

Fact Sheet: Children's Long-Term Support Program Information

This resource material is intended as a self-advocacy guide for people with disabilities. Nothing written here shall be understood to be legal advice. For specific legal advice, please contact an attorney.

About the Children's Long-Term Support Program

The **Children's Long-Term Support (CLTS) Program** helps children with disabilities and their families. Wisconsin Department of Health Services (DHS) uses Medicaid funds to offer a range of services. County waiver agencies (CWAs) help families access these services. Support for a child and their family depends on their specific needs and goals. These might include support services, teaching and skill development, management and coordination, physical aids, and housing-related services.

If you have issue accessing services or receive a verbal or written denial, you may contact Disability Rights Wisconsin for possible assistance. Due to limited resources, we may not be able to provide direct support, unless the issue creates a significant health and safety issue. However, we can likely offer additional information and resources.

Program Resources

Below are helpful pages and documents that provide more information about the Children's Long-Term Support Program.

Name: Children's Long-Term Support Program

Website: www.dhs.wisconsin.gov/clts/index.htm

This is the Wisconsin Department of Health Services (DHS) information page for the Children's Long-Term Support Program. This page provides further information for families and providers on covered services, eligibility, the application process, and costs.

Name: Welcome to the Children's Long-Term Support Program

Website: www.dhs.wisconsin.gov/publications/p03010.pdf

This publication by the Wisconsin Department of Health Services is an overview of the Children's Long-Term Support program. It has information about support and service coordinators, how supports and services are chosen to match the family's needs, what to do if you are unsure about a decision, how the program and your health coverage work together, billing for services, and further resources and information.

Name: Children's Long-Term Support Waiver Program Manual

Website: www.dhs.wisconsin.gov/publications/p02256.pdf

The Children's Long-Term Support Waiver Program Manual outlines the structure and operations of the program. Including, but not limited to, program eligibility, enrollment and recertification, provider requirements, allowable services, Individual Service Plans, and grievance processes.

Name: Children’s Long-Term Support Program: Supports and Services at a Glance

Website: www.dhs.wisconsin.gov/publications/p02570.pdf

This document is an overview of the different supports and services available through the Children’s Long-Term Support program. They are divided up into five categories: support services, teaching and skills development, management and coordination, physical aids, and housing-related supports and services.

Name: Children’s Long-Term Support Provider Directory

Website: cltsproviderdirectory.wi.gov/s/

Looking for a provider to deliver services covered by the Children’s Long-Term Support Program? You can look up providers using the online Wisconsin Department of Health Services’ Children’s Long-Term Support Provider Directory.

You can find a provider by name, county, or service type. The provider network may change frequently as providers, the services they provide, or counties are added or removed.

Allowable services and service requirements and provider requirements are described in Section 4.6 of the program manual.

www.dhs.wisconsin.gov/publications/p02256.pdf#page=43

Name: Deciding Together Guide

Website: www.dhs.wisconsin.gov/publications/p02246.pdf

This guide describes the Deciding Together approach, which is a team-based process to decision making. It is designed to place the voices of families and youth as equal partners in the process of developing the child’s Individual Support Plan (ISP).

Name: Deciding Together Guide: What It Is and What It Isn't

Website: www.dhs.wisconsin.gov/publications/p02246c.pdf

"What It Is and What It Isn't" is a guide that shows what the Deciding Together approach does and does not do. It contains helpful questions that may be asked during each step of the process.

Name: Helpful Resources for Families in Children's Services Programs

Website: www.dhs.wisconsin.gov/publications/p03036.pdf

This factsheet provides helpful links to programs and resources available to families in Children's Services Programs. It also provides information on how to sign up for their newsletter and email list.

Name: The Bureau of Children's Services Technical Assistance Center

E-mail: DHSBCSTAC@dhs.wisconsin.gov

Phone: 608-267-6767

Families can contact the Technical Assistance Center by e-mail at DHSBCSTAC@dhs.wisconsin.gov or calling 608-267-6767 for program questions or policy clarifications. Once submitted, their question will be reviewed and will be assigned to a program specialist for a response.

External Resources

Other agencies and resources that you may find helpful can be found below:

Autism Society Chapters

Name: Autism Society of Greater Wisconsin

Website: www.autismgreaterwi.org

The Autism Society of Greater Wisconsin provides a community for autistic individuals, their families, and the professionals who serve them. They provide services in five core areas: support; information and referral; advocacy; education; and building community.

The Autism Society of Greater Wisconsin serves the northern 53 counties of Wisconsin, with local affiliates in Central Wisconsin, Fox Valley, Lakeshore, Northeast Wisconsin, and the West Central Region.

More details on their service area can be found here:

www.autismgreaterwi.org/wisconsin-autism-affiliates/

Name: Autism Society of South Central Wisconsin

Website: autismsouthcentral.org

The Autism Society of South Central and Southwestern Wisconsin serves the autism community in South Central Wisconsin. They accomplish this through advocacy for appropriate services for individuals over the course of their life; providing information regarding treatment, education, and research; community programming; and raising awareness about issues faced by autistic people.

The Autism Society of Southeastern Wisconsin primarily serves individuals in the counties of Crawford, Columbia, Dane, Grant, Green, Iowa, Lafayette, Richland, Rock, and Sauk.

Name: Autism Society of Southeastern Wisconsin

Website: www.assew.org

The Autism Society of Southeastern Wisconsin serves the autism community in Southeastern Wisconsin. They accomplish this through advocacy for appropriate services for individuals over the course of their life; providing information regarding treatment, education, and research; community programming; and raising awareness about issues faced by autistic people.

The Autism Society of Southeastern Wisconsin primarily serves individuals in the counties of Kenosha, Milwaukee, Ozaukee, Racine, Walworth, Washington, and Waukesha.

Other Agencies and Organizations

Name: Family Voices of Wisconsin

Phone: (608) 512-0217

Website: familyvoiceswi.org

Family Voices of Wisconsin helps families with children and youth who have complex healthcare needs or disabilities navigate healthcare and community support and services by providing information, resources, and learning sessions. They also promote family-centered care and partnerships between families and professionals through collaborations and involvement with policy and systems change activities.

Name: Wisconsin Wayfinder: Children’s Resource Network

Phone: 877-947-2929

Website: www.dhs.wisconsin.gov/wiscway/index.htm

Wisconsin Wayfinder helps families and children with delays, disabilities, special health needs, and mental health conditions find supports and services through the Children’s Resource Network.

Families can find contact information for the Technical Assistance Center online on the following program pages:

Children’s Long-Term Support, “CLTS for Families” page:

www.dhs.wisconsin.gov/clts/family.htm

Birth to 3, “Information for Families” page:

www.dhs.wisconsin.gov/birthto3/family/index.htm

Information about Client and Patient Rights and Grievances

Knowing Your Rights

When an individual receives any service for developmental disability, mental illness, or alcohol or substance use, they have certain rights, regardless of the provider's license or certification status. Read the following pages for more information about these rights:

- **Wis. Stat. 51.61 (1):**
[docs.legis.wisconsin.gov/statutes/statutes/51/61/1#:~:text=51.61\(1\)\(i\)1,part%20of%20a%20treatment%20program.](https://docs.legis.wisconsin.gov/statutes/statutes/51/61/1#:~:text=51.61(1)(i)1,part%20of%20a%20treatment%20program.)
- **Wis. Admin. Code § 94, "Chapter DHS 94":**
docs.legis.wisconsin.gov/code/admin_code/dhs/030/94.pdf
- **Children's Long-Term Support Manual 8.3.2 "Grievances":**
www.dhs.wisconsin.gov/publications/p02256.pdf#page=189

DHS 94: Do It Yourself Guide to Filing a Patient or Client Grievance

Disability Rights Wisconsin has created a self-help guide, called the "DHS 94: Do It Yourself Guide to Filing a Patient/Client Grievance", that provides information on the following:

- information about client and patient rights.
- the grievance process each provider must have.
- how to file a grievance.
- how to appeal to the next level if you disagree with the agency's response to the grievance.

Read the DHS 94 guide here:

- **English DHS 94 Guide:**

disabilityrightswi.org/wp-content/uploads/2021/11/DRW-DHS-94-Self-Help-Guide-acc.pdf

- **Spanish DHS 94 Guide:**

disabilityrightswi.org/wp-content/uploads/2023/08/DRW-DHS-94-Self-Help-Guide-Spanish-acc.pdf

The Children’s Long-Term Support Council

The Children’s Long-Term Support Council provides recommendations to needed changes in the Children’s Long-Term Support program. The Council also offers families an opportunity to provide feedback and make recommendations.

Learn about the Council here: www.dhs.wisconsin.gov/cltscouncil/index.htm