# How to Use New Worker Profile Information

The value in gathering assessment information lies in what we do with it. The purpose of collecting a new worker intake assessment is to create a personalized new worker training experience for each learner.

#### Years of Case Management Experience:

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| --- | --- |
| If a New Worker Answers | Do This |
| 1. None | Required to refer to Empathy CBT |
| 1. Less than 2 years | Recommended to refer to Empathy CBT |
| 1. 2 – 5 years | Optional to refer to Empathy CBT based on new worker’s comfort level |
| 1. 5+ years | Refer to Empathy CBT only if new worker requests a resource |

#### Years of Experience in Wisconsin Works or Other TANF Programs:

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| --- | --- |
| If a New Worker Answers | Do This After the New Worker Completes the Policy and Process Introduction CBT |
| 1. None | Required to have a conversation with the new worker, asking what questions the new worker has regarding the W-2 program as a whole |
| 1. Less than 2 years | Required to have a conversation with the new worker, asking what questions the new worker has regarding the W-2 program as a whole |
| 1. 2 – 5 years | N/A |
| 1. 5+ years | N/A |

#### Years of Customer Service Experience:

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| --- | --- |
| If a New Worker Answers | Do This |
| 1. None | Required to refer to Alison.com Customer Service Training |
| 1. Less than 2 years | Recommended to refer to Alison.com Customer Service Training  Ask the new worker how he or she can use these transferable skills in his or her new position |
| 1. 2 – 5 years | Optional to refer to Alison.com Customer Service Training  Ask the new worker how he or she can use these transferable skills in his or her new position |
| 1. 5+ years | Refer to Alison.com Customer Service Training only if new worker requests a resource  Ask the new worker how he or she can use these transferable skills in his or her new position |
| Other Related Experience | Tie in to new position when applicable |

#### Computer Knowledge:

* Computer Skills – Provide computer resources based on answers, Refer to Regstaff and Agency IT department as needed
* Online Learning – Go through the Learning Center computer settings document with the new worker if needed based on answers, Refer to the Learning Center walkthrough video

#### System Knowledge:

* After the new worker completes the Introduction to Systems CBT, provide the new worker with any requested tips based on the NWT Navigator’s personal experience
* Refer to the Systems Desk Aid if needed based on the new worker’s experience level
* Maintain continual check-ins with the new worker to see if he or she is having any system issues throughout NWT based on his or her responses

#### Other Information:

* Use the new worker’s preferred method of contact and preferred learning style in your interactions whenever possible (Use Remind.com for texting)
* Use ‘what interested you in becoming a W-2 worker’ as a motivational reminder as appropriate if the new worker is ever feeling frustrated or overwhelmed during NWT