

Children's Long-Term Support (CLTS) Program Waiver Renewal Teleconference for Providers

February 11, 2022



WISCONSIN DEPARTMENT
of HEALTH SERVICES

Agenda

- Overview of new CLTS services
- Detailed review of each new CLTS service
- Review of reorganized and renamed services
- Registration
 - New services
 - Reorganized services
 - Renamed
- Review changes to restrictive measures policy

About CLTS

- The CLTS Program provides community-based supports and services from birth through age 21 for children with long-term support needs.
- The CLTS webpage is at <https://www.dhs.wisconsin.gov/clts/index.htm>.

CLTS Waiver Renewal

- The CLTS waiver is renewed and federally approved every five years.
 - ◆ Last waiver cycle: 2017–2021
 - ◆ Current waiver cycle: 2022–2026
- This is our opportunity to improve and add new supports and services to better serve children and families.

Guiding Pillars

- Access/Eligibility
- Family-Focused
- Inclusion

Publication Announcements

- CLTS Benefits at a Glance for Providers ([P-03181](#))
- CLTS Waiver Provider Registration Forms
 - ◆ CLTS Waiver Provider Agency Registration ([F-02617](#))
 - ◆ CLTS Waiver Sole Proprietor Registration ([F-02672](#))
- CLTS Waiver Program Rate Schedule ([P-02184](#))
- CLTS Program Benefit Code Crosswalk ([P-02283](#))
- Providers Needed for New Children's Long-Term Support Program Services ([P-03182](#))

Publication Announcements, cont.

- Medicaid Home and Community-Based Services (HCBS) Waiver Manual for the CLTS Waiver Program ([P-02256](#))
- Various other publications, forms, and instructions have been updated to reflect the changes in the new waiver.

New CLTS Services

Discovery and Career Planning

Service description: Discovery and career planning services provide learning and work experiences where the participant can develop general, non-job-task-specific strengths and skills that contribute to employability in paid employment in integrated community settings.

Rate-setting: market rate and rate schedule

Discovery and Career Planning, cont.

Provider types

- Supported employment agency
- Day camp
- Educational camp
- Day service provider
- Licensed group child care center
- Certified family child care provider
- Other qualified providers as determined by the Wisconsin Department of Health Services (DHS) and the county waiver agency (CWA)

Grief and Bereavement Counseling

Service description: Grief and bereavement counseling helps the participant and/or their family cope with the possible death of the participant and supports the family after the participant's death.

Rate-setting: market rate and rate schedule

Grief and Bereavement Counseling, cont.

Provider types

- Licensed hospice
- Licensed social worker
- Licensed psychologist
- Licensed home health agency
- Licensed professional counselor
- Spiritual counselor
- Other qualified providers as determined by DHS and the CWA

Health and Wellness

Service description: Health and wellness services maintain or improve the health, wellbeing, socialization, and inclusion of the participant with their family and peers in the community.

Rate-setting: market rate and rate schedule

Health and Wellness, cont.

Provider types

- Certified personal trainers
- Socialization and sexuality providers
- Independent living centers
- Other qualified providers as determined by DHS and the CWA

Participant and Family Direction Broker Services

Service description: Participant and family-direction broker services empower and assist participants and families in directing their own CLTS Program services and supports.

Provider types

- Individual support broker
- Support broker agency

Rate-setting: rate schedule

Participant and Family-Directed Goods and Services

Service description: Participant and family directed goods and services are services, supports, and supplies that families can't get through the CLTS Program or Medicaid that help a child meet a long-term goal.

Rate-setting: market rate

Participant and Family-Directed Goods and Services, cont.

Provider types

- Certified personal care worker
- Education and training agencies
- Supportive home care agencies
- Licensed home health agencies
- Other qualified providers as determined by DHS and the CWA

Safety Planning and Prevention

Service description: Safety planning and prevention includes items or services that reduce risk or danger to help keep the participant safe in their home and community.

Rate-setting: market rate and rate schedule

Safety Planning and Prevention, cont.

Provider types

- Cardiopulmonary resuscitation (CPR) instructor
- Licensed professional counselor
- Licensed social worker
- Licensed psychologist
- Licensed applied behavior analysts
- Other qualified providers as determined by DHS and the CWA
 - ◆ State licensure or certification in their field of practice

Virtual Equipment and Supports

Service description: Virtual equipment and supports allow a participant to access other CLTS Program services that are delivered remotely.

Provider types

- Telecommunications equipment or maintenance providers
- Other qualified providers as determined by DHS and the CWA

Rate-setting: market rate

Other CLTS Service Package Changes

Reorganized Services

- Communication aids were moved from the assistive technology service description and should now be authorized under the communication assistance for community inclusion service.
 - ◆ Participants with limited English proficiency may also receive supports under this service.

Reorganized Services, cont.

- Adaptive aids were removed as a distinct category.
- Services previously listed under adaptive aids should now be authorized under specialized medical and therapeutic supplies, except in two circumstances:
 - ◆ Service animals should be authorized under assistive technology.
 - ◆ Vehicle modifications are now a distinct service.

Community Integration Services (CIS)

- CIS cover only the coordination of services by the CIS coordinator.
- Services and supports coordinated by the CIS coordinator are covered separately under their respective service descriptions and billing codes.

Daily Living Skills Training

Coverage for:

- Computer and technology usage
- Driving evaluation, lessons, and other related fees
- Public transportation access and usage

Family/Unpaid Caregiver Supports and Services

- Unpaid caregivers of a participant may receive education, training, and support that increase confidence, stamina, and empowerment to support and care for the participant.

Family/Unpaid Caregiver Supports and Services, cont.

- This service includes, but is not limited to:
 - ◆ Training, instruction, or support provided in a participant's home, community, or other appropriate locations.
 - ◆ Resource materials.
 - ◆ Online training.
 - ◆ Family-to-family navigation.
 - ◆ Support groups.
 - ◆ Registration and training fees associated with formal instruction.

Personal Supports

New or clarified types of services available under personal supports:

- Coverage of supervision-related services
- Basic and intermittent household tasks
- Pest control services

Transportation

- Coverage for ride-share
- Parents or legal guardians of participants may provide transportation and receive mileage reimbursement if they meet all transportation provider qualifications and at least one of the following circumstances are present:
 - ◆ There is no available qualified provider in the participant's region.
 - ◆ There is no qualified provider who can furnish services at necessary times and places.
 - ◆ The ability of a relative or legal guardian to meet the participant's unique needs.

Renamed Services

Previous Name	New Name
Consumer education and training	Empowerment and self-determination supports
Housing counseling	Housing support services
Supported employment – individual	Community competitive/integrated employment – individual
Supported employment – small group	Community competitive/integrated employment – small group
Supportive home care	Personal supports
Training for parents/guardians and families of children with disabilities	Family/unpaid caregiver supports and services

Provider Registration Information



Registration for New Services

Provider agency and sole proprietors must register to deliver all new services:

- Discovery and career planning
- Grief and bereavement counseling
- Health and wellness
- Participant and family direction broker services
- Participant and family-directed goods and services
- Safety planning and prevention
- Virtual equipment and supports

Registration for Reorganized Services

Provider	Register for Service
Communication aid providers	Communication assistance for community inclusion
Interpreter and translation service providers for participants with limited English proficiency	Communication assistance for community inclusion
Adaptive aids (removed service)	
Service animal providers	Assistive technology
Vehicle modification providers	Vehicle modifications
All other adaptive aids	Specialized medical and therapeutic supplies

Registration for Renamed Services

Providers registered to deliver services that were renamed do not need to register under the new name. DHS has already transferred the registration to the new service name.

Previous Name	New Name
Consumer education and training	Empowerment and self-determination supports
Housing counseling	Housing support services
Supported employment – individual	Community competitive/integrated employment – individual
Supported employment – small group	Community competitive/integrated employment – small group
Supportive home care	Personal supports
Training for parents/guardians and families of children with disabilities	Family/unpaid caregiver supports and services

Existing Provider Registrations

If you are registering to add one of the new services or reorganized services to your current CLTS provider registration record:

- Do not use the original registration link that was emailed to you when you first registered.

Existing Provider Registrations, cont.

- Call Provider Registration and Directory Assistance at **833-940-1576** and indicate that you would like to register for new services and need a new registration link.
- Provider Registration and Directory Assistance will obtain your business information and send to DHS.
- DHS will email you a new link to register. You will not be required to reenter all of your business information.

New Provider Registrations

- Complete the online CLTS Provider Registration.
- Be sure to select the registration link for your provider category:
 - ◆ Provider agency
 - ◆ Sole proprietor/individual
 - ◆ Fiscal agents and intermediaries
- The specific registration links for each provider type can also be found on the [CLTS Provider Registration page](#).

Questions

- Provider Registration and Directory Assistance
833-940-1576
- Local county waiver agency

Changes to Restrictive Measures Policy

Guiding Principles

- All children and youth have the right to be treated with respect regardless of complex behavioral needs.
- All behavior, including dangerous behavior, has a purpose or meaning for the child or youth.
- Every child and youth has the right to freedom from restraint and access to trauma-informed, culturally responsive care.

Guiding Principles, cont.

- The historic and continued disproportionate use of restraint and seclusion with people with disabilities and children and youth of color necessitates a high level of scrutiny for every use of restrictive measures.
- Restrictive measures are a treatment failure not a treatment modality.
- Seclusion and isolation are never appropriate techniques to use with children or youth in a community setting.

Summary of Changes

Restrictive Measure Type	Previously Eligible for Approval	Now Eligible for Approval
Protective equipment	X	X
Mechanical restraints	X	X
Manual restraints	X	
Isolation	X	
Seclusion	X	

Protective Equipment

Devices that do not restrict movement but do limit access to one's body and are applied to any part of a child or youth's body for the purpose of preventing tissue damage or other physical harm that may result from their behavior.

Mechanical Restraint

The use of a device within the environment or applied to any part of a child or youth's body that restricts or prevents voluntary movement within the environment or normal use or functioning of the body or body part that cannot be easily removed by the child or youth and is above and beyond typical safety measures used for same aged peers.

New Prohibited Practices

The following maneuvers, techniques, or procedures may not be used in any circumstances:

- Any use of seclusion in which the child or youth is physically set apart by staff from others through the use of locked doors or the door to the room would remain locked without someone having to remain present to apply constant pressure or control to the locking mechanism.

New Prohibited Practices, cont.

- Any use of isolation in which the child or youth is involuntarily physically or socially separated from others by the actions or direction of staff, contingent upon behavior.

New Policy: Unapproved Use of Manual Restraint

The use of manual restraint is prohibited except in very limited, emergency circumstances which all of the following occur:

1. The participant's behavior places the participant or any other person at imminent, significant risk of physical injury.

New Policy: Unapproved Use of Manual Restraint, cont.

2. The measure used is the least restrictive approach possible.
3. The manual restraint is used for the shortest time possible.

Reporting Incidents

- Unapproved use of a restrictive measure must be reported to the CWA as an incident.
- For more information on reporting incidents, see Children's Incident Reporting for Providers ([P-02613](#)).

New Process: Incident Remediation

- If an incident occurs, the participant's support and service coordinator (SSC) will reach out to you to discuss the details of the incident within five business days.
- After two or more incidents of unapproved use of a restrictive measure in six months, the team must meet to evaluate and modify the child's support plan or individual support plan (ISP).

Next Steps: Connection to Resources

If the team identifies the need for additional resources, they will consider:

- Referral to ForwardHealth services for medically necessary treatment
- Revision to ISP to add or change CLTS supports and services
- Connection to statewide trainings for CWAs and providers

Updated Publications

- Chapter 9 of the HCBS Waiver Manual for the CLTS Waiver Program ([P-02256](#))
- Instructions guide for completing an application for the use of protective equipment or mechanical restraint ([P-02616](#))
- Application for the use of protective equipment or mechanical restraint ([F-00926](#))