

Children's Long-Term Supports (CLTS) Waitlist in Program Participation System (PPS) Step-by-Step Training Guide



WISCONSIN DEPARTMENT
of **HEALTH SERVICES**

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Table of Contents

Children’s Long-Term Supports (CLTS) Waitlist in Program Participation System (PPS) Step-by-Step Training Guide	1
Introduction.....	4
Purpose	4
CLTS Waitlist Policy.....	4
Placement on the CLTS Waitlist	4
First-Come, First-Served Policy.....	4
Determining a Variance to the Waitlist Policy.....	5
Waitlist Position When Child Moves Between Counties While on CLTS Waitlist	5
CLTS Waitlist Process	5
Access to PPS	6
User Profile Options.....	6
Obtaining a WAMS ID	6
Obtaining Access to the CLTS Waitlist System	6
PPS Basics.....	7
Internet Explorer, IE 10 and 11.....	7
Log In to PPS.....	7
PPS Home Screen	8
Specific PPS Functions	8
Saving	8
Operating Buttons	9
PPS Messages.....	9
Enter a Child’s Data in the Waitlist System.....	11
Search	11
Register	12
Add to Waitlist.....	13
Children’s Wait List Details Page.....	15
Waitlist Details	15
Variance Request Information.....	16

Update History.....	17
Most Recent Functional Screen Information, Functional Eligibility Information, and Contact Information.....	17
Waitlist Management.....	18
Look Up a Child on the Waitlist.....	18
Changing a Child’s Information on the Waitlist	18
Refreshing the CLTS FS.....	19
County Transfers While the Child is on CLTS Waitlist.....	19
Adding a Child Already Under Another CWA in PPS	19
Removing a Child’s Name From the Waitlist	19
Family Defers Services	20
How to Run Reports.....	20
Technical Support	22
Technical Support within PPS	22
Technical Support outside PPS	22
CLTS Waitlist Resources.....	22
Safety and Security.....	22

Introduction

Purpose

The Wisconsin Department of Health Services (DHS), Bureau of Children's Services (BCS), developed a web-based system for county waiver agencies (CWAs) to manage and view the Children's Long-Term Supports (CLTS) Waitlist.

The CLTS Waitlist is maintained online through the Wisconsin Program Participation System (PPS) module. The waitlist is only for children waiting for CLTS services. It is not for children enrolled in CLTS programs. Any child enrolled in the CLTS Waiver Program should no longer be open on the waitlist in PPS and needs to be end dated.

CLTS Waitlist Policy

The CLTS waitlist policy is in the [CLTS Waiver Manual, P-02256](#) (Chapter 1, Section 1.05). DHS maintains a waitlist upon eligibility determination. DHS updated the online system, the CLTS Waitlist in PPS, wherein all eligible children are managed on a state-level CLTS Waitlist. Children's names move up the waitlist based on the available state funding.

The CWA removes children's names from the CLTS Waitlist, by entering an end date in PPS:

- When the child enrolls.
- When the child is no longer eligible for enrollment and authorization of services.
- When the family declines services.

Placement on the CLTS Waitlist

For placement on the CLTS Waitlist, a child must be determined "functionally eligible" for CLTS services, as documented by a completed Children's Long-Term Support Functional Screen (CLTS FS). The CLTS FS determines eligibility for designated CLTS programs through documentation that indicates the child meets the appropriate level of care (LOC) requirements for the following target groups:

- Developmental disability (DD)
- Physical disability (PD)
- Severe emotional disturbance (SED)

First-Come, First-Served Policy

Wisconsin maintains a "first-come, first-served" standard for the CLTS Waitlist. Whenever resources become available to serve an applicant, a predetermined number of children will be deemed enrollable by DHS on a monthly basis and those children are offered the opportunity to receive CLTS waiver services. The only exception to this policy occurs when a child meets the

crisis criteria, as defined in [P-02256](#), Chapter 1, Section 1.05 (these criteria may not be modified or expanded by a CWA).

Determining a Variance to the Waitlist Policy

When a CWA confirms that at least one of the crisis criteria exists, the CWA must enter a variance to the waitlist. (See Section Variance Request Information for details regarding how to enter a Variance). A variance to the waitlist does not require BCS approval. Once a variance to the waitlist is entered, the CWA should enroll a child who meets crisis criteria into the program. However, the content and applicability of the conditions of the variance will be reviewed and monitored by DHS.

The CLTS Waitlist system is designed to support the fair and equitable placement of children in CLTS programs, using a systematic and transparent system for CWAs to navigate, while meeting federal and state requirements to serve children in order of placement on the CLTS Waitlist.

Waitlist Position When Child Moves Between Counties While on CLTS Waitlist

If a child moves from one Wisconsin county to another while they are on the CLTS Waitlist, the child maintains their original start date and position. The sending county (county of origin) makes contact to the receiving county (the child's new county of residence) and transfers the child's profile through PPS. (See Section Waitlist Management for details regarding how to transfer a child's profile). Whenever a child moves, the sending county shares a copy of the child's information with the receiving county.

CLTS Waitlist Process

To monitor the state level CLTS Waitlist, each county designates at least one user to access and update the CLTS Waitlist in PPS. Users maintain a Web Access Management System User ID (WAMS ID) to access the PPS system where the waitlist is housed. Once users [obtain a WAMS ID](#), they can access the waitlist to add children or review a child's status. Once eligibility is determined, the CWA adds the child's data to the waitlist. See [P-02728](#).

Access to PPS

The CLTS Waitlist is located in PPS. A WAMS ID and access to the appropriate PPS profile for the CWA's designated staff is necessary to access the Waitlist System. Two CWA profiles are available for the CLTS Waitlist in PPS. The different user profiles and directions regarding access PPS include:

User Profile Options

- Children's Waitlist CLTS Full Access: User has full access to register, modify, add and close children's profiles and run reports of the CWA's CLTS Waitlist.
- Children's Waitlist CLTS View Only Access: User has access to view CLTS Waitlist and run reports.

Obtaining a WAMS ID

1. Request a Wisconsin User ID and Password [here](#).
 - a. Submit your contact and account information.
 - b. You will be sent a confirmation with a link to the Account Activation page.

Note: You must have an accessible, valid, and unique email address to complete the self-registration process.
2. Activate your Account
 - a. Click the link in your confirmation email to get to the Account Activation page.
 - b. Log in using your new Wisconsin User ID and Password to activate your account.

Obtaining Access to the CLTS Waitlist System

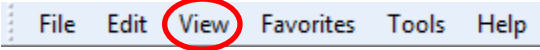
1. Go to https://pps.wisconsin.gov/PPS_AcctRequest.html
2. Follow the instructions at <https://www.dhs.wisconsin.gov/pps/ppsaccessing.pdf>.
 - a. Begin PPS request as shown on slide 13.
 - b. Information filled out as shown on slides 15 and 16 will be the following for CLTS program staff:
 - Agency Name (field 6): CLTS CWA (e.g., CLTS Door County)
 - Agency Supervisor (field 7): CLTS lead
 - Profiles (field 9):
 - Children's Waitlist CLTS Full Access
 - Children's Waitlist CLTS View Only Access

PPS Basics

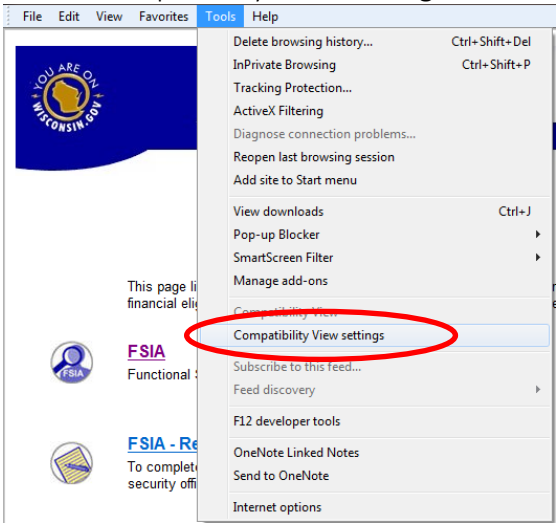
Internet Explorer, IE 10 and 11

PPS requires the use of Internet Explorer (IE) and will not function correctly with other browsers such as Chrome, Firefox, or Safari. If users have a newer version of IE (this would be IE 10 or 11), a couple steps should be completed prior to PPS working in the web browser.

1. Open Internet Explorer to the Gateway Page: <https://fsia.wisconsin.gov/#>
2. Press the ALT key to bring up the menu bar and click on Tools



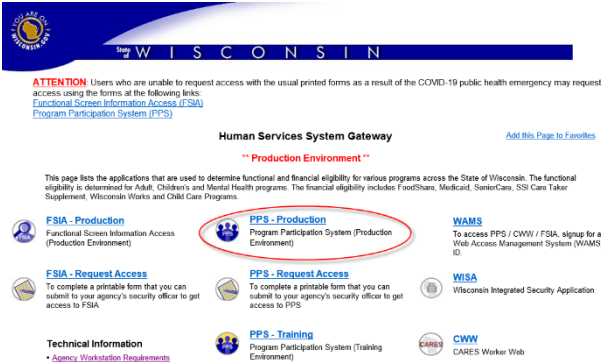
3. Open the “Compatibility View Settings”



4. Click “Add” to display the webpage in Compatibility View.


Log In to PPS

1. Go to <https://pps.wisconsin.gov/>.
2. Click on “PPS-Production.”
3. Enter your WAMS ID and Password.
4. Select “Children’s Waitlist CLTS Full Access.”
5. Click “Next.”

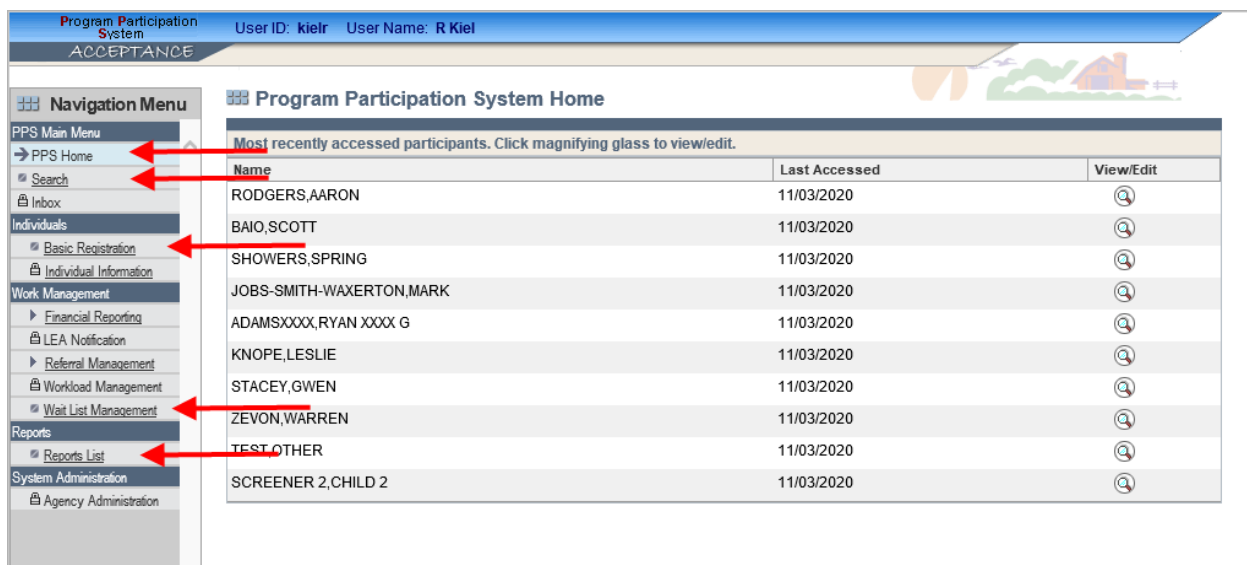


PPS Home Screen











The main viewing area of the PPS Home screen will list the last 10 participant files the user viewed. If users have access to multiple PPS systems, then this screen will display participants viewed in any PPS program, not just the CLTS Waitlist. For instance, when users access PPS for the Birth to 3 Program, the first time they enter the Home Screen (when using the CLTS Waitlist), it displays the last 10 children viewed from the Birth to 3 Program. If users do not have access to any other PPS programs, then the first time they enter the system, no lists appear on this page, because they are only accessing one profile.

The left side of the screen will contain a Navigation Menu. The Navigation Menu serves as an easy way to access different PPS modules. CLTS Wait List users will only need access to five menu items. A module name with a padlock icon  indicates the user does not have access to that specific module.

CLTS Wait List users have access to five Navigation Menu items: PPS Home, Search, Basic Registration, Wait List Management, and Reports List. Descriptions of these module functions are found throughout the rest of this Training Guide.



The screenshot shows the PPS Home screen for user R Kiel. The navigation menu on the left includes items like PPS Home, Search, Basic Registration, Wait List Management, and Reports List. The main area displays a table of participants with columns for Name, Last Accessed, and View/Edit. Red arrows indicate that the menu items 'PPS Home', 'Search', 'Basic Registration', 'Wait List Management', and 'Reports List' correspond to the first five rows of the participant list.


Name	Last Accessed	View/Edit
RODGERS,AARON	11/03/2020	
BAIO,SCOTT	11/03/2020	
SHOWERS,SPRING	11/03/2020	
JOBS-SMITH-WAXERTON,MARK	11/03/2020	
ADAMSXXXX,RYAN XXXX G	11/03/2020	
KNOPE,LESLIE	11/03/2020	
STACEY,GWEN	11/03/2020	
ZEVON,WARREN	11/03/2020	
TEST,OTHER	11/03/2020	
SCREENER 2,CHILD 2	11/03/2020	

Specific PPS Functions

Saving

PPS users will not find a “Save” button on every page. The system automatically saves changes when users navigate from the page where the changes were made. Navigating from a page includes clicking on a different page through the Navigation Menu or clicking “Return,” “Next,” or “Previous” page buttons. PPS will not save changes in the following circumstances:

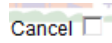
- If the program times out (after 30 minutes).

- If the program is closed prior to navigating off of the screen (such as by clicking the X () at the top of the screen).
- If the “Cancel” box is checked prior to navigating off the screen.

Operating Buttons



View Edit icon: The View Edit icon is available once an individual’s profile is opened. It is found on the PPS Home page, Waitlist Information page, and Waitlist Management page. The View Edit icon is used when a user would like to view and/or edit an individual’s PPS profile.



Cancel box: The Cancel check box, on the top right of the PPS screen, allows users to exit a page without performing any functions. It can be used to exit a page or to navigate off a screen without saving new data. It is also useful when a page requests required information and no information is entered (check the Cancel box and continue navigating off the screen), or when exiting a page containing an error message.



Reset button: When entering new data, the Reset button resets a page back to its last saved status. The reset button only works when the new data entered is not yet saved. For example, if data is entered and the user navigates off the page, and then returns to the page again, the information is not reset to prior to navigation off the page.

PPS Messages

Three types of messages appear in PPS when users work in the system. All PPS messages are important. Green and yellow indicators allow users to continue, while users cannot bypass red messages without correction.

Green messages are informational and alert users when the system automatically did something helpful for them. Green messages indicate that users can continue in the system without further action.

The following events have occurred:



PP019: Participant has already been setup.

Yellow messages are warning messages, alerting users that something entered on the page may be incorrect. When receiving a yellow message, double check the issue, and carefully decide how to proceed. To proceed past a yellow message, continue the action or correct the information and resubmit.

The following events have occurred:






PP419: Ensure the child’s Wait List ‘Start Date’ is the waiver agency’s “initial date of contact” with the family or referral source.

Red messages are error messages. If a red error message is received, the user is unable to continue in the system without fixing the issue or canceling the action. To cancel the action, check the Cancel box and navigate off the page.

 **Basic Registration**



The following events have occurred:

-  **GL001** : Please enter data in 'First Name' field.
-  **GL001** : Please enter data in 'Last Name' field.
-  **GL038** : Please select an entry for 'Gender'.
-  **GL001** : Please enter data in 'Birth Date' field.

Basic Information


You must enter complete information - legal name, date of birth and gender.

Title:

***First Name:** Middle Name: ***Last Name:**

Suffix:

***Gender:**

***Birth Date:** / / 

SSN: - - (Please enter if known)



Enter a Child's Data in the Waitlist System

Search

To prevent duplicate entries, it is important to conduct a search in PPS before registering a new child. Make sure that all participant information is accurate when searching in PPS. The system's search function is specific and may not find a child if the information has been entered incorrectly. It is important to note that when a duplicate profile is made, it cannot be deleted. For this reason, please ensure accurate birthdate data entry.

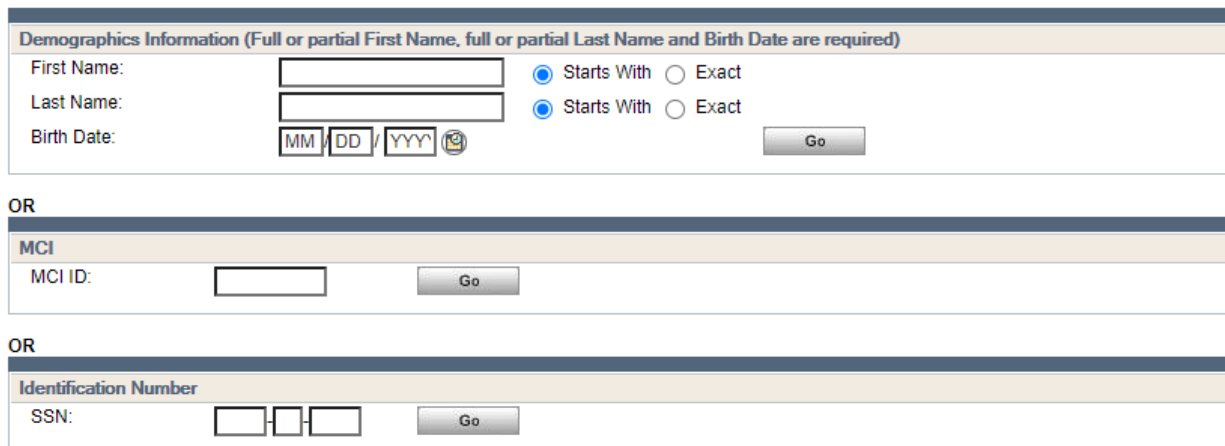
To search for a child in PPS:

1. Click on the "Search" option from the Navigation Menu on the left hand side of the screen.
2. Enter only the first initial of the child's first and last name, and birthdate or, if available, the child's Social Security number in the appropriate fields.
3. Click "Go."

Search Criteria

*** AUTHORIZED USERS ONLY ***

The Program Participation System allows for three types of searches: 1) by Demographic Information, or 2) by MCI ID or 3) by Social Security Number.



Demographics Information (Full or partial First Name, full or partial Last Name and Birth Date are required)

First Name: Starts With Exact

Last Name: Starts With Exact

Birth Date: MM DD YYYY

OR

MCI

MCI ID:

OR

Identification Number

SSN:

If the child has an existing profile in PPS, then the system locates the match. Click the radio button next to the match and click "Next." This will bring up the Individual Summary Page.

If the search locates multiple individuals, review all information provided before selecting the correct child's profile. When search results show identical information between multiple listings, view each profile individually. This is likely a duplicate entry in the system. Upon verification that multiple entries of the same individual exist, contact the [SOS Helpdesk](#).

Search Results

Search Criteria						
First Name:	J			Search Type:	Starts with	
Last Name:	I			Search Type:	Starts with	
Birth Date:	05/11/2013					
County Of Responsibility:						
Search Results						
First Name	Middle Name	Last Name	Gender	Birth Date	County Of Responsibility	Details
JACK		INTHEBOX	Male	05/11/2013	12 Crawford	
JILL		INTHEBOX	Female	05/11/2013	12 Crawford	

← Previous

If the child is not yet in registered in PPS, Search Results will indicate “No data found.” If no data is found, check that the correct information was entered, and attempt a second search. If the data is still not found, register the child in PPS.

Search Results

Search Criteria						
First Name:	Curious			Search Type:	Starts with	
Last Name:	George			Search Type:	Starts with	
Birth Date:	05/11/2008					
County Of Responsibility:						
Search Results						
First Name	Middle Name	Last Name	Gender	Birth Date	County Of Responsibility	Details
No data found.						

← Previous

Register

To register a new child in PPS:

1. Perform a search. Only register a new child upon verification that the child’s data does not exist in PPS.
3. Click “Basic Registration” in the Navigation menu.
4. Enter the child’s first and last name, gender, and birthdate. If known, also enter the child’s Social Security number and County of Responsibility.
5. Click “Next.”

Basic Registration Cancel Reset

Basic Information

You must enter complete information - legal name, date of birth and gender.

Title:

*First Name: Middle Name: *Last Name:

Suffix:

*Gender:

*Birth Date: / /

SSN: - - (Please enter if known)

Next

The MCI Clearance Results Page will display if there are any potential matches 75% and above. Select one of the potential matches or create a new individual in PPS and MCI Systems.

Individual Clearance List Cancel Reset

Individual as entered

First Name: **Leif**
 Middle Name:
 Last Name: **Garrett**
 Gender: **Male**
 SSN:
 Birth Date: **06/02/2002**

Individual matches found

<input type="radio"/>	%	SSN	First Name	Middle Name	Last Name	Birth Date	Gender	Exists in PPS
<input checked="" type="radio"/>	96	135-68-8900	LEIF		GARRETT	06/02/2002	Male	No

Create new individual using entered individual's basic information

Previous **Next**

Add to Waitlist

After a child is registered in PPS, or found in a PPS search, the user will be brought to the Individual Summary page. The Individual Summary page shows the child's Basic Information and Waitlist Information. The child must have a completed CLTS FS demonstrating functional eligibility to be added to the CLTS Waitlist. Without a CLTS FS, a child will not receive a start date or placement on the CLTS Waitlist. A child registered in PPS, but without a CLTS FS, will not appear on the agency Waitlist reports.

To add a child to the Waitlist:

1. Enter the child's information on the Individual Summary page.

- Click the “Add” button under the Waitlist Information Box. This will upload the child’s CLTS FS information and take the user to the CLTS Waitlist Details.

Individual Summary Cancel Reset

Basic Information

Title:

*First Name: Middle Name: *Last Name:

Suffix:

*Gender:

*Birth Date:

SSN: -- SSN Verification: **Unverified SSN** Last Updated Date: **01/30/2014**

This individual is currently on Medicaid: Last Updated By: **Meulendyke Karen**

County Of Responsibility:

Waitlist Information Program: Children's Long Term Supports

Responsible Agency	Program	Start Date	End Date	End Reason	Target Group	View/Edit
This person is not on your agency's waitlist.						

- Complete the page’s required fields, and click the “Return” button or navigate off the page to save information.

Children's Wait List Details Cancel Reset

Wait List Information

* Responsible Agency:

* Program/Service:

* Select the requested program(s):
(Check all that apply):

CLTS - Waiver
 Family Support Program
 COP

Number of Individuals on the Wait List:
(Including Individuals who have Declined Services) **370**

Individual's Wait List Position: **364**

* Start Date:

End Date:

End Reason:

Other Text:

Home Visit Date:

Family Declined Services: Services Declined Date:

Last Updated Date: **10/13/2014** Last Updated By: **Karen Meulendyke**

Variance Requested: (Only available after the child is successfully added to the waitlist section)

Children’s Wait List Details Page

The following information fields are on the Children’s Waitlist Details page:

Waitlist Details

Responsible Agency: This field displays the profile of the current logged in user and the agency responsible for a child’s services when the child is removed from the waitlist. Only state users maintain clearance to change this information. If a child on your CWA’s waitlist moves to a new county, this field must be updated.

Program/Service: The Program/Service field defaults to “Children’s Long-Term Supports.”

Select the Requested Program(s): This field displays checkboxes for users to indicate which program or programs the child is waiting for. The system’s automatic default is the CLTS Waiver; however, users may check more than one box if the child is waiting for multiple programs’ services. Please check all that apply.

Please note that DHS only manages the waitlist for the CLTS Waiver Program at the state level.


Number of Individuals on the CLTS Wait List: This field displays the total number of active individuals on the CLTS Waitlist.

Individual’s Wait List Position: This field displays the number indicating the child’s position on the state-level CLTS Waitlist. This number will display after the record has been saved for the first time; the user will need to use the Return button to leave the Wait List Details page and then re-open the record.

Child Enrollable: A yes/no field that is controlled by DHS. Children will be marked as enrollable when they have been funded by DHS. Children marked as enrollable no longer have a waitlist position number. CWAs must move to enroll and begin service planning immediately.


Start Date: This field determines the child’s placement on the state level CLTS Waitlist. The waitlist start date must be the program referral date. Users will receive a warning message to confirm this:

The following events have occurred:

 **PP419:** Ensure the child’s Wait List ‘Start Date’ is the waiver agency’s “initial date of contact” with the family or referral source.

The CLTS FS must be completed and the child determined functionally eligible for the program before being entered on the CLTS Waitlist.

The following events have occurred:

 **PP001:** Individual is not found in FSIA.

If the user enters a start date and receives the red error message above then double-check the child's information, including the CLTS FS. If the user believes they received this message in error, contact the [SOS Helpdesk](#).

End Date: This field allows users to enter the date the individual was removed from the state-level CLTS Waitlist. The end date must be after the start date and cannot be a future date. Do not forget to enter the End Date when the child no longer needs to be on the waitlist.

End Reason: This field allows users to choose the most appropriate reason for removal of the child from the waitlist. This is a required field if End Date is entered. If more than one end reason applies, enter the most appropriate reason. If "Other" is selected as the end reason option, the field "Text Box Other" displays and is required to have a brief description of the end reason.

Deferred Services: This field allows users to indicate if a family is requesting more time before beginning services after being deemed enrollable by DHS. The CWA is responsible for reviewing the timeframe that a family expects to make a decision to either obtain or continue to decline CLTS Waiver services. This is necessary to ensure accuracy of the state-level CLTS Waitlist.

Services Deferred Date: This field indicates the date upon which the family requested additional time before enrolling in CLTS services.

Last Updated Date, Last Updated By and Update History: These fields provide information about the last updates made to the child's current record, when the updates occurred, and who made them. The most recent update is listed in the "Last Updated Date" and "Last Updated By" fields. Updates made before the last update will be listed in the Update History.

Variance Requested: After a child's successful addition to the state-level CLTS Waitlist in PPS, the "Variance Requested" checkbox is enabled. After completing the initial, required fields, to add a child to the state-level CLTS Waitlist in PPS, save the information by navigating off the page and return to the Wait List Details page to enable the checkbox. Once the "Variance Requested" checkbox is selected, the "Variance Information Section" appears for the user to determine a Wait List Variance for the identified child.

Variance Request Information

For children receiving services before reaching the top of the state-level CLTS Waitlist, the county service coordinator determines a variance request.

1. Complete all fields under the Variance Request Information section, including a thorough description of the crisis compelling submission of the variance.
2. Click the "Send Variance Request to CLTS" button. CWAs do not need approval from DHS before proceeding with enrollment.
3. Enroll the child in the Eligibility and Enrollment Streamlining (EES) system and then enter an "End Date" and "End Reason" in the child's PPS record.

Update History

The Update History tracks the Variance Request history if more than one request is submitted for a child.

Most Recent Functional Screen Information, Functional Eligibility Information, and Contact Information

The Functional Screen Information field contains data extracted from the CLTS FS data. This information is view-only and updates automatically when the individual's page is opened. Users can manually update the child's CLTS FS information by clicking the "Refresh" button.

Waitlist Management

Once a child is registered in PPS and entered in the Waitlist system, the child’s name is placed on the state level CLTS Waitlist. The state-level CLTS Waitlist is found under Waitlist Management.

Look Up a Child on the Waitlist

1. Click on “Waitlist Management” under the Navigation bar on the left side of the screen.
2. Select appropriate Agency Name and Program on the Waitlist Search page.
3. Select the box next to “Active Waitlist Clients Only” for a report of your county’s children active on the state-level waitlist. Alternatively, do not select “Active Waitlist Clients Only” to search for children no longer on the CLTS Waitlist (those children removed from the Waitlist with an “End Date” and “End Reason” listed).
4. Press “Go” and the Waitlist Search Results will appear.
 - The Waitlist Search results include the CWA’s list of children on the state-level CLTS Waitlist. The default view is organized from the most recent to the oldest start date.
 - The enrollable status of the child will be visible
5. To view a specific child’s profile from the Waitlist Search results, click on the magnifying glass icon in the View/Edit column.

Wait List Search

The screenshot shows the 'Wait List Search' interface. At the top right is a 'Reset' button. Below it is the 'Wait List Search Criteria' section with the following fields: 'Agency Name' (dropdown menu showing 'KAN UAT Children Waitlist CLTS Full Access Agency'), 'Program/Service' (dropdown menu showing 'Children's Long Term Supports'), and 'Active Wait List Clients Only' (checkbox checked). A 'Go' button is located to the right of these fields. Below the search criteria is the 'Wait List Search Results' section, which contains a table with the following columns: Last Name, First Name, DOB, Start Date, End Date, Target Group, Child Enrollable, and View/Edit. The table lists four children: ADAMSXXX (RYAN XXXX, DOB 03/07/2001, Start Date 11/02/2020, Target Group Physical Disability Target Group, Child Enrollable No), BANNER (BRUCE, DOB 10/20/2014, Start Date 10/27/2020, Target Group DD Target Group, Child Enrollable No), SIMPSON (HOMER, DOB 10/01/2020, Start Date 10/21/2020, Target Group Not Functionally Eligible, Child Enrollable No), and CLARKE (LEWIS, DOB 01/01/2003, Start Date 10/01/2020, Target Group DD Target Group, Child Enrollable No). The magnifying glass icon in the View/Edit column for the first row is highlighted with a red box.

Last Name	First Name	DOB	Start Date	End Date	Target Group	Child Enrollable	View/Edit
ADAMSXXX	RYAN XXXX	03/07/2001	11/02/2020		Physical Disability Target Group	No	
BANNER	BRUCE	10/20/2014	10/27/2020		DD Target Group	No	
SIMPSON	HOMER	10/01/2020	10/21/2020		Not Functionally Eligible	No	
CLARKE	LEWIS	01/01/2003	10/01/2020		DD Target Group	No	

Changing a Child’s Information on the Waitlist

Changing a child’s name or adding or editing a child’s Social Security number is completed in FSIA and PPS. If a child’s address, phone number or eligibility information changes, make the update in FSIA and, consequently, the child’s CLTS FS refreshes.

Refreshing the CLTS FS

The most recent CLTS FS determination and FSIA contact information for the child automatically updates upon every entry into a child's waitlist profile. If a completed CLTS FS indicates the child is no longer eligible for CLTS services, "Not Functionally Eligible" text appears under "Target Group," and a message appears indicating the child is no longer eligible for waiver services.

You may also refresh the CLTS FS information manually, at any time, by clicking the "Refresh" button, located in the "Functional Screen Information" window on the Children's Waitlist Details page.

County Transfers While the Child is on CLTS Waitlist

If a child who is included on the CLTS Waitlist moves to a new county, the child retains their original state-level CLTS Waitlist start date and position.

To transfer the waitlist profile of a child in PPS:

1. Contact the new county to ensure awareness of the transfer.
2. Go to the child's "Individual Summary" page.
3. Click the "Go" button on the right-hand side of the screen, next to the View Edit icon.
4. From the "County Transfer" page, select the agency to which the child is transferring and click the "Transfer" button.

Upon successful transfer of the child's profile another county agency, a yellow message displays, confirming the transfer, and the CWA completing the transfer can no longer view the child's waitlist profile.

Adding a Child Already Under Another CWA in PPS

A child can only be listed under one county on the state-level CLTS Waitlist in PPS. If a user from one county attempts to add a child already listed with another county, they will receive a red error message indicating the current county of origin. The user should contact the county of origin to gather more information about the child's waitlist status and request a county transfer, if necessary.

Removing a Child's Name From the Waitlist

To remove a child's name from the waitlist:

1. Search the child's profile through "Waitlist Management" or "Search" pages on the Navigation Menu.
2. Open the child's file by clicking on the magnifying glass under the View/Edit column.
3. Enter an End Date and End Reason.
4. Click the "Return" button or navigate off the page to save information.

Upon completion of these steps, the child's waitlist number is removed and the children waiting for services progress up the list. The name of the child removed from the list no longer shows under "Active Wait List Clients Only."

Family Defers Services

If a family defers services, then:

1. Go to "Waitlist Management" page by selecting "Waitlist Management" from the Navigation Menu.
2. Enter Agency Name and Program, or use default selections.
3. To view the child's waitlist details, click on the magnifying glass icon in the View/Edit button.
4. Once in "Children's Wait List Details," select the "Family Deferred Services" check box.
5. Reminder: only use the "Deferred Services" check box after DHS has deemed that child enrollable.

Once a child is deemed enrollable, if the family is not ready to decide to enroll in the CLTS Waiver Program, the CWA support and service coordinator (SSC) can select "Deferred Services." The child remains in enrollable status until the CWA enters an end date and end reason. The CWA will discuss the family's anticipated timeframe for making a decision. The CWA remains in contact with the family regularly to check the status of the decision.

How to Run Reports

PPS Waitlist reports allow CWAs to create lists of children on the waitlist in either Excel or PDF format.

To run a waitlist report:

1. Click on "Reports List" option in the Navigation Menu.
2. Once on the Waitlist Report screen, enter Program and Agency, by highlighting the county agency in left-hand and click the "Add" button.
3. Enter other criteria to include in the report. When running the report to view the children DHS has given enrollable status for the month be sure to select "Include all children" under the "The Report Will" dropdown.
4. Click on the type of report file to export (either PDF or Excel).
5. Click Submit.
6. A waitlist report generates and results appear in a new window.

Children's Wait List Report

Wait List Reports Criteria

(Note: A blank report will be opened if there are no records found matching the specified criteria.)

* Program/Service:

* Select the requested program(s): CLTS - Waiver
 Family Support Program
 COP

* Agency:

Start Date From: Start Date To:

End Date From: End Date To:

End Reason:

Age From: Age To:

Active Wait List Clients Only:

Variance Reason:

The Report Will:

Export Type

Export Type:

Technical Support

Technical Support within PPS

Click the Help button at the top right-hand corner of the PPS module for waitlist system instructions.

Technical Support outside PPS

For further technical assistance regarding state level CLTS waitlist policy, please contact the [CLTS Inbox](#).

For technical support please contact the DHS SOS Desk at 608-266-9198 or DHSSOSHelp@wisconsin.gov

Additional information about PPS can be found [here](#).

CLTS Waitlist Resources

CLTS waitlist resources can be found [online](#).

Safety and Security

PPS contains personal identity and other sensitive information, and is therefore subject to Health Insurance Portability and Accountability Act (HIPAA) regulations. Users must comply with the PPS and Wisconsin State Acceptable Use Policy, which includes alerting the proper agency to remove a user's access when access is no longer warranted. Users should also log off the PPS system when finished with each individual session by clicking the Logout button at the top right of the screen.