

All in for Kids

A CLTS Waiver Program Family Newsletter

All in for Kids: CLTS Waiver Program is a newsletter created to keep you and your family informed about the supports and services available through the CLTS Waiver Program. The newsletter is published by the Wisconsin Department of Health Services.



A closer look at Deciding Together

The Children's Long-Term Support (CLTS) Waiver Program uses a team approach to decision-making called Deciding Together to support each family and child. In this approach, the family is the expert in understanding its goals, strengths, and needs. Parents, caregivers, and children are encouraged to share these, as well as ideas, thoughts, and questions.

Deciding Together considers the family's unique story and life experiences to create an individual service plan (ISP). This focuses the ISP on the strengths and priorities of that individual child and family. The All in for Kids: CLTS Waiver Program newsletter will continue to support the family in the Deciding Together process. This newsletter breaks down its first step: conversations between

the family and the support and service coordinator (SSC) about family goals and needs. Future issues will examine other steps in Deciding Together. Details about the full Deciding Together process can be found at www.dhs.wisconsin.gov/library/p-02246.htm.

Before Deciding Together begins

Deciding Together helps the family feel supported while working to develop goals and outcomes. Just like with any new partnership, a "getting-to-know-you" chat will help everyone on the team feel more comfortable with each other. Feel free to ask the SSC about themselves, their work, and how the agency supports families. This can help build a trusting relationship between team members.

The SSC will also want to learn about the child and family. Take the time to explain the child's and family's circumstances, culture, and traditions. Express hopes for different ways the child can take part in family and community life. Don't feel rushed! There is plenty of time to discuss strengths, needs, interests, dreams, and priorities.

Also, let the SSC know the best way to communicate with the family (email, phone, online, or in person). This will help the team stay in good communication with each other.

Discussing issues and needs with the SSC

Discussions should start with information the family feels comfortable sharing. These discussions help the SSC learn what is important to the family and support conversations about what services and supports might be useful. As the experts on the child and family, parents and caregivers have valuable knowledge. Think about the following questions to help describe the family's daily routine to the SSC:

- What parts of the day or week are most challenging?
- What parts of the day or week are easier?
- What makes the difference between easier and more challenging times?
- What might help with activities that are more difficult?
- How does the family have fun?
- What does the child enjoy the most? What makes them happy? What makes them smile or laugh?
- What is something the family wants to do in the future (next month, next summer, or next year)?

DID YOU KNOW?

An overview of supports and services that the CLTS Waiver program can provide is listed at www.dhs.wisconsin.gov/publications/p02570.pdf.

This document may be helpful to families during the Deciding Together process.

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The child's ideas and viewpoints are important. Ask the child what supports and services they would like. Find out if they have questions for the SSC or provider.

Be honest with the SSC

The SSC wants to hear feedback and ideas. If supports or services aren't working, the family is encouraged to bring it up. It's okay to:

- Ask if there are services they haven't thought of that might address needs or goals.
- Explain to the SSC that a service isn't working. This might include the type of service, service provider, or how often it's delivered.
- Ask to change ISP outcomes.
- Ask the SSC what can be done if there are differences of opinion about the supports and services that are being offered or if any have been denied that the family thinks would be helpful. Families should always understand how decisions were made and the right to appeal.

Other ways to get the most out of Deciding Together

Many families go through similar experiences, and talking through shared challenges and concerns can be helpful. Ask the SSC how other families have been supported by the CLTS Waiver Program.

Documents can be sent ahead of time—just ask! Prepare by reading them before the visit and writing down any questions for the SSC. This can help make the best use of time during the next service visit.

The SSC can show how to use the new online CLTS Provider Directory. The directory is a simple-to-use listing of provider information. The search tool makes it quick and easy to find a provider. The directory can be found at www.dhs.wisconsin.gov/clts/find-service.htm.

Know another family who might find this information useful? Pass along this newsletter or let them know where to sign up for emails.

CLTS Waiver Program seeks new service providers

The CLTS Waiver Program is serving more children than ever before. The Wisconsin Department of Health Services (DHS) wants to make sure all families receive the services they need, when they need them. To achieve this, DHS is looking for new service providers—qualified individuals who

NEED HELP?

It is natural for people to have differences of opinion from time to time. People, doing the best they can, may still disagree. Every family has the right to formally appeal a decision about supports and services. To do so, file an appeal with the Division of Hearings and Appeals at doa.wi.gov/Pages/LicensesHearings/DHAWorkandFamilyServicesUnit.aspx. Filing an appeal is not seen as a negative action. It is simply a way to advocate for the family.

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provide supports and services. Families can help this effort by spreading the word. They can:

- Let friends, family, and neighbors know that individual caregivers can contact the county Health and Human Services Department to learn more about working with the program.
- Share the CLTS recruiting toolkit with schools or community and social groups. The toolkit is an online collection of information and photos that can be posted or printed:
 - Through social media accounts and websites.
 - In newsletters.
 - On posters or table tents placed in stores, offices, or other businesses.

The toolkit is available at www.dhs.wisconsin.gov/clts/provider-recruitment-media-toolkit.htm.

Once a provider is registered with the CLTS Waiver Program they will be added to the online CLTS Provider Directory. New providers are added to the directory every week.

CLTS Waiver Program supports families during online schooling

Families and children may have different goals and concerns this year because of the coronavirus (COVID-19) pandemic. Virtual or online schooling is one new challenge that families are facing. While the CLTS Waiver can't pay for services that the school must provide, it can support families in different ways during this time.

For example, program services can be adapted if schools change the days and times that classes are held. It's okay to let go of what used to be "typical school hours." If the child is now at home during the day, services can be scheduled during that time if it works better for the family and provider. The supports and services that were provided in the past can be changed. Talk to the SSC to discuss current needs.

Free respite care certification training available

Respite care is a short-term break for families when a trained worker provides caregiving. It can be a one-time visit or ongoing visits depending on family needs. It allows family caregivers to spend time on activities

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such as exercising, working on a hobby, tending to personal needs, or just relaxing. Respite care can help reduce family stress and prevent caregiver burnout.

DHS is working to expand and improve respite care services in Wisconsin. One goal is to increase the number of respite care workers in the state. A free online Respite Care Certificate Program is available to train new workers at wisconsin-respitecarewi.talentlms.com/catalog/info/id:149. Families are encouraged to share this course with anyone who may be interested in becoming a respite care worker. The 10-session course is self-paced—students can work on it when they want, at their own speed.

The COVID-19 pandemic has caused added stress this year. Families who feel that respite care might help are encouraged to talk about it with the SSC.

Helpful resources for families

Tips for preventing the flu:

www.dhs.wisconsin.gov/influenza/prevention.htm

Ideas for winter crafts and family activities from the Wisconsin Office of Children's Mental Health:

children.wi.gov/Pages/DifferentSafeHolidays2020.aspx

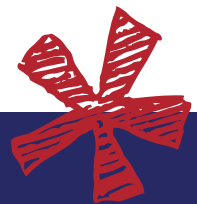
The latest information about COVID-19 in Wisconsin:

www.dhs.wisconsin.gov/covid-19/index.htm

Previous issues of All in for Kids: CLTS Waiver Program:

www.dhs.wisconsin.gov/library/akids.htm

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All in for Kids: CLTS Waiver Program is a newsletter published by the Wisconsin Department of Health Services for children and families in the CLTS Waiver Program.

The CLTS Waiver Program makes Medicaid funding available to support children with substantial limitations due to developmental, physical, or severe emotional disabilities who are living at home or in the community. Funding may be used to support a range of services based on an assessment of the child's and family's specific needs and identified goals or outcomes. For more information, visit www.dhs.wisconsin.gov/children/index.htm.

Para leer este boletín en español, visite www.dhs.wisconsin.gov/library/akids.htm.

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