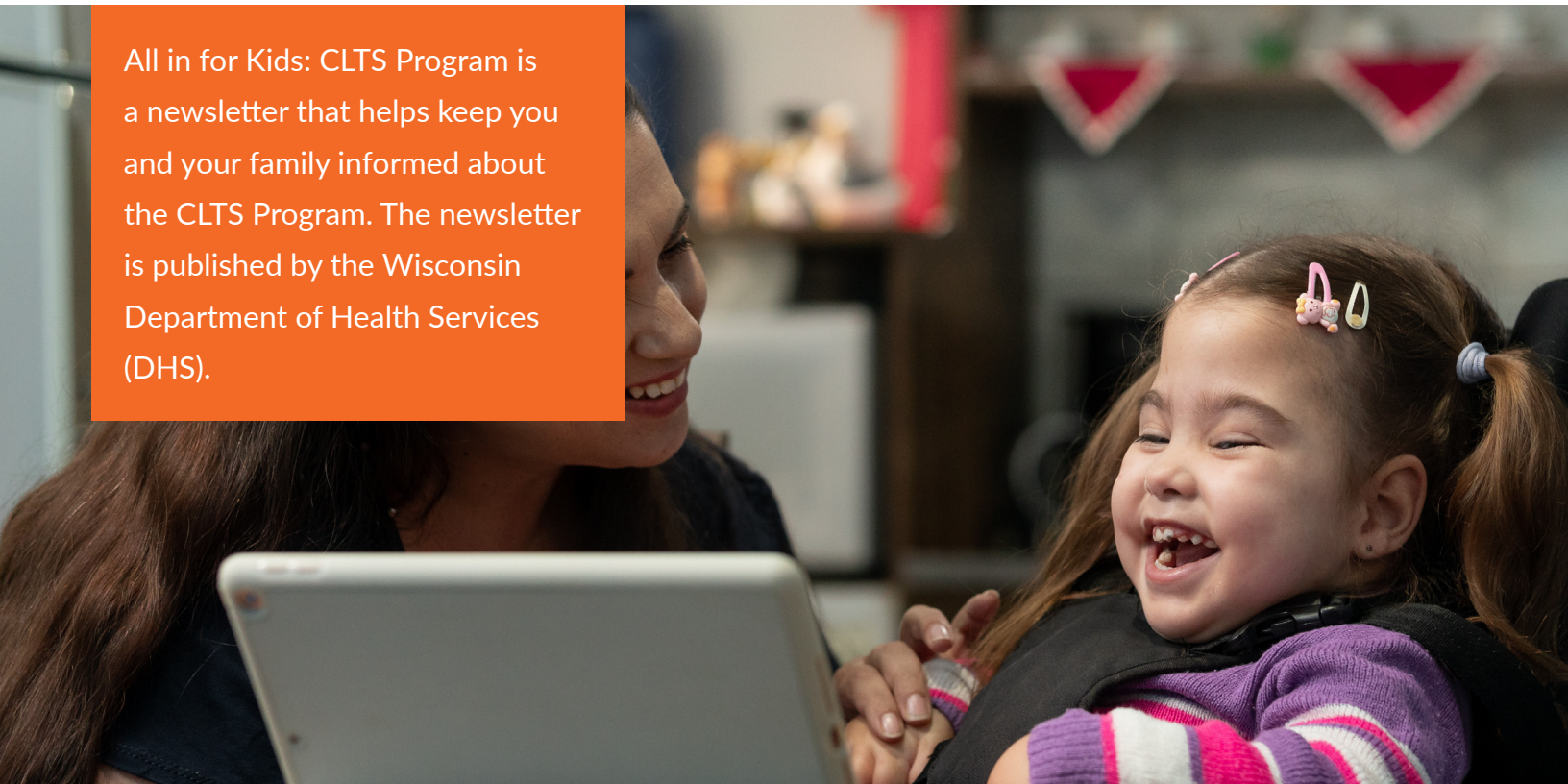


All in for Kids

A Children's Long-Term Support (CLTS) Program Family Newsletter

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



Family spotlight: Liel takes her talent to the big stage

Liel has always loved music. She started playing the piano when she was just 2 years old, so it was no wonder when her family recently learned she has the gift of perfect pitch! With such dedication and talent for the piano, Liel's CLTS Program support and service coordinator (SSC) from Milwaukee County knew it was the perfect outlet to help Liel grow and shine.

At just 6 years old, Liel performed at the talent show during the 2025 Autism Conference in Wisconsin Dells. Being in front of around 100 attendees was scary, but she faced

her fears and did an amazing job! She even impressed special guest LeRoy Butler from the Green Bay Packers, who attended the conference in person.

Liel is now enrolled at a summer camp offered by School of Rock, a CLTS Program provider. Her family thanks the CLTS Program for helping Liel find a way to work on her music skills and find opportunities to showcase her talents, all with funding support from the CLTS Program. ❖



Learn about support and service coordinators

SSCs are here to help! These professionals are your family's main contacts in the CLTS Program. An SSC will meet with you and your family to learn about your child's unique needs, strengths, and outcomes and help you decide what services and supports will help achieve their goals. They will also learn about your family's traditions and values and what your child needs to be most successful.

You will work together with your SSC as a team to develop a unique service plan for your child that will focus on meeting the outcomes you and the team identify. You will use an approach called Deciding Together, which includes your family's perspectives and the best way to support your child and family. Learn more and find helpful materials in the [Deciding Together Guide, P-02246](https://dhs.wi.gov/library/collection/p-02246) (dhs.wi.gov/library/collection/p-02246).

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How do SSCs help families?

SSCs:

- Help your family decide what the outcomes are for your child and your family together.
- Work with you to help decide on supports and services that will help meet your child's and family's outcomes.
- Help your family find approved and qualified providers to meet your child's outcomes.
- Check in with you and your service providers to make sure the services and supports are helping. If not, SSCs can help you make changes.
- Support your family in keeping your child safe and healthy in your home and community.
- Move through your child's life changes and transitions, such as finding a job or transitioning out of the CLTS Program when appropriate.
- Direct you to resources and programs offered through other community programs and resources. ❖

Updates to empowerment and caregiver support services

The CLTS Program aims to give your child and family as much support as possible. All supports and services must follow program rules. When services don't follow rules, we need to make updates so the program can keep serving you.

We are updating the way two CLTS Program services work:

- Empowerment and self-determination supports
- Family/unpaid caregiver supports and services



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About empowerment and self-determination supports

Empowerment and self-determination supports help your child, your family, and unpaid caregivers in your child's life learn how to support your child in developing self-advocacy and independence skills. This service must be directly connected to an outcome related to increasing your child's ability to express their own thoughts, goals, and desires to direct their supports and services more independently.

This service covers:

- Training courses.
- Conferences.
- Books.
- Other educational materials.

This service **does not** cover:

- One-on-one support between your child and the provider.
- Services that best fit under another CLTS Program service, such as skill building, which would fit best under daily living skills.
- Services and supports that should be provided by other coverage or organizations, such as ForwardHealth, your child's school, or the Division of Vocational Rehabilitation.

About family/unpaid caregiver supports and services

The CLTS Program can support parents and unpaid caregivers in building confidence around supporting and caring for your child. This service must be directly connected to the caregiving role and learning new skills related to your child's disability. These caregiving supports and services help parents and unpaid caregivers:

- Learn new parenting/caregiving strategies.
- Learn new skills to manage challenges.
- Build confidence that can boost your child's development and independence.



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This service covers:

- Training events.
- Resource materials.
- Support groups.
- Conferences.

This service **does not** cover:

- One-on-one support between your child and the provider.
- Services and supports that should be provided by other coverage or organizations, such as ForwardHealth, your child's school, or the Division of Vocational Rehabilitation.

What does this mean for me?

If you get one or both of these services, you may have them transitioned to follow program rules. This might mean:

- Moving to another CLTS Program service that's a better fit for your child's needs.
- Working with a new, qualified provider who can deliver the service.
- Getting the service through different coverage or organization.

Are there exceptions?

Yes, you can keep getting one-on-one ongoing parent support. This is sometimes called a parent coach or parent peer support. It's provided through family/unpaid caregiver supports and services. Here are the rules for keeping this support through the CLTS Program:

- You must not be able to get this service through other coverage or programs, such as ForwardHealth.
- It cannot be used solely to support an unpaid caregiver's own mental health needs and must be directly related to their role in caring for your child's needs.
- It is a service received by you or another unpaid caregiver; it is not a service for your child.
- It is not used to work on your child's individualized education program (IEP).

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Your support and service coordinator will make sure your outcomes and the service meet the program's requirements for keeping this support through the CLTS Program. ❖

Providers and county agencies are key players on your team

Being in the CLTS Program means you are part of a team. Everyone on the team works to support your child with their needs. Each member plays a role. County agencies and providers are a part of your team. Learn about their role so you can get the most out of your team and know what to do if issues come up.

County agency role

DHS contracts with every county human services agency to locally deliver the CLTS Program. Your local county agency connects you with an SSC. This person is your one-on-one partner and main contact.

Your county agency is responsible for:

- Authorizing and monitoring CLTS Program supports services.
- Making sure you are getting good service from CLTS Program providers.
- Making sure providers follow program rules and deliver quality services.
- Helping you when a provider isn't following rules.
- Responding to feedback from you, your child, and SSCs when providers are being unprofessional, don't have the right training, or aren't delivering quality services.
- Reporting issues with health, safety, or rules to the Wisconsin Department of Health Services (DHS).

Helpful resource

[CLTS Program Participant and Family Handbook, P-03689](#) (dhs.wi.gov/library/collection/p-03689)



Your county agency is here to help you solve concerns with providers. They will work with you and the provider. This might include repairing relationships, talking through what you want or need, and finding solutions. Always report concerns about the following to your county agency:

- **Unprofessional conduct**—you might say:
 - “My provider is often late for our appointments.”
 - “I can never get in contact with my provider.”
 - “Our child’s caregiver uses inappropriate language.”
- **Inadequate training**—you might say:
 - “I don’t always know what my child will be working on each day, it seems to change every time we meet.”
 - “My provider doesn’t understand my child’s needs.”
 - “I’m not sure if my caregiver knows how to provide respite.”
- **Service effectiveness**—you might say:
 - “The support I get from this CLTS Program provider is not helping me anymore.”
 - “My child has not progressed toward their goals since getting this service.”
 - “I think my child should be getting a different service.”

Provider role

CLTS Program providers deliver vital services your child and family need to thrive at home or in your community. CLTS Program-enrolled providers work hard to deliver quality care. You should have a positive experience every time you meet. If that doesn’t happen, county agencies and providers work to make it better. We have rules about how providers deliver services and work with your family. They should know and understand all program rules.



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Your providers are responsible for:

- Making sure your child is safe. Providers must report incidents that could harm your child to your county agency. Your county agency reports these incidents to DHS. They also work with you and your providers to avoid more incidents.
- Delivering quality services to your child and family. Services must meet your child's outcomes and follow program rules.

DHS and county agencies confirm providers have the right license and qualification before delivering services to you. ❖

CLTS Program Waiver Renewal update

Over the last year, DHS has been working toward renewing its waiver for the CLTS Program. Waivers allow us to have Medicaid programs like the CLTS Program. The waiver needs to be renewed and approved by the federal government every 5 years. The CLTS Program waiver is due for renewal by January 1, 2027.

DHS accepted public comments on this first draft of the waiver from May through June 2026. Right now, we are making final updates to the waiver application based on the comments received. We will submit the final waiver application to our federal partners at the Centers for Medicare & Medicaid Services (CMS) in late summer. We will then begin to implement the changes in the waiver application before January 1, 2027. You'll have a chance to share feedback about how the changes will affect your CLTS Program experience as we make changes.

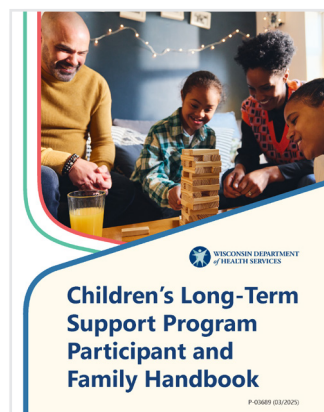
Get updates and more information about the waiver renewal, including a summary document with the proposed changes, on the [CLTS Waiver Renewal webpage](https://dhs.wi.gov/clts/renewal.htm) (dhs.wi.gov/clts/renewal.htm). ❖



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Reminder: The CLTS Program Participant and Family Handbook

Families enrolled in the CLTS Program receive a Participant and Family Handbook that explains how the program works and what to expect.



The handbook includes helpful information about:

- The CLTS Program and available supports.
- The Deciding Together service planning process.
- Roles and responsibilities of families and teams.
- Rights, appeals, and how to get help.

Families receive the Participant and Family Handbook within the first month of enrollment. DHS mails a copy to you, and the handbook is also available online at any time.

If you are new to the CLTS Program, the Participant and Family Handbook is a great place to start. If you have been enrolled for a while, it can be a helpful reference whenever questions come up.

View the [CLTS Program Participant and Family Handbook, P-03689](https://dhs.wi.gov/library/collection/p-03689) (dhs.wi.gov/library/collection/p-03689) online, or ask your SSC for another copy. ❖

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.

Whether you are brand new to the CLTS Program or have been enrolled for years, the handbook is a useful tool you can return to again and again.



Scan me for
CLTS handbook

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Email your family story or photo to dhscmts@dhs.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! ❖

If you disagree with a decision in the CLTS Program

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.

If you believe something was denied but you did not receive a Notice of Adverse Action (NOA), you still have the right to receive one. The NOA explains the decision and gives you the right to appeal. If you think you should have received one but didn't, ask your SSC or the agency providing CLTS Program services to send it to you.

To start the appeal process:

Submit a request form or write a letter. Fill out a form to request a hearing or write a letter explaining why you disagree with the decision. Make sure to sign and date the request.

Send that form or letter to the Division of Hearings and Appeals.
The address is:

Division of Hearings and Appeals
P.O. Box 7875
Madison, WI 53707-7875

Or email to DHAMail@wisconsin.gov

The Division of Hearings and Appeals will notify you when a date for your fair hearing has been set.

For more information about appeals or to find the form, visit the [Request a Hearing webpage](https://doa.wi.gov/RequestAHearing) (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



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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. ❖

Helpful resources for families

Free school readiness for 4-year-olds

Governor Evers, together with the Wisconsin Department of Children and Families (DCF), launched Get Kids Ready, Wisconsin's first-ever state-funded school readiness program for children who will be 4 years old on or before September 1, 2026. Through this new initiative, child care providers who offer approved school readiness instruction will receive state payments, and participating families will not pay for that part of the day. The program helps children build skills they need to succeed in kindergarten and beyond, including academic, physical, social-emotional, and self-help skills.

Learn more at the Wisconsin Department of Children and Families [Get Kids Ready webpage](https://dcf.wisconsin.gov/getkidsready) (dcf.wisconsin.gov/getkidsready).

Mental health and school attendance

The Wisconsin Office of Children's Mental Health (OCMH) released a fact sheet explaining how mental health challenges can lead to school absences, and how chronic absenteeism can increase anxiety, isolation, and academic stress. Regular attendance supports learning, relationships, and long-term well-being, and schools with strong student services can help families address attendance concerns.

Read the [Attendance, Absenteeism, and Mental Health fact sheet \(PDF\)](https://children.wi.gov/Documents/ResearchData/OCMH%20Fact%20Sheet_October%202025_Attendance%20Absenteeism%20and%20Mental%20Health.pdf) (https://children.wi.gov/Documents/ResearchData/OCMH%20Fact%20Sheet_October%202025_Attendance%20Absenteeism%20and%20Mental%20Health.pdf).

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Office of Children's Mental Health: Supporting Kids with Disabilities Fact Sheet

The Office of Children's Mental Health issued a fact sheet talking about what our state is doing to support children with disabilities. It includes a list of things that policymakers, providers, communities, schools, and parents/caregivers can do to help kids and their families. Download the [Supporting Kids With Disabilities fact sheet \(PDF\)](#) (children.wi.gov/Documents/ResearchData/OCMH%20Fact%20Sheet_July%202024_Supporting%20Kids%20with%20Disabilities.pdf). ❖



Join our email list

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

1. Go to the [Medicaid Long-Term Care Email Subscriptions webpage](#) (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.

Tell your family and friends in the program to sign up as well!

Find previous issues of the [All in for Kids: CLTS Program newsletter 2026](#) (dhs.wi.gov/library/collection/AKids26). ❖

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

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](#).

Para leer este boletín en español, visite [dhs.wi.gov/library/collection/AKids26](#).

Xav nyeem tsab ntawv xov xwm no ua Lus Hmoob, mus xyuas [dhs.wi.gov/library/collection/AKids26](#).

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