

All in for Kids

Empowering Families Through the Children's Long-Term Support Waiver Program

All in for Kids Bulletin 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.



FAMILIES AND COVID-19: RECEIVING THE SERVICES YOU NEED

Keeping families connected

To help ensure the health and safety of children and families during this global pandemic, the Wisconsin Department of Health Services (DHS) is working to make services and supports easier for families to receive.

DHS understands the uncertainty families are experiencing during the COVID-19 (coronavirus) pandemic. DHS is committed to helping families keep life as normal as possible, while keeping their families safe and healthy.

The information provided in this All in for Kids newsletter is published in accordance with State of Wisconsin public health emergency Executive Order 72.

DHS has provided additional guidance on how families enrolled in the Children’s Long-Term Support (CLTS) Waiver Program can stay connected to the services and supports they need:

1. Families and support and service coordinators (SSCs) should connect with each other to help make sure that families and children’s immediate needs are being met (for example, ensuring access to food, household, and medical needs).
2. Families and SSCs should work together to develop a plan for communicating during the pandemic. This may include telephone calls, email messaging, or video calls using programs like FaceTime, Skype, or Zoom.
3. Families and SSCs should be in contact at least once a month, unless a family specifically requests less contact. Families can also request more frequent contact.

Receiving services while physical distancing

To help ensure the health and safety of children and families during the COVID-19 (c^oronavirus) public health emergency, more CLTS Waiver Program supports and services can be provided in ways other than face-to-face contact, including some group services.

CLTS already offers flexibility with some services to be provided in ways other than face to face, such as phone calls or video calls using programs like Skype or Zoom. To help families access the services they need, CLTS has added the following services that may now be delivered by methods other than face-to-face contact:

- Day services
- Home modification
- Relocation services
- Supported employment—small group
- Supportive home care

In addition, CLTS understands that group services are the best option for some families, so the following group services can now be delivered over the phone or online:

- Counseling and therapeutic services
- Community integration services
- Daily living skills training
- Day services

DID YOU KNOW?

If a family needs different technology to get the services and supports they need, families can work with SSCs to get the tools and technology for communicating without face-to-face contact.

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- Housing counseling
- Mentoring
- Supported employment—small group
- Supportive home care
- Training for parents and/or guardians and families of children with disabilities
- Consumer education and training

For a full list of services that may be provided without face-to-face contact, refer to the [COVID-19: Updates to Services for Children with Delays or Disabilities](#) webpage.

Families are the experts

While families are experiencing changes in many areas, they continue to make decisions about what is best for the child and family. Some supports that are usually in place for families may have changed. Families can talk to SSCs and providers about any new concerns or challenges, updating goals, or identifying new ways to meet needs. These changes may mean that some services are delivered over the phone, through video conferencing, or other temporary methods to meet the child’s needs.

Children’s Long-Term Support Waiver Program serves more children as capacity increases

The statewide goal of removing the CLTS Waiver Program wait list is within reach, as more children gain quicker access to the program and its services. The initiative to end the wait list is an important focus for DHS, as we work to make sure children and young adults with long-term disabilities or complex medical needs get the supports and services they need. The CLTS Waiver Program helps these children and young adults remain living in their home or community, and supports their self-determination and inclusion in all areas of their family and community life.

As of March 31, 2020, 10,602 children statewide were enrolled in the CLTS Waiver Program. Quicker access to the program’s supports and services has reduced the stress, challenges, and significant barriers that families of children with disabilities face.

DID YOU KNOW?

In instances where a provider of an authorized service is unable to deliver care during COVID-19, a parent may be able to be a paid provider during the pandemic. Talk with your SSC for care planning needs.

DID YOU KNOW?

Parental payment liability can be waived if you are experiencing financial hardship as a result of the pandemic. Talk with an SSC for more details.

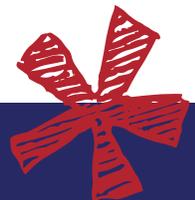
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In 2017, the state's average wait time for enrolling children into the CLTS Waiver Program was 876 days. In 2019, that was cut to 161 days. Families who may have been discouraged by the wait list times are now reaching out for services.

Helpful COVID-19 resources for families

- [Updates for the CLTS Waiver Program during COVID-19](#)
- [Up-to-date information about COVID-19 in Wisconsin](#)
- [Changes to Foodshare requirements](#)
- [Safer at Home guide](#)
- [Parent to Parent of WI](#) connects parents with another parent of a child with disabilities in Wisconsin who has similar experiences.
- [Child-specific tips and guidelines](#) for caring for children during the COVID-19 public health emergency.
- [Helping your child during a pandemic](#)
- Follow DHS on [Facebook](#), [Twitter](#), and [Instagram](#) for frequent updates
- Previous [All in For Kids Newsletters](#)

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Children's Long-Term Support Waiver Program Family Bulletin 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 your child's and family's specific needs and identified goals or outcomes.

For more information, visit the [Services for Children With Delays or Disabilities](#) webpage. For help with translation of this Bulletin, call the Bureau of Children's Services at 608-266-8650.