

Child Support Services Employee Individual Learning Plan (ILP)

Date (mm/dd/yy): _____ Office: _____
Name: _____ Start Date: _____
Supervisor: _____ Primary Responsibilities: _____

New to Supervisory Position

- Follow Requirements on the [Learning Matrix – Professional Development Core Curriculum Requirements](#)

Resources

Links

- [Learning Opportunities & Events](#)
- [New Worker Checklist/Crash Course](#)
- [CSQuest](#)
- OSIS Screen Book (Outlook>Public Folders>All Public Folders>OCSS All>OSIS Related Items>OSIS Screen Book)
- [HR Materials](#)

CSQuest Articles:

- [Supervisor Tools](#)
- [Reports and Documents \(AppXtender and CMOD\)](#)
- [Audit and Performance](#)
- [CSS Onboarding](#)
- [CSS Certification](#)

Training

- [Professional Development Division Memo](#)
- [Learning Matrix – Professional Development Core Curriculum Requirements](#)

LMS Overview

- [Learning Management System](#)
- [Learning Management System – Find Courses](#)
- [LMS User's Guide](#)

CSS Overview

- [CSS State Office – Centers And Regions](#)

Teams Channels

- [Managers: New Worker Teleworking](#)

Other

- Email Jogeina.Tharp@okdhs.org to be added to the Supervisory Leadership Institute (SLI) group

Individual Learning Plan Goals:

Activity	Completion Date	Completed	Milestone (If Applicable)

We agree to support the employee and Supervisor's work coverage plan while the employee is attending training:

Employee:

Date:

Supervisor: _ Date: _

For Managers

Please use the following resources to assist in the development of your ILP.

- [New Worker Checklist/Crash Course](#)
- [Training Universe](#)
- [Learning Opportunities & Events](#)
- Milestone Office Tips (W:\CSED\Manager's Milestone Materials)

EXAMPLE: Individual Learning Plan Goals:

The example below is not in any specific order and should be tailored to each individual's specific learning goals. This will look different for each employee.

Activity	Completion Date	Completed	Milestone (If Applicable)
Read: How to Complete and Arears Computation	May 1, 2019		Bring a completed arrears computation form, filled out from a case and submit to supervisor.
Complete Social Media Online LMS Course	May 9, 2019		Print pass page from LMS and submit to supervisor
Complete Domestic Violence Online LMS Course	May 15 th , 2019		Be able to articulate and recite the State's Safeline Hotline Number
Take Interstate Tool LYNC Course	May 20 th , 2019		Demonstrate and navigate the IRG page for information.
Complete Genetic Testing Online LMS Course	May 20 th , 2019		Print pass page and obtain certificate from PFR.
Read Quest Article: How to Navigate Quest	May 25 th , 2019		Demonstrate how to locate the following: <ul style="list-style-type: none"> • 2019 Policy Updates • Consistent Excellence Business Process Documents
Locate and print the case closure table from Quest	June 1, 2019		Print case closure table and provide a copy to supervisor
Calculate and Print a set of Child Support Guidelines	June 5 th , 2019		Bring a completed set of Child Support Guidelines printed out to supervisor
Add a case to an OAH online docket	June 10 th , 2019		Demonstrate that a case can be added to OAH online docketing system
Create a Caselog	June 10 th , 2019		Demonstrate the updating CSLOGA with appropriate acronyms and case information from case facts
Generate a Genetic Testing Authorization Number	June 12, 2019		Demonstrate in OSIS how to generate a Genetic Testing authorization for all the parties on a case.
Demonstrate how to find all of the NCP's cases using a single feature screen in OSIS	June 15 th , 2019		Demonstrate in OSIS how to utilize the CLAP screen to obtain a listing of all the NCP's cases.