

# All in for Kids

*A CLTS Program Family Newsletter*

All in for Kids: CLTS Program is a newsletter that helps keep you and your family informed about the supports and services available through the CLTS Program. The newsletter is published by the Wisconsin Department of Health Services (DHS).



## It's Here! The New CLTS Program Participant and Family Handbook

We have exciting news—the new Children's Long-Term Support (CLTS) Program Participant and Family Handbook is here!

This handbook was designed for your child and family. It provides helpful information about the CLTS Program in one easy-to-use handbook. Whether you're new to the program or have been receiving services for a while, the handbook will help you navigate the supports and services available to help your child thrive.

The information provided in this newsletter is published in accordance with Social Security Act § 1915(c) and 42 C.F.R. § 440.180.

## Highlights of what's inside

- Details about supports and services available to help your child meet their goals.
- Information on who can be part of your CLTS Program team and how they can support your family.
- Guidance on life transitions and how to help your child prepare for new experiences.

This family-friendly handbook will answer common questions and help you feel confident in using the CLTS Program to support your child's growth and development.

## How can you get the handbook?

We're making it easy for families to get this important resource.

- A printed copy is on its way—watch your mailbox.
- An online version is also available at [dhs.wi.gov/library/collection/p-03689](https://dhs.wi.gov/library/collection/p-03689) so you can access it anytime, anywhere.

We're thrilled to bring you this new handbook, and we can't wait for you to explore it. This is just one of the ways we are working to make sure families like yours have the information and support they need to help children live their best lives with the CLTS Program.

Stay tuned—your handbook is coming soon! ❖

## Exploring the future: Discovery and career planning with the CLTS Program

Every child has unique talents, interests, and dreams for the future. The CLTS Program is here to help them explore those possibilities with discovery and career planning—a service that helps children and teens build general job skills and prepare for future employment.

## What is discovery and career planning?

This service is designed to help children and young adults learn about different careers, build workplace skills, and gain confidence before

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entering the workforce. Through discovery and career planning, your child can:

- Explore different career paths and discover jobs that match their interests.
- Develop workplace skills like communication and teamwork.
- Practice interview skills to get ready to apply for jobs.
- Take part in job shadowing to see different workplaces firsthand.
- Learn about support they can get when they're ready to apply for a job.

### Is this service right for your child?

Your child may benefit from discovery and career planning if they:

- Have an interest in learning more about jobs and careers.
- Have goals related to career readiness or exploring future job opportunities.
- Want to job shadow to see what different workplaces are like.

This service is a great first step for children who are curious about employment but are not yet ready for a job. It helps build a foundation of confidence and skills so that when the time comes, they feel prepared to take the next step toward work.

### How can your child get started?

Your family's support and service coordinator (SSC) will work with you to decide if discovery and career planning is a good fit for your child's goals. It's one of more than 30 different supports and services the CLTS Program offers to help children and families reach their goals. These services go beyond what is covered by Medicaid or private health insurance to provide tailored support based on your child's individual service plan (ISP). ❖

## Choosing the right provider: How the CLTS Provider Directory and your SSC can help

How do you find the right provider for your child? That's where the CLTS Provider Directory and your SSC come in!

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CLTS providers deliver important supports and services. To make sure your child gets the best care, providers must meet certain qualifications and be enrolled with DHS before they can be listed in the CLTS Provider Directory.

## What is a CLTS Program provider?

A provider is a person or agency that delivers supports and services to help your child reach their goals, build skills, and participate in their community.

A provider must have the skills, training, and expertise to be qualified to provide services. It is important providers meet the standards for services that will best support your child. More information on provider qualifications is available in the Medicaid Home and Community-Based Waiver Manual for the CLTS Program ([dhs.wi.gov/publications/p02256.pdf](https://dhs.wi.gov/publications/p02256.pdf)).

There are four types of providers in the CLTS Program. Three types of providers must meet certain qualifications and enroll with DHS for the CLTS Program:

### 1. CLTS Program providers enrolled with DHS

- **Agency:** These are businesses that employ staff to provide services, are enrolled with DHS, and meet all qualifications for the CLTS Program.
- **Sole Proprietor:** These are individuals who own a business and provide a service that is registered with DHS and meet all qualifications for the CLTS Program.
- **Financial Management Service Agency:** These are businesses that perform, on behalf of participants, employment-related tasks of the direct support individual's supports and services in the authorized individual service plan (ISP).

### 2. Family Chosen Individual providers

- This may be a neighbor or family friend that you choose to hire directly with the assistance of a financial management service agency to provide certain supports and services.
- These providers must meet CLTS Program qualifications.

## CLTS PROVIDER DIRECTORY

[cltsproviderdirectory.wi.gov/s/](https://cltsproviderdirectory.wi.gov/s/)

DHS keeps a Provider Directory up to date for you to identify state-qualified agencies, Financial Management Service agencies, and sole proprietor businesses who are willing and qualified to provide the CLTS Program services listed on their profile.

- If the individual is a caregiver, they must pass a background check to provide CLTS Program supports and services.
- These providers are not listed in the CLTS provider directory.

All individuals providing CLTS Program services must have the right training, experience, and skills to provide CLTS Program supports and services.

Individuals providing a caregiver-related service must pass a background check. Background checks are an additional safety step to protect participants who have regular, direct contact with a participant. Here's help to understand who completes a caregiver background checks:

- **Agencies** conduct individual background checks for staff employed through them who provide a caregiver-related service.
- DHS completes caregiver background checks for **Sole Proprietors** who provide a caregiver-related service.

**Financial Management Service Agencies** conduct caregiver background checks for **Family Chosen Individual providers** who provide a caregiver-related service.

## How your SSC supports you in choosing a provider

Choosing the right provider can feel overwhelming, but you're not alone! Your support and service coordinator (SSC) is here to help.

Your SSC will:

- Help you identify your child's needs and goals in the individual service plan (ISP).
- Work with you to explore available CLTS Program providers who match the supports and services your child needs.
- Guide you through the process of selecting a provider from the CLTS provider directory.
- Assist any family-chosen individual providers in qualifying to provide the identified CLTS Program support or service by connecting the individual provider with a financial management service agency.

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- Authorize services before providers begin working with your child.
- Monitor and evaluate the provider's services to ensure they meet your child's needs.

## Making the best choice for your child

With the CLTS Provider Directory and your SSC, you have the tools and guidance to find a provider who's the right fit for your child. Your SSC can work with you to help find providers. Your SSC can help share their information about a provider, help explain your child's unique goals, and ensure a good fit with a provider.

If you ever have concerns about a provider, your SSC is here to help. They can address issues, monitor service quality, and make changes if needed.

Ready to start? Talk to your SSC today to explore providers and take the next step in your child's journey with the CLTS Program! ❖

## Family spotlight: the Thomas family's journey with the CLTS Program

Meet the Thomas family from Sauk County and their daughter Kate, who is thriving with the support of the CLTS Program. Dedicated to helping Kate live her best life, the Thomas family has embraced opportunities that foster her growth, independence, and joy.

With help from the CLTS Program, Kate enjoys many of her favorite activities. She attends camp, takes swimming lessons, and rides through the neighborhood on her adaptive bike, keeping her active and engaged. During the summer, respite care provides additional support, allowing Kate to stay connected with both her family and community.

Her SSC plays a key role in ensuring the family stays informed about available benefits and new opportunities that match Kate's evolving needs and abilities.

"The CLTS Program has been such a positive experience," the family shares. "We're incredibly grateful for the ways the CLTS Program helps Kate grow, explore, and thrive." ❖



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## The CLTS Program wants your family stories and photos!

The All in for Kids newsletter is for families. We want to feature your photos and experiences for other readers to enjoy! You can share things like:

- A positive interaction with the CLTS Program.
- An example of how the CLTS Program has helped your family or child.
- A photo or story of an activity you did with your child.
- A photo of artwork or something else your child has made.

Email your family story or photo to [dhsclts@wisconsin.gov](mailto:dhsclts@wisconsin.gov) with “All in for Kids” in the subject line. You can also send ideas for stories you would like to read in the newsletter. We look forward to hearing from you! ❖

## You can appeal CLTS Program decisions

It's normal to have differences of opinion from time to time. If you disagree with a decision about your child's support or service in the CLTS Program, their eligibility, or a chosen provider, you have the right to appeal. This means you can formally request that the decision be reviewed by a judge.

To start the appeal process, you can:

- 1. Submit a request form or write a letter:** You can fill out a form to request a hearing or write a letter explaining why you disagree with the decision.
- 2. Send your request to the Division of Hearings and Appeals:** Mail your form or letter to this address: Division of Hearings and Appeals P.O. Box 7875 Madison, WI 53707-7875.

For more information or to find the form, visit: [doa.wi.gov/RequestAHearing](https://doa.wi.gov/RequestAHearing)

It's important to know that filing an appeal is not a bad thing. It's simply a way to work through differences and make sure your child's needs are fully considered. The appeal process is here to support you if you feel a decision about your child's supports and services is not right for your situation. ❖



**Wisconsin Wayfinder**  
Children's Resource Network

### Wisconsin Wayfinder helps connect you to resources

Families often have many questions after learning their child has one or more delays, disabilities, special health care needs, or mental health conditions. Wisconsin has five regional Children's Resource Centers that are devoted to supporting these families. The centers help both families and providers:

- Connect to community resources.
- Learn about and find supports and services.
- Get answers to questions.

You can call the toll-free phone number 877-WiscWay (877-947-2929) to talk to a real person who will connect you with your children's resource guide.

You can go online at [dhs.wi.gov/wiscway](https://dhs.wi.gov/wiscway) for more information.

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## Helpful resources for families

- Office of Children's Mental Health (OCMH)
  - Supporting Kids with Disabilities Fact Sheet: [children.wi.gov/Documents/ResearchData/OCMH%20Fact%20Sheet\\_July%202024\\_Supporting%20Kids%20with%20Disabilities.pdf](https://children.wi.gov/Documents/ResearchData/OCMH%20Fact%20Sheet_July%202024_Supporting%20Kids%20with%20Disabilities.pdf)
  - Enhancing College Students' Mental Health Fact Sheet [children.wi.gov/Documents/ResearchData/OCMH%20Fact%20Sheet\\_02-25.pdf](https://children.wi.gov/Documents/ResearchData/OCMH%20Fact%20Sheet_02-25.pdf)
- Wisconsin Governor Tony Evers Declares 2025 the Year of the Kid  
The Governor's 2025-27 Executive Budget declaration builds on the administration's commitment to doing what's best for kids, bolstering youth mental health, ensuring safe drinking water in schools and communities, and more. View the press release here: [content.govdelivery.com/accounts/WIGOV/bulletins/3ce3a56](https://content.govdelivery.com/accounts/WIGOV/bulletins/3ce3a56)
- Preparing for Life as an Adult: Transition Planning for Youth  
Youth in transition (also called transition planning) is a process for teens with health care needs or disabilities. It helps you plan for your future and shift from getting youth services to adult services. Transition planning starts as early as age 14. [dhs.wi.gov/publications/p00413a.pdf](https://dhs.wi.gov/publications/p00413a.pdf)
- Previous issues of All in for Kids: CLTS Program [dhs.wi.gov/library/collection/AKids24](https://dhs.wi.gov/library/collection/AKids24) ❖



## JOIN OUR EMAIL LIST

Sign up to receive the electronic version of this newsletter and other emails about the CLTS Program.

1. Go to [dhs.wi.gov/dms/ltc-email-signup.htm](https://dhs.wi.gov/dms/ltc-email-signup.htm).
2. Scroll down to the **Children's Long-Term Care Subscription List Topics** section.
3. Select **CLTS Information for Families and Participants**.

Don't forget to tell your family and friends in the program to sign up as well!

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The CLTS 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 [dhs.wi.gov/children/index.htm](https://dhs.wi.gov/children/index.htm).

Para leer este boletín en español, visite [dhs.wi.gov/library/collection/AKids25](https://dhs.wi.gov/library/collection/AKids25).

Xav nyeem tsab ntawv xov xwm no ua Lus Hmoob, mus xyuas [dhs.wi.gov/library/collection/AKids25](https://dhs.wi.gov/library/collection/AKids25).

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