCF>) page under the Training Support section of the Learning Center's left navigation.

### Web Conferencing

Web conferencing software, like Zoom or Teams, is used primarily for desktop sharing. Meetings are scheduled as needed with new workers and they are notified of a meeting via e-mail. They do not need to register. Simply join the meeting through a link provided in the e-mail.

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## Systems Access

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Follow the instructions below for access to all systems necessary for the new workers' job function. New workers will require access to CWW and Wisconsin Work Programs (WWP), and need a DWD Logon ID in order to complete training. They may need additional Production access based on their job function(s).

Create a Wisconsin WAMS User ID and password at: <https://on.wisconsin.gov>

CARES, CWW, SAVE, KIDS, ECF, and EOS Report includes creating a Department of Workforce Development (DWD) WI Logon ID and password at: <https://www.dwd.state.wi.us/accountmanagement/>. Complete DHS form F-00476 <https://www.dhs.wisconsin.gov/library/f-00476.htm> and email to [DHSCARESsecurity@wisconsin.gov](mailto:DHSCARESsecurity@wisconsin.gov).

WWP requires a WAMS ID and completion of form DCF-F-5212-E <https://dcf.wisconsin.gov/forms>. Email to [DCFSserviceDesk@wisconsin.gov](mailto:DCFSserviceDesk@wisconsin.gov).

In order to gain security access to EATS, and W-2 Plans complete form DCF-F-2903-E and DCF-F-13916-E <https://dcf.wisconsin.gov/forms>. Email to [DCFSserviceDesk@wisconsin.gov](mailto:DCFSserviceDesk@wisconsin.gov).

In order to gain security access to Wisconsin Shares systems, CSAW and CCPI, please go to <https://dcf.wisconsin.gov/childcare/securityaccess> and complete form DCF-F-DWSWI3358-E <https://dcf.wisconsin.gov/forms>. Email to [DCFSserviceDesk@wisconsin.gov](mailto:DCFSserviceDesk@wisconsin.gov).

In order to gain security access to WISA: Access the Income Maintenance and Workforce Development Systems Gateway page at: <https://prd.cares.wisconsin.gov/#> Select the WISA link. Select the "Request a Wisconsin User ID and Password" link and follow the instructions. WISA must be requested on form F-00476 found at: <http://www.dhs.wisconsin.gov/forms/F0/F00476.docm> WISA is usually granted to the lead worker(s) and the security person(s).

For information about Security, see the DFES Security Manual from the DWD WorkWeb at <https://workweb.dwd.state.wi.us/dfs/manuals/security/pdf/chap06.pdf> A DWD Logon ID and password are required to access the manual.