

W-2 New Worker Training Guide

Resource Specialist (RS)

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:

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 (RS)

- Overview
- Staff Roles
- Application Process

Program Data Security and Confidentiality: Module 1

Next Curriculum

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

02 Requesting W-2 (FEP) Curriculum

We recommend you complete this curriculum in the following order.

CBTs

Introduction to Systems

- Introduction
- CWW
- WWP

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

Case Management within the W-2 Program

- Introduction
- Roles and Major Functions of Case Management
- Assessment
- Planning
- Connecting with Resources
- Follow-Up
- Recording

Next Curriculum

Email TCS (DFESTCSTeam@wisconsin.gov) to request the **03 W-2 NWT Completion (RS)** and the **Reinforcing W-2 in the Classroom (RS)** curriculums.

Reinforcing W-2 in the Classroom (RS) 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

Domestic Abuse Awareness for W-2 Staff

- We offer this course virtually only.

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

- We offer this course in-person only.

03 W-2 NWT Completion (RS) Curriculum

We recommend you complete this curriculum in the following order.

Quia

Final Assessment (RS)

Congratulations!

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