

DREAM BIGGER

RISE

HIGHER



UNIVERSITY of WISCONSIN
GREEN BAY

WISCONSIN COMMUNITY-BASED CARE AND TREATMENT REGISTRY

Tuesday October 14, 2025

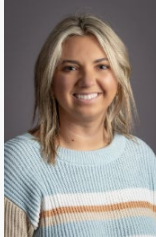
Margie Reichwald – Director

Kennedy Suhr – Program Specialist

OUR TEAM



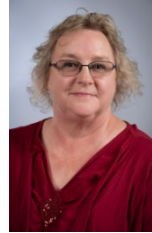
Margie Reichwald
Associate Director



Kennedy Suhr
Program Specialist



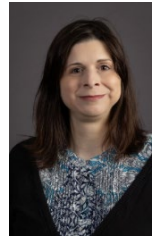
Megan Wikel
Program Coordinator



Lottie Hibben
Administrative Services
Professional



Taylor Baer
Administrative Services
Professional



Kimberly Vanenkevort
Administrative Assistant III

RAISING THE BAR: EXCELLING IN CUSTOMER SERVICE

UNIVERSITY of WISCONSIN-GREEN BAY

WISCONSIN Training Registry

CONTACT US EMPLOYEE REGISTRY INSTRUCTOR REGISTRY MORE

WISCONSIN TRAINING REGISTRY > CONTACT US

CONTACT US

WE ARE HERE TO HELP

We deliver quality training for caregivers, instructors and administrators.

If you need help navigating the requirements for training of caregivers or instructors, Wisconsin Community-Based Care and Treatment Training Registry (Registry) is here to help. Our Registry staff members have in-depth knowledge of the curriculum and work closely with DHS to ensure training is accessible and developed according to code.

Send Us a Message


Name*

Email*

Message*

Security Check

I'm not a robot

 reCAPTCHA is changing to terms of service. Privacy - Terms

SEND

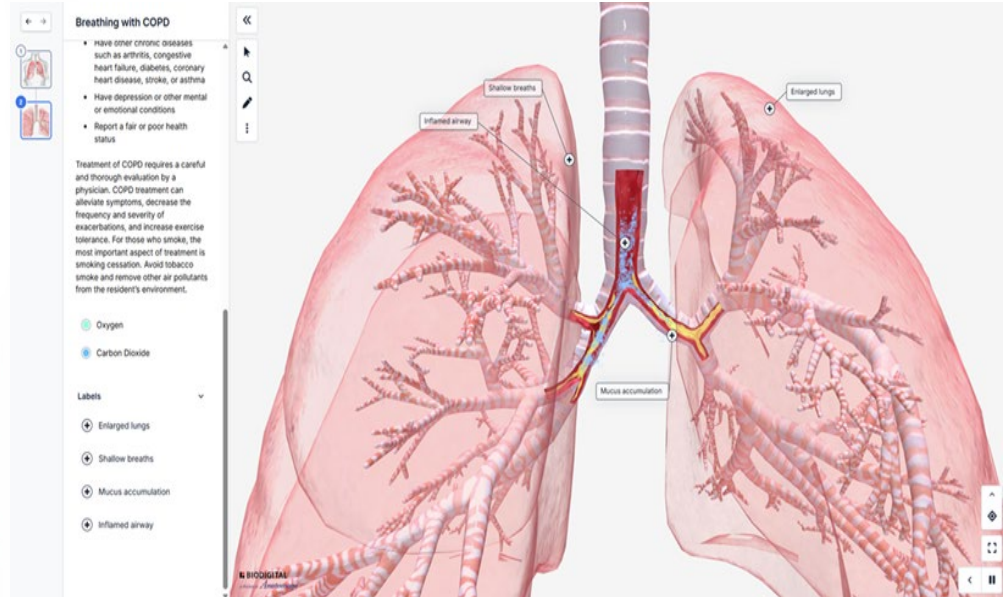
Customer Service Highlights

- Dedicated and efficient team delivering high-quality support
- Handle an average of **1,983 customer emails** each month
- Manage approximately **225 customer calls** monthly
- Introduced a **new direct messaging feature** connecting customers to our team via the webpage

2025 AT A GLANCE

Curriculum Enhancements

- Received approval from DHS/DQA team to launch enhancements to all instructors
 - Added:
 - 13 modules + 1 2D scenario in *First Aid and Choking*
 - 4 modules + 4 2D scenarios in *Medication Administration*



2025 AT A GLANCE

Curriculum Enhancements

- **February 2025:** Instructor training sessions held
 - Reached **128 instructors** via Zoom
- **Enhancements launched: March 3, 2025**



“It was great to see a more realistic visual that connected what students are learning in the class.” – Student

“It would be great to have the content embedded all into one place. It is nice to have the visual effect to look at and read from. I feel it is more up to date with the times and newer generation and it is helpful to have a break from the traditional videos and book work to have a more interactive experience.” – Instructor

FEEDBACK WE’VE RECEIVED

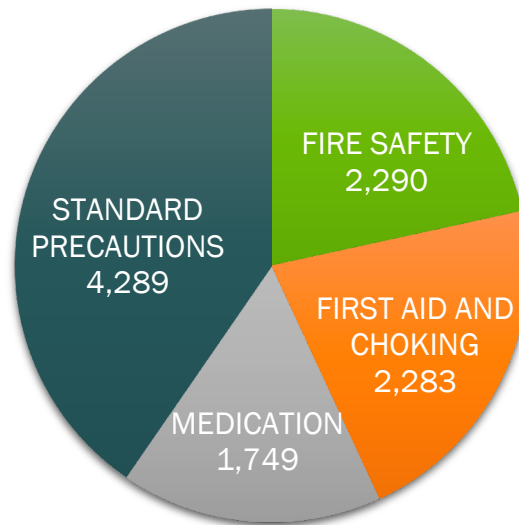
“The platform offered a thorough, step-by-step learning experience that many found educational and effective.” – Student

“I believe the 2D technology enhances the experience for students.” – Instructor

2025 AT A GLANCE

To date this year, we've added **10,611** classes to the registry.

Number of Classes



■ FIRE SAFETY

■ FIRST AID AND CHOKING

■ MEDICATION

■ STANDARD PRECAUTIONS



WHAT'S TO COME

Curriculum Workgroup Updates

- Updating content across all four training courses
 - Shifting language from treatment-based to a basic care approach
 - Emphasizing fire safety through recognition and response rather than firefighter-level knowledge



FOCUS 2025

We're excited to announce that we'll be presenting at the 2025 FOCUS Conference!

Come join us on Wednesday, November 19th, from 2:15 PM – 3:30 PM for our session “*Brining Training to Life: 2D Enhancements for State-Mandated CBRF Trainings*” or drop by our booth to say hello and connect with us.

CONTACT US –

- Phone – (920) 465-2315
- Email – registry@uwgb.edu
- Website - <https://www.uwgb.edu/registry/>

**WE'D LOVE
YOUR INPUT!**

Scan the QR code to share feedback, suggest new training ideas, or ask us a question.

