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

Wisconsin Department of Health Services Division of Long Term Care Bureau of Children’s Services Issued November 2014

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# TABLE OF CONTENTS

1. **INTRODUCTION** .............................................................................................................................................................. 3
   A. Purpose ........................................................................................................................................................................ 3
   B. CLTS Waitlist Policy ..................................................................................................................................................... 3
   C. CLTS Waitlist Process ................................................................................................................................................ 5

2. **ACCESS TO PPS** ............................................................................................................................................................ 5
   A. User Profile Options ..................................................................................................................................................... 5
   B. Obtaining a WAMS ID and access to the CLTS Waitlist System .................................................................................. 5
   C. Obtaining access to the CLTS Waitlist System ........................................................................................................... 6

3. **PPS BASICS** .................................................................................................................................................................. 6
   A. Internet Explorer, IE 10 and 11 ................................................................................................................................. 6
   B. Log in to PPS ................................................................................................................................................................. 7
   C. PPS Home Screen ........................................................................................................................................................... 7
   D. Specific PPS Functions .................................................................................................................................................. 8

4. **ENTER CHILD’S DATA IN WAITLIST SYSTEM** ...........................................................................................................] 9
   A. Search ........................................................................................................................................................................... 9
   B. Register ........................................................................................................................................................................ 10
   C. Add to Waitlist .......................................................................................................................................................... 10
   D. Children’s Waitlist Details Page .................................................................................................................................. 11

5. **WAITLIST MANAGEMENT** .......................................................................................................................................... 14
   A. Look up a child on the Waitlist ................................................................................................................................... 14
   B. Changing a child’s information on the Waitlist ............................................................................................................ 15
   C. Refreshing the CLTS FS ................................................................................................................................................ 15
   D. County Transfers and the Waitlist ............................................................................................................................... 15
   E. On another CWA’s Waitlist in PPS .................................................................................................................................. 15
   F. Removing a child’s name from the Waitlist .................................................................................................................. 15
   G. Family Declines Services ............................................................................................................................................. 16
   H. How to Run Reports ..................................................................................................................................................... 16

6. **AUTISM TREATMENT SERVICES WAITLIST IN PPS** ................................................................................................. 17

7. **TECHNICAL SUPPORT** .................................................................................................................................................. 17
   A. Technical Support within PPS ..................................................................................................................................... 17
   B. Technical Support outside PPS .................................................................................................................................... 17
   C. CLTS Waitlist Resources .............................................................................................................................................. 17
   D. Safety and Security ........................................................................................................................................................ 17

8. **FREQUENTLY ASKED QUESTIONS** ............................................................................................................................ 17
1. INTRODUCTION

A. Purpose
The Wisconsin Department of Health Services (DHS), Bureau of Children’s Services (BCS) developed a web-based system for county waiver agencies to manage and view the Children’s Long Term Supports (CLTS) Waitlist. Each county waiver agency (CWA) maintains one Waitlist which includes children waiting for CLTS Waiver, Family Support Program (FSP) and/or Community Options Program (COP) services. The BCS maintains the statewide Autism Treatment Services Waitlist. The CLTS Waitlist is maintained online through the Human Services System Gateway, Program Participation System (PPS).

A waitlist also exists for children eligible for autism treatment services funding under the CLTS Waiver. The CWAs refer eligible children to the DHS, and BCS staff maintain the statewide Autism Treatment Services Waitlist.

The CLTS Waitlist and the statewide Autism Treatment Services Waitlist are maintained online through the Wisconsin Program Participation System (PPS) module. Both Waitlists are only for children waiting for CLTS services. They are not for children enrolled in CLTS programs.

B. CLTS Waitlist Policy
The CLTS Waitlist policies exist in the DHS Home and Community-Based Medicaid Waiver Manual (Chapter 1, Section 1.06). A CWA maintains a waitlist upon determination that serving an applicant will cause the agency to exceed available local, state and federal funds. Wisconsin created the online system, the CLTS Waitlist in PPS, wherein all CWAs manage a local Waitlist. Children’s names move up the Waitlist based on the CWA’s determination of available funding. The CWA removes children’s names from the Waitlist when the child is no longer eligible for services or 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 the CLTS programs through documentation that indicates the child meets the appropriate Level of Care 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, the child listed next on the waitlist is offered the opportunity to receive CLTS Waiver, FSP and/or COP services. The only exception to this policy occurs when a child meets the crisis criteria, as defined in the Medicaid Home and Community-Based Waiver Manual 1.06.D (these criteria may not be modified or expanded by a CWA):

1. Crisis conditions are present in the child’s life situation. The need shall be classified as a crisis when an urgent need is identified as a result of any of the following:
   a. Substantiated abuse, neglect or exploitation of the child in his/her current living situation;
b. The death of the child’s primary caregiver or the sudden inability of that caregiver/support person to provide necessary supervision and support and no alternative caregiver is available;

c. The lack of an appropriate residence or placement for the child due to a loss of housing;

d. The child has a documented terminal illness and has a life expectancy of less than six months, based upon the opinion of a medical professional appropriately qualified to make such a determination;

e. A sudden change in the child’s behavior or the discovery that the child has been behaving in a manner that places the child, or the people with whom the child shares a residence, or the community at large at risk of harm.

2. A finding by the CWA that the health and safety of the person is in jeopardy due to the primary caregiver’s physical or mental health status.

3. A determination by the CWA that the child is at imminent risk of a more restrictive placement in an intermediate care facility for intellectual or developmental disabilities (ICF-IDD) or nursing home or other institutional setting.

4. A finding by the CWA that other emergency or urgent conditions exist that place the child at risk of harm and a variance is approved by state BCS Children’s Services Specialist (CSS) staff.

**Requesting a Variance to the Waitlist Policy**

When a CWA confirms that at least one of the crisis criteria, listed above, exists, the CWA completes and submits a Variance Request to DHS. (See Section 4.D for details regarding how to submit a Variance Request.) The content and applicability of the conditions which compelled the submission of the Variance Request are subject to the review and approval 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 Waitlist.

**Autism Treatment Services Waitlist**

The DHS maintains the statewide Autism Treatment Services Waitlist. The CWAs have access to the status of local children waiting for autism treatment services. Contact the CLTS Inbox at DHSCLTS@dhs.wisconsin.gov to enter a child’s information onto the Statewide Autism Waitlist.

For placement on the statewide waitlist for autism treatment services through the CLTS Waiver, the following criteria must exist:

- The child is under eight years of age upon the date of the placement on the statewide Autism Treatment Services Waitlist (all eligibility criteria must be secured prior to eight years);
- The child meets a disability listing as defined by Social Security Administration rules;
- The child meets the DD or SED level of care per the CLTS FS;
- The child has maintained Wisconsin residency for at least six months;
- The child is in receipt of less than two years of autism treatment, regardless of funding source;
- An identified treatment provider has agreed to deliver autism treatment upon funding; and,
- The completion of a diagnostic evaluation, as defined in DHS requirements.

In addition, after the CWA provides a thorough explanation of the service array related to autism treatment to the family, the family agrees to participate in at least 12 months of services at the “Intensive Level.”
Waitlist Position When Child Moves Between Counties
If a child moves from one Wisconsin county to another, the child maintains their original inclusion date. The sending county (county of origin) transfers the child’s profile to the receiving county (the child’s new county of residence) through PPS. Please see Section 3.D for details regarding County Transfers. If a child waiting on the statewide Autism Waitlist moves to a new county, the sending county shares the change of address by sending an email to DHSCLTS@dhs.wisconsin.gov. Whenever a child moves, the sending county shares a copy of the child’s information with the receiving county.

C. CLTS Waitlist Process
CWAs maintain a local CLTS Waitlist and 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. Use the link in Section 2.B, to obtain a WAMS ID. Once users obtain a WAMS ID, they can access the Waitlist to add children or review a child's status. A child’s data is added to the Waitlist in order of the date of the CLTS FS Screen Begin Date, as entered into the Functional Screen Information Access (FSIA) system. Once eligibility is determined, the CWA adds the child’s data to the county's Waitlist.

The DHS acknowledges that children or families can and do experience crisis situations and may require, because of the crisis, services delivered sooner than their current position on the Waitlist. The DHS utilizes a variance request process to expedite the child's enrollment and receipt of CLTS services. See Section 5.D for information regarding how to request a Waitlist variance in PPS. The assigned Children’s Services Specialist reviews the Variance Request and, upon approval, the CWA moves the child off the CLTS Waitlist and enrolls the child in the CLTS programs (i.e., CLTS Waivers, FSP, and/or COP). The Children’s Services Specialist can offer support to the family and CWA during this process.

2. 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 Systems. One CWA user profile is available for the Autism Treatment Services Waitlist and two CWA profiles are available for the CLTS Waitlist in PPS. Descriptions of the different user profiles and directions regarding access PPS include:

A. User Profile Options
A. 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.
B. Children’s Waitlist CLTS View Only Access: User has access to view CLTS Waitlist and run reports.
C. Autism Treatment Services View Only Access: User has access to view Autism Treatment Services Waitlist and run reports.

B. Obtaining a WAMS ID and access to the CLTS Waitlist System
1. Go to https://www.dhs.wisconsin.gov/sites/default/files/legacy/pps/general/AccessingPPS.pdf
2. Click the “Accessing PPS” link.
3. Follow the instructions on the slides.
4. Information filled out on slides 15 and 16 will be the following for CLTS program staff:
   a. Agency Name (field 6): CLTS CWA name (e.g., CLTS Door County)
b. Agency Supervisor (field 7): CLTS lead
c. Profiles (field 9):
   □ Children’s Waitlist CLTS Full Access
   □ Children’s Waitlist CLTS View Only Access
   □ Autism Treatment Services View Only Access

C. Obtaining access to the CLTS Waitlist System
2. Click on the “Request WAMS ID” link.
4. Information filled out on slides 15 and 16 will be the following for CLTS program staff:
   a. Agency Name (field 6): CLTS CWA (e.g., CLTS Door County)
   b. Agency Supervisor (field 7): CLTS lead
   c. Profiles (field 9):
      □ Children’s Waitlist CLTS Full Access
      □ Children’s Waitlist CLTS View Only Access
      □ Autism Treatment Services View Only Access

3. PPS BASICS

A. Internet Explorer, IE 10 and 11
   If users have a newer version of Internet Explorer (IE), this would be IE 10 or 11, before accessing PPS, a couple steps are 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.

B. 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”

C. PPS Home Screen
   The main viewing area of the PPS Home screen will list the last ten 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 or Autism Treatment Services Waitlists. 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 ten 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 of 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 Waitlist 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.

   The five Navigation Menu items for which CLTS Waitlist users maintain access include: PPS Home, Search, Basic Registration, Waitlist Management
and Reports List. Descriptions of the aforementioned module functions of all of these modules exist throughout the rest of this Training Guide.

D. Specific PPS Functions

i. Saving

Users of PPS 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 through clicking the at the top of the screen); or the “Cancel” button is clicked prior to navigating off the screen.

ii. 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 button: The cancel option, 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 (click Cancel and continue navigating off of 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.

iii. 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 the possibility of continuing, 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.

Yellow messages are warning messages, alerting users that something entered on the page may be incorrect. When receiving a yellow messages, 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.
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, click the Cancel checkbox and navigate off the page, therefore not saving work.

4. ENTER CHILD’S DATA IN WAITLIST SYSTEM

A. Search

To prevent duplicate entries, it is important to conduct a search in PPS prior to registering a new child. Please be careful 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 birth date or, if available, the child’s Social Security number in the appropriate fields.
3. Press “Go.”

If the child has an existing profile in PPS, then the system locates the match. Click the circle button next to the match and click “Next.” This action takes you to 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 CLTS Inbox.
Upon conversion from the Human Services Reporting System (HSRS) to PPS, all children on a county’s Waitlist need their CLTS FS individually uploaded from FSIA into PPS. Please follow instructions in Section 5 to look up and open each child’s record, which will refresh existing FSIA information. If this step is not completed, the children will not appear on the county’s Waitlist report.

To add a child to the Waitlist:
1. Enter the child’s information on the Individual Summary page.
2. 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.
3. Complete the page’s required fields, and press the “Return” button or navigate off the page to save information. (All fields are described in Section 4.D).

D. Children’s Waitlist Details Page

The following information fields are on the Children’s Waitlist Details page (pictured above):

i. Waitlist Details

   Responsible Agency: The Responsible Agency 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 requires change. Therefore, please see Section 5.D for instruction.

Program/Service: The Program/Service field displays either the Children’s Long Term Supports Waitlist (including CLTS Waiver, FSP and COP) or the Autism Treatment Services Waitlist, depending on the need of the child.

Select the Requested Program(s): The Select the Requested Program(s) field displays three checkboxes for users to indicate which program or programs the child is waiting for: CLTS Waiver, FSP or COP services. 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.

Number of Individuals on the Waitlist: Number of Individuals on the Waitlist field displays the total number of active individuals on your county’s Waitlist. Children of families declining services do not count towards the Waitlist number, despite their presence on the Waitlist report.

Individual’s Waitlist Position: The Individual’s Waitlist Position field displays the number related to child’s position on the CWA’s CLTS Waitlist.

Start Date: The Start Date field allows users to enter the date the child was placed on the CWA’s CLTS Waitlist. The start date determines the child’s placement on the Waitlist. The Waitlist start date should be equivalent to the child’s CLTS FS Screen Begin Date. The CLTS FS Begin Date is the date of the screener’s first face-to-face contact with the child and parent(s). If the start date entered is not equivalent to the CLTS FS Begin date, users receive an error message (see below). The CLTS FS completion is required and the child determined eligible for the program before entering the child’s data on the Waitlist.

The following events have occurred:

**PP186:** In order to add this individual to the CLTS Wait List, the individual must be functionally eligible for CLTS Waivers and/or Family Support Program. Please contact CLTS for further guidance.

**PP419:** The Wait List 'Start Date' should be the same as the Functional Screen 'Begin Date'.

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 to ensure the correct start date is entered. If users believe they received this message in error, please contact the CLTS Inbox.

End Date: The End Date field allows users to enter the date the individual was removed from the CWA’s Waitlist. The end date must be after the start date, and cannot be a future date.

End Reason: The End Reason 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 following field “Text Box Other” is required, with a brief description of the end reason.

Home Visit Date: The Home Visit Date field is only applicable for the Autism Treatment Services Waitlist. It is not a relevant field for the CLTS Waitlist, and, therefore, not an option for CWA users.
Family Declined Services: The Family Declined Services field allows users to indicate if a family declined services upon coming to the top of the CWAs CLTS Waitlist for funding. The CWA is responsible for reviewing the families’ desire to either obtain or continue to decline CLTS Waiver or FSP services. For more information on families declining services, please see Section 5.G.

Services Declined Date: The Services Declined Date is the date upon which the family declined 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 updates occurred, and by whom. The most recent update is listed in the “Last Updated Date” and “Last Updated By” fields. Updates made prior to the last update will be listed in the Update History.

Variance Requested: After a child’s successful addition to the CLTS Waitlist in PPS, the “Variance Requested” checkbox is enabled. Therefore, after completion of the initial, required fields and to add a child to the CLTS Waitlist in PPS, save the information by navigating off the page and return to the Waitlist Details page to enable the checkbox. Once the “Variance Requested” checkbox is selected, the “Variance Information Section” appears for the user to submit a Waitlist Variance to the DHS for the identified child.

ii. Variance Request Information
For children receiving services prior to number “one” status on the agency’s list, the county service coordinator submits a variance request form to the Children’s Services Specialist for review and authorization.

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 “Submit Variance Request to CLTS” button, and an email is sent to CLTS indicating the submission occurred.

iii. CLTS Variance Decision
Once submitted, the Children’s Services Specialist (CSS) reviews the Variance Request and presents to BCS management for a decision, if necessary.

1. The CSS contacts the county Support and Service Coordinator listed on the request to relay the DHS’ decision.
2. Once a variance is approved by the DHS, click on the child’s profile, under CLTS Variance Decision.
3. Enter an “End Date” and “End Reason.”

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

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

A. Look up a child on the Waitlist

To look up your county’s 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 children active on your county’s 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 CWA’s list of children on the CLTS Waitlist. The default view is organized from the most recent to the oldest start date.

5. To view a specific child’s profile from the Waitlist Search results, click on the magnifying glass icon in the View/Edit column.
B. 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.

C. 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.

D. County Transfers and the Waitlist
If a child moves to new county, the child retains their original Waitlist start date. The CWA receives support from BCS staff regarding out of county moves and the Waitlist.

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. Press 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.

E. On another CWA’s Waitlist in PPS
Waitlist participation, for children eligible for CLTS services, is limited to one CLTS Waitlist in PPS. Attempts by the CWA to add a child already listed on another Waitlist receive a red error message indicating the current county of origin. Please contact the county of origin to gather more information about the child’s Waitlist status and request a County Transfer, if necessary.

F. 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. Press 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 is no longer revealed when viewing “Active Waitlist Clients Only.”
G. Family Declines Services
If a family declines services, then:
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 Waitlist Details,” select the “Family Declined Services” check box and enter the date the family declined services.

If a family declines services and remains on the Waitlist, the CWA contacts the family every six months to discuss available funding and explore needs. Children whose families decline services, still appear on the Waitlist Management search results page, although not included in the count for Waitlist position.

H. 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.
4. Click on the type of report file to export (either PDF or Excel).
5. Press Submit.

A Waitlist report generates and results appear in a new window.
6. AUTISM TREATMENT SERVICES WAITLIST IN PPS

The Autism Treatment Services Waitlist in PPS looks and operates identically to the CLTS Waitlist in PPS, with three exceptions.

The Autism Treatment Services Waitlist differs from the CLTS Waitlist in three ways:
1. The DHS maintains the Autism Treatment Services Waitlist and CWAs maintain View Only access.
2. The “Home Visit” field is an active field on the Waitlist Services page and reflects in Autism Treatment Services Waitlist reports.
3. Variance Requests are not an option on the Autism Treatment Services Waitlist.

For questions regarding the Autism Treatment Services Waitlist in PPS, please contact the CLTS Inbox.

7. TECHNICAL SUPPORT

A. Technical Support within PPS
Click on the Help button at the top right-hand corner of the PPS module for Waitlist system instructions.

B. Technical Support outside PPS
For further technical support regarding the PPS Children’s Waitlist system or Waitlist policy, please contact the CLTS Inbox at DHSCLTS@dhs.wisconsin.gov.

For technical support to obtain a WAMS ID and access to PPS, please contact the DHS SOS Desk at (608) 266-9198.

C. CLTS Waitlist Resources
CLTS waitlist resources can be found online at https://www.dhs.wisconsin.gov/clts/waiver/waitlist.htm.

D. 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.

8. FREQUENTLY ASKED QUESTIONS

The following is a list of Frequently Asked Questions (FAQ) for users seeking clarification of the CLTS waitlist in PPS. The questions are regularly reviewed and updated, as necessary.

Who should be entered on the CLTS waitlist in PPS?
The CLTS waitlist in PPS includes children waiting for CLTS waiver, Family Support Program and/or Community Options Program funding. The CLTS waitlist in PPS does not include children currently enrolled and receiving services from CLTS programs.
How can a user tell whether a child is on the autism treatment services and CLTS waitlist?
In PPS, the child’s Waitlist Information on the Individual Summary page lists both the autism treatment services and CLTS waitlists. See page 10 of the CLTS Waitlist in PPS Step-by-Step Training Guide: P0097 for more information about navigating the Individual Summary page.

How is a child’s contact information updated in PPS?
To update a child’s address or telephone number in the CLTS waitlist in PPS, the information is changed within Functional Screen Information Access (FSIA) and pulled into PPS. Change the information in FSIA under the Child’s Information section, on the Individual Information page on either a rescreen or a screen edit. To pull the CLTS Functional Screen (CLTS FS) information into a child’s Waitlist Details page, click the Refresh button next to Functional Screen Details or exit and re-enter the child’s waitlist Details page. For more information, please see the CLTS Waitlist in PPS Step-by-Step Training Guide: P0097.

What if a child has a completed CLTS Functional Screen (CLTS FS), but PPS shows the CLTS FS is “not found”?
If a child has a completed CLTS FS, but the CLTS FS is not found in PPS, then contact the SOS Help Desk, by phone, at (608)266-9198 or email DHSSOSHelp@wisconsin.gov. In this situation, it is likely the child’s information does not match, between FSIA and PPS. The SOS Help Desk can assist with this issue.

What should users do if they have Full Access permission to the county waiver agency’s (CWA) CLTS waitlist, but PPS does not allow them to make updates?
PPS will sometimes display an error message that gives instruction to enter a valid Social Security Number (SSN), date or other numeric field. If this happens, and the program is not accepting the data when entered, then the user should check the internet web browser type and version. If the web browser is Internet Explorer (IE) 10 or 11, then a compatibility mode will have to be set in the web browser. Contact the DHS SOS Help Desk by phone at (608)266-9198 or email DHSSOSHelp@wisconsin.gov, for assistance.

When should an end date and end reason be entered to close a child’s file from the CLTS waitlist in PPS?
Users should enter an end date and reason into PPS when the child is enrolled in the program (i.e., when the Step One form is processed and the enrollment letter received by the county).

What should a CWA do when it would like to contact multiple children from the waitlist all at one time (e.g., the first ten names), and families who are not number one on the waitlist reply to the county at a faster rate than the first waiting child’s family?
Some CWAs work with several families at a time as funding becomes available. Families have the right to utilize a reasonable amount of time to come to a decision regarding CLTS enrollment; therefore, the system is designed to ensure county flexibility. The PPS system will display a yellow error message in this situation. This reminds the CWA that a variance is needed to serve a child who is not number one on the waitlist. The error message is a warning and may be bypassed by continuing the action. Yellow error messages throughout PPS serve as warnings to ensure
users complete a specific action. However, users can bypass these messages, when the action is intentional, by continuing. Users cannot bypass red error messages in PPS.

**When multiple children progress to the top of the CWA waitlist on the same date, in what order should counties serve the children?**

CWAs have the opportunity to identify which child(ren) to serve, in the event that multiple children have the same waitlist start date, based on the needs of the children, the severity of need, and financial resources.