

All in for Kids

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

All in for Kids 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: Getting the Support You Need

To help ensure access to important Children's Long-Term Support (CLTS) services during this global pandemic, the Wisconsin Department of Health Services (DHS) is continuing, with local county programs, to make services available for families.

DHS understands the uncertainty families may be 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.

Deciding Together during COVID-19

Every family has a unique story and different life experiences. COVID-19 may be changing family life, routines, and daily activities. Deciding Together is a conversation between families

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and support and service coordinators (SSCs) about family goals and needs. Deciding Together uses a team approach, with families as the experts.

During the COVID-19 pandemic, families may need more or different kinds of supports and services. Conversations between families and SSCs during this time may focus on changing needs during and after the pandemic.

To prepare for these conversations, families may want to think about or ask themselves: how has COVID-19 changed things for my child and my family?

Below are some tips to support families during these conversations with SSCs.

Identifying goals and concerns

Families are always an important part of deciding what the most important goals and concerns are for themselves and their child. Families and children may have different goals and concerns because of the pandemic. The amount of support that families need may also be different.

Before families talk to an SSC, it may be helpful to write down needs, questions, and concerns. This may help families and SSCs decide where to start.

Examples of how a need, issue, or problem can be talked about:

- I need a break or help going to the grocery store since my kids are not in school right now.
- I am overwhelmed with all of the new technology that I need to understand to help my child get services and supports.
- I lost my job or lost hours at my job, and I need help finding work or managing my bills.

Thinking creatively about how to help

Once teams have worked together to identify the needs of children and the needs of their families, they can work together to come up with solutions. All team members can give input and ideas. Everyone's ideas are equally important. SSCs will add their thoughts to the ideas shared by families. All ideas are worth exploring and can be talked about.

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Weighing options

Families and SSCs can narrow down the ideas to find the ones that meet the families' needs the best and which ones work the best for families. All team members should talk about the options and choose the options that best meet the families' most important needs.

Developing the plan

A support plan can always be changed when family needs change. During and after COVID-19, families may need to change their plans more often.

Families and SSCs should work together to decide:

- What goals are the most important?
- What is everyone's responsibility in the plan?
- What are the timelines for getting services and supports?
- Does the plan work for the family in terms of likes and dislikes?
- Does this plan work today?

Updating the plan

During and after COVID-19, families may need to change their plans more often. Families may have different feelings about COVID-19 safety restrictions being changed. What feels right to one family may not feel right to another. Families and SSCs can change plans when needed.

Families and SSCs may need to decide how often they will be in touch with each other to make sure plans are still meeting family needs. Families and SSCs can talk about when and how to communicate during and after COVID-19. This is important because families may need to communicate more often during this time.

Parents may be paid for caregiving services

During the COVID-19 pandemic, DHS is temporarily allowing flexibility for parents to be paid for caregiving services for children enrolled in the CLTS waiver program.

If the service that would normally be provided by a paid caregiver is not available for COVID-19-related reasons and a parent meets the provider qualifications, a parent may be able to be paid as a caregiver.

NEED HELP?

You have the right to formally appeal a decision about supports and services. To do so, you may file an appeal with the [Division of Hearings and Appeals](#).

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Parents may be allowed to be paid caregivers for a 60-day period. After 60 days, the time that parents are allowed as paid caregivers may be extended. Talk with an SSC for more information about being a paid caregiver.

Tips for staying safe during home visits

During the global pandemic, many services can be provided using phone or video calls. However, some families may decide with SSCs to continue face-to-face services in their homes.

The following tips can help protect families from COVID-19 during home visits for supports and services. Families should talk with SSCs, service providers, and members of their households to create plans that work for them.

Before a home visit

Home visits should be canceled if anyone in the home or the service provider is not feeling well.

Before service providers arrive, families should:

- Decide where they will meet with service providers.
- Disinfect commonly touched objects such as doorknobs, counter tops, phones, and other surfaces.
- Gather the things that they may need for the visit.
- Wash their hands with soap and water for at least 20 seconds before service providers arrive.
- Put on a face covering, if they have one, before service providers arrive.

Based on guidance from the Centers for Disease Control and Prevention, children under the age of 2 should not wear face coverings.

During home visits

When service providers arrive, they should:

- Already be wearing a face covering.
- Wash their hands and put on gloves as soon as they enter the home.

Family members should:

- Not touch their eyes, noses, or mouths.
- Try to stay six feet away from service providers during the visit, if possible.

DID YOU KNOW?

CLTS can pay for personal protective equipment, including cloth face coverings.

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After home visits

After service providers leave, families should:

- Disinfect any areas where they interacted with service providers.
- Wash their hands with soap and water for 20 seconds.

Helpful COVID-19 resources for families

Families can use these resources to stay updated on any changes or news related to the COVID-19 pandemic:

- [COVID-19: Updates to Services for Children With Delays or Disabilities](#)
- [Up-to-date information on COVID-19 in Wisconsin](#)
- [All in for Kids family newsletters about COVID-19](#)
- [How to protect yourself from COVID-19](#)
- [COVID-19: protecting yourself during a home visit](#)
- [Masks and Children During COVID-19](#) (American Academy of Pediatrics)
- [Use of Cloth Face Coverings to Help Slow the Spread of COVID-19](#) (Centers for Disease Control and Prevention)

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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.