Class of 2024 webinar-20240613_105951-Meeting Recording

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K **Kargel, Nancy P - DWD** 0:16

Good morning, everybody.

Welcome.

This webinar is being recorded and it's also being transcribed, and I want to welcome everyone of you to the webinar.

I'm so glad that you're here, and I am confident that this is going to really help you with your submitting of your claims.

Wisconsin Department of Workforce Development welcomes you to the claim submission process for the Career and Technical Education Incentive Grant Class of 2024 training.

This is an annual training that is created in collaboration with the Wisconsin Department of Public Instruction or DPI, and we will be joined later by DPI's Jennifer Janik.

We want the district staff to have resources to help with onboarding and managing their claims.

This is the 4th in a series of five technical assistance sessions available, and I was hoping to have the Document Preparation and Best Practices slide decks and recordings available.

They have not been uploaded yet, but they should be uploaded by early next week.

The Overview and Onboarding session provides program context.

It's ideal for newly assigned staff, those who need information for making decisions, such as which certifications to support in their district and for people who want a refresher. The Document Preparation session provides details needed to submit the required documents and reduce the chances of an ineligible claim or one that needs to be corrected.

The Best Practices session provides tips and resources for districts or schools to manage their use of the program and ensure smooth operations through transitions. The annual claim submission process session - this session - is revised each year and supports staff in submitting high quality claims and reducing denied claims.

It's released each June.

The Correcting and Verifying CTE Incentive Grant claims session provides details on how to use the claim portals, editing and verification features, which are enabled later in the claims cycle.

Because this session focuses on navigating the claims portal, we'll briefly cover some background and timeline information, then move into claim details, quality control and claims portal information.

Then Jennifer will provide a demonstration of using the portal. At the end of the session, we'll offer a Q&A period.

The next set of slides covers some basics for claims. The first training in the series gives details and is more appropriate for onboarding staff.

The program has five categories of claims, State Certified Skills Co-op, Youth Apprenticeship, which we refer to as a YA. Business and Industry, referred to as B and I. Wisconsin Technical College System approved certifications, referred to as WTCS and Certified Pre-Apprenticeship programs, or CPA. Of note, CPA is not the same thing as a YA.

When you make selections in the claims portal, you'll begin by selecting the correct certification category, then selecting the certification entity, and finally selecting the specific certification.

It's important to pay attention to the certification category that you select so that the system will narrow your options as you progress through the selections to finally find the correct specific certification.

The certification entity is the organization that issues the credential. Examples of certification entities are the Wisconsin Department of Motor Vehicles, the Department of Health Services, Certiport, the International Fire Services Accreditation Congress, or IFSAC, the National Restaurant Association, and the Technical College System.

The specific certification is the credential that the student has earned, such as Microsoft Office Specialist, Adobe Photoshop, Nurse Aide Technical Diploma, Assistant Childcare Teacher and so on.

The annual approved certifications list is a key document.

It's updated and released annually.

Only the certifications on the annual list are approved for the CTE Incentive Grant program for that year.

It's organized to work in conjunction with the claims portal by showing you the sequence of selections that you'll make to create a claim.

In the screenshot on the slide, the example is the certification entity, Woodwork Career Alliance. We can see that there are two specific certifications on the approved list. These are Sawblade and Core Credential, but that Sawblade has a limitation. Only certificates dated before July 1st of 2023 will be considered.

That means that a Sawblade certificate dated January 18th of 2024, as an example, we'll be ineligible and should not be submitted as a claim.

Most specific certifications require documentation to be uploaded with the claim at the time it's submitted.

The most common type of documentation is a copy of a signed and dated certificate.

Other types of documentation can be a registry number and unofficial college transcript, a drivers license, etcetera.

There could also be a combination of document types.

Some certifications don't require any documentation to be provided.

Also, sometimes we update the required type of documentation.

Your job is to know what you need to provide as evidence of a certification.

By referring to the approved certification list from the current year, the portal allows districts to begin entering claims when the claims window opens each June and continue working on them by saving their work and coming back to the claims until the claims submission deadline in September.

This means that if you don't have the documentation at the time of claim is started, it can be added later.

However, remember that claims in saved status are not yet submitted.

All claims must be submitted - not just saved - before the deadline in order to be reviewed for eligibility.

Claim eligibility remains the same as with previous years.

The certification was earned by a graduate of the Class of 2024. For students who graduated early, the claims are to be submitted in the year that the student graduated, not the year that they were originally scheduled to graduate.

This applies also to students who should have graduated with the Class of 2024 but did not, and are continuing their education into the next academic year. Submit their claims in the year of actual graduation.

The certification may have been earned in this academic year or a previous year.

The certification must be on the annual approved certifications list of the year in which it was earned.

You can find these lists on the DWD CTE web page.

The certification may require more than one certificate.

Some examples of this are SnapOn Tools and Microsoft Office Specialist Associate.

Each claim is supported by the documentation indicated on the 2023-24 CTE Approved Certifications list.

Each claim is submitted in accordance with the program requirements, rules, processes and timelines, and each is submitted by the district where the student graduated.

Each claim is submitted under the proper category, certification entity, and specific certification.

Each is verified for meeting the requirements of the specific certification, and each goes through a series of review stages that are done by human and or the system processes.

Even if a claim is verified as meeting documentation requirements, it also may be denied for payment based on other factors, such as multiple certifications having been submitted for the same student or the student not having graduated from the district that submitted the claim.

Document verification is not the same thing as approval for pay.

The CTE incentive grant program has two types of claims and payments.

District incentive grants are paid from DPI to districts.

They're paid up to $1000 per student, but only one claim per student can be awarded.

The annual allocation is $8 million, which is divided by the number of claims approved for payment.

Student completion awards - the other type of payment - are paid directly from DWD to the students.

There are five selected certifications that can qualify as student for an award.

The award amount is $500.00 for each eligible earned approved certification. The district or school uses the same claim as the district incentive grant but must submit a separate claim for each earned certification.

The awards are paid from a separate funding pool that guarantees the $500.00 amount.

So as I mentioned, the claim submitted for the district incentive grant is the same claim used to determine eligibility for the related student completion award.

For example, the district submits only one EMT certification claim for the student, and the reviewer uses it to verify eligibility for both the district incentive grant and

the student completion award.

Please establish internal processes to make sure that you've identified and submitted all of the student completion award certifications before the claim submission deadline.

One major way that school districts can help us advance the timeline for you receiving payments and opening the next year's window for claim submission is for you to establish these internal procedures that ensure that the people submitting the claims are aware of every certification that may be eligible for a student completion award and another process by which someone double checks that all have actually been submitted as separate claims.

We know that districts missed over 50 student completion awards with the class of 2023. That's over 20% of the claims eventually submitted. The amount of attention required to address missed claims is unreasonable for districts to put on DPI and me, especially when the solution is available and in control of the districts from the beginning of the claims collection cycle.

There are five specified certifications in emergency medical and fire services that are on the approved certifications list that would qualify a student for a student completion award.

They are emergency medical responder (EMR), emergency medical technician (EMT), Firefighter, 1, Firefighter 2 and Fire Inspector.

These certifications can be earned in a variety of ways: by being on an IFSAC or NREMT or DHS registry, meaning that they took certification exams and passed them so they're on the registry or by completing required coursework through the Technical College system.

However, in all cases, these claims must be submitted under the Business and Industry category, even if the documentation is a technical college transcript.

Multiple claims may be submitted under a student's name, but only one of the claims may be approved for the district incentive grant.

Now, I've been talking about the student completion awards and that every certification earned can qualify the student for the student completion award.

This is referring to the district incentive grant, in which only one claim per student can be approved for pay.

The CTE Incentive Grant program does not use claim data for any purpose other than to implement the incentive grants and awards.

Therefore, it's not important for districts to submit a claim for every possible

certification, with the exception of those student completion awards.

Specific to the district incentive grants - not the student completion awards - the impact on a district for submitting multiple claims is that an extra claim submitted for a student provides an additional chance for an incentive grant payment if one claim is found to not meet requirements. Beyond this spare tire concept, there is no benefit of submitting more than one claim for a student, as long as you're confident that you followed the program rules and the claim is not for a student completion award. Submitting a second claim gives you that spare tire. Submitting more than two claims for a student is probably unproductive regarding the district incentive grants.

We'll move on to deadlines, the timeline, and changes from last year.

Major deadlines are posted on the DWD CTE web page.

New this year is this super snazzy QR code to take you to the DWD CTE web page. It works.

Deadlines are usually 4:00 PM of the date, and the deadlines are firm.

Some claims portal features will not be functional after certain deadlines have passed. For instance, when the deadline to submit claims has passed, the submit button will no longer work. It's important that a district makes sure make sure that it has actually submitted all of the claims that it intended to before the deadline. Claims that have only been saved but not actually submitted will not be reviewed for eligibility.

The claim submission window will close at 4:00 PM on Monday, September 30th of 2024.

Do not rely on receiving email, notices, or reminders from us.

Check the DWD CTE web page for updates.

You might consider putting the deadline on your calendar with reminders and finishing the submission process at least a week in advance of the deadline.

The earlier you submit your claims, the greater chance that a reviewer might preview them and contact you with any noted technical issues, thereby giving you opportunities to make changes before the submission window closes and the documents become permanent records.

This slide shows the timeline for Class of 2024 claims and iss provided for your reference.

The timeframes shown are subject to change.

For the purpose of this training, right now, the most important deadline is that the claim submission window will close at 4:00 o'clock on Monday, September 30th. Until that time, you will be able to change details of your claims, including removing uploaded documents, deleting claims that you discovered would be ineligible, et cetera.

Certifications earned in previous years follow the requirements for the year in which they were earned, except for the documentation requirements which follow the current annual approved list.

The two most noteworthy changes for the 2023-24 academic year are to Microsoft Office Specialist and Certified Nurse Aide.

Please refer to the document preparation training and the annual approved certification list for details of changes. This is a side note. In last year's approved certifications list, it was stated that we would only accept Microsoft Office Specialist certificates that were of the 2019 or 365 Apps version. That was not highlighted in blue on that list, and the list was issued fairly late in the year, so we will not be enforcing the Microsoft Office 2019 or 365 Apps requirement for the Class of 2024, even though the list says that it must be one of those two versions.

But we will be enforcing it for any certifications earned in the 2024-25 school year. If you have questions about this, feel free to email me.

My contact information will be at the end of this webinar.

The next set of slides covers claim details.

Districts are responsible for submitting properly prepared documentation.

Our expectation is that all district staff associated with preparing and submitting documents have viewed the available training.

Reviewers are responsible for reviewing what is submitted. If a district submits incorrect or noncompliant documents, they should expect for the claim to not be approved for pay.

We try to help out when we can, but it's ultimately the districts responsibility to meet the program requirements. Follow the guidance provided in training, on the annual approved certifications lists, and on the on-screen prompts in the claims portal.

Now we'll get into the claim details for the different categories of claims.

The following certifications require no documentation to be provided when the district submits the claim because DPI already has access to data related to the completions.

These would be for any Skills Co-op or the Infant Toddler and the Assistant Childcare Teacher, both of which show up in Business and Industry. The CTE claims portal's automated functions were built for the system to check these claims and determine each claim's eligibility based on the graduation data, multiple claim status, etcetera. Jennifer will provide information during her demonstration about how these claims get submitted.

Most Business and Industry, or B and I, claims require evidence to be provided with the claim. The evidence might be a signed and dated certificate or maybe a set of certificates. Because all student completion awards must be submitted under the B and I category, they may also be supported by a registry number, but also may be supported by an unofficial technical college transcript or a copy of the certificate of course completion or diploma.

The approved certifications list tells you which documentation is required for each of the approved certifications.

Certification entities with registries provide registry lookup tools. Districts are responsible for confirming that the registry numbers provided in the claims are assigned to the student and not just someone with the same name as the student. We've had cases where CNA registry numbers belong to someone who was initially registered in 2016, 2015 and even in 2001, which was when the student wasn't even born yet. Obviously, these were wrong identities. The registries don't confirm that the individual to whom the number is assigned is the district's student.

This is why districts should get the registry numbers directly from their students, confirm the registry number on the registry tool, and understand that when they provide a registry number in a claim, they are confirming that they know that the registry number absolutely belongs to that student. For the Class of 2024, we're requiring that the district upload a CNA form that is to be completed by the student. For CNA, you can find the form on the DWD CTE web page. This is explained in the document preparation training. Some of the specific certifications are tricky.

For example, Microsoft Office Specialist, Certified Nurse Aide, and SnapOn Tools. Be sure to follow guidance for them.

You can verify registry numbers provided to you by the students by searching each certification entity's registry. The table on this slide provides links to the search tools. Although the recorded version of this webinar will not have functioning links, the displayed link text includes enough keywords for successful Internet searches for the tools. The slide deck that will be uploaded will have functioning links.

We'll now shift to the Wisconsin Technical College, or WTCS claim details.

I want to remind you that all student completion awards are to be submitted under the B and I category even if a technical college document is supporting the claim. Each year, an extraordinary number of student completion award claims is submitted under WTCS instead of B and I. Please establish local processes to ensure that your district doesn't make this error that requires a lot of follow up.

We shift now to YA, or Youth Apprenticeship claims. There is no required documentation to be attached to the YA claim. However, districts should be especially diligent and confirming with the YA consortium that each student's YA record is accurate by the YA deadline. That YA deadline is a point in time in which Youth Apprenticeship collects data, uses it, and shares it with DPI. Completion checklists uploaded after the YA deadline result in the claims not being able to be auto verified as completions because the system data wasn't made available by the deadline. We're also seeing an increased number of name mismatches where the name that the student used when registering in YA differs from the WISEid name. Please proactively address these cases by uploading an attestation letter which will be described during a later slide. Please establish local procedures that ensure that student registrations and completed checklists are in place before that deadline.

The workload of YA staff trying to help districts update YA completer records after the YA deadline is enormous and inefficient. For the class of 2023, approximately 2200 YA claims required manual verification because they failed the auto verification. This required over 100 hours of work by YA staff that could have been used in other ways.

Certified pre apprenticeship - or CPA - claims are similar to B and I claims. These claims require that a certificate of program completion be uploaded with the claim.

The CPA program must be certified by the Bureau of Apprenticeship Standards - BAS - as a certified pre apprenticeship, but the actual certificate may be issued by either BAS or the training provider. The date on the certificate must be on or after the date that BAS certified the program. Finally, BAS must have records that the student completed the program.

Now let's look at quality control. Increased quality control on the part of the districts' claim submitters will decrease the number of denied claims and decrease the amount of time school staff spend correcting claims. This is especially important for districts that have staff turnover between claims submission and the editing phase.

Also, better quality control will increase the accuracy of approval for pay statuses, speed up the review timeline, and this will speed up districts receiving payment and the opening of the claim submission process for the next year.

Some general tips.

Watch the Overview and Onboarding, Document Preparation, and Best Practices training before entering claims.

Use other available resources, including the approved certification lists, to help you select the correct claim details.

Pay attention to the on-screen prompts when you're in the portal.

Look at the scanned document before uploading. Is it one of the required documents for that specific certification? Do not substitute with what you think is an acceptable alternative or what you happen to have. Is the document being uploaded for the student under which the claim is being filed? Confirm the name match. If there's a name mismatch, either upload documentation with the student's name or upload a statement on district letterhead that states both names and that they belong to the student under which the claim is being submitted. Are there any additional students' certificates attached by accident? If so, rescan the document to include only the student's document for the specific claim. Are required signatures and dates affixed? Is the document legible?

Also verify that paperwork, deadlines, and completion requirements have been met. Confirm that graduation data has been provided to DPI by their deadline. If you missed the deadline, which we hope you won't, but if you missed the deadline, contact DPI and copy the program lead – me. The two pieces of information that DPI needs are the diploma credential and the exit type. If DPI didn't get the information on time, their data will show that the student didn't graduate, and the claim will be denied in the final stage of reviews. Also confirm that a YA student actually completed the program. If you start a YA claim and later find out that the student didn't actually complete the program, you can delete that claim up until the claim submission deadline.

Keep communication open and accessible. Email or call the program lead when in doubt. If your district is contacted about a claim, be sure to respond promptly.

Make sure your contact information is up to date in the DPI school directory and with the DWD CTE lead. We use the contact information provided by the claims portal and pull a new report the first week of October. The report includes the district administrator and the person who last submitted the claims.

We use this list for the mass email. Notify the program lead if you have staff turnover or want additional people added to the list. The other way that the contact information stored in the portal is used is that each claim has the name and email address of the last person to have submitted the claim. Using the email address that was used to log in to the CTE TIG app, the lead will use this contact information when there are questions about a specific claim.

Also, the program leads sometimes pre-reviews claims before the submission deadline and might need to reach out to you. Respond promptly to requests or suggestions from the program lead.

Please consider bookmarking the DWD CTE web page. Check it regularly for updates. We do our best to get information to you, but some things are out of our control. We've had a lot of cases of undelivered email going to Gmail accounts that are not being monitored or going to people who are out on leave, and we're not provided with forwarding addresses. This year we also experienced delivery denials for .net and.org email domains. Not all of them, but just some of them. The Best Practices training provides organizational tips to help you plan for successful staff transition, help you stay on track, etc.

The next set of slides provides a summary of tips for improving the quality of your claims. Because these slides are a summary of previous slides, I won't read them. They have this blue banner across the top so that you can easily find them later if you want to use them for part of your quality control check before you submit your claims.

They are split up by the claim category. The first slide pertains to all claim categories. The second slide pertains to the business and industry claims. The third summary slide pertains to the WTCS claims. Then we have the YA and Skills Co-op claims. Finally, there is a summary for Certified Pre-Apprenticeship claims.

We're ready now for Jennifer Janik with DPI to provide information related to the claims portal. Jennifer, I'll advance the slides when you give me the cue to do so, and you can take control when you're ready to provide your demonstration.

Janik, Jennifer S.   DPI 30:47

Thanks, Nancy, and good morning everyone. I am Jennifer Janik, and I'm on the development team at DPI, who manages and maintains the CTE incentive Grant claims portal.

I will be a technical resource throughout the school year for questions or concerns in

using the actual application and, Nancy, if you could advance to the next slide, I'll just cover what we're going to be looking at in the demonstration. Thank you.

So I will be doing a demonstration of the claims portal, and in that demonstration, I'll cover accessing and navigating the portal, how to create and submit your claims, and then finally, I'll cover how to create a help ticket if you need assistance using the portal. And at this point I will share my screen.

And we'll get started with the demonstration.

So the Incentive Grant claims portal is accessed through WISEhome.

And that does require a WAMS ID and a CTE Incentive Grant user role to be able to view and access the application.

As Nancy mentioned, we recommend having your TIG user role set up using your district or your school's email domain rather than a personal email account just in the event that you're not monitoring that personal email account as regularly and you might miss some important communications.

So we recommend that your user role is set up using your district's email account.

If you come to WISEhome and you do not see the incentive grant link here on your page, that would mean that you don't have a user role assigned yet and, to request one, you can use the request access link here up at the top.

Then you'll fill in the requested information, selecting your district, your job title in the application section, you're going to select CTE technical incentive grant, and then click Request Access. That will send a request to your district security administrator who is able to create that user role for you, giving access to the application.

And just a reminder that these incentive grant claims are entered in this CTE Technical Incentive Grant application; they are not entered in the WISEgrants application. Every year, we get a few questions about which one to use or some people go to WISEgrants trying to get in there.

But remember that you'll use the CTE Technical Incentive Grant application to submit these claims.

So once you do get into the application, you'll land on your homepage, your district home page. And this is where you will be entering your claim information.

I'm going to switch over to Madison School District so I can show some test data.

So this is our test system that I'm using. It's not any live or real student data that we'll be looking at here. So your main claims page is what you land on when you open the application. You do also have the ability to go view claims from previous years and you would click the District tab, go to the Verification Report link, select the claims

year that you want to view. Let's look at some of last year's claims and then click search, and that will show you all of your claims from the selected year, along with the approved for pay status.

We recommend that you do this only for previous years and don't look at the current year's claims until you get the go ahead from either DPI or DWD at the end of the review period.

If you do happen to look at claims during the current year, you'll see an Approved for Pay status of Undetermined, and that just means that the claim has not been completely reviewed or verified as of that point.

So, going back to the District home page, there are two ways for entering your student claims based on the type of category for each claim. I'll cover the Skills Co-op claims first.

I'm just seeing a question from Tori that you're unable to see the slides. So all I'm showing right now is the actual claims portal. We're not looking at any slides, so if you don't have, if you're not seeing the claims portal, maybe log out and log back in.

So for entering your Skills Co-op claims, you will import those from the State Certified Co-op application. These claims cannot be added manually. You do have to use this button to import them from the Skills Co-op or Credentials application.

When you click that button to import, you'll get a list of the students that the system finds that are registered in the State Certified Credentials application, and then you'll see an eligibility status on the right hand side.

Not all records or students will be eligible for import for various reasons. They may have been registered in a portfolio that's not eligible for an incentive grant claims, such as Youth Leadership or Employability Skills. They may not be marked as completed for that portfolio in the Credentials application or they may not have a grade 12 enrollment, meaning they are not yet a senior or they may have been from a previous year. So what you want to look for is the students with a Yes in the Eligible for Import column and those are the students that will be pulled into the application when you click this Import button.

So I'll do that now, and we should see just this one record pull in into the claims list, and there we go. So that's how you'll add all of your Skills Co-op records that includes Assistant Childcare Teacher and Infant Toddler claims.

For all other category types, you'll use the Add Student button, and you'll do this individually for each student that you want to enter a claim for. You'll enter their WISEid, click search, and then verify that you're looking at the name of the student

that you want to enter the claim for.

So this is our test system, and my graduation data is not up-to-date for the students that I'm working with. Since these are test students, I'm seeing this message.

Here I have the ability to override that. You may see this message if you are adding a claim for a student who graduated early. So maybe they're supposed to have graduated in 2025, but they did graduate in 2024 as a junior. If you do experience this error, you will not be able to proceed like I can. What you want to do is submit a help ticket on the DPI website, and I'll show you how to do that later.

That ticket will come to me, and I have the ability to manually create that claim for you, and then you'll be able to fill in the details of the claim information. So, for now, I am going to proceed.

And then on this page, you'll select the certification category, the entity, the specific certification that this student earned, and then you will want to look at the reminder information that displays as well as the documentation types that are required.

So let's look at a couple of examples of the claim types that might be entered.

We'll start with an easy one of the Youth Apprenticeship or YA. You'll notice that the entity and certification fields will change based on what your selections here are at the top.

In this case, there was only one eligible entity for Youth Apprenticeship, so that auto populated. In some other cases, you'll have to click here to select the appropriate entity.

You will need to select the specific certification. So I'm going to start with the first one here and then pay attention to this reminder tag that may show up for some of the claims that you're selecting. That's got important information about things that you need to be aware of or the format of how information for documentation needs to be entered.

So in this case, for all of the YA claims, you'll see a reminder. This is reinforcing what Nancy mentioned earlier that it's very important that the student's YA checklist be uploaded to the YA database before September 30th, so that those claims can be processed automatically during our review period.

The other part that you'll want to pay attention to for each claim is what's required for the documentation.

This value here will change based on the certification that you've selected.

So in this case, YA, there is no documentation that needs to be attached to this claim. So at this point, this claim would be ready to go, and you can click Add to add that

claim to your list.

If we look at a Technical College system example, in that case, again, the entity defaults to the Wisconsin Technical College system. And you would select the appropriate college that the student attended. And, again, look at these reminders. In this case, it indicates that you must submit a state approved program number and the appropriate documentation.

We also mentioned that any certifications related to a student completion award must be entered under the Business and Industry category.

So here you would enter the state approved program number. We provide you with the required format for that program number.

So if it does not meet any of these formats, it's not an approved program number. And then for the documentation, this indicates that we do require that program number, which you would have entered up here, and a copy of the technical college unofficial transcript, approved pathway certificate or diploma.

And to upload that information, you'll click choose file that will open up your network browser or your network window.

You'll select the file for the student and then, if you have multiple files, you can click the Plus button to open up additional opportunities to upload more files.

Just some reminders about the documents that you are uploading - we do protect student privacy information as much as we can, so the request is that you do not upload a document with any student PII on it.

Definitely not a Social Security number that some colleges have had on their transcripts in the past.

No wise ID's and no information that isn't required for verification of the claim grade information.

Addresses, birth dates.

We would request that you redact that information before you're uploading that file.

Also, please do not use the hashtag, comma or percent symbols in your file names.

Those break the ability to view those documents, so we request that you do not use those in your files.

If you do happen to do that, excuse me, the system will automatically replace those characters with an underscore when we save the file.

So let's look at a couple of business and industry examples now we will do.

Let's see.

Let's look at an EMT.

So if the student earned their EMT or EMR through the national registry, you would select that as your entity and then choose which specific certification was earned.

In this case, the reminder message indicates that the certification will be verified on the NREMT registry, and you've got the opportunity to re-enter the registry number.

In this case, the only requirement is that registry number.

So there is not a need to upload a document in this case. For all the student completion awards, you will need to enter the students' mailing address and that information is saved and provided to DWD so that they can send out the checks for those completion awards at the end of the review period.

Once you've entered the student address information, the verify button does a check to make sure that's a valid USPS address, and then you would click Add to add that claim.

Let's look at another example for business and industry.

We'll look at Microsoft certifications, and as Nancy indicated, there have been a couple changes to those certifications.

The specific certifications this year, so if there is an Associate certification earned after June 30th, you'll select this option and the differences are in what the documentation requirements are.

So in this case, for ones earned after June 30th, this requires word, PowerPoint, Excel, and the MOS associate certificates only 2019 or 365 apps, and the requirement is a copy of that certificate.

If you select the Associate earned before July 1st, then the requirement is any two certificates.

So you would want to upload the two certificates per student.

And let's look at another example of the driver's license.

Commercial Drivers license CDL.

It looks like I do not have that.

Just uh, sorry.

The copy of the driver's license is the only required documentation for that claim type, so again, just pay attention to the reminder information that you see.

Pay attention to formats on the registry or program number if they display and then pay attention to the required documentation that does update and vary based on the certifications that you're selecting.

So I will go ahead and add a claim.

I'm going to do a YA.

So once you have gone through your list of students and added all the claims and are ready to submit, if you do have claims entered but do not have all of the required components attached to the claim - meaning maybe you're missing a registry or a program number.

Maybe you're missing an uploaded document that's required for that claim.

You'll see a red exclamation point in this column here, and that any of those deficiencies will prevent you from submitting your claims.

So you do have the opportunity to work on this list and kind of update it and add to do it throughout the collection window, which again ends at 4:00 PM on September 30th.

So you're welcome to add claims, update documentation, delete claims if you find they're no longer eligible.

As Nancy previously stated, and then once you have everything completed and all of your required documents are uploaded, you can click the acknowledgement checkbox and submit your claims.

Once you do that, you'll see, and I'll go ahead and do that here.

You'll see a last submitted by a date here on the far left, and you'll notice a timestamp here, indicating that you submitted those claims.

So if you do add some claims in and submit those and then come back maybe at the beginning of the next school year and find that you have more claims to enter, you can come back and do that again just before September 30th, and you'll want to make sure that you resubmit your claims.

Then after you've got the additional claims entered.

Umm, one thing that I wanted to reinforce that Nancy had mentioned.

Umm, with regard to that grade 12 enrollment error is back to the topic of the graduation data that gets uploaded to wise data.

So that might be a different resource at your school.

Who does that?

But it's very important that they make sure that by the December snapshot deadline, your district has uploaded graduation information for all of the students, and that includes the exit type, which is "HSC" for high school completion.

And then we need that diploma credential.

So if those are not uploaded before the December snapshot deadline for the student data, umm, those claims will appear to be that the students did not graduate and the claims will be denied.

And I'm just checking my notes to make sure I've covered all of the topics that we wanted to talk about.

For the another reminder for student completion awards.

If they earned maybe a ~~fire inspector~~ Fire Fighter I. Please do your due diligence and confirm with the student whether they earned additional certifications that could be Fire Inspector II or, sorry, Firefighter, 2, Fire Inspector or possibly EMT or EMR claims.

Each one of those must be added individually to your claims list in order for the student to receive the award that they are due for earning those certifications.

So even though your district will be paid for only one of those claims, the student still earns the money for each claim.

So each claim must be added for the student to earn to receive that money.

So that's what I have for the claims Portal demonstration.

I'm going to show quickly how to do submit a help ticket.

If you do happen to have any technical problems with the application, or if you run into that, no grade 12 enrollment error but do have an eligible graduating student and you can submit that as a help ticket, that will come to me and I will add that record for you.

So to submit a help ticket, you'll come to the DPI website and I just usually search for WISE help.

Like surged.

That will give you some search results.

I go to that first one and then we've got help ticket right here on the help ticket page.

You'll just select information in these fields for application.

Again, this is the CTE technical incentive grant application.

It's not related to wise grants and fill in the rest of your information.

Please provide as much information as you can about the issue that you're having.

Is it a specific error message that you're seeing?

What action did you take that caused that error message?

If you can provide a screenshot, that's always helpful and that helps me to try to troubleshoot and find what the issue is and help our developers understand what they need to do to fix that.

So that's what I have for the demonstration portion.

I will turn it back over to Nancy for our Q&A and wrapping up the slides.

So, Nancy, back to you.

Kargel, Nancy P - DWD 50:10

Thank you, Jennifer.

You always do such an awesome job.

I so appreciate you covering all of that.

So now you're welcome.

Janik, Jennifer S.   DPI 50:18

Thank you.

Kargel, Nancy P - DWD 50:20

Now we open up for questions and answers.

You can just unmute yourself and ask your questions and either Jennifer or I will answer them or else will let you know that we need to research the answer.

Janik, Jennifer S.   DPI 50:34

So I did record a couple questions that came in while you were doing your slide.

So I'll just read through those and you can provide answers if that's OK.

Kargel, Nancy P - DWD 50:42

Sure.

Janik, Jennifer S.   DPI 50:42

So we had. Jennifer asked is there a way to look up the fire EMS registry like we can for nursing assistant?

Kargel, Nancy P - DWD 50:50

OK, so that, uh there the fire services registry is a different registry than the EMS registries.

So there is a slide and I would suggest that you access the recorded version of this after it gets posted or else the slide deck and you can find all of the registry search tools on that slide.

It's probably well, you'll find it where the student completion awards are discussed.

I hope that helps.

Janik, Jennifer S.   DPI 51:32

And then our next question from Jason, what is the update for CNA?

Kargel, Nancy P - DWD 51:38

Uh, the update for CNA is that you have to have a form, so there's a form that's available on the DWD CTE web page under training and resources.

I think that form is the top item that's in there.

The form is supposed to be intended to be completed by the student, but in the real world I understand that that might not happen, especially at On this date of June 13th.

Do the best you can with getting that form completed, but it is, uh, it's a way to help you make sure that you're getting the registry number for that student and not someone else who just has the same name as that student.

If you have further questions, you can contact me by email after this Q&A slide.

We'll have some contact information slides.

Janik, Jennifer S.   DPI 52:42

We do have another question from Amanda before that and before I forget, I meant to mention at the beginning of my presentation that the claims portal is open for collection of the 2024 claims.

We had opened it up last week for a select set of districts to do some testing and reporting of their claims, and it is now open for all districts to use, so feel free to go in and start entering your claims at any point back to our questions.

Then from Amanda, can you clarify the Microsoft Office program needed to be used? Then clarify.

~~Microsoft Office certificates are to be uploaded within the year it was completed or~~ upload the Microsoft Office certifications only with the students graduation year.

Kargel, Nancy P - DWD 53:25

Yeah.

So that's like a whole jumble of stuff.

And I understand that.

So if the certificates were dated before the date that's provided, which is June.

Umm, so it would be before July 1st of 2023, then only two certificates are needed

for the Microsoft Office associate and on the approved certifications list it says that the Version Office 2019 or 365 apps would be the only versions that would be accepted if those certificates were earned in the 2023 - 24 school year.

However, I realized that we didn't adequately explain that.

Therefore, we're going to waive the version requirement, but we still require the certificates that are listed.

So I think if you look at the 2023 - 24 approved certifications list and you look for the Microsoft Office Specialist you you'll be able to see what is required plus the onscreen prompts will provide what is required.

So basically what happened?

In discussions with Certiport and perhaps Microsoft, it was determined that a more appropriate Microsoft Office Associate set of certificates would be three of the programs and they would be Word, PowerPoint and Excel, rather than just two of them for Associate.

And once a student earns three of the four Microsoft Office programs, they'll receive A and a Microsoft Office Associate certificate saying the three programs that they completed; we need all of those.

The reason is that we have that Microsoft Learn and Microsoft Imagine Academy issue out there where a lot of districts have used free vouchers or free licenses for the testing.

So we need to see the dates that everything was earned regarding Microsoft.

The other change there that Jennifer didn't cover and it's a much easier change to understand is that we're also accepting Microsoft Office Expert level in Word, Excel or Access.

And for those claims, you only need the one certificate that says Expert. I hope that I answered this. If I didn't, feel free to unmute and ask again.

Amanda Prodell 56:30

Sponse on just a quick question for the upload of certificate.

So do they have to be uploaded with the student's graduation year?

Kargel, Nancy P - DWD 56:41

They would be, umm.

They don't have to have been earned in the year of graduation, but the claim is submitted in the year that the student graduated.

So we could have certificates that were earned in 2022 and the student graduated in 2024. That's totally acceptable.

AP **Amanda Prodell** 57:05

OK.

Thank you for that clarification.

K **Kargel, Nancy P - DWD** 57:07

You're welcome.

J **Janik, Jennifer S.   DPI** 57:10

We do have a question from Christopher and might have been covered in your most recent answer, Nancy, but I'll read it anyway.

Just in case?

He asks.

I have seniors that earned the three Microsoft Associate certificates, Word, Excel, PowerPoint, but most didn't get the separate MOS specialist document.

If we upload the other three certificates, will this suffice?

K **Kargel, Nancy P - DWD** 57:34

Yes.

But I need to check something.

I'm saying, yeah, yeah, those three programs Word, Excel, PowerPoint.

Yep, that works.

CM **Christopher Maedke** 57:53

I asked that because when my seniors, I only had one that actually got a separate specialist document that listed the three together.

Everybody else, I got the individual the individual certificates that I can upload, but they didn't get that single unified document.

So as long as the other three are present, we should be good, right?

K **Kargel, Nancy P - DWD** 58:14

Yes, well, should be.

Uh, if there's a problem with the claim, I'll contact you.

But somebody else reached out to me about this and I put the person in touch with I think the sales Rep for Microsoft Office and Certiport is actually able to get those certificates to you.

There's some kind of technical glitch on Certiport's part that prohibited them from getting that final certificate to you or to the districts in some cases, but they are able to print one and send it to you.

So that would be the preference - is that we do get that Associate certificate as well.

So if you're not sure how to reach out to get that, email me and I'll put you in touch with my contact at Certiport and they'll try to get that arranged for you.
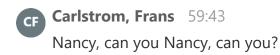
Janik, Jennifer S.   DPI   59:19
We have a follow up question from Pewaukee.

It's or submit the Expert level rather than all three certificates.

Is that an option as well?

Kargel, Nancy P - DWD   59:28
Correct.

That's an or.

So the Microsoft Office Associate is different than Expert.

Janik, Jennifer S.   DPI   59:31
Yeah.

That's all.

Kargel, Nancy P - DWD   59:39
And it's in our.

Janik, Jennifer S.   DPI   59:41
That's all the questions we've got so far.

Kargel, Nancy P - DWD   59:43
OK.

Carlstrom, Frans   59:43
Nancy, can you Nancy, can you?

K **Kargel, Nancy P - DWD** 59:44

So yes.

CF **Carlstrom, Frans** 59:47

How quickly is the EMT registry updated?

I had a student who said that they finished the EMT, and I'm following up with the tech school.

I just checked the registry, and it didn't show that she was listed.

Is that something that happens automatically when they complete the courses or is there a delay?

K **Kargel, Nancy P - DWD** 1:00:04

So it depends on what we're talking about.

Let's make sure that we're talking about the same thing.

So if they complete the course, that's not going to show up on either DHS or NREMT's registries, because that's only course completion.

Now, if we're talking about, they took and they completed their exam to be certified or, in DHS's case, to be licensed as EMT.

That's a different deal, and I don't know how long it takes to show up on the registry.

So they probably have a registry number.

If you've been in touch with the student, you can get that registry number from them.

That would be the preferred thing.

CF **Carlstrom, Frans** 1:00:49

Do they need to be certified to receive their individual completion grant?

K **Kargel, Nancy P - DWD** 1:00:55

No.

So they can be - in the case of EMT - and those slides of earlier in the presentation will show which certifications can be earned through which certification entities and in the case of EMT that can be earned through completed coursework through the Tech College or through NREMT through taking and passing the certification exam.

Or if the student has done the NREMT certification and they want to become

licensed because they can't actually work as an EMT until they're licensed through DHS, they can take the DHS process and exam and become licensed through DHS. So there are three avenues for EMT.

There are three avenues for EMR, and EMR would be complete the coursework and the course has to have the name EMR or emergency medical responder in the title of it. Or certified through NREMT or certified through DHS.

For the fire services, all of those have two paths, and it would be completion of coursework or certification through IFSAC, which is done through testing that the Technical College system organizes.

Did that answer your question?

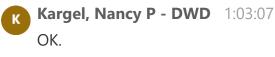**Carlstrom, Frans** 1:02:46

Yes.

I just wanted to verify that she didn't need to be certified.

Thank you.

Kargel, Nancy P - DWD 1:02:50

Yep.

Any other questions?

OK, so we've got...

Janik, Jennifer S.   DPI 1:03:03

We, sorry Nancy, we do have one from Monica just came in and she's asking for YA. Do you include all class of 2024 students, year one and year two, or just those who participated for two years? Also who do I contact to update the staff information for our district to be added to your email list?

Kargel, Nancy P - DWD 1:03:07

OK.

You would contact me to change any of your district's contacts for the mailing list. And then as far as the YA program goes, if they completed so if they completed the program and they graduated in 2024, that would be the student that you would add. Some of the programs are one year, some are two years.

I don't know if you show completion of only one of two years.

I don't know if YA calls that a completion or not, so if they completed the program,

whatever program they're in.

If there's any follow up question to that, feel free to unmute and ask.

OK. For Resources, you can contact me.

This would be the program lead goes to a big mailbox.

So you can contact me at that email address and when I reach out to district staff regarding claims, some of the mass me emails, I try really hard to click the button that has this email address.

But sometimes I forget.

So sometimes things come from the Nancy Kargel email box and then I try to correct it by using this one.

We prefer using this email box.

You can also call me.

You can reach YA through YA@dwd.wisconsin.gov.

And then we have these QR codes which our communications office setup.

The address for the DWD CTE website is up here and you would contact or you would access this information, for electronic technical assistance, for webinars. All annual approved certification lists are on there, updates, news changes, notices.

Ah, the training you would go to Department of Public Instruction CTE website for things that DPI are responsible for.

They published some of the reports regarding allocations to the districts and then for DPI help you would create a help ticket.

And I want to thank you.

And I want to thank Jennifer again.

I'm so pleased that we had so many people attending and we try our hardest to give you good information. If there are any suggestions that you have for how we can improve what we do, feel free to send them to me.

And as questions come up, feel free to send those to me.

And if there's nothing else, I'll say have a wonderful summer day and a great summer and keep the questions coming.

J **Janik, Jennifer S.   DPI** 1:06:41

Thanks everyone.

◉ **Kargel, Nancy P - DWD** stopped transcription