

# Contacts for the Children's Long-Term Support Program

As a family enrolled in the Wisconsin Department of Health Services (DHS) Children's Long-Term Support (CLTS) Program, you are part of a team. Families (parents, caregivers, guardians, and child) and counties work together to address the needs of children and families.

Communication is a very important part of working together as a team. At times, there may be misunderstanding, confusion, or disagreement, which is normal. You have many options to have your questions or concerns addressed.

## Local County

Each county manages the CLTS Program at the local level under contract with the state. The county will connect you with a support and service coordinator (SSC) once you enroll. The SSC is your main county contact and is there to help you.

The county will likely know the most about your particular situation, reasons for decisions, or the status of the child's eligibility or enrollment. They are usually the best place to start when you are in need of assistance with the CLTS Program.

### How can they help?

- Answer questions about eligibility and update your information with any changes to your circumstances that may affect eligibility.
- Help you apply to the CLTS Program and provide updates about enrollment.
- The SSC is there to provide ongoing supports, like:
  - Help you plan for supports or services
  - Address concerns related to service providers
  - Help accessing other programs and services
  - Help filing a grievance or appeal
  - Answer questions about program costs

#### Support and Service Coordinator (SSC)



**Name**

**Phone**

**Email**

#### CLTS Supervisor



**Name**

**Phone**

**Email**

## Wisconsin DHS

DHS administers the CLTS Program at the state level. DHS staff work with counties, families, stakeholders, and the general public to make sure local programs are meeting program requirements and providing quality services.

Children and family program specialists work at the state level and can be a helpful resource for families who have questions or concerns about the CLTS Program.

### How can they help?

- Answer questions about the CLTS Program.
- Provide clarification on program policy or requirements.
- Provide support to communicate with the county.
- Explain the CLTS appeals and grievance process.

#### Children and Family Program Specialist



**Email**

[dhsbcstac@dhs.wisconsin.gov](mailto:dhsbcstac@dhs.wisconsin.gov)

[www.dhs.wisconsin.gov/clts/waiver/family/index.htm](http://www.dhs.wisconsin.gov/clts/waiver/family/index.htm)

# Have a complaint or disagree with a decision related to the CLTS Program and want to file a grievance or appeal?

## File a Grievance



You should have received a document called the Participant Rights and Responsibilities Notification when you applied to or enrolled in the CLTS Program. You can always access it at [dhs.wisconsin.gov/library/collection/f-20985](https://dhs.wisconsin.gov/library/collection/f-20985).

This document explains your rights as a participant in the program. If you feel that your rights are not carried out, you can file a grievance with the county, and for certain rights you can file an appeal with the state (see below.) Each county has a local process for handling complaints or grievances.

Contact the county for information on how to file a complaint or grievance at the local level.

## File an Appeal



If your child was found not eligible for the CLTS Program, you were denied a request for service, or services were limited or changed, you will receive a letter called a Notice of Action. This letter outlines the steps you must take if you want to appeal the decision, important timeframes you must follow, and information about who can help you through the appeal process.

When you file an appeal, a decision is made by the State of Wisconsin Division of Hearing and Appeals (DHA). **This process is time-sensitive, so make sure you follow the dates and timeframes in your Notice of Action.**

You can take other actions to address your concerns at the same time you file an appeal. For example, you can contact DHS (information on the front of this document) or file a grievance with the county all at the same time.

## Disability Rights Wisconsin

Disability Rights Wisconsin (DRW) is an advocacy agency.

A DRW advocate or attorney can help you understand your rights, file an appeal, or provide technical assistance.

### How can they help?

- Answer questions about filing a complaint or an appeal.
- Support you in filing a complaint or an appeal.
- Answer questions about your rights.
- Provide guidance or support to help you advocate for the child in your care.

### General Contact



#### Phone

(800) 928-8778

#### Email

[info@drwi.org](mailto:info@drwi.org)

[disabilityrightswi.org](https://disabilityrightswi.org)



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of HEALTH SERVICES

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