

# All in for Kids

A CLTS Program Family Newsletter

All in for Kids: CLTS Program is a newsletter that helps keep you and your family informed about the supports and services available through the CLTS Program. The newsletter is published by the Wisconsin Department of Health Services.



## Survey results are in!

Wisconsin is participating in a nationwide survey project called the National Core Indicators (NCI) Child Family Survey. The goal is to measure and improve disability services for children. Each year, the Department of Health Services (DHS) surveys a limited number of CLTS Program families as part of this national study. Your family may have been selected to participate in this national survey if your child:

- Lives in your family's home.
- Has a developmental or intellectual disability.
- Is enrolled in the CLTS Program.

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We gathered valuable input from the selected families to understand their experiences and satisfaction with CLTS Program supports and services. This feedback is important. It helps us improve our policies and procedures to better meet the needs of everyone who participates in our program.

## Survey says: the CLTS Program supports families!

Here are some key findings from the survey results:

### Top scores:

- **Satisfaction:** Families report high levels of satisfaction with the services and supports they get through the CLTS Program.
- **Access and delivery of supports:** Families feel that they can get the services and supports they need without significant barriers.
- **Workforce:** Families appreciate the dedication and support of CLTS Program providers involved in delivering services.

### Areas to grow:

- **Choice, decision-making, and control:** Some families say they wanted to be more involved in choosing and controlling CLTS Program services and supports.
- **Information and planning:** Families say they need more information and support to plan for their services and supports effectively.

## Turning feedback into action

We're using your feedback to make things better:

- **More involvement:** We're finding new ways to make sure families have a key role in choosing what supports and services help them meet their goals.
- **Clear communication:** We're working on ways to give you clearer information and support to help with planning. One example is a new CLTS Program Participant and Family Handbook, which is coming soon! ❖



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## Getting around with CLTS Program transportation services

Transportation services can help your child reach their goals, participate in their community, and get to needed appointments.

### Interested in medical transportation through Medicaid? Here's what you need to do:

#### Step 1: Understand what's covered

Non-emergency medical transportation (NEMT) is a service that can help you get to places you need to go to meet your child's health care needs. For example, NEMT can take your child to Medicaid-covered health care appointments or to the pharmacy to pick up Medicaid-covered prescriptions.

Depending on the situation, you can use NEMT to get:

- Rides with a driver, scheduled in advance.
- Public transportation (bus tickets).
- Mileage reimbursement (if you have a car and drive yourself to your appointment).

#### Step 2: Booking a ride or getting reimbursed for gas mileage

- To book a ride: Call 866-907-1493 or visit [mtm-inc.net/mtm-link/](https://mtm-inc.net/mtm-link/) two business days before your appointment.
- For gas mileage reimbursement: Collect a trip log from [mtm-inc.net/wisconsin/members/](https://mtm-inc.net/wisconsin/members/), have it signed at your appointment, and submit it within 12 months for reimbursement.

#### Need more help?

If you have questions about how to use these transportation benefits or need help with forms, you can call 866-907-1493. You can also visit the DHS website for more detailed information at [dhs.wi.gov/nemt](https://dhs.wi.gov/nemt).



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## Interested in *non-medical* transportation through the CLTS Program? Here's what you need to do:

### Step 1: Understand what's covered and what's not

The CLTS Program can help your child with transportation for various CLTS program non-medical and non-emergency needs. It can support your child in reaching their goals by taking them to activities such as mentoring or community events like going to the library or swimming pool.

Transportation services pay the transportation fare, such as bus tickets or taxi vouchers, for the child and for the person supporting them during transportation. Other CLTS Program supports and services are available to help pay if care and supervision is needed during transportation.

**Important note:** Parents can only get reimbursed for transportation if it is specifically related to their child's disability and goes beyond what parents normally do for children without disabilities.

The CLTS Program can't cover transportation to and from school. You'll need to arrange this directly with your child's school.

### Step 2: Schedule your ride

If transportation services are needed to support your child's goals, the team will work together to find a service provider. After that, your family and the provider will work together to arrange transportation as outlined in the Individual Service Plan (ISP). ❖

## Welcoming the fall season

As summer winds down and the leaves begin to change, we all start to transition from warm, sunny days to the crisp, cool air of fall. This time of year brings many changes, especially for families with children. Let's explore how we can embrace these transitions together.



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## Fall transitions: A time of change

Fall can be a time of big transitions for families and children:

- **Saying goodbye to summer:** It's normal to feel a bit sad about the end of summer and anxious about the new school year.
- **New routines:** From changing sleep schedules to new wardrobes and extracurricular activities, fall brings a lot of new routines for everyone.
- **Seasonal beauty:** Despite the changes, fall also brings the beauty of changing leaves, holidays, and the start of school.



## Tips for children with disabilities

Transitions can be even more intense for families of children with disabilities. Here are some tips to help make the transition smoother:

- **Environmental preparation:** Schedule time to visit the school with your child. Show them the routes they might take between classes, where their locker is, and introduce them to their teachers.
- **Talk about school:** Highlight anything familiar that your child likes, such as a special teacher, a friend, or a favorite class.
- **Read books about school:** Books can help children make connections between spoken language and images, helping them process their feelings and thoughts.
- **Communicate with the school:** Talk with your child's school to understand how things will look and work, and prepare your child for interactions.
- **Visual routine:** Use a visual schedule with images and pictures to help your child understand their daily routine.
- **Adjust sleeping patterns:** Gradually shift bedtime earlier by 15 minutes each night to help ease the transition.



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## Ideas to help families with transitions

Here are some tips to help families navigate fall transitions:

- **Books and stories:** Use books to help children make connections and process their feelings.
- **Talk over meal times:** Discuss the changes and new routines over meals to help everyone stay connected.
- **Social connections:** Encourage children to maintain social connections with friends.
- **Outdoor activities:** Spend time outdoors, plant seeds, take walks, go to parks, and look out the window instead of at screens to center yourself with nature.
- **Autumn crafts:** Change things up with fun autumn crafts.
- **Warm meals:** Embrace warm meals, like soup, to bring comfort during the season.
- **Cozy up:** Ensure the room is cozy with warm blankets and comfortable bedding.
- **Seasonal chores:** Engage in seasonal chores together as a family.
- **Journal and reflect:** Journal with your children about fun summer moments and things you're looking forward to in the fall.
- **Organize summer pictures:** Spend time organizing summer pictures and remembering the fun moments.
- **Take down time:** It's okay to enjoy indoor calming activities and take some down time.

## Embrace the beauty of fall

Remember, fall is a season of change and new beginnings. Embrace the beauty of the changing leaves, the excitement of new school adventures, and the comfort of warm meals and cozy blankets. Together, we can make these transitions smoother and more enjoyable for everyone. ❖



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# Understanding the CLTS Council and how it supports families

## What is the CLTS Council?

The CLTS Council is a group dedicated to making recommendations to DHS on how the CLTS Program can better serve children with disabilities and their families. The best part? You can attend council meetings even if you are not a member. These meetings are open to the public, and we welcome your participation!

## Who is on the CLTS Council?

The council is made up of up to 25 voting members, including:

- **Parents and caregivers:** Most members are parents from diverse backgrounds who have children with disabilities. They share their valuable experiences and insights.
- **Advocacy agencies:** Organizations that advocate for the needs of children with disabilities.
- **Human service agencies:** Professionals who work in various human services roles.
- **Provider agencies:** Agencies that provide services to children with disabilities and their families.

## What happens in the CLTS Council?

At meetings, you can expect:

- **Presentations from DHS staff:** Learn about new and ongoing projects, data, and issues directly from DHS staff.
- **Expertise sharing:** Council members share their personal and professional experiences to help inform CLTS Program policies and procedures and improve programs and services for children with long-term support needs.

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## Want to know more or have questions?

For more information about the CLTS Council and to send your questions and comments, visit the council webpage at [dhs.wi.gov/cltscouncil](https://dhs.wi.gov/cltscouncil).

### Join us!

The CLTS Council is here to ensure that the voices of families are heard and that the program continues to improve. Your participation, whether by attending meetings or providing feedback, helps shape a better future for all children with disabilities in Wisconsin. ❖

## Online access to Katie Beckett Medicaid information for families coming this fall!

### What is Katie Beckett Medicaid?

Katie Beckett Medicaid provides Medicaid coverage to children under 19 who live at home and have certain health care needs. Since many families enrolled in the CLTS Program also have Katie Beckett Medicaid, we want to let you know about these updates. Katie Beckett Medicaid is designed to provide Medicaid coverage to children who:

- Have complex medical needs.
- Have long-term disabilities.
- Have mental health needs.
- Want to receive home and community-based services instead of living in a hospital or institution.

Children may qualify for Katie Beckett Medicaid even if:

- They are not eligible for other Medicaid programs because of their parents' or guardians' income or assets.
- They are covered by private health insurance.

## FOR YOUR CALENDAR

*Key information for families*

### Upcoming CLTS Council meetings:

- August 14, 2024  
(remote using Zoom)
- November 13, 2024  
(remote using Zoom or in-person)

### Public comments:

- You're invited to attend each meeting even if you're not a member of the council. There is time for public comments at the start of each meeting.
- The CLTS Council helps make sure the CLTS Program supports children and families. Your input helps improve the program.

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## Exciting new changes this fall

Starting later this fall, for the first time, families will be able to:

- Apply for Katie Beckett Medicaid benefits more easily.
- Access their benefit information online.
- See their next renewal date to help plan ahead.
- Upload documents online instead of using the mail.
- Find other helpful programs and supports.

## New online application process

If you are interested in applying for Katie Beckett Medicaid, you will soon be able to apply online. While some steps will still require working with an eligibility specialist, online access will make the application process easier.

## Important reminders

- **Always open and read your mail:** This is the main action you need to take. New options are coming, and we will send letters explaining everything in more detail.
- **Update contact information:** Make sure your contact information is current. You can update it by emailing [DHSKatieBeckett@dhs.wisconsin.gov](mailto:DHSKatieBeckett@dhs.wisconsin.gov) or by calling the Katie Beckett Medicaid Central Office at 888-786-3246.
- **Be patient:** This is a significant transition for Katie Beckett Medicaid staff, and your patience is appreciated.

These updates to Katie Beckett Medicaid aim to make it easier for families to access and manage their benefits. We are excited about these improvements and will keep you informed every step of the way. ❖

## DID YOU KNOW?

### Families can appeal

It is natural for people to have differences of opinion from time to time. If you disagree with a decision about a support or service in the CLTS Program, you have the right to formally appeal a decision about supports and services with the Division of Hearings and Appeals. You can request a hearing using the form at [doa.wi.gov/RequestAHearing](https://doa.wi.gov/RequestAHearing) or by letter. Mail your form or letter to: DHA, P.O. Box 7875, Madison, WI 53707-7875.

Filing an appeal is not seen as a negative action. It is simply one way to work through differences.

## Family spotlight: The Plummer family's journey with the CLTS Program

We are excited to share the heartwarming story of the Plummer family, who have found incredible support through the CLTS Program. With the help of Support and Service Coordinator (SSC) Kala, at Ozaukee County, they connected with a Taekwondo program that works with children with disabilities. This connection has been life-changing, helping the kids manage daily challenges and improve their overall well-being.

"The Taekwondo classes have been amazing for our boys," says mom. "The instructors are so dedicated and really understand our boys' needs. We've seen such positive changes in them."

The Taekwondo classes have become a wonderful family activity. The boys not only enjoy the physical exercise but also the sense of accomplishment and confidence that comes with it. "It's been a fantastic experience for all of us," adds dad. "Seeing our boys happy and thriving means the world to us." ❖



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## The CLTS Program wants your family stories and photos!

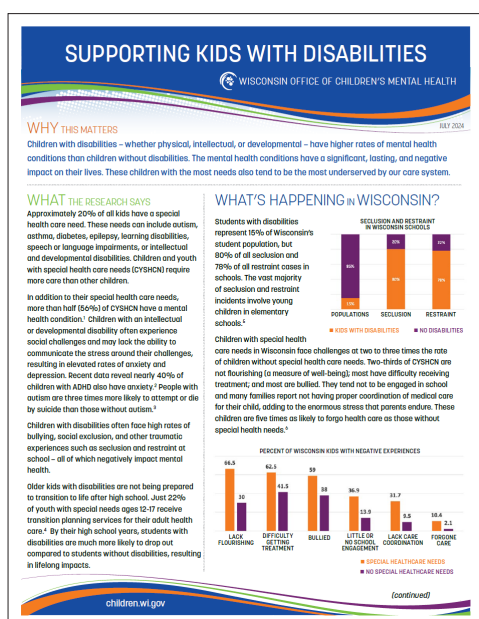
The All in for Kids newsletter is for families. We want to feature your photos and experiences for other readers to enjoy! You can share things like:

- A positive interaction with the CLTS Program.
- An example of how the CLTS Program has helped your family or child.
- A photo or story of an activity you did with your child.
- A photo of artwork or something else your child has made.

Email your family story or photo to [dhsclts@wisconsin.gov](mailto:dhsclts@wisconsin.gov) with “All in for Kids” in the subject line. You can also send ideas for stories you would like to read in the newsletter. We look forward to hearing from you! ❖

## Helpful resources for families

**New Fact Sheet!** Supporting Kids with Disabilities from the Wisconsin Office of Children’s Mental Health [children.wi.gov/Documents/ResearchData/OCMH%20Fact%20Sheet\\_July%202024\\_Supporting%20Kids%20with%20Disabilities.pdf](https://children.wi.gov/Documents/ResearchData/OCMH%20Fact%20Sheet_July%202024_Supporting%20Kids%20with%20Disabilities.pdf).



## CONNECT TO RESOURCES

### Wisconsin Wayfinder helps connect you to resources

Families often have many questions after learning their child has one or more delays, disabilities, special health care needs, or mental health conditions. Wisconsin has five Children’s Resource Centers that are devoted to supporting these families. The centers help both families and providers. Each center has children’s resource guides who are trained to help you and your family:

- Connect to community resources.
- Learn about and find supports and services.
- Get answers to questions.

You can call the toll-free phone number 877-WiscWay (877-947-2929) to talk to a live person who will connect you with your children’s resource guide.

You can go online at [dhs.wi.gov/wiscway](https://dhs.wi.gov/wiscway) for more information.

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## Join our email list

Sign up to receive the electronic version of this newsletter and other emails about the CLTS Program.

1. Go to [dhs.wi.gov/dms/ltc-email-signup.htm](https://dhs.wi.gov/dms/ltc-email-signup.htm).
2. Scroll down to the Children's Long-Term Care Subscription List Topics section.
3. Select CLTS Information for Families and Participants.

Don't forget to tell your family and friends in the program to sign up as well!

Previous issues of All in for Kids: CLTS Program: [dhs.wi.gov/library/collection/AKids24](https://dhs.wi.gov/library/collection/AKids24). ❖

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All in for Kids: CLTS Program is a newsletter published by the Wisconsin Department of Health Services for children and families in the CLTS Program.

The CLTS Program makes Medicaid funding available to support children with substantial limitations due to developmental, physical, or severe emotional disabilities who are living at home or in the community. Funding may be used to support a range of services based on an assessment of the child's and family's specific needs and identified goals or outcomes. For more information, visit [dhs.wisconsin.gov/children/index.htm](https://dhs.wisconsin.gov/children/index.htm).

Para leer este boletín en español, visite [dhs.wisconsin.gov/library/akids24.htm](https://dhs.wisconsin.gov/library/akids24.htm).

Xav nyeem tsab ntawv xov xwm no ua Lus Hmoob, mus xyuas [dhs.wisconsin.gov/library/akids24.htm](https://dhs.wisconsin.gov/library/akids24.htm).

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