

OPEN MEETING MINUTES

Name of Governmental Body: Children's Long-Term Support (CLTS) Council		Attending: Wendy Heyn, Patti Becker, Kelly Blaschko, Kerry Blondheim, Anouvong "Toto" Chanthavixay, Christina Courtney, Anne Dent, Lisa Hanks, Pamela Hencke, Michelle Mattox, David McGinley, Angela Milne, Katy Morgan-Davies, Cherie Purdy, Angela Radloff, Tracey Stanislawski, Lisa Stephan, Beth Swedeen, Sandra Tierney, Jamie Willett, Windsor Wrolstad	
Date: 11/13/2024	Time Started: 9:00 AM	Time Ended: 2:00 PM	Excused: Marianne Novella, Walt Schalick, Elizabeth Williams
			Public Members: Vickie Smith, Kristine Serwe, Lisa Reindl, Vicky Gunderson, Melanie Cairns, Danielle
Location: Virtual Teams Meeting		Presiding Officer: Deb Rathermel	

Minutes

Welcome:

- Call to Order, Greetings, and Introductions
- Council Members Updates and Announcements
 - Beth Swedeen shared that the Board for People with Developmental Disabilities (BPDD) will be hosting a webinar about creating accessible playgrounds on November 19, 2024.
 - Link to the recording (password is .N4Ka?wt): [Accessible Playground Webinar](#)
 - Link to just the slides: [Accessible Playground PowerPoint](#)
- Council Membership Updates
 - Zach Bauer discussed council membership and recruitment.
 - The council currently has one vacancy after Barbara Katz's retirement, which was an advocacy spot on the council.
 - There are two applications for this vacancy with another person that has expressed interest.
 - The council currently meets the representation requirement of having majority parents.
 - Current terms for members begin to expire in early 2026, with all terms expiring through 2027.
- Approve Meeting Minutes from May 8, 2024, Meeting Minutes:
 - Michelle Mattox moved to approve.
 - Kelly Blaschko seconded. Motion passed.

Public Comments:

- Danielle from Marathon County joined to share her family's experience in enrolling in CLTS.
 - She has waited 184 days to determine CLTS eligibility, after receiving a referral in May 2024.
 - She expressed concerns about long wait times for CLTS in Marathon County.

2025-27 Budget

- Deb Rathermel provided an update on the letter that the CLTS Council sent to the Wisconsin Department of Health Services (DHS) Secretary on October 3, 2024, about the Council's budget request for sum sufficient funding for CLTS.
- The DHS Secretary responded on October 16, 2024, "DHS put forward a cost-to-continue budget in September that does not signal new initiatives or significant changes to existing programs."
- Council Discussion
 - The council discussed forwarding the letter to the Governor as recommended in the DHS Secretary response.

- Beth Swedeen made a motion to forward the budget letter that was sent to the DHS Secretary funding for CLTS onto the Governor's Office for inclusion in the upcoming budget.
 - Kerry Blondheim seconded. Motion passes unanimously.

Status Updates

- Katie Beckett Medicaid in CARES
 - Katie Beckett Medicaid enrollment information has been moved to the Client Assistance for Re-employment and Economic Support (CARES) System.
 - CARES is more user-friendly system and allows families to apply for Katie Beckett online, access enrollment information, and see what other programs they are eligible for.
 - Families may still apply over the phone if they would like.
 - Applications are still processed centrally at DHS.
 - Windsor Wrolstad asked about any gaps in coverage that could be created as the system changes and families are given one source of Medicaid.
 - Deb Rathermel shared that this change should not affect Medicaid access, BCS will monitor to assure.
- Wisconsin Wayfinder 1 Year Anniversary
 - Wisconsin Wayfinder system has seen over 750,000 website visits and interactions from 90% of WI counties.
 - Wisconsin Wayfinder needs to be funded in the 2025-27 budget to continue to operate at its current level

CLTS Program News

- No CWA Purchase of Service Contracts in 2025
 - Effective January 1, 2025, county waiver agencies (CWAs) will no longer be contracting with CLTS service providers.
 - The Medicaid provider agreement that providers sign will act as the contract.
 - Angela Milne asked about future audits for providers.
 - Providers should reach out to DHSAuditors@dhs.wisconsin.gov
 - Toto Chanthavixay asked whether just being registered through the state directory means that a provider could bill through Gainwell.
 - Deb Rathermel clarified that a provider can only bill once they have a service authorization from a county.
 - Implementation of this update has been communicated to CWAs and CLTS providers via our GovDeliver listserv messaging, next steps are anticipated to include a memo.
 - CLTS service provider questions can be directed to the provider inbox: dhscltsproviderrelations@dhs.wisconsin.gov
- CLTS Program Family Handbook
 - The CLTS family handbook is currently being reviewed by DHS leadership and is on track to be published in early Spring 2025.
 - Hard copy will be mailed to all enrolled families and available online.

CLTS Program Data

- Dan Kramarz of the Bureau of Children's Services (BCS) shared an update on the CLTS Program data.
- Enrollment has been increasing steadily for the past three years and is expected to reach 25,000 enrollees by the end of 2024.
- There has been a decline in the number of children who are funded but not enrolled, from about 2,300 in the start of 2024 to about 1,600 in September 2024.
- Higher disenrollments in 2024 as compared to previous questions, mainly due to the higher number children in the program.
 - The main reason from disenrollments is transition to adult long-term care, which accounts for about 30% of all disenrollments.
- Dan also shared that there has been a slight increase in appeals.
 - There were 94 total through October 2024—55 were service appeals, 33 were eligibility appeals, and 6 were appeals for unknown reasons.
 - 31 appeals have been dismissed by an administrative law judge (ALJ), 24 were remanded, 22 were withdrawn, 14 were pending, 2 were abandoned, and 1 was denied.
- Council Discussion

- Jamie Willett asked the difference between dismissed and denied appeals.
 - Dan clarified that a dismissed ruling is where an ALJ agrees with the county’s decision and dismisses the appeal.
 - Denied means a rehearing was requested but was denied because there wasn’t enough new evidence to warrant a rehearing.
- Windsor Wrolstad asked whether these ALJ rulings are made available easily online.
 - Dan shared that the Wisconsin Department of Administration handles the appeals processes, and they would be the ones to post them.
 - The link to the decisions: <https://doa-dha.wisconsin.gov/Shared%20Documents/Forms/2024%20Decisions.aspx#InplviewHash565e7e01-e46d-426f-88a0-46558fbb5c10=FilterField1%3DHearing%255Fx0020%255FType-FilterValue1%3DCWK>
 - BCS will pass on this request to the Division of Hearing and Appeals (DHA).

CLTS Participant Cost Analysis

- Dan Kramarz shared an analysis of the per-participant, per-month (PPPM) costs in the CLTS Program.
 - He emphasized that individual participant costs vary, with many kids only requiring a few services, and others requiring more intensive care.
- As CLTS enrollment has grown, the total spending for CLTS has also grown, reaching \$262 million in 2023.
 - This is up from \$102 million in 2020.
- Current PPPM is at \$943.69, up from \$659.18 in 2020.
- There is geographic variation in PPPM by county.
 - This is especially true for smaller counties with low enrollment—a small number of enrollees with higher needs can drive up PPPM.
 - Dan emphasized that there is not benchmark for “normal” PPPM costs, and variability is expected.
- Six categories account for about 80% of the PPPM spending:
 - Respite, support & service coordination, personal supports, daily living skills training, counselling & therapeutic services, and home modifications.
- BCS will continue to monitor and analysis PPPM for trending and variations.

Technical Assistance Center (TAC) Overview

- Beth Gullickson provided an overview of how her Program Operations and Technical Assistance section works with the program and supports program partners, like CWAs.
- The main goal of technical assistance is to improve access and outcomes for families and providers in the programs through supporting local partner understanding and adherence to program operations.
- Teleconferences are regular forums for providing information to program partners.
 - Program teleconferences are held every other month.
 - Quality teleconferences are held twice per year.
 - Functional screen teleconferenced are held once per quarter.
 - Special topic teleconferences are held on an ad hoc basis for more specific, complex topics.
 - Post-teleconference discussions that are held for program leads.
- Individualized technical assistance (TA)
 - The goal of TA is to help advance local delivery systems, not to arbitrate specific requests for services or supports, unless required.
 - There is a centralized access point for individualized technical assistance at BCS.
 - Email: dhsbcstac@dhs.wisconsin.gov
 - Phone: 608-267-6767
- The POTA team regularly receives questions from the Programs. BCS manages these inquiries via its TAC inbox
 - TAC data
 - Year-to-date total submissions for all programs as of Q3: 2,288
 - 76% of these were for CLTS/CCOP
 - Average resolution time is 4 days.
- Common TAC themes
 - Operational issues: appeals, high-cost request process, Medicaid enrollment, provider-related issues.

- Service-related issues: Medicaid services/Early and Periodic Screening, Diagnostic, and Treatment (EPSDT), respite.
- How is info from the TAC used?
 - Policy updates and clarifications: Requests for assistance can inform BCS about policy area that are unclear.
 - Develop proactive TA resources: BCS can use TA requests to create resources that provide guidance and prevent similar issues for other program partners.
 - Improve internal processes: TA can highlight BCS functions that could be streamlined or changed.
- Beth emphasized that all program partners should reach out to the TAC with any feedback on the technical assistance process.

CLTS Transition Project Update

- Andrea Warman of BCS provided an update on the initiative to support families and participants as they transition to adult long-term care.
- The main goal was to create a resource for participants that compared benefit packages between CLTS and adult long-term care programs, like Family Care and IRIS.
- Andrea shared documents that identify services in both CLTS and adult programs.
- Council discussion
 - Jamie Willett hoped to have more information about the access for these services and the geographic areas where these services are harder to access.
 - Patti Becker suggested a plain language version that could be more accessible for families.
 - Andrea said that her adult long term care colleagues are reviewing the document currently and will revise to make service definitions more understandable.
 - Sandy Tierney suggested adding examples of what a service looks like for CLTS and adult long-term care to understand how services differ in practice.
 - Deb Rathermel explained that the next steps will include drafting in plain language, running through our communications office, and review by the adult long-term care teams.

CLTS Timely Enrollment Compliance Update

- Andrea Warman shared an update on the CLTS enrollment timeliness project that requires CWAs to comply with program requirements to enroll children within 90 days of referral to CLTS.
- This project grew out of direction from the CLTS Council seeking support of the DHS Secretary to improve enrollment timeliness compliance.
- Currently, there are 20 counties that are not compliant with this timeframe.
- BCS issued a [memo](#) describing the corrective actions that DHS will undertake for counties that are non-compliant.
- DHS will begin enforcing the compliance requirements in January 2025.
 - CWAs will be put on a corrective action plan (CAP) if they have wait times at or above 100 days.
- Council discussion
 - Jamie Willett asked about the reasons why these counties are having such long wait times.
 - Andrea explained that each county that receives a CAP needs to conduct a root cause analysis for the long wait times, and then explain what they will do to address this root cause.
 - Angela Milne asked whether there would be an issue where kids are enrolled in the 90 days but still experience delays in getting access to services.
 - Deb Rathermel shared that that could be a problem, but it is still important to address the enrollment timeliness issues.
 - The council asked whether the CAPs will be publicly available.
 - Deb Rathermel shared that people could reach out for a copy of a CAP as a public record.
 - Deb Rathermel asked for recommendations about how to improve enrollment timeliness.
 - Angela Milne suggested that CWAs could start doing some of the functional screens.
 - Michelle Mattox suggested that counties could leverage schools or a primary care provider to voice the needs of the child.
 - Kerry Blondheim suggested increasing outreach to county boards or county human services boards to increase resources to the CWAs.
 - She also suggested a resource for parents that are waiting and what they could do to put pressure on counties to improve enrollment timeliness.

- Windsor Wrolstad suggested improving education about the Medicaid EPSDT program as a possible alternative to CLTS services.
- Deb Rathermel reiterated that reaching out to county boards could be an effective means to make changes.
- Christina Courtney suggested outreach to universities to get students to come work in county level CLTS administration.
 - Sandy Tierney emphasized that some student loans can be forgiven through working in public service—this could be an incentive for recent graduates.
- Beth Swedeen agreed to follow up with Disability Rights Wisconsin (DRW) and Family Voices to coordinate ways advocacy organizations can support parents and community partners to voice support for local access.

Council Member Sharing

- Windsor Wrolstad discussed the importance of the EPSDT and mentioned they she is giving a training in EPSDT at the Circles of Life conference in May 2025.
 - She shared a resource about EPSDT: <https://www.medicaid.gov/federal-policy-guidance/downloads/sho24005.pdf>
- Pamela Hencke shared the Wisconsin Caregiver Network as a good resource for families trying to find a caregiver.
- Patti Becker asked for specific insights on how the new ForwardHealth Update on Medicaid Personal Care availability in community settings outside of the home is being operationalized.
 - Deb Rathermel would follow up with the definition for community settings.
- Christina Courtney shared that it has been more difficult lately to find daily living skills providers and transportation providers because the rates are low compared to Family Care.
 - Deb Rathermel shared the rates in the CLTS rate schedule have not been updated since they were created in 2019, so they likely need to be revisited.
 - This could be brought up in a future CLTS council meeting.

Wrap-Up and Action Items

- Council meeting dates for 2025 set for February 5, May 14, August 6, and November 5.

Motion to adjourn: Pamela Hencke made a motion to adjourn, seconded by David McGinley at 1:53 PM.

Prepared by: Zach Bauer on 11/13/2024.

These minutes are in draft form. They will be presented for approval by the governmental body on: 2/5/2024