

Wisconsin Child Welfare Professional Development System (WCWPDS)



Wisconsin Child Welfare Professional Development System

New Worker Welcome Packet

**For Child Protective Services Workers
November 2021**

WCWPDS
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Welcome Packet for Child Protective Services Workers

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TO: *New County Child Protective Services Staff*

RE: *Greeting from the Director*

Welcome from all of us at the Wisconsin Child Welfare Professional Development System! The goal of our organization is relatively simple: to support the knowledge and skill development of child welfare professionals (workers, supervisors, and directors), caregivers (foster parents, adoptive parents, guardians, and congregate care providers), and families. We do this by providing innovative, research-based, learner centered, and culturally responsible learning opportunities to those who promote the safety and well-being of children, youth, and families. We strive to promote the best child welfare and out of home care practice through education, skill development, strategic partnerships, and effective advocacy. Our role is to support you in being the very best professional you can be.

Each of you brings a unique set of experiences and skills to the table, and we envision this as the strength of any professional development opportunity we may offer. The range of experiences we can draw from will be a valuable resource as TOGETHER we explore more effective ways to support children and families. We are committed to training approaches that reflect this, and our expectation is that you will encounter an atmosphere where you feel comfortable to ask questions, state opinions, and formulate arguments. The goal as I see it is that as a group we come out the other end of any professional development opportunity having had both a fun and a useful educational experience that you can apply directly to your work.

As director of this program, I welcome the opportunity to hear your professional development goals and how we might improve those experiences. Please feel free to forward any questions, suggestions, concerns, or ideas any time. My hope is that I get to know as many of you as possible as we progress through this professional development journey together.

Welcome aboard!

Darin Smith, Director
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Section I: Your Professional Development

A career in public child welfare involves some of the most important, challenging and rewarding work anyone can do. We're here to support your efforts by providing you with quality learning opportunities to assist in your professional development and thereby benefiting the families you will be serving.

Pre-Service Training

Wisconsin Administrative Rule Ch. DCF 43, Training for Child Protective Services Caseworkers and Supervisors, became effective February 1, 2008. This administrative rule on child protective services caseworker training directs the new child protective services caseworker to complete pre-service training prior to being entered in the statewide automated child welfare information system (eWISACWIS) as a primary caseworker. Until a caseworker has completed pre-service training, the caseworker may only provide child protective services when accompanied by a CPS supervisor or caseworker who has completed pre-service training.

Pre-service activities include completing the Wisconsin Department of Children and Families approved WCWPDS **Case Worker Pre-Service: Web-based Modules** training, as well as associated training activities as determined by each county agency. Those agency activities may include such things as agency orientation, job shadowing, and other related activities beyond the required web-based pre-service. Your supervisor will guide you in understanding your county's pre-service requirements.

The WCWPDS **Case Worker Pre-Service: Web-based Modules** training is designed specifically for newly hired child protective service staff in Wisconsin and provides opportunities for you and your supervisor to discuss aspects of the training modules. Those modules provide information on the following topics: introduction to child welfare, engaging families, safety, development and dynamics of human behavior, court, access, initial assessment, ongoing case services, placement, and permanence.

More information about the pre-service training is available on the WCWPDS website at: <https://wis.wcwpds.wisc.edu/pre-service/>. The **Case Worker Pre-Service: Web-based Modules** training content can be accessed through PDS Online: [Click to open Pre-Service](#).

Foundation Training

After the completion of pre-service training, the WCWPDS offers skill-based Worker Foundation courses consisting of thirteen classroom-style sessions. These standardized courses focus on skill development and provide consistency and equity in the application of best practice in all seventy-two Wisconsin counties.

All newly hired child protective services caseworkers with job functions in the areas of CPS Access / Intake, Initial Assessment, and CPS Ongoing **must complete 15 days of Foundation courses within the first two years of employment.**

Together with your supervisor, use the CPS Caseworker [Professional Development Plan](#) to track your completion of Pre-Service, Foundation, and Additional Required Training (noted below). It is available on the New Worker Welcome webpage at: <https://wis.wcwps.wisc.edu/> (scroll down the page to Essential Information).

Required Foundation Courses:

Several of the Foundation courses are required for **all** child protective services workers.

- Engaging to Build Trusting Relationships (2 days)
- Supporting Change Through Engagement* (2 days)
- Case Practice with American Indian Tribes (2 days)
- Placement (2 days)

Those who have access, initial assessment, and ongoing CPS job responsibilities have **additional Safety related requirements** as noted below:

- Safety in Child Protective Services – Present Danger (1 day)
Required for Access, Initial Assessment and Ongoing CPS
- Safety in Child Protective Services – Impending Danger (2 days)
Required ONLY for Initial Assessment and Ongoing CPS

Menu Option Foundation Courses:

The remainder of the Foundation course sessions, to reach the 15-day requirement, are selected by CPS caseworkers based upon consultation with their supervisor, their job functions and specialized responsibilities, and their individual practice skills and development needs. The menu option Foundation course sessions include:

- Trauma Informed Practice (2 days)
- Making the Most of Family Interaction (2 days)
- Access (1 day)
- Initial Assessment* (2 days)
- Ongoing Case Planning* (2 days)
- Concurrent Permanency Planning (2 days)
- Basic Intake Worker Training (5 days) [Note: this course can count toward meeting the 15-day Foundation training requirements as well as meeting the statutory requirement for those assigned to perform intake duties – see “Additional Requirement Training” section on next page for more details.]

CPS Caseworkers who work in Milwaukee for DMCPs, SaintA’s or Children’s also have the 2-day Information Collection and Decision-Making in Child Protective Services and the 2-day Team-Based Practice courses as Menu Option Foundation course choices.

Note: *Some Foundation Training sessions have pre-requisites and those are denoted with a * in the lists above. Be certain to complete the prerequisite, as described on PDS Online, prior to attending the training.*

Additional Required Training

- Basic Intake Worker Training:
This 5-day training is **required for all workers who are assigned to perform court intake worker duties** (taking and holding in custody, carrying a pager, conducting intake conferences, etc.) pursuant to Wisconsin Statutes Chs. 48.06 and 938.06. All new county workers have 6 months from date of hire to complete the 5-day training, consisting of a 3-day session followed by a 2-day session. More information is available at: <https://wcpds.wisc.edu/basic-intake-worker-training/>.
- Understanding Child Sex Trafficking in Wisconsin:
This web-based course, required via state numbered memo, delivers crucial information to caseworkers to support the identification of and responses to instances of child sex trafficking. More information is available at: <https://wcpds.wisc.edu/web-based-courses/understanding-child-sex-trafficking/>.
- Child and Adolescent Needs and Strengths (CANS) Tool Training:
This web-based course, **required** via state numbered memo **for CPS workers who rate the CANS**, provides an understanding of the CANS assessment tool and how it is designed for decision support and outcomes management. Caseworkers must pass the CANS exam and are required to become recertified annually. More information is available at: <https://wcpds.wisc.edu/web-based-courses/child-and-adolescent-needs-strengths-tool-training-certification-exam-cans/>

Ongoing Training

As you continue your work in child protective services, all CPS Access, Initial Assessment and Ongoing Caseworkers must complete at least 30 hours of ongoing training in each 2-year period. The 2-year period begins on the nearest future reporting deadline for certified or licensed social workers that occurs after the caseworker has completed 2 years of employment as a CPS caseworker.

- The licensing period for certified or licensed social workers in Wisconsin begins on March 1 of each odd year and ends on February 28 of the next odd year (for example March 1, 2021-February 28, 2023).
- Ongoing training requirements begin on March 1 of the next odd numbered year after the caseworker's 2-year anniversary (for example: caseworker begins on 1/10/2020; their 2-year anniversary is 1/10/2022; ongoing training requirements begin on 3/1/2023 so the worker must complete 30 hours of training between March 1, 2023 and February 28, 2025).

The WCWPDS offers web-based and classroom (virtual and in-person) Ongoing Training sessions to support your continued learning and development and assist you in meeting your 30-hour ongoing training requirements. Course topics include legal aspects of CPS, child sexual abuse, mental health, substance use, and ethics and boundaries. PDS Online provides up-to-date information about the virtual and in-person classroom topics currently being offered. You can get information about the available web-based courses on the WCWPDS website at:

<https://wcpds.wisc.edu/web-based-courses/topics-for-child-welfare-workers-and-supervisors/>.

CPS caseworkers can meet the 30-hour ongoing training requirements by completing training offered by the Wisconsin Child Welfare Professional Development System (WCWPDS) or other entities approved by their supervisors.

- For WCWPDS sponsored training sessions, CPS caseworkers register for these sessions in PDS Online. Upon completion of the training session, WCWPDS records the individual's attendance.
- If a caseworker elects to complete a training session sponsored by another entity, they **must add that training to their PDS Online transcript** by entering it as an external training session. PDS Online is considered the record for all worker training under DCF 43. See below for directions on entering external training sessions into PDS Online.

Continuing Education Hours (CEHs)

If you are a credentialed/licensed Social Worker in Wisconsin, you are required to complete at least 30 continuing education hours in each credentialing/licensing period, per MPSW 19 located at:

http://docs.legis.wisconsin.gov/code/admin_code/mpsw/19. You are able to count the 30 hours of training that you complete to meet both your DCF 43 Ongoing Training requirements as well as the training requirements per MPSW 19.

Social Workers are required under MPSW 19.05 to "retain for a minimum period of 4 years and shall make available to the board, or its agent upon request, documentation of publication or certificates of attendance issued by the program sponsor for all continuing education programs for which the credential holder claims credit for the purposes of renewal of the credential."

It is the individual worker's responsibility to keep track of any training completed while employed by the county agency and to provide proof of attendance to the Department of Safety and Professional Services in case of an audit. Participants should retain their training materials and training agendas which indicate date/time, location, and the trainer's name. The WCWPDS retains the original sign-in sheets should it become necessary to verify attendance for audit purposes.

For more information about Social Work certification / licensing and continuing education requirements, visit the Department of Safety and Professional Services website at: <http://dsps.wi.gov/Home>.

External Training

An external training is any training you attend that you did not register to attend via PDS Online. Such trainings must be added to your PDS Online transcript to meet DCF 43 requirements. You can add an external training session by following the directions in the **User Guide to PDS Online Registration and Learning Management System**. It is available on the New Worker Welcome webpage at: <https://wis.wcwpds.wisc.edu/> (scroll down the page to Essential Information).

Certificates

The WCWPDS does not issue certificates for training sessions. Actual training hours earned are recorded in your transcript on PDS Online.

Action Plans and Transfer of Learning

At the end of each course session, you will spend time developing a training Action Plan. During training you will learn many new and exciting ideas, concepts and skills. Action plans will assist in transferring your learning back to your job by:

- helping you identify important concepts or skills acquired in training,
- asking you to develop a plan that can be implemented at your agency based on the skills learned in training, and
- assisting you in identifying resources and barriers to the plan's implementation.

Your supervisor is an integral part of the process of transferring your learning back to your job. After the training, make a copy of the Action Plan and give it to your supervisor. Keep the original for yourself. Your supervisor then has a chance to review the concepts or skills learned and your proposed plan, along with identified barriers and resources to the implementation of your plan.

Section II: *Policies and Guidelines*

The most current policy information can always be found on the WCWPDS website, under Registration, Payments and Policies: <https://wcpds.wisc.edu/registration-payment-policies/>.

Registration

Registration for trainings occurs through the PDS Online registration system: <https://pdsonline.csod.com>. Information on logging in, registering, withdrawing and other useful tips can be found in the **User Guide to PDS Online Registration and Learning Management System**, available on the New Worker Welcome webpage at: <https://wis.wcpds.wisc.edu/> (scroll down the page to Essential Information).

Registering early is the best way to assure that you will get into a training session. We accept registrations on a first-come-first-served basis.

The registration deadline is 8 days before the first day of the training session. This occurs 8 days prior to the first day of the training session at the time that the training session starts.

For example, if a training session starts on July 13 at 9 AM, the training session closes on July 5 at 9 AM; if a training session starts on July 13 at 5:30 PM, the training session closes on July 5 at 5:30 PM.

When you register, you can inform us of any ADA or special dietary needs, for example, if you need to sit near the front of the room or have food allergies.

Confirmation

When you register for a training session, you will get an automatic notification via email that your registration has been received. This confirms your registration.

If the session is full and you are waitlisted, you will receive another PDS Online email informing you that you are on the waitlist. **Be sure to double check your status.** If you are moved off the waitlist because a spot has become available in the training session, you will receive an email notifying you that you have moved off the waitlist and onto the registration roster.

PDS Online also displays your upcoming training sessions under the "Active" tab of your Transcript. Do not attempt to attend a training unless your PDS Online transcript verifies that you are registered for a training session.

Waitlists

PDS Online keeps a waitlist if a training session is full and pulls from the waitlist if an opening occurs. You will receive an email notifying you that you have moved off the waitlist. The waitlist is kept on a first come, first served basis until registration closes. After registration ends, the waitlist becomes a wait-pool. Openings are filled by notifying everyone in the wait-pool via email that there is an opening. The first person to respond will be able to attend the training session.

Withdrawals

More than 8 prior to a training session - If you are no longer able to attend the training session, please log into PDS Online and withdraw from the training session to assure that you are not assessed the session fee.

Eight (8) days or fewer to a training session - If you are no longer able to attend the training session you must contact the WCWPDS Office at 608-890-3965 to withdraw. Participants in the waitpool will be contacted and made aware of the opening in the session. The cancellation policy and fees apply if you are withdrawing from the training session 8 days or fewer prior to the first day of training.

Substitutions and Walk-Ins

Agency Substitutions and Walk-Ins are not accepted. A waitlist and pool is established for each session as individuals register for training sessions based upon their training requirements and needs; the spot does not belong to an agency.

Cancellation Policy and Fees

Registrants who wish to no longer attend the session for which they are registered must cancel more than 8 days prior to the first day of the training session in order to avoid fiscal penalties. Registrants who cancel more than 8 days prior to a training session will not be charged the registration fee for the cancelled training session.

Registrants who cancel 8 days or fewer prior to the first day of the training session, and “no shows” to training sessions, will be billed for the registration fee.

Registration deadline is 8 days before the first day of the training session. Note: training sessions close 8 days prior to the first day of the training session at the time that the training session starts. For example, if a training session starts on July 13 at 9 AM, the training session closes on July 5 at 9 AM; if a training session starts on July 13 at 5:30 PM, the training session closes on July 5 at 5:30 PM.

Paying for a Training Session

The WCWPDS invoices your agency on a monthly basis for all training sessions that have been completed in the previous month. This bill will list all those from your agency who owe any training fees. We do not accept advanced payments, credit cards or payments at training sessions.

Questions

If you or your supervisor have any questions regarding these policies, please contact the Wisconsin Child Welfare Professional Development System via email office@wcpds.wisc.edu or phone 608-890-3965.

Section III: *Training Day Expectations*

Training Days and Time

Unless otherwise indicated all training days begin with registration at 8:30 a.m. and instruction from 9:00 a.m. to 3:45 p.m. with a 45-minute lunch.

Planning Your Travel for In-Person Classroom Sessions

Please sure to check the location and address of each training. Allow sufficient time for travel time to assure that you arrive prior to the start of the training session. Winter weather and summer road work often impact travel times.

Attendance

It is expected that participants' cases be covered throughout the duration of the training session so you can attend the entire training. Handle work and personal matters prior to the start of training so you can fully immerse yourself in the learning. If needed, breaks and lunch time provide an opportunity to return calls, texts or emails.

Participants should not receive messages or phone calls during training time. Please communicate with the trainer if you are involved in an emergency situation that may require you to respond during the training. Step out of the room to

handle the emergency and return to the training as quickly as possible.

Nursing mothers should contact the WCWPDS prior to the training so we can help support you and assure you do not miss time during the training. We can help make arrangements for a location you can use before and after the training, as well as during lunch.

Virtual Training Sessions

Please be prepared to participate in virtual training via the Zoom platform. You can find materials and support resources, or test your Zoom technology via a session listed on the "Zoom Test Drop-In Session Calendar" on the WCWPDS website: <https://wcpds.wisc.edu/virtual-learning-training-materials/caseworker-virtual-learning-training-materials/>

There may be various tools used outside of Zoom for your training, including Google Docs/Jamboards, Kahoot, Mentimeter, and other tools imbedded into Zoom. If you have questions regarding the tool that will be utilized in your training sessions, please reach out to the trainer prior to your training.

It is especially important that learners are supported by their supervisors during trainings that are virtual. All case management, court hearings, and meetings will need to be covered for the learner attending training. We understand that it is easy to be distracted by situations that may arise during virtual training times. Please treat the virtual training as if you were in-person in regard to attendance. If a situation arises during training, please ensure someone is ready to cover these issues while the training day is in progress.

Cameras are required to be on while virtual training is in progress in order to qualify for training credit and CEH's.

You may NOT attend training virtually if you are driving a vehicle.

Accessibility

The Wisconsin Child Welfare Professional Development System fully complies with the legal requirements of the ADA and the rules and regulations thereof. Please notify us if you are in need of accommodations.

Complete/Incomplete Status in PDS Online

Avoid missing any part of the training for any reason. The WCWPDS must document the actual time that a participant is in attendance for all training sessions along with a status of "complete" in the participant's transcript in PDS Online. All hours in attendance count towards DSPS licensing requirements. In some cases, missing portions of the training will result in receiving an "incomplete" and no credit hours (*see NOTE below).

New staff working to meet the DCF 43 Training Rule requirements must complete 15 days of Foundation training (a day of training is considered to be

6 hours) or 90 hours of Foundation training within the first 2 years of employment. After the completion of Foundation training within the first two years of employment, staff are required to complete 30 hours of ongoing/in-service training in each subsequent two-year DSPS licensing period

*NOTE: For those courses that are pre-requisites for other courses (currently Safety in Child Protective Services – Present Danger; Safety in Child Protective Services – Impending Danger; and Engaging to Build Trusting Relationships), there are exceptions to a recording of “complete” in PDS Online. If you miss any portion of one of these courses, the trainer must indicate that you were in attendance at enough of the training to acquire the necessary knowledge to support your successful participation in the next course. If the trainer determines that you have an “incomplete”, then you must retake the course. (If you intend to use a course to count toward your hours for licensing purposes, DSPS has concluded that no hours can be counted for a course that has a notation of "incomplete" in PDS Online.)

Technology Policy

All training participants are expected to silence their cell phone, refrain from texting, and refrain from using computers, smart phones or watches and other electronic devices during a training session, unless otherwise directed to do so by the trainer.

Use of electronic devices during training inhibits the participant’s ability to learn and to listen effectively. Individuals who text or respond to emails on a computer, smart phone or other device are missing out on the content being trained. Additionally, the use of electronic devices during training is distracting to other participants and impacts their learning.

Training Session Evaluations

At the end of each training session, you will be asked to complete an evaluation. These are very important to us as we work to improve your learning opportunities. We also ask for your input about what other trainings you would like us to offer so we can help you grow professionally. The trainer as well as WCWPDS staff receive a copy of the results of the evaluations as a part of the process of improving each training session.

Additional, helpful information to support you while attending training can be found on the [Top Ten Tips for Training Success](#) list. It is available on the [New Worker Welcome](#) webpage at: <https://wis.wcwpds.wisc.edu/> (scroll down the page to Essential Information).

Section IV: *About Us*

With a vision of improving child welfare outcomes through an exceptional child welfare workforce, the Wisconsin Child Welfare Professional Development System (WCWPDS) annually provides job-specific professional development opportunities for nearly 3,000 state, county, tribal, and private agency child welfare workers and nearly 4,000 foster-parents throughout the State of Wisconsin.

The project is jointly funded by the Wisconsin Department of Children and Families (DCF), county child welfare agencies, and tribal child welfare agencies. The University of Wisconsin-Madison partners with the UW-Milwaukee to develop and deliver all required and ongoing training for child welfare workers, supervisors, and foster parents as well as technical assistance to county and tribal child welfare agencies.

The University of Wisconsin-Madison School of Social Work is the lead entity under contract with DCF. Program outcomes are established annually and are based on input from DCF, counties, and tribal administrators and workers through the WCWPDS Steering Committee.

Our Purpose

The purpose of the Wisconsin Child Welfare Professional Development System is to support knowledge and skill development by providing innovative learning opportunities to those who promote the safety and well-being of children, youth and families.

Our Mission

We are dedicated to serving professionals, partners, caregivers and families by delivering learner centered, research-based, innovative, culturally responsible and exemplary learning opportunities.

Our Philosophy

The values we hold in fulfilling our purpose and carrying out our mission include: Innovation, Partnership and Collaboration, Research and Evidence Informed, Learner Centered, and Cultural Humility.

Services

The WCWPDS provides a continuum of services intended to facilitate and sustain positive change and support improved outcomes within Wisconsin's child welfare system. Those services include:

Continuing professional education	Application and skill building
Flexible learning alternatives	
Competency-based instructional design	
Research and evaluation / Research to practice	
Organizational effectiveness / Continuous quality improvement	
Leadership development	Technical assistance and coaching

Scope

In the calendar year 2019, WCWPDS was associated with the following numbers:

Total Trainees: **21,130**

Total professional-development opportunities provided: **1,068**

Case-worker professional-development opportunities provided: **496**

Case-worker trainees: **9,819**

Foster-parent professional-development opportunities provided: **572**

Foster-parent trainees: **11,311**

Section V: *Oversight and Collaboration*

Steering Committee

The WCWPDS Steering Committee is responsible for providing fiscal oversight and leadership and direction in identifying program and operational outcomes for the WCWPDS.

The Steering Committee's responsibilities include:

- Fiscal oversight and accountability
- Identification of long-range goals and objectives
- Identification of annual "target outcomes"
- Review and approval of the annual operational plan submitted by the WCWPDS leadership team in response to "target outcomes"
- Quarterly review of program progress as defined in the annual operational plan

The WCWPDS Steering Committee is an advisory committee to the Department of Children and Families. Direction, decision-making, and conflict resolution are made by working toward consensus, with the final decision-making authority falling to the Deputy Administrator, Division of Safety and Permanence, if a consensus cannot be reached.

Oversight authority and membership on the WCWPDS Steering Committee includes participants from each of its funding authorities.

Members include:

Deputy Administrator, Division of Safety and Permanence
Bureau Director, Safety and Well-Being
Bureau Director, Permanence and Out-of-Home Care
Division Director, Milwaukee Child Welfare
Director, Office of Youth Services
Intertribal member/representative (x2)
WCHSA Executive Director
WCHSA Western regional member/representative (x 2)
WCHSA Northern regional member/representative (x 2)
WCHSA Northeastern regional member/representative (x 2)

WCHSA Southern regional member/representative (x 2)
WCHSA Southeastern regional member/representative (x 2)

Ex-Officio Members:

Director, Wisconsin Child Welfare Professional Development System
Principle Investigator, Wisconsin Child Welfare Professional Development System,
UW-Madison
Principle Investigator, Wisconsin Child Welfare Professional Development System,
UW-Milwaukee

WCWPDS Membership

WCWPDS Members include staff who provide child welfare services in one of the county departments of social/human services in Wisconsin, staff who provide child welfare services in one of the Indian Child Welfare departments in Wisconsin, and Department of Children and Families and Bureau of Regional Operations staff.

County and tribal staff who do not provide child welfare services are able to attend at the member rate if room is available in the training session, except as noted for a specific session.

All other training attendees are considered nonmembers and will be assessed the nonmember rate.

Registration fees are \$25 per day for members and \$100 per day for nonmembers.

Contact Information

For general questions or questions related to caseworker, supervisor, youth justice, or tribal trainings, please call:

Wisconsin Child Welfare Professional Development System
UW-Madison School of Social Work
8010 Excelsior Drive, Madison, WI 53717
608-890-3965
office@wcpds.wisc.edu

For all questions related to Division of Milwaukee Child Protective Services child welfare trainings or caregiver trainings (foster parent, adoptive parent, congregate care), please call:

WCWPDS - Milwaukee
414-964-7400
wcpds-mke@uwm.edu

Training Center Addresses

More detailed information about our training center locations is available on the WCWPDS website at: <https://wcwpds.wisc.edu/training-locations/>.

Madison Training Center

8010 Excelsior Drive, Suite 100, Madison, WI 53717

Milwaukee Training Center

4425 N. Port Washington Road, Suite 400, Glendale, WI 53212

Training sessions are also held around the state at various locations. Each training listed on PDS Online includes a link to a map with the training address and location.