



Children's Long-Term Support Waiver Program

Fact Sheet Series

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This is the first in a series of fact sheets to help families and providers understand how to access and use the benefits of the Children's Long-Term Support Program.

What is the Children's Long-Term Support (CLTS) Waiver Program?

The Children's Long-Term Support (CLTS) Waiver Program provides funding and support for families who have children with disabilities, who are Medicaid eligible, so they can care for their children at home and participate in their communities.

The Program is funded by the federal and state government but administered at the county level, so families typically work directly with their county to apply for and receive CLTS services.

This fact sheet provides an overview of the CLTS Program. For more information on eligibility, enrollment, creating Individual Service Plans, appealing a denial and more, see additional Family Voices of Wisconsin CLTS Fact Sheets in this series at familyvoiceswi.org.

The CLTS Waiver Program is one of the long-term support programs for children. The **Children's Community Options Program (CCOP)** is another program that can help children with special needs. Both programs can help pay for supplies, services and supports above and beyond what private health insurance or Medicaid, also known as the Forward card, covers.

Some Examples of What Long-Term Support Programs Can Pay for Include:

- Home modifications such as a fence or ramp.
- Adaptive aids and vehicle modifications such as computers, standing frames or ramps.
- Supplemental child care costs above what you would pay for a typically-developing child.
- Parent training and education such as going to conferences or buying books.
- Counseling and therapy such as music or hippotherapy.
- Respite such as in-home direct care providers.

Who is Eligible for the CLTS Program?

A child may be eligible if he or she has a significant disability and is living at home. A child's eligibility is based on his or her "functional limitations" and not just a diagnosis. This includes a physical, mental or emotional limitation that restricts a child's ability to carry out daily living activities. A child also needs to be eligible for Medicaid.

Enrolling in the CLTS Program

The CLTS Program is administered by **County Waiver Agencies**, so families will work directly with county staff. To start the enrollment process, contact your county human services department. (A list can be found at dhs.wisconsin.gov/data/servicesearch.htm.) Families living in southeastern or southern Wisconsin should contact Compass (compasswisconsin.org). They will help with intake, application and eligibility determination.

How is My Child's Eligibility Determined?

A screening tool called a **functional screen** will be used by county or Compass staff to determine your child's eligibility for the CLTS Waiver Program. The tool collects information on your child's health, need for supports and how he or she plays and interacts with others.

As the parent/family member, **your input and insights are an important part of the process!** Try to be as realistic as possible about your child's needs and abilities.

If your child is determined **not eligible**, consider which details might have been missed and what limitations or care needs might not have been fully explained to the screener. Most often, this is the reason why children who should qualify might not qualify. You can ask to review the screen with the screener, and ask for a second review by the screening agency. If you disagree with the result, you can **file an appeal** to ask for a formal review.

What Happens After My Child is Enrolled?

You will receive a letter from your county letting you know if your child is eligible and the date to be enrolled in the CLTS Program. A **service coordinator** will be assigned to your child and he or she will then meet with your family to get to know your child's needs and challenges. The service coordinator will then partner with you to create an **Individual Service Plan (ISP)**. This annual plan documents the supports and services to be provided including those that the CLTS Program will pay for each year. (See *Family Voices of Wisconsin CLTS Fact Sheet #4.*)

As you talk with your child's service coordinator, think about goals, also called **outcomes**, for your child. The ISP will include services to help your child and family meet these outcomes. (See *Family Voices of Wisconsin CLTS Fact Sheet #5.*)

Each child enrolled in the CLTS Program will need to be reevaluated each year by their service coordinator to make sure that they are still eligible for the program.

What Does the CLTS Program Cost?

There may be a Parental Payment, or fee for participating, for families who have incomes above 330% of the Federal Poverty Level. The annual fee depends on your income and the cost of your child's ISP. Your service coordinator will let you know if you have a Parental Payment and your family will receive a bill from the county (see dhs.wisconsin.gov/clts/waiver-costs.htm).

What if a Service or Item is Denied?

If you want to appeal a denial, the best place to start is to work directly with your child's service coordinator. You can also complete the county's grievance process and/or seek an appeal by requesting a fair hearing with the State Division of Hearings and Appeals. (See *Family Voices of Wisconsin CLTS Fact Sheet #8.*)

Will We Have to Wait for Services?

In the past, an eligible child could be placed on a wait list for several years before he or she could be enrolled and start to receive funding and services. However, new state funding means that starting in 2019, most children who are eligible won't have to wait long to be enrolled in the CLTS Program. Keep in mind that eligibility determination may take time, so families may wait before all paperwork and enrollment requirements are completed.

If you have questions, contact your **Regional Center for Children and Youth with Special Health Care Needs**. To find your Center, go to dhs.wisconsin.gov/cyshcn/regionalcenters.htm or call **800.642.7837**.

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What is the Children's Long-Term Support (CLTS) Waiver Program?

The CLTS Waiver Program provides funding and support for families who have children with disabilities, who are Medicaid eligible, so they can care for their children at home and participate in their communities. This fact sheet will explain the eligibility process.

Could My Child be Eligible for the CLTS Waiver Program?

A child may be eligible if he or she has a significant disability and is living at home. A child's eligibility is based on his or her **functional limitations** and not just a diagnosis from a health care provider.

This includes a **physical, developmental or emotional limitation** that restricts a child's ability to carry out daily living activities, such as dressing or eating, or impacts learning, communicating or mobility. To participate in the program, a child must be:

- Under the Age of 22
- A United States Citizen
- A Wisconsin Resident

Significant Care Needs: In addition, a child must need a high level of care and help throughout his or her day.

The CLTS Program defines this as an **institutional level of care** like the care typically provided in a hospital, nursing home or facility for people with developmental disabilities.

As you consider whether your child might be eligible, think about all you do for him/her. This is the time to be **realistic** rather than overly optimistic or "**rosy**" about what your child can or might do on his or her best days. Consider the following: If you had to leave your child with a distant relative for a week, or a month, how would you explain all that you do to keep your child safe, healthy and cared for every day? It is important to mention things that might happen only occasionally, as well as things that happen every day.

Does My Child Need to be Covered by Wisconsin Medicaid?

Yes, your child must be eligible and meet all the eligibility requirements for Medicaid. For families whose income is above the BadgerCare Plus limit, your children may qualify for Home and Community-Based Waiver (HCBW) Medicaid or the **Katie Beckett Medicaid Program**. Eligibility for these Medicaid programs is based on the child's level of care needs/disability and the child's income.

If he or she is not currently enrolled, signing up for Medicaid, either through **BadgerCare Plus**, the **Katie Beckett Program** or **SSI-Medicaid** will be part of the process of enrolling in the CLTS Program.

Eligibility Process for the CLTS Waiver Program

Step 1: Contact your county Human Services Department (dhs.wisconsin.gov/clts/contact.htm) or Compass Wisconsin Threshold (compasswi.org)

Step 2: Review the initial eligibility requirements with staff (see page 1).

Step 3: Set up a call or visit to talk more about the long-term support programs, including the CLTS Waiver Program and Children’s Community Options Program. Another person (your child’s school, Birth to Three, doctor, a grandparent or other relative) can also contact the County (or Compass) to help a family start this process.

Step 4: If your family wants to move forward with determining if your child could be eligible, you will be contacted to schedule a meeting and may be sent initial paperwork including **Release of Information** forms that will be sent to the child’s doctors, school, or other providers.

Step 5: CLTS staff will set up a home visit to get to know your child and family and make an eligibility determination. *This must be done within 45 days from the initial application.* During that visit, a screening tool, called a **Functional Screen**, will be used to assess your child’s level of care needs and functional limitations.

The Functional Screen is a tool that collects information on your child’s health, need for supports and how he/she plays and interacts with others. **Your input can be critically important in helping the worker fully understand a child’s limitations, care needs and challenges.** This is the time to be realistic about what your child can do and the areas that need support—This is not a time to brag about your child. (See the *Family Voices CLTS Fact Sheet #3.*)

Step 6 : County Waiver Agency staff will work with your family to complete all needed paperwork. Medical records, school reports and your child’s IEP may be requested as part of determining eligibility. If your child is not yet covered by Medicaid, county staff can help your family complete the application and enrollment process.

Step 7: Your family will receive a letter from their county letting them know if your child is eligible for the CLTS Program. This process may take up to 45 days from the initial referral. If you have not heard back, call your county or Compass to ask for an update—It’s okay to *call weekly* while you are waiting.

If you have questions, contact your **Regional Center for Children and Youth with Special Health Care Needs**. To find your Center, go to dhs.wisconsin.gov/cyshcn/regionalcenters.htm or call **800.642.7837**.



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Completing a Functional Screen for CLTS Programs

Many programs in Wisconsin that provide supports and services for children with special needs require that a functional screen be completed to determine eligibility. Examples include: the CLTS Waiver Program, the Children's Community Options Program (CCOP), Comprehensive Community Services (CCS), and the Katie Beckett Program. The **Functional Screen** is a screening tool that collects information on your child's health, need for supports and how they play and interact with others.

Keep in mind that the screen only determines your child's **functional eligibility** but not their overall program eligibility. Children who are functionally eligible for the waiver program also need to be financially eligible for Medicaid in order to participate in the CLTS program.

A service coordinator or social worker will meet with a family and ask questions about the child. That staff person will then complete an online functional screen and it will be reviewed and a determination will be made by the Department of Health Services.

What Should Families Consider When Completing a Functional Screen?

Remember "Rosy vs. Realistic"

Often parents want to be positive and optimistic about what their child could do or might do and paint an overly rosy picture. This is not a good time to be overly optimistic. It is best to be as realistic as possible, and talk about all of the things that your child has trouble doing.

Before you meet with agency staff think about the following:

- If you were leaving your child with a friend or family member for a whole month and you had to tell them everything you do for your child and all the things that your child needs to get through the day, what would you tell them? Include things that might only happen occasionally.
- On an average day how much help or support do you provide to your child and how much time does that take? Now consider a difficult day— What does that look like?

These questions can help you have a more realistic view of the care that you provide and will help to give a realistic view of your child to the screener.

- Are you up with your child during the night?
- How about at meal times?
- What is it like when your child does not feel well or has a bad day at school?
- What support or help is provided by other family members and what if that help is not available?

Below Are a Few Examples of a Rosy vs. Realistic Perspective:

Rosy = Ben can dress himself independently.

Realistic = Ben can dress himself independently about one day a week, if I have the right clothes set out for him.

Rosy = Sophie can communicate her needs to me.

Realistic = Most of the time, people who are unfamiliar with Sophie do not know what she wants or cannot understand her words or signs.

Rosy = Aiden plays with his siblings after school.

Realistic = If supervised by an adult and not having a bad day, Aiden can play with his brother and sister for about a half hour before there is a meltdown.

Can Families Review the Functional Screening Tool?

Yes, the screen is available on the Department of Health Services website at dhs.wisconsin.gov/functionalscreen/index.htm This will give you a sense of the questions that will be asked. You can also review a completed screen with the screener and/or request a copy.

What if My Child is Found Not Eligible Through the Screening and I Think the Screener Missed Something?

Contact the social worker or staff person who completed the screen and talk with them about what was missed or not considered during the screening process. Families can also ask that another staff person complete a new functional screen. If you still feel that your child should be eligible, but was not, consider the county grievance or state appeals process. (See *Family Voices of Wisconsin CLTS Fact Sheet #8.*)

If your child was not deemed eligible you may also want to wait 9 to 12 months and request a new screening. Sometimes in younger children the differences between a typically developing child and a child with a disability are not as profound, but as your child gets older their challenges become clearer and he or she may qualify for long- term supports and other services. You may also request a new screen if there are any changes in your family's living situation, or your child's condition or behavior.

If you have questions, contact your **Regional Center for Children and Youth with Special Health Care Needs**. To find your Center, go to dhs.wisconsin.gov/cyshcn/regionalcenters.htm or call **800.642.7837**.



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What is the Children's Long-Term Support (CLTS) Waiver Program?

The CLTS Waiver Program provides funding and support for families who have children with disabilities, who are Medicaid eligible, so they can care for their children at home and participate in their communities. This fact sheet will explain what to expect once your child is found eligible for the CLTS Program.

My Child is Eligible! Now What?

When a child is found eligible and initially enrolled in the CLTS Program, a service coordinator will be assigned to your family. He or she will contact your family and set up a visit. You can meet at your home or another place, like your child's school, at a library or a coffee shop—A space that is most comfortable for you.

Sharing Your Dreams: During the first visit, you will be asked to share how you care for your child, what areas of your life are challenging and some of your and your child's dreams and hopes for the future.

Getting to Know Your Child: Your child's service coordinator may also want to observe your child during the school day or during after-school or other community activities. The visits are a good way for the service coordinator to get to know your child's abilities and challenges, as well as their likes and dislikes.

Deciding Together: You will partner with your child's service coordinator to consider long-term and short-term needs and goals for your child. Start by considering your child's best life—What would help your child enjoy activities, build relationships and learn new skills? See the *Deciding Together Guide*, dhs.wisconsin.gov/library/p-02246.htm, that explains this collaborative process.

Accepting Help and Support: Even if you are feeling alright and have learned to live with the stresses of caring for your child with special needs, participating in the CLTS Program can be helpful. It's OK to let the service coordinator know you don't need much help right now. But together, you can brainstorm future needs. As your child grows and changes, his or her needs may expand and the CLTS Program can help, especially if you have planned ahead.

Parental Payment -Your CLTS Program Bill

Families with incomes greater than 330% of the Federal Poverty Level (FPL)—roughly \$64,000 for a family of four—may be responsible for paying a Parental Payment for CLTS-funded services. This fee is based on your family's income and the cost of your child's **Individual Service Plan (ISP)**. The bill, that will be from your county, will be due after your child's ISP has been submitted and approved.

How Can a CLTS Service Coordinator Help My Family?

Families new to the CLTS Program may not realize that one of its most important benefits is access to a service coordinator. This new partner can provide support and guidance to you as you navigate the CLTS Program and access other resources. Below are some examples of how your child's service coordinator can partner and be *by your side* as you care for your child.

Attend School IEP Meetings: Your service coordinator can attend your child's IEP meeting and help advocate for school-based therapy, programming or modifications to meet their goals. The coordinator can be with you to ask questions and be another set of ears, so you're not missing anything that is discussed by the school team.

Attend Medical or Therapy Visits: The service coordinator can come with you to medical appointments or therapy visits if you need support, especially if you are making a decision about new equipment or treatment options for your child.

Connecting to the Community: If you need ideas for things like summer programs, after-school activities or adaptive equipment, your service coordinator can help you find resources and programs.

During Times of Transition: The service coordinator can also help you explore new programs or options during times of transition, like the move to elementary school or high school.

Connecting with Other Families: One of the best ways to learn what works for your child is to talk to other families who have "been there." Ask your service coordinator to help you find another parent or family. If he or she can't, contact *Parent-to-Parent of Wisconsin* (P2PWI.org).

When You Need Help: While your service coordinator can't always be there, he or she can help find answers when you are stuck or struggling to get what you need for your child.

While the service coordinator will likely meet with you in person at least once a year to review and update your child's ISP, you don't need to wait until then to ask for their input or help. You can reach out to them any time!

Tips for Families ✓

Let the service coordinator know the best way to reach you: phone calls, texts, emails, and the time of day or days of the week that are best for you to meet. You can also talk about what works best for your service coordinator.

If you have questions, contact your **Regional Center for Children and Youth with Special Health Care Needs**. To find your Center, go to dhs.wisconsin.gov/cyshcn/regionalcenters.htm or call **800.642.7837**.

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What is the Children's Long-Term Support (CLTS) Waiver Program?

The CLTS Waiver Program provides funding and support for families who have children with disabilities, who are Medicaid eligible, so they can care for their children at home and participate in their communities. This fact sheet will explain how to develop your child's Individual Services Plan (ISP).

Creating an Individual Service Plan (ISP)

Once you've applied to this Program, your child is found eligible, and enrolled, your family will work with a service coordinator to create an ISP.

Your child's ISP is the document that describes the supports and services to be put in place to help your family reach your goals or outcomes. The plan will also identify what the CLTS Program will pay for and what programs or services your coordinator will help facilitate over the next year.

For families new to the program, an initial ISP will be created after your family has met with the service coordinator and he or she has gotten to know your child and family's goals and concerns. Then twice annually you will meet, review changes in your child's health, community and school services and update your child's ISP. Together you can review your goals and identify new outcomes. New services or items need to be included in the ISP and approved before they can be covered.

Does My Input Matter?

Yes! A family's input is critical in creating the ISP. Your ideas, suggestions, and point of view will help identify and prioritize what will benefit your child and family the most.

Tips for Families ✓

Don't let the cost of an item stop you from considering it in your child's service plan.

Does the Parental Payment Fee Depend on What is Included in my Child's Plan?

Families may need to pay a **Parental Payment**, which is based on your family's income and the CLTS-funded services included on your child's Plan. Families with higher incomes (above 330% of the Federal Poverty Level), may receive a bill from the county for participating in the CLTS Program. The Parental Payment is usually a percentage of the total cost of the ISP. However, there are limits to this fee and your child's service coordinator can help answer questions or you can learn more at

dhs.wisconsin.gov/clts/waiver-costs.htm.

Do I Need to Worry About the Cost of Services and Supports?

While there are limited funds and resources for any program, your role as a parent/guardian is to focus on outcomes for your child. As you work with the service coordinator you can review all items and services that have been identified, and then prioritize those needs. Think about what is most important for this year, and what you might consider to include in the plan in future years.

Focusing on Goals Rather Than Specific Items or Services

As you create your child's service plan, it's important to set goals or **outcomes** and think broadly about how to meet those goals, rather than focusing on a specific item or service. (See *Family Voices of Wisconsin CLTS Fact Sheet #6.*)

Some Examples of What You Might Include in an ISP:

Keeping Your Child Safe Outdoors: You want your child with autism to play in the back yard with her siblings (outcome). A fence may be the product that you'd like covered by the CLTS Program.

Step back and ask, "What do we hope to accomplish and why do we want a fence?" If your outcome statement is, "We want to keep my child safe and play outdoors with his siblings," you can work with your service coordinator to consider what adaptive equipment or home modifications might get you to that goal. It might be a fence, a wander alarm or other item that will keep your child safe and able to be outside with her sisters.

Making New Friends and Spending Time with Peers During the Summer: You may want your child to be with friends and have fun during the summer (outcome) and you are aware of a camp at the local YMCA. Paying for summer camp may be a support program you want the CLTS Program to cover.

Step back and ask, "How can my child be in an inclusive summer program that will allow him to make friends and participate in activities with his peers?" With your service coordinator's help, you could look at camps and other community-based or school-based programs. Once you have determined the best camp, tuition for that program would be part of your child's ISP and your county would pay camp directly.

Making Our House Wheelchair Accessible: Your child uses a wheelchair and is getting too heavy to carry up the stairs into your house. A ramp may be the product that you want CLTS funds to pay for.

Step back and ask, "How can we make our home accessible so my child can independently get in and out of the house?" (outcome) You may consider a ramp in your garage, at your front or back door or install an elevator lift. With recommendations from your service coordinator, you could find a few contractors to give you a bid and include the cost of installing a ramp or lift in the ISP.

Remember, your service coordinator can help you make the connection between outcomes that you and your child define, and what might be provided through the CLTS Program or other programs.

If you have questions, contact your **Regional Center for Children and Youth with Special Health Care Needs**. To find your Center, go to dhs.wisconsin.gov/cyshcn/regionalcenters.htm or call **800.642.7837**.

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What is the Children's Long-Term Support (CLTS) Waiver Program?

The CLTS Waiver Program provides funding and support for families who have children with disabilities, who are Medicaid eligible, so they can care for their children at home and participate in their communities. This fact sheet will explain developing outcomes as part of your child's Individual Services Plan (ISP). (See *Family Voices of Wisconsin CLTS Fact Sheet #5.*)

Developing Your Child's Service Plan: Creating Outcomes

Once you have applied and your child is eligible and enrolled in the CLTS Program, you will work with a service coordinator to create an Individual Service Plan (ISP). An important first step is to identify your and your child's desired outcomes, or goals.

What is an Outcome?

An outcome is a statement that reflects the values, goals and expectations of your child and family. Outcomes show what is important to your child and family. An outcome might state what your child hopes to achieve, or it may state what you need in order to maintain or improve your child's quality of life.

Why are Outcomes Important?

Outcomes focus on the concerns and issues that matter most to your child and family. They are centered on your child and family.

The goals and outcomes that you identify will help determine what supports, services, equipment and other items will be included on your child's ISP.

How is an Outcome Written?

Outcomes are written as your child and family tell them. Your child will be encouraged to share interests, abilities, choices and hopes for the future. Family members and those close to your child may also share information.

The outcomes for a child may contain some outcomes for the whole family. These outcomes may not be important to your child, but important to the family in providing care for that child. Keep in mind that the CLTS Program can pay only for services provided directly to your child.

Will Our Service Coordinator Help Us Develop Outcomes?

Yes, he or she will meet with you and ask you questions about your child and family. Together, you can talk about short-term and long-term goals and the kinds of support your child and family might need to reach those goals.

Things to Consider in Defining Outcomes:

- What is going well for your child and family right now?
- Who are the important people in the life of your child and family?
- Are there family members, friends or others who are a support to your child and family? How do they help you?
- What is your child currently working on, maintaining or wanting to change?
- Describe a typical day in the life of your child and family and be specific. What times are difficult for your child or family? What activities cause a problem? What is the best part of your child's day?
- What does your child like to do most?

How are Outcomes included in the ISP?

Your service coordinator will write down your family's goals and outcomes on a Wisconsin Department of Health Services approved form. An example of this form is available at: dhs.wisconsin.gov/forms1/f2/f20445a.pdf

Outcome statements listed on the ISP describe your concerns, goals, solutions, or changes. The plan includes the supports and services that will help to achieve or maintain the outcomes. It also lists those having a role or responsibility in achieving the outcomes.

These statements will be written as you and your child have said them. You should feel comfortable with the outcome and goals as they are written on the ISP and know that the plan can be changed whenever needed for your child and family.

Examples of Child and Family Outcomes:

- I need to be able to get my child in and out of our house safely.
- Rosa and her sister need to play safely together.
- I need to spend time with my other children sometimes without my child with a disability.
- Simone needs to be safe after school, so I can work.
- Jeff wants to graduate from high school.
- I want to be able to spend time outside with all my kids safely.
- My son wants to play with kids his age during the summer months.

If you have questions, contact your **Regional Center for Children and Youth with Special Health Care Needs**. To find your Center, go to dhs.wisconsin.gov/cyshcn/regionalcenters.htm or call **800.642.7837**.

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What is the Children's Long-Term Support (CLTS) Waiver Program?

The CLTS Waiver Program provides funding and support for families who have children with disabilities, who are Medicaid eligible, so they can care for their children at home and participate in their communities. This fact sheet provides a description of covered service categories in the CLTS Program. This is also called the **benefits package**.

For the CLTS Program to cover a service, it must be included in a child's Individual Service Plan (ISP). (See *Family Voices of Wisconsin CLTS Fact Sheets #5 and #6* for details on the ISP). As a family works with their service coordinator to develop outcomes and craft their child's ISP, this list can help you think broadly about what might be helpful and beneficial to your child.

If your child's service coordinator is not familiar with a covered service or item, families can contact their County Waiver Agency or the Children's Services staff at the Department of Health Services or go to dhs.wisconsin.gov/clts/waiver/family/services.htm.

Need Help Finding a CLTS Provider?

Your service coordinator is responsible for finding providers for your child's needed services. Sometimes, especially in rural areas, there aren't enough qualified and certified providers. Feel free to try to find providers yourself and work closely with your service coordinator.

Services That Can be Covered Under the CLTS Program:

- Adaptive Aids
- Adult Family Homes
- Assistive Technology and Communication Aids
- Child Care
- Children's Foster Care
- Community Integration Services
- Consumer Education and Training
- Counseling and Therapeutic Services
- Daily Living Skills Training
- Day Services
- Financial Management Services
- Home Modifications
- Housing Counseling
- Mentoring
- Nursing Services
- Personal Emergency Response System
- Relocation Services
- Respite Care
- Specialized Medical and Therapeutic Supplies
- Support and Service Coordination
- Supported Employment – Individual
- Supported Employment – Small Group
- Supportive Home Care
- Training for Unpaid Caregivers
- Transportation

Children's Long-Term Support Program Description of Covered Services

Adaptive Aids: Items, controls, or appliances that enable the child or youth to increase his or her ability to perform activities of **daily living**, and successfully access, navigate, and participate in his or her home and community. Examples include: accessible computer keyboards, adaptive bikes or tricycles, adaptive door handles and locks, adaptive security systems, computers and necessary software, hygiene and meal preparation aids, scald-preventing showerhead, service animals, specialized clothing, standing boards or frames, vehicle lifts or transfer units.

Adult Family Homes: Provides individualized treatment, supports, and services above the level of room and board for one to four people living together in a residence that is certified or licensed as an adult family home.

Assistive Technology and Communication Aids: Items, pieces of equipment, product systems, or services that increase, maintain, or improve functional capabilities of children at home, work and in the community.

Child Care: Ensure the child's or youth's exceptional physical, emotional, behavioral, or personal care needs are met during times when his or her family members are working, pursuing education and employment goals, or participating in training to strengthen the family's capacity to care for their child. For a child **under age 12**, CLTS will pay for the additional cost of child care to meet the child's exceptional care needs. This includes staffing necessary to meet the child's care needs above and beyond the cost of basic child care that all families with young children may pay. For a child **age 12 or older**, the total cost of child care may be included.

Children's Foster Care: Services are allowable for a child who is placed in a residence operated as a foster home by a licensed person and includes supplementary intensive supports and supervision services beyond the maintenance payment made to foster parents to address a child's or youth's exceptional emotional or behavioral needs, or physical or personal care needs, in a family environment.

Community Integration Services: Primarily for families with children who have multiple and complex mental health and/or behavioral concerns, and are involved in multiple services and service systems, this service covers intensive case coordination and individualized community-based services.

Consumer Education and Training: This service includes education, training and events directly related to building the capacity to manage supportive services. Education and training may be provided for the child and/or the child's parent(s), unpaid caregiver(s), and/or legal representatives. Types of education and training include: training courses, conferences and similar events, enrollment fees, books and other educational materials, and transportation.

Counseling and Therapeutic Services: Covers professional evaluation and consultation services to children and youth with identified needs for physical, personal, social, cognitive, developmental, emotional, or substance abuse services. This service can include therapies that are not available under the Medicaid State Plan. Counseling and therapeutic services must meet a **clearly defined outcome** and may include the following: music therapy, art therapy, hippotherapy or equine-assisted therapy.

Daily Living Skills Training: Provides education and skill development or training to support the child's or youth's ability to independently perform routine daily activities and effectively use community resources. These instructional services, provided by qualified professionals, focus on skill development (and do not provide substitute task performance).

Day Services: Provide youth with regularly scheduled activities for part of the day to target skill development and maintenance. Services are typically provided up to five days per week in a nonresidential setting and may occur in a single physical environment or in multiple environments, including natural settings in the community. Coordination activities may consist of the implementation of components of the youth's individualized service plan and may involve family, professionals, and others associated with the youth, as directed by his or her plan.

Financial Management Services: Assist a child and his or her family to manage the CLTS Waiver Program services and funding. A financial management services provider (also called the fiscal intermediary or fiscal agent) performs financial transactions on behalf of the child or youth for the delivery of CLTS Waiver Program services. The fiscal intermediary also serves as an agent for handling employment-related tasks associated with the authorized supports and services in the child's ISP.

Home Modifications: Include services to assess the need for, arrange for, and provide modification and/or improvements to the home. Home modifications are generally permanent fixtures and/or changes to the physical structure of the home. This service may be used to ensure safe, accessible means of entry and exit to the home, and provide safe access to rooms, facilities or equipment within the home or adjacent buildings that are part of the residence.

Examples of Home Modifications Include: fences required for safety; fixed ramps and platforms; porch and/or stair lifts; doors, doorways, door handles, and door opening devices; adaptive door bells, locks, and/or security items or devices; plumbing and electrical modifications related to other adaptations; medically necessary heating, cooling, or ventilation systems; shower, sink, tub, and toilet modifications; accessible cabinetry, countertops, or work surfaces; wall protection; necessary repair, maintenance, and reasonable replacement of an approved home modification.

Housing Counseling: This service provides comprehensive guidance about options for a youth to obtain or retain safe, accessible, and affordable housing in the community that meets their needs and preferences. Housing counseling includes planning, guidance, and assistance in accessing resources in the following areas: home ownership; financing; accessibility and related architectural services and consultation; and health and safety evaluations for physical property.

Mentoring: Improves a child's ability to interact in their community in socially advantageous ways. The mentor provides the child or youth with experiences in peer interaction, social and/or recreational activities, and employability skill-building opportunities during spontaneous and real-life situations, rather than in a segregated or classroom-type environment.

Nursing Services: Assist a child or youth with health and health-related tasks in the child's home and community. Covers medically necessary, skilled nursing services that may only be provided safely and effectively by a nurse practitioner, a registered nurse, or a licensed practical nurse working under the supervision of a registered nurse. Nursing services may include periodic assessment of the child's medical condition and may also include regular, ongoing monitoring of a child's fragile or complex medical condition as well as the monitoring of a child with a history of noncompliance with medication or other medical treatment needs.

Personal Emergency Response System: This service secures an immediate response and access to assistance in the event of a physical, emotional, or environmental emergency. A PERS uses a community-based telephonic, global positioning system, or other electronic communications device to provide a direct electronic communications link between the child or youth and emergency responders.

For more detailed descriptions go to:
dhs.wisconsin.gov/clts/draft-manual.htm

Relocation Services: This service assists with preparations for the child’s or youth’s relocation to a safe and accessible community living arrangement. This service includes supports and essential items needed for a child or youth to establish a community living arrangement when he or she is relocating from an institution or foster home to a less restrictive setting, or when the youth is moving out of his or her family’s home to a more independent setting.

Respite Care: Maintains and strengthens the child’s or youth’s natural supports by easing the daily stress and care demands for his or her family, or other primary caregivers, on a short-term basis. This service provides a level of care and supervision appropriate to the child’s needs while his or her family or other primary caregivers are temporarily relieved from daily caregiving demands. Respite care may take place in a residential or institutional setting, the family’s home, the home of a caregiver, or in other community settings.

Specialized Medical and Therapeutic Supplies: This service includes items that prevent regression of a child’s or youth’s condition, maximize integration within the community, and promote and enhance peer interaction and social inclusion. Allowable items may include the following (items listed are illustrative examples and not an exhaustive list): Items and aids designed to augment a professional therapy or treatment plan, Items and aids to support environmental regulation assessed as necessary for the child’s or youth’s condition.

Support and Service Coordination: Includes coordinating or facilitating access to all services and supports, both formal and informal, that are needed by the child and family to meet their identified outcomes.

Supported Employment—Individual: Assists a youth to attain sustained employment paid at or above minimum wage in an integrated setting in the general workforce, in a job that meets the youth’s personal and career goals.

Supported Employment—Small Group: Assists a youth to attain sustained employment and work experiences that foster further career development and individual, integrated community-based employment, in a job that meets the youth’s personal and career goals.

Supportive Home Care: Directly assists the child or youth with daily living activities and personal needs, to promote improved functioning and safety in his or her home and community. SHC may be provided in the child’s home or in a community setting and includes: direct assistance with instrumental activities of daily living, supervision necessary for safety at home and in the community, including observation to assure appropriate self-administration of medications, assisting bill paying and other aspects of money management, assisting with communication, arranging and using transportation, checking out library books; and other household tasks.

Training for Unpaid Caregivers: Training focuses on techniques for supporting children with and without disabilities, keeping family balance and harmony in the home, and communicating effectively, which promote inclusion, support independence, and foster growth for both the child or youth and their family. This service includes, but is not limited to, in-person training, parent-to-parent mentoring, conferences, resource materials, online training, registration and training fees associated with formal instruction.

Transportation: This service funds nonmedical, nonemergency transportation needs related to engaging and participating in a child or youth’s community—with the people, places, and resources that are meaningful for his or her self-determination—and to meet his or her goals and daily needs.

If you have questions, you can **contact your service coordinator, your service coordinator’s supervisor, or your Regional Center for Children and Youth with Special Health Care Needs.** To find your Center, go to dhs.wisconsin.gov/cyshcn/regionalcenters.htm or call 800.642.7837.

This is the eighth, and final fact sheet in a series to help families and providers understand how to access and use the benefits of the Children's Long-Term Support Program.

What is the Children's Long-Term Support (CLTS) Waiver Program?

The CLTS Waiver Program provides funding and support for families who have children with disabilities, who are Medicaid eligible, so they can care for their children at home and participate in their communities. This fact sheet will help families who have a denial for a requested service, or who have been denied eligibility for the CLTS Program.

A Service We Requested Was Denied or Reduced—What Can We Do?

The CLTS Program will cover the cost of allowable services or items if they are included in your child's Individual Service Plan (ISP). The ISP must be approved by your county, but sometimes the county reduces or denies an item or service in a child's plan.

Never hesitate to question a decision. You have a right to be fully informed and to understand the reasons for all decisions. If you disagree with a decision about your child's waiver services or eligibility, you have a legal right to appeal the decision. The information below explains the steps you can take if you want to appeal a decision.

Steps to Appealing Denial of Services

Step 1: You may choose to start by setting up a meeting with your child's service coordinator and asking to review what was denied. Understanding the reason for the denial is helpful in overturning the decision.

Step 2: Review the outcomes that were developed to justify the purchase of the item or a service. Remember, all services must be justified by outcome statements.

Step 3: If the requested service or item is the best way for your child can meet the stated outcomes, you can complete your county's grievance process. Each county has its own process, but in most cases it is informal - no attorney is needed.

Consider the following before completing the process:

- Ask your child's doctor to send a letter to address why the service is needed.
- Ask school or community therapists to write a letter and explain why it is needed.

Step 4: If the appeal to the county does not resolve the problem, families can seek an appeal from the state. There may be situations when families prefer to go *directly* to the state appeals process and skip filing a grievance with a county.

You can request a hearing by completing the Division of Hearings and Appeals (DHA) *Request for Fair Hearing Form* at doa.wi.gov/Pages/LicensesHearings/DHAWFSRequestingaHearing.aspx

You can also write on a piece of paper or on a copy of the *Notice of Action of Denial* that you would like to appeal through a fair hearing process and mail this request with your name, address and phone number to: **Division of Hearings and Appeals, PO Box 7875, Madison, Wisconsin 53707.**

It's important to keep timelines in mind for requesting a fair hearing. **You have 45 days from the date of the decision to file a request for a fair hearing.** You can ask your support and service coordinator to help you file for an appeal. Call **608.266.7709** if you have questions about this process.

Fair hearings are informal meetings, almost always held over the phone, before an Administrative Law Judge. You will be asked to state "your side of the story" so it's best to have it written down. See *Advocates Guide to a Fair Hearing* on the Family Voices website for more tips on how to prepare.

My Child Was Denied Eligibility for the CLTS Program—What Can We Do?

If your family has completed the application and eligibility process for one of the CLTS Programs, and your child has been determined **not eligible**, there are steps you can take to appeal the denial.

Step 1: You may start by requesting a meeting with the screener and reviewing the answers to the questions. Keep in mind that how the functional screen was completed, and the answers you provided to the screener, are key in determining whether your child will be deemed eligible.

Consider how you answered the questions related to your child's care needs and challenges. *This is where many families get hung up!* Realize this is a time to be realistic about your child's limitations and how he or she is delayed compared to peers. (See *Family Voices of Wisconsin CLTS Fact Sheet #3* for more ideas.)

Your screener can update or re-submit answers to the functional screen that may move your child from being *ineligible* to *eligible* for the CLTS Program.

Step 2: If a meeting with the screener does not resolve the problem, and your child is still denied eligibility, families can submit a county grievance or go directly to the State of Wisconsin's Division of Hearings and Appeals (DHA) — see page 1 for contact information and forms needed to complete a DHA request for a fair hearing.

Both appeals processes are informal and can be completed over the phone. Other family members, advocates or witnesses can participate to help address the denial and provide evidence related to why the denial should be overturned.

To prepare for an appeal consider the following:

- Collect medical records that will provide more details about your child's condition.
- Request letters from your child's doctors, therapists or community providers.

Tip for Families ✓

Use a smartphone to take videos of your child during difficult times to show the screener a more realistic view of your child and increase the screener's understanding of these challenges or limitations.

Who Can Help?

The following organizations can assist families with an appeal:

- Disability Rights Wisconsin, drwi.org or 800.928.8778.
- ABC for Health, safetyweb.org or 800.585.4222

If you have questions, contact your Regional Center for Children and Youth with Special Health Care Needs. To find your Center, go to dhs.wisconsin.gov/cyshcn/regionalcenters.htm or call **800.642.7837**.

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