Trainer's Notes

New Worker Training Orientation

Purpose:
Provide new workers the tools and information needed to successfully complete New Worker Training.

Table of Contents

Materials

- Trainer's Notes
- Trainer computer with internet access
- Link for Zoom session:
    - https://us06web.zoom.us/j/84997876254?pwd=bVVrM3JMcWhEVFkyMnVLTWUwZENCQT09
- Learning Center ID and password
- PTT Zoom account Username and Password
- Copy of the Requesting W-2 Entry Guide, open on your computer
- Links for NWT guides (FEP and Resource Specialist)
    - https://dcf.wisconsin.gov/files/w2pts/curriculum/nwt-resources/nwt-guides/nwt-guide-fep.pdf
    - https://dcf.wisconsin.gov/files/w2pts/curriculum/nwt-resources/nwt-guides/nwt-guide-rs.pdf
- Link for Learning Center:
    - https://www.uwosh.edu/ccdet/ptt-learning/
- Link for Training Gateway Page:
    - https://trn.cares.wisconsin.gov/#
- Link for Acronym hand out
    - https://wss.ccdet.uwosh.edu/courseware/nwt/01a_Orientation/Acronyms_HO.pdf

Trainer Pre-Session Work

Prior to class, be sure to open and exit the Through the Family's Eyes course in the 02 Requesting W-2 (FEP) curriculum so that it shows as complete.

Trainer Post-Session Work

Following each NW Orientation session, the trainer must do the following:

- Submit class attendance to Reg Staff.
- Update the New Worker Tracking spreadsheet for each learner who completed the NW Orientation session.
- Request the 02 Requesting W-2 (FEP or RS) curriculum for each learner who has completed the 01 Introduction curriculum and attended a NW Orientation session.

Suggested Pace

This is a 1-hour webinar. The following agenda is the suggested pace.

5 minutes	Welcome
15 minutes	New Worker Training Guide
20 minutes	The Learning Center
10 minutes	Best Practices
10minutes	Questions from New Workers

☼ PPT 1

☞ TN Appendix A

Note to Trainer:
- 15 minutes prior to the session, display the PPT. Greet learners as they arrive, and complete audio checks with them. The TN Appendix contains text to paste into the chat for the phone number if they don't have audio on their computer.
- Be sure to document who attended the session and submit the class roster to Reg Staff.
- Instruct learners to use the stamp annotation tool to mark where they are from on the screen.

Welcome

☼ PPT 2

Turn on webcams for the welcome.

Good morning and welcome to Wisconsin Works, W-2, New Worker Training Orientation! We are excited to spend the next hour with you, as we take an in-depth look at three main areas that will help you as you move through W-2 New Worker Training.

☼ PPT 3

We will start by exploring various components of your New Worker Training Guide, then take a closer look at the Learning Center. Lastly, we will discuss some best practices for completing New Worker Training, and end today's session by answering any additional questions.

New Worker Training Guide

☼ PPT 4

Note to Trainer: Add links to the New Worker Training Guides for Resource Specialist and FEP to the chat based on who is attending the session.

As we go over the first section of New Worker Orientation, please have your New Worker Training guide handy. Your initial Welcome to New Worker Training email contains a link to the New Worker Training Guide specific to your role, as either a Resource Specialist or a FEP. We added links to the guides in the chat.

Type the word 'Ready' in the chat when you have your New Worker Training Guide in front of you and are ready to begin.

Walkthrough of the New Worker Training Guide

☼ PPT 5

The W-2 New Worker Training Guide is your roadmap to W-2 New Worker Training. The guide provides an in-depth look at the tasks assigned within each curriculum and serves as a checklist for you to follow.

The tasks for each curriculum are broken down into the following categories: CBTs, which are Computer Based Trainings, System Entries, Complete in Quia, and Classroom Training. We'll talk a bit more about each of these categories throughout this orientation.

☼ PPT 6

Let's get started by looking at CBTs. These are courses you complete in Learning Center. They introduce and teach the fundamentals of each topic.

☼ PPT 7

When you're instructed to make system entries, it refers to the entries you will make in the training environment for the duration of New Worker Training. These entries provide hands on experience and give you the opportunity to practice what you are learning in the systems you will use in your new role. Cares Worker Web, or CWW, is the system used for case related entries, including application and eligibility. Wisconsin Work Programs, or WWP, is the system used for individual related entries, including assessments, goals, and activities. We will talk more about those systems in just a bit.

☼ PPT 8

When you launch a Knowledge Check, your computer opens a new window to the Quia website. You must answer all the questions and click Submit in Quia to complete the Knowledge Check.

After you complete your Knowledge Check, a trainer will review your answers. You will receive an email from the trainer letting you know if it's complete or if you need to provide additional information.

☼ PPT 9

Lastly, Classroom Trainings are additional courses you are required to take within your first twelve months of being hired. These courses are part of the Reinforcing W-2 in the Classroom curriculum. At the beginning of this curriculum, be sure to watch the CBT on Training Expectations. After that, you'll see a list of classes that we offer virtually or in person. Be sure to check with your supervisor or Agency Training Liaison to find out how your agency prefers you register for and complete these courses.

Curriculums

Note to Trainer: Pull up the New Worker Training Guide for FEPs and scroll through it slowly, pointing out examples of the various points below.

As you can see in your New Worker Training Guide, there are a number of curriculums you are assigned as you make your way through New Worker. Each curriculum builds on the knowledge and skills learned in the prior curriculum. It is important that you complete the tasks for each curriculum in order, so your training experience flows smoothly, especially when making system entries in CWW and WWP.

As you work through your entries, you will see instructions to email the Partner Training Team, or PTT, at PTTTrainingSupp@wisconsin.gov. A trainer monitors the inbox, and your email serves as a request for a trainer to review your entries, provide feedback, and make you aware of any edits you must complete. When you submit entries for review you receive an email letting you know if the entries are complete or if you have updates to make. Do not move on to the next set of entries until we email you email stating the current entries are complete and no further edits are needed.

Be sure to use the appropriate subject line when emailing PTT. The subject line is key in letting the trainer know what you are asking them to check. Note that each time your guide instructs you to email PTT regarding a system entry, a subject line is provided for you. Be sure to include the RFA, Case number, and/or PIN for the entries you would like the trainer to check.

When your entries require edits, our feedback helps you determine what action you need to take to fix the entries. After you make the edits, reply to the email from the trainer and ask for a recheck. Sometimes it may take you a couple tries to fix all the edits. This is a normal part of the learning process. Remember, the trainer's feedback is intended to help you get through New Worker Training, and ultimately help you to be a successful Case Manager.

After you complete all tasks in a curriculum, send an email to PTT to request the next curriculum. A trainer will double check to ensure you have completed all tasks, then email the Registration Staff to assign your next curriculum. You will be cc'd on the email so you will know when the new curriculum has been requested, you'll also receive an email when the curriculum has been loaded in in the learning center in your in your curriculums.

If at any time you run into a question or issue you cannot resolve on your own, you are welcome to email us for assistance. We are here to offer support, insight, guidance, and troubleshooting to help you successfully complete New Worker Training.

Gateway Page

Note to Trainer: Navigate to the Training Environment Gateway page - https://trn.cares.wisconsin.gov/#

The **Gateway** page is the portal to access the systems you use daily when working in W-2. There are two Gateway pages: one used for training purposes, and the other for live cases in production.

Note to Trainer: Post the link to the Training Gateway page in the chat and be sure to label it as training - https://trn.cares.wisconsin.gov/#

During New Worker Training, you use the **Training Environment Gateway** page. We've posted a link to the **Training Environment Gateway** page in the chat. Notice that "Training Environment" displays in red at the top of the page to let you know you are on the **Training Gateway** page.

Note to Trainer: Navigate to the Production Gateway page and **post** the link in the chat. Be sure to label it as production - https://prd.cares.wisconsin.gov/#

After completing New Worker Training, use the **Production Gateway** page to access real life cases in the systems. Notice that this page does not have "Training Environment" in red at the top of the page. That's how you know it is the production environment.

Bookmarking the Gateway Pages

Let's take a moment to bookmark the **Gateway** pages, if you haven't already. Be sure to clearly label the training and production pages. Give us a thumbs up in the chat after you've bookmarked the pages. If you need help, just let us know.

CWW and WWP

Note to Trainer: Display the Training Gateway page on the screen as the systems information is discussed.

As you work through New Worker Training and transition into working with live cases, there are two primary systems you work in – CARES Worker Web (CWW), and Wisconsin Work Programs (WWP).

You access CWW and WWP through the **Systems Gateway** page. In order to access these systems, you need your WAMS User ID and password. Your ATL or supervisor will assist you in getting access to the systems that are specific for your job function.

CWW's primary function is to collect information for the purpose of determining eligibility for assistance programs. Use case numbers to find and identify family groups in CWW.

You enroll parents in Work Programs and perform case management functions in WWP. The system assigns household members unique Personal Identification Numbers, or PINs, which are used to access parents information in WWP.

Both CWW and WWP have different environments you access: Production is the environment you will use for real life cases, and Training is the environment you use during New Worker Training and can continue to use for practice. Notice this page states "Training Environment" in red at the top of the page. That's how you know is the links on this page lead you to the CWW and WWP training environment pages.

Now that we've talked about the pages you'll access and some systems you'll work in let's take a moment and bookmark the sites.

W-2 Manual, Operations Memos, and System Updates

Note to Trainer: Post the link to the W-2 Manual and **navigate** to the home page of the manual - https://dcf.wisconsin.gov/manuals/w-2-manual/Production/default.htm

As a new or seasoned worker, you often will refer to the W-2 Manual. The W-2 Manual contains policies and procedures you use to determine eligibility, provide case management services, and issue payments. The information in the W-2 Manual is vast, and no one is expected to memorize it. That's why bookmarking the manual and referring to it often is key.

Take a moment to bookmark the W-2 Manual if you haven't already. Give us a thumbs up in the chat after you've bookmarked the site. Again, if you need help, just let us know.

Note to Trainer: Post the link to the Sign Up for Bureau of Working Families Information and Updates page - https://dcf.wisconsin.gov/w2/partners/ops-memos

W-2 policy changes often, be sure to sign up for emails notifying you of new W-2 Manual releases. From the welcome page of the W-2 Manual, **click** here to sign up for notifications of updates to the W-2 and EA Manuals, as well as BWF Operations Memos, DFES Administrator's Memos, and BWF system updates. This link navigates you to the Bureau of Working Families Information and Updates page. **Scroll down** to enter your information to subscribe. Check all four boxes. Let's take a minute and sign up for Bureau of Working Families Information and Updates. Give us a thumbs up in the chat once you've signed up. You will receive an email asking you to confirm your subscription.

Now let's get you more acquainted with the Learning Center.

The Learning Center Systems and Settings

Note to Trainer: Pull up the **Training Environment Gateway** page - https://trn.cares.wisconsin.gov/#

Earlier, we talked briefly about the courses we have assigned to you in the Learning Center.

The Learning Center serves as the portal to all your assigned training activities. Let's get you more acquainted with it, so you know where to find curriculums, how to sign up for classes, and find resources.

After clicking on the DCF Learning Center from either the production or training **Gateway** pages, you navigate to the **PTT Learning Center Home** page. This is the starting point for the Learning Center. Notice the Help option in the navigation menu. **Click** Help to see the various how-to documents to help you get the most out of the Learning Center.

To access anything within the Learning Center, go to the Sign On/Off option. **Clicking** this brings you to the **Log In** page. **Enter** your login information and **click** Log In to access your **Learning Center Home** page.

Now that you know how to sign on, let's look at how to find the curriculums you're assigned during New Worker Training. The Learning Center lists the number of your assigned curriculums in the **Transcript View** box, and list of them in the **Assigned/No Due Date** box underneath. You'll also find assigned curriculums or courses in the **Continue Learning** section over to right. Eventually, you'll see any course you have in-progress here as well. Click on the curriculum name to open an overview of that curriculum. Clicking on Open Curriculum bypasses the overview page and takes you to the Launch page for the first course in the curriculum.

To view all the trainings assigned to you, **click** the number above 👁 Assigned/No Due Date in the Transcript View box. This opens your transcript. Your transcript displays everything assigned to you, but you can use the 👁 Filter by Training Status dropdown to view courses you've completed along with other options. Just like the **Home** page, clicking the name of a curriculum or course takes you to an overview page, and clicking Open Curriculum or Launch takes you to the **Launch** page.

Note to Trainer: Click the 02 Requesting W-2 (FEP) curriculum (click on the name, not Open Curriculum). If you've already completed this curriculum, it will not display in the assigned area of the transcript. Use the Search box to search for the curriculum or go to your completed transcript.

The **Curriculum Overview** page lists the courses in that curriculum. Under **Contents**, click 👁 Show More to expand the list and show all included courses. **Click** 👁 Open Curriculum to start a course.

👁 In the side panel, the Learning Center displays your progress and the courses in the order you should take them. If there is an arrow next to a course name, it means the course has multiple modules. 👁 **Clicking** on the arrow displays the modules. Let's **click** the Introduction to CWW course.

👁 The main panel displays information about the course you selected in the side panel. **Scroll** down in the main panel and **click** 👁 Show More to view additional information, such as the course description and intended audience.

The first time you access a course, you'll see a rocket icon with a Launch button below it. Click 👁 Launch to start the course. By default, the Learning Center displays the content in the 👁 content window. For the best viewing experience, click 👁 the Expand button (two arrows in the upper right) to change to full screen mode.

Note to Trainer: Click on the Through the Family's Eyes course.

After you complete a course, you'll see a 👁 green checkmark next to the title in the side panel, and a 👁 thumbs icon in the main panel indicating your training is complete. If you'd like to review a course you've completed, use the 👁 Request button in the upper right. **Click** the arrow to view all your options. Clicking Launch allows you to review the course. Choosing Request means you will start a new version of the course from the beginning.

All curriculums after the first one contain entry guides with instructions for you to complete entries in CWW and WWP. In this curriculum, you'll see an information document explaining entry guides and then the actual entry guide.

Note to Trainer: Open the Requesting W-2 Entry Guide. Briefly scroll through the first few pages of the guide. Pause to point out the difference between Ana, Brittany, and Chantelle, as noted below.

After you open a guide, the Learning Center will mark it as complete. You are still required to complete system entries that give you a chance to practice as you learn. Remember, as you work through the Entry Guides and complete your scenarios, you send emails to the PTTTrainingSupp inbox to check your entries for accuracy.

Here's an example of an Entry Guide and what it looks like. We recommend printing or saving your Entry Guides to refer back to as you work through your Ana, Brittany, and Chantelle's scenarios. The entry guides provide detailed instructions for Ana that you may want to refer back to when doing entries for Brittany and Chantelle which aren't as scripted.

Looking at the table of contents for this entry guide, notice the number of pages between Ana's entries and Brittany's. That's because Ana's entries provide those step-by-step instructions, while Brittany's are more independent practice for you to complete. Chantelle's entries are far less scripted and give you a bit more practice making entries and following policy. Let's scroll through the document for a minute so you can become more familiar with how the entry guides are laid out.

Next, let's look at how to search for learning materials. **Click** on the home icon to return to your **Learning Center Home** page. Use the search bar to search the Learning Center for a specific topic. Let's search for learning materials associated with goals. **Type** "goals" and **press** enter to navigate to the **Learning Search** page. This page shows a list of all learning materials with those words in the title, course description, or as a keyword. Use the Filters box to narrow down the results based on Duration, Type, and Subject.

Courses with the Online Class type include CBTs and Training on Demand videos. Courses with the Material type include documents, such as reference guides and desk aids. Courses with the Event type include virtual and in-person classroom trainings and webinars. Click on a course to view additional information, such as the course description.

Note to Trainer: Click on one of the Building the BEST Connections in Case Management courses.

We hold classroom trainings and webinars on scheduled dates and times, so you must register to attend them. **Scroll** to the bottom of the page to view upcoming sessions. **Click** View Details to view additional information, such as the location. Click Request to register for the class. If the class is full, the button will say Join Waitlist.

Note to Trainer: Close out of the Session Details panel.

Your status for the class shows as Registered below the View Details button.

Click the PTT Learning Center logo in the upper left to go back to your Home page. Over to the right, **click** on the button with three lines to open another menu. From here you can view your transcript and the events calendar. Note that trainers have more options than you'll see. **Clicking** on **Events Calendar** takes you to a page where you can view all of PTT's upcoming classes. To view W-2 specific classes, **Click** Add Subject(s) filters. Then, **click** the Add button next to W-2/TANF and **click** Done.

Best Practices and Reminders

PPT 10

We want to share some pointers and reminders with you that will set you up to have the best experience while completing New Worker Training.

Note to Trainer: Post the link in the chat
https://wss.ccdet.uwosh.edu/courseware/nwt/01a_Orientation/Acronyms_HO.pdf

Save and keep handy the Acronyms hand out for you to reference as needed. We've put a link to this document in the chat.

Be sure to have a quiet environment and organize your training materials so you can easily refer to them when needed. Your training materials can be printed or saved on your computer. Use whichever method is best for you. Referencing the training materials in New Worker Training gives you a better understanding of W-2 policy and process.

Use your W-2 New Worker Training Guide and update it as you move through New Worker Training to keep yourself on track.

Remember, it is extremely important that you update your subject lines when you submit emails to the PTTTrainingSupp inbox. This helps us know where you are in training and what you are asking of us.

Always include your PIN and/or case number when sending in cases for review. We can't look at your cases without a case number or PIN.

If you are stuck, ask for help. Asking for help or clarifying questions right away saves a lot of time and confusion for you and us. It will reduce frustration for you and the PTT team.

At times, there are many folks going through New Worker Training, so when you need help or have a quick question, indicate that in your subject line. For instance, a subject line, "QUICK QUESTION" or "HELP" alerts trainers that you need assistance. Be sure to include relevant information such as a description of where you are at in training along with case/PIN numbers. This helps us prioritize your email and provide you assistance faster.

Lastly, the best advice I can give you is to take your time. You may feel the need to rush through and finish NWT early. However, it's been our experience that if you take your time up front, you will spend less time making edits and corrections to your case entries. On average, it can take folks from 6 to 8 weeks to complete NWT.

☼ PPT 11

You create and work with three cases throughout NWT training: Ana, Brittany and Chantelle. The Ana case guides you through training and provides step-by-step instructions as you make entries in CWW and WWP for the first time.

The Brittany case is a bit tougher. It gives you the opportunity to practice on your own and builds on the knowledge you gained making Ana's entries and gives you additional instruction for any new concept. We recommend waiting to start Brittany's entries for a section until you receive our feedback on Ana's entries. Chantelle will give you a bit more practice using knowledge you gained from Ana and Brittany. We don't introduce any new concepts for Chantelle, so you will only have some key reminders for her entries.

☼ PPT 12

Remember, the NWT curriculums are designed to build off each other. The Ana, Brittany and Chantelle cases you create are used continually throughout the training as you follow their stories, making various updates and changes to their cases.

Although we can check your cases and help fix them along the way, we cannot reset your cases. It's best to take your time and read all suggested materials prior to making any entries into CWW or WWP. The time you invest up front saves you time later when you need fewer edits.

Questions from New Workers

PPT 13

We shared a lot of information during this orientation session, and we are excited to be a part of the W-2 New Worker Training journey with you. Before we go, what questions can we answer regarding anything we talked about today? Are there any topics you'd like us to re-visit?

PPT 14

As a quick wrap-up before we close, let us know how you are feeling about NWT by putting a stamp annotation on the expression of the kiddo on the screen that relates to how you feel about New Worker Training. Maybe you're nervous, or maybe you're ready to rock New Worker Training; whatever the case, mark your readiness by using your annotation tool to stamp one of the pictures on the screen.

Note to Trainer: If the majority of learners marked a scared, crying, or otherwise unready face, **Ask**, what do you need to get yourselves more ready to tackle New Worker Training? What can we do to help you prepare?

PPT 15

Remember, training throws a lot of new information your way. Be patient with yourself as you work through New Worker Training. Take your time and ask for help whenever you need it. The trainers are here to help guide you through your New Worker Training journey.

Following today's session, if you've completed the Introduction curriculum, we will request the Requesting W-2 curriculum for you. If you're still working through Introduction curriculum, follow the instructions in your guide.

TN Appendix A – Information to Add to the Chat Box

General Information

Annotation Tools
Access Annotation Tools by clicking on the three dots next to the name of the trainer's screen you are viewing, then selecting Annotate. Or, by hovering your mouse over the lower left corner of the screen and clicking on the green pencil.

New Worker Training Guides
Download your New Worker Training Guide if you don't have it already.

FEP - https://dcf.wisconsin.gov/files/w2pts/curriculum/nwt-resources/nwt-guides/nwt-guide-fep.pdf

Resource Specialist - https://dcf.wisconsin.gov/files/w2pts/curriculum/nwt-resources/nwt-guides/nwt-guide-rs.pdf

Link for Acronym Handout
https://wss.ccdet.uwosh.edu/courseware/nwt/01a_Orientation/Acronyms_HO.pdf

Phone Number
If you don't have a mic/speakers, connect to the audio by calling 312-626-6799. Meeting ID 849 9787 6254.

Renaming Instructions
If your display name is not correct, rename yourself by clicking on the more button (…) next to your display name.

If you called in by phone, please rename your phone number to match your login name.

Message for Learners Inappropriate for New Work Orientation
We appreciate your interest in attending this session. However, New Worker Orientation is designed for workers who are brand new to New Worker Training. If you have any questions or concerns, please contact your ATL.

Late Arrival Message
This New Worker Orientation session is already in progress. PTT is unable to admit late arrivals. Please contact the Learning Center, regstaff@uwosh.edu or 920-424-1071, to register for the next available orientation session.