

# *Trainer's Notes*

## **New Worker Training Orientation**

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**Purpose:**

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

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**Materials**

- Trainer's Notes
- Trainer computer with internet access
- Link for Zoom session:  
<https://us06web.zoom.us/j/84997876254?pwd=bVVrM3JMcWhEVFkyMnVLTWUwZENCQT09>
- WAMS ID and password
- PTT Zoom account Username and Password
- 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://wss.ccdet.uwosh.edu/stc/dcf/cst\\_home\\_default.htm](https://wss.ccdet.uwosh.edu/stc/dcf/cst_home_default.htm)
- Link for Training Gateway Page:
  - <https://trn.cares.wisconsin.gov/#>

**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 Client Registration curriculum for each learner who has completed the Policy and Process curriculum and attended a NW Orientation session.

**Suggested Pace**

This is a 45-minute webinar. The following agenda is the suggested pace.

|            |   |
|------------|---|
| 5 minutes  | Welcome                                 |
| 10 minutes | New Worker Training Guide               |
| 15 minutes | The Learning Center System and Settings |
| 10 minutes | Best Practices                          |
| 5 minutes  | 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.




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**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  review the optimal computer systems and settings. Lastly, we will  discuss some best practices for completing New Worker Training, and end today's session by answering any additional questions.

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**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.

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## Walkthrough of the New Worker Training Guide

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### ☀ 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:

🖱 Complete in the Learning Center, 🖱 Submit via Quia, 🖱 Make Entries in CWW, 🖱 Make Entries in WWP, and 🖱 Complete in the Classroom. We'll talk a bit more about each of these categories throughout this orientation.

### ☀ PPT 6

Let's get started by looking at the tasks assigned in Learning Center. Assignments in Learning Center consist of 🖱 Computer Based Training, or CBTs, videos, and 🖱 documents, such as reference guides and Desk Aids. We use CBTs and videos to introduce and teach the fundamentals of each topic.




The documents within a curriculum contain useful information and may be beneficial to print and keep handy at your desk. Keep in mind, you can reference any of the documents within the curriculum at any time.

### ☀ PPT 7




🖱 Quia is where you submit activities completed outside of the Learning Center, such as quizzes. The links to these activities are found within your curriculum in the Learning Center. Clicking the link 🖱 opens a new window. Note that after you click the link, the quiz will show as "Complete" in Learning Center, whether or not you actually complete it.

Most of the activities are multiple choice; however, there are a few that are in short-answer format. To receive credit for a quiz, you must earn a score of 🖱 80% or higher. After you complete your activities, a trainer will review your answers and let you know if the quiz is complete or if additional information is needed.

 PPT 8

When you're instructed to make entries in CWW and make entries in WWP, it refers to system 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. CWW, or Cares Worker Web, is the system used for  case related entries, including application and eligibility. WWP, or Wisconsin Work Programs, 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 9


Lastly, the Complete in Classroom tasks 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 and are offered  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.


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**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](mailto:PTTTrainingSupp@wisconsin.gov). The inbox is monitored by a trainer, 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 you receive an 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, the 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.

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.

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### Bookmarking Sites

While working in W-2, whether in New Worker Training or beyond, there are a couple of sites that you'll use daily. We encourage you to bookmark these sites: the **Income Maintenance / Workforce Development Systems Gateway** page, or **Gateway** page, for the training and production environments and the Wisconsin Works (W-2) Manual. These websites provide access to the systems you work in and offer up-to-date W-2 policy information. First, let's look at the Gateway Pages and get them bookmarked.

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### 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:** Post the link to the Production Training Gateway page in the chat and 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.

**Note to Trainer:** Navigate to a blank webpage to point out bookmarks.

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.

Now, let’s talk more about the Wisconsin Works (W-2) Manual and get that bookmarked as well.

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### ***W-2 Manual and Operations Memos***

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**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 and DFES Administrator’s Memos. This link navigates you to the Bureau of Working Families Information and Updates page. **Scroll down** to enter your information to subscribe. 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.



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## CWW and WWP

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

<https://trn.cares.wisconsin.gov/>

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 participants 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 participant 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 this is the training environment page.

Now that we've talked about the pages you'll access and some systems you'll work in let's get you more acquainted with the Learning Center.

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## The Learning Center Systems and Settings

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**Note to Trainer:** Pull up the **Training Environment Gateway** page -

<https://trn.cares.wisconsin.gov/#>

Earlier, we talked briefly about the computer-based trainings, documents, and reference guides that 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, and how to sign up for classes and find resources within curriculums.

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. 👁 Use the **Navigation** menu on the left to access different areas.

You must sign in using your Learning Center logon ID before you can launch online courses, enroll in a class, or view any information about yourself. Your logon ID consists of the letter "C" and seven (7) or eight (8) numbers (for example, C0042456).

If you run into any issues signing on with your logon ID, make sure that you are typing zeros and not the letter "O". 👁 Sign on to the Learning Center by **selecting** Sign On/Off from the **Navigation** menu.

This displays the **Sign On/Off** page. 👁 **Enter** your Learning Center logon ID in the **Please enter your Learning Center logon ID** field and **click** OK. Doing this navigates you back to the home page.

👁 Notice that if you navigate back to the **Sign On/Off** page, your name appears at the top of the screen. That's an indicator you have successfully logged on.

Now that you know how to sign on, we are going to show you how to access curriculums. First let's look at how to find the curriculums you're assigned during New Worker Training.

From the **My Information** section of the **Navigation** menu, 👁 **click** on **Curriculums** to navigate to your assigned curriculums. Here you see all the curriculums currently assigned to you. This list matches the list in your W-2 New Worker Training Guide. Currently, you only have the first curriculum assigned to you, so your list will look a bit different than what you see here. 👁 **Clicking** on the + sign next to a curriculum, expands it to show all the different modules under a particular curriculum.

**Note to Trainer: Expand** the Client Registration curriculum.

👁 Notice all the different courses that encompass the Client Registration curriculum. Here you see if each course is a 👁 required part of training and your 👁 enrollment status within each course.

**Note to Trainer: Click** on the Introduction to Systems course.

👁 **Clicking** on a course, brings to you the course details where you see a description of the course along with the course content. Let's **click** on the **Course Content** tab to look at all the modules in the Introduction to Systems course. The **Course Content** tab is where you go to see all the modules within a course and start each one.

Next, let's look at accessing learning materials via the Training Catalog. 👁️ **Click** on **Training Catalog** from the **Navigation** menu. This displays the **Training Catalog Search Options** page. From here, you can browse Child Support and 👁️ TANF courses, or you can click on 👁️ **All Course Search** to specifically search the entire course catalog.

👁️ Let's use the **All Course Search** to search for courses and learning materials associated with Domestic Abuse. **Typing** "Domestic Abuse" in the **Search For** field and **clicking** search brings up a list of all learning materials with those keywords or in the title.

👁️ Notice the different delivery methods for the courses listed. There are classroom/webinar training events, documents (PDFs), computer-based trainings (CBTs), and Training on Demand videos. CBTs, Training on Demand videos, and documents are available to you at any time. Documents include reference guides and desk aids. Classroom and webinar training events are on scheduled dates/times, so you must register to attend.

Registering for classes is simple. Using our results from the "Domestic Abuse" search, let's walk through the steps of registering for a class. In this example, we are using Balancing Domestic Abuse Issues and W-2 Participation – Virtual Classroom. 👁️ The first thing you want to do is locate your course and **click** Select.

After clicking select, the next screen to appear is the course description, which provides information about the course, including a description, intended audience, prerequisites, what to bring, estimated time of the course, special notes, and contact information.

👁️ **Click** on Schedule of Upcoming Classes for this Course to see upcoming classes.


The class schedule displays a list of upcoming class offerings, including the location, start date, end date, and registration deadline. 👁️ **Click** on the **SELECT** button for the class session in which you wish to enroll.

The next screen provides information about the class. It is a good idea to save a screenshot of this page or print because it provides details of the class location, times, and dates. 👁️ In the top right-hand corner of the page, you click on "Register for this Class" to register for the class. After clicking the link, a prompt asks if you are sure you want to enroll. By clicking YES you confirm enrollment in the class. You're now enrolled in the class and should see "Your status in this class is: Enrolled" at the top of the class information page.

**Note to Trainer:** Navigate to the following Curriculums – Eligibility – Systems Entry Guide – Eligibility -Course Content – Start Topic/Restart Topic/Review. Briefly scroll

through the first few pages of the guide. Pause to point out the difference between Carmen and Haylee.

As we mentioned earlier, System Entry Guides provide hands-on learning scenarios that walk you through how to enter cases in the computer systems. They are required activities that give you a chance to practice as you learn. Remember, as you work through the System Entry Guides and complete your scenarios, you send emails to the PTTTrainingSupp inbox to check your entries for accuracy.

 Here's an example of a System Entry Guide and what it looks like in the Learning Center. We recommend printing your System Entry Guides and referring back to them as you work through your Carmen and Haylee scenarios. The entry guides provide detailed instructions for Carmen that you may want to refer back to when doing entries for Haylee which aren't as scripted.

Looking at the table of contents for this entry guide, notice the number of pages between Carmen's entries and Haylee's. That's because Carmen's entries provide those step-by-step instructions; while Haylee's are more independent practice for you to complete. Let's scroll through the document for a minute so you can become more familiar with how the entry guides are laid out.


Some New Worker Training courses have helpful resources, like Desk Aids, embedded within the curriculums. Desk Aids are resources that outline a particular process. Keep them handy when you start entering cases into the computer systems.

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## Computer Settings

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It's important that your computer settings are compatible with the courses you're assigned during New Worker Training. With incorrect settings, you run into hurdles when accessing, viewing, and completing courses. Let's set you up for success by ensuring you know how to set your computer up to work with the Learning Center.

 Using the Learning Center navigation menu, **click** Instructions and Help under the **Training Support** section to access the Proper Computer Settings Instructions document.

**Note to Trainer:** Post the link to the Instructions and Help page in the chat.

[https://wss.ccdet.uwosh.edu/stc/DCF/cst\\_home\\_default.htm](https://wss.ccdet.uwosh.edu/stc/DCF/cst_home_default.htm)

A link to the Instructions and Help page is posted in the chat.

The Proper Computer Settings Instructions explain the computer settings that need to be in place when using the Learning Center. These settings allow your computer to communicate most effectively with the Learning Center and update your training record with the proper completion statuses.

Both CWW and WWP function effectively in Chrome and Microsoft Edge. Please follow your local IT agencies' recommendations when determining which browser to use for each program.

Not only do you want to make sure you are using the appropriate internet browser, but you also want to make sure your computer is properly set up for the Learning Center.

The last page of the document has the appropriate responses to the most common security warning messages that you may encounter.



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## Best Practices and Reminders


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### 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.

Be sure to have a  quiet environment with all of your  technology set up to be compatible with the CBTs and other New Worker Training materials provided.


 Bookmark and save the Gateway pages, W-2 Manual, Operations Memos, and Learning Center.


 Organize your training materials and keep them handy 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.





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.



 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.


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 two cases throughout NWT training: Carmen and Haylee. The Carmen case guides you through training and provides step-by-step instructions as you make entries in CWW and WWP for the first time.





The Haylee case is a bit tougher. It gives you the opportunity to practice on your own and builds on the knowledge you gained making Carmen's entries. We recommend waiting to start Haylee's entries for a section until you receive our feedback on Carmen's entries.

## PPT 12

Remember, the NWT curriculums are designed to build off each other. The Carmen and Haylee 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.

## PPT 13

While you are in NWT, you have an opportunity to join us in the New Worker HUB every Tuesday morning from 9am to 10am. The HUB gives new workers and trainers an opportunity to network with each other and learn together. The format is designed to encourage discussion of any challenges and successes you have encountered while working through training. We set aside time for an open Q & A session and to practice a little self-care.

Each week, we rotate topics. You can start attending the HUB as soon as you finish the first curriculum, W-2 Policy and Process Introduction. Each week, you receive an email reminder with the HUB Flyer and a handout for taking notes.

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## Questions from New Workers

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### ☀ PPT 14

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 15

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 16

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 Policy and Process curriculum, we will request the Client Registration curriculum for you. If you're still working through the Policy and Process curriculum, follow the instructions in your guide.

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## TN Appendix A – Information to Add to the Chat Box

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### *General Information*

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#### **Annotation Tools - Draw**

Access annotation tools under View Options - Annotate at the top of the screen. Choose the draw option.

#### **Annotation Tools - Stamp**

Access annotation tools under View Options - Annotate at the top of the screen. Choose the stamp option.

#### **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>

#### **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](mailto:regstaff@uwosh.edu) or 920-424-1071, to register for the next available orientation session.