

W-2 New Worker Training Guide

Financial and Employment Planner (FEP)

This guide lists all the Computer Based Trainings (CBTs), Knowledge Checks, and system entries you need to complete for New Worker Training (NWT). Use it as checklist to make sure you complete all required activities.

All activities start in the Learning Center. You complete CBTs inside the Learning Center. When you select a Knowledge Check, the Learning Center opens a separate window to the Quia website. You must complete, and submit, the Knowledge Check within Quia. When you access an Entry Guide, the Learning Center opens a document with instructions for making entries in CARES Worker Web (CWW) and Wisconsin Works Programs (WWP). You then email the Training and Communication Section (TCS) to let us know you completed the entries.

As you start making entries, your guide instructs you to note RFA, Case Numbers, and Personal Identification Numbers (PINs). Use the space below to document this information, as you will use it throughout New Worker Training.

Ana

RFA/Case Number:

PIN:

Brittany

RFA/Case Number:

PIN:

Viktor

RFA/Case Number:

PIN:

Chantelle

RFA/Case Number:

PIN:

01 Introduction (FEP) Curriculum

We recommend you complete this curriculum in the following order.

CBTs

New Worker Training (NWT) Orientation

- Acronyms Handout
- NWT Orientation

Introduction to DCF

Introduction to the W-2 Program (FEP)

- W-2 Overview
- The Families You Serve
- W-2 Agency Staff Roles

Program Data Security and Confidentiality: Module 1

Through the Family's Eyes: The Robinson's Journey

Next Curriculum

Email TCS (DFESTCSTeam@wisconsin.gov) to request the **02 Requesting W-2 (FEP)** curriculum.

02 Requesting W-2 (FEP) Curriculum

We recommend you complete this curriculum in the following order.

CBTs

Through the Family's Eyes: The Robinson's Request for Assistance

Introduction to CWW: Requesting W-2

Client Registration for W-2

System Entries

Entry Guide Information

Entry Guide: Requesting W-2

- Ana
- Brittany
- Chantelle

CBTs

Case Management Strategies: Empathy

- Case Management Strategies: Empathy Participant Guide
- Case Management Strategies: Empathy
- Case Management Strategies: Empathy Evaluation

Beyond Data Entry: Case Management at Request for Assistance

- Providing Support During the Resource Appointment
- Services Handout

Quia

Knowledge Check: Requesting W-2

Next Curriculum

Email TCS (DFESTCSTeam@wisconsin.gov) to request the **03 Applying for W-2** curriculum.

03 Applying for W-2 Curriculum

We recommend you complete this curriculum in the following order.

CBTs

Through the Family's Eye's: The Robinson's Application for W-2

Beyond Data Entry: Case Management at Application

- Providing Support During the Application Appointment
- Preparing for an Application Appointment

Introduction to CWW: Applying for W-2

Case Comments

Determining W-2 Program Eligibility

- Eligibility Overview
- Eligibility Processes in CWW

System Entries

Entry Guide: Applying for W-2 Part One

- Ana

CBTs

Understanding CWW System Messages

System Entries

Entry Guide: Applying for W-2 Part Two

- Brittany
- Chantelle
- Ana

Quia

Knowledge Check: Applying for W-2

Next Curriculum

Email TCS (DFESTCSTeam@wisconsin.gov) to request the **04 Completing Initial Assessment** curriculum.

04 Completing Initial Assessments

We recommend you complete this curriculum in the following order.

CBTs

Through the Family's Eye's: The Robinson's Initial Assessment

Beyond Data Entry: Case Management at Initial Assessment

- Providing Support During Assessment
- Other W-2 Resources

Introduction to WWP: Assessment

PIN Comments

Navigating Initial Assessment

- Informal Assessment
- Other Assessments
- Entering Assessments in WWP

System Entries

Entry Guide: Initial Assessment Part One

- Ana

CBTs

Accommodations 101

System Entries

Entry Guide: Initial Assessment Part Two

- Brittany
- Chantelle

Quia

Knowledge Check: Initial Assessment

Next Curriculum

Email TCS (DFESTCSTeam@wisconsin.gov) to request the **05 Determining Initial Placement** curriculum.

05 Determining Initial Placement Curriculum

We recommend you complete this curriculum in the following order.

CBTs

Through the Family's Eye's: The Robinson's Initial Placement

W-2 Placements

Comments Across Systems

System Entries

Entry Guide: Initial Placement

- Ana
- Brittany
- Chantelle

CBTs

Beyond Data Entry: Case Management at Initial Placement

Quia

Knowledge Check: Initial Placement

Next Curriculum

Email TCS (DFESTCSTeam@wisconsin.gov) to request the **06 Initial Employability Plan** curriculum.

06 Initial Employability Plan (EP) Curriculum

We recommend you complete this curriculum in the following order.

CBTs

Through the Family's Eye's: The Robinson's Initial EP

Developing an Employability Plan

- Introduction
- Goals
- Activities
- EPs in WWP

System Entries

Entry Guide: Initial Employability Plan Part One

- Ana

CBTs

Participation Statuses

System Entries

Entry Guide: Initial Employability Plan Part One

- Brittany
- Chantelle

CBTs

Beyond Data Entry: Case Management During EP Development

- Providing Support During EP Development
- Labor Market Information (LMI) Websites Handout

Quia

Knowledge Check: Initial Placement

Next Curriculum

Email TCS (DFESTCSTeam@wisconsin.gov) to request the **07 Ongoing Case Management** curriculum.

07 Ongoing Case Management Curriculum

We recommend you complete this curriculum in the following order.

CBTs

Introduction to WWP: Ongoing Processes

Ongoing Case Management 101

- Case Management
- Caseworker Policy Assistant
- Worker Tasks

Program Data Security and Confidentiality: Module 2b

Quia

Knowledge Check: Confidentiality

CBTs

Through the Family's Eyes: The Robinson's Participation

W-2 Participation: Policy and Tracking

System Entries

Entry Guide: Participation

- Ana
- Brittany
- Chantelle

CBTs

Beyond Data Entry: Case Management Based on Participation Tracking

Next Curriculum

Email TCS (DFESTCSTeam@wisconsin.gov) to request the **08 Building on Assessment Information** and **Reinforcing W-2 in the Classroom (FEP)** curriculums.

Reinforcing W-2 in the Classroom (FEP) Curriculum

You must complete the following classes within one year of your hire date. You can view upcoming classes in the Learning Center. Check with your Agency Training Liaison (ATL) or supervisor to see how they prefer you to sign up and attend classes. You can take the classroom classes in any order. You must complete the CBT prior to finishing initial NWT.

CBTs

Training Expectations

Classroom Training

Balancing Domestic Abuse Issues and W-2 Participation

- We offer this course in-person and virtually.

Building the BEST Connections in Case Management

- We offer this course in-person and virtually.

Engage with Ease: W-2 Case Management Fundamentals

- We offer this course in-person only.

Partnering for Possibility: Whole Family Case Management in W-2

- We offer this course in-person only.

Practical Applications in CWW

- We offer this course in-person only.

08 Building on Assessment Information Curriculum

We recommend you complete this curriculum in the following order.

CBTs

Through the Family's Eyes: Building on the Robinson's Assessments

Continuing Assessment

- Following Up on Assessments
- Formal Assessment
- Exploring Assessment Results Handout

Subsequent Employability Plans Process

System Entries

Entry Guide: Building on Assessment

- Ana
- Brittany
- Chantelle

CBTs

Beyond Data Entry: Case Management Based and Additional Assessments

Next Curriculum

Email TCS (DFESTCSTeam@wisconsin.gov) to request the **09 Two-Parent Households** curriculum.

09 Two-Parent Households Curriculum

We recommend you complete this curriculum in the following order.

CBTs

Introduction to CWW: Ongoing Processes

Two-Parent Households

System Entries

Entry Guide: Two-Parent Household

- Brittany/Viktor (Person Add)
- Brittany/Viktor (Two-Parent Placement Change)
- Viktor (Job Readiness and Employability Plan)

CBTs

Beyond Data Entry: Case Management Based for Two-Parent Households

Next Curriculum

Email TCS (DFESTCSTeam@wisconsin.gov) to request the **10 Employment** curriculum.

10 Employment Curriculum

We recommend you complete this curriculum in the following order.

CBTs

Through the Family's Eyes: The Robinson's New Employment

Adding Employment in CWW and WWP

W-2 Supportive Service Plans

Beyond Data Entry: Case Management when Gaining Employment

System Entries

Entry Guide: Employment

- Ana
- Brittany/Viktor
- Chantelle

Quia

Knowledge Check: Employment

Next Curriculum

Email TCS (DFESTCSTeam@wisconsin.gov) to request the **11 Eligibility Reviews** curriculum.

11 Eligibility Reviews Curriculum

We recommend you complete this curriculum in the following order.

CBTs

Through the Family's Eyes: The Robinson's Eligibility Review

Eligibility Reviews

System Entries

Entry Guide: Eligibility Reviews

- Ana
- Brittany/Viktor
- Chantelle

Quia

Knowledge Check: Eligibility Review

Next Curriculum

Email TCS (DFESTCSTeam@wisconsin.gov) to request the **12 Employment Changes** curriculum.

12 Employment Changes Curriculum

We recommend you complete this curriculum in the following order.

CBTs

Through the Family's Eyes: The Robinson's Change in Employment

Beyond Data Entry: Case Management When Employment Changes

Changes in Employment

System Entries

Entry Guide: Employment Changes

- Ana
- Brittany/Viktor
- Chantelle

Next Curriculum

Email TCS (DFESTCSTeam@wisconsin.gov) to request the **13 Case Closure** curriculum.

13 Case Closure Curriculum

We recommend you complete this curriculum in the following order.

CBTs

Through the Family's Eyes: The Robinson's Case Closure

Closing a Case

System Entries

Entry Guide: Case Closure

- Ana
- Brittany/Viktor
- Chantelle

Quia

Knowledge Check: FEP NWT Completion

Congratulations!

You've made it through initial NWT! Email TCS (DFESTCSTeam@wisconsin.gov) to confirm that you've completed all the courses and activities.