



Date: December 17, 2021

DMS Numbered Memo 2021-08

To: County Department of Human Services Directors
County Department of Social Services Directors
County Department of Community Programs Directors
Children's Long-Term Support Supervisors and Leads

Cc: State of Wisconsin Department of Children and Families

From: Curtis J. Cunningham
Assistant Administrator for Benefits and Service Delivery
Division of Medicaid Services

Standardized Materials to Support Family Access to Children's Long-Term Support Programs

Purpose

This memo describes standardized materials for intake, eligibility, and enrollment processes and outlines their required use in the following children's programs administered by the Wisconsin Department of Health Services (DHS) Bureau of Children's Services (BCS):

- The Children's Long-Term Support (CLTS) Program
- The Children's Community Options Program (CCOP)
- Katie Beckett Medicaid

Background

The 2019-2021 Biennial Budget called for the creation of a unified statewide solution for program intake and eligibility determination for children's long-term support programs. DHS partnered with families, advocates, county waiver agencies (CWAs), and other state agencies to create a statewide system of intake, eligibility, and enrollment to improve access for families to the CLTS Program, CCOP, and Katie Beckett Medicaid.

Standardized Materials: Design and Intent

These standardized materials are intended to support statewide consistency in family experiences regardless of where the family resides. The goal is to ensure every family of a child with a delay or disability can easily and readily access information and are fully informed in their choice to enroll in community long-term support programs that enable their child to live their best life.

Materials are intended to:

- Be easily recognizable for families and community members.
- Align with other programs and resources for families.
- Reduce redundancy or duplication.
- Be consistent across the state.

Required Use by March 1, 2022

Effective March 1, 2022, CWAs are expected to fully incorporate the materials into local program practice. While not required until this date, DHS encourages use of the materials prior to this date to provide families with the most updated and user friendly information.

Standardized Materials

The standardized written materials developed by BCS with input from the Access Workgroup, along with their purpose and intended use, are delineated below.

General Use Material

Purpose	Audience	Print and language
Helpful Resources for Families in Children’s Services Programs, P-03036		
The purpose of this document is to provide families with information about where to go to find out more about children’s programs and connect with community or other resources that can support them.	This document is for families . It should be widely shared with families who are being supported through any of our programs.	Available for print in English, Hmong, and Spanish

Intake Materials

Purpose	Audience	Print and language
Intake Call and After Inquiry Guidance Sheet, P-03106		
<p>The purpose of this two-part document is to:</p> <ul style="list-style-type: none"> • Guide workers through the intake process • Ensure families have similar experiences across counties. <p>It covers general guidelines and actions that need to be taken from the intake call through preparing a family for their screen visit, or following up with them if they choose not to schedule a visit.</p>	This document is for counties . It should be used during and after intake calls.	Available for print in English

Purpose	Audience	Print and language
Letters: Screen Visit Scheduled (F-02874) or Not Scheduled (F-02876)		
After an intake call, one of two standardized letters will be sent to the family. Should the family decide to move forward with a screen visit, they will receive a letter confirming the time of their visit, along with helpful resources to prepare. Should the family decide not to move forward with a screen visit, they will receive a letter instructing them of other resources that may be helpful, as well as instructions for how to come back should they want to seek access in the future.	These documents are for families . They can be sent to families after intake calls.	Not available for print—these letters are customized to the family before being sent

Eligibility Materials

Purpose	Audience	Print and language
Children’s Programs Eligibility and Functional Screen, P-03061		
The goal of this document is to help demystify the screen for families, prepare them for the screen visit experience, and help them see whether their child fits in the eligibility criteria.	This document is for families . It should be included as an enclosure in the letter to families when a home visit is scheduled.	Available for print in English, Hmong, and Spanish
Children’s Services Programs: Cross Comparison, P-02991		
The goal of this document is to give families an at-a-glance view of the programs that use the functional screen. It is a tool to help families choose the right program(s) accessible after a functional screen.	This document is for families . It should be shared with families at the eligibility stage.	Available for print in English, Hmong, and Spanish
Contacts for the CLTS Program, P-03037		
The purpose of this document is to provide information about county and state contacts to CLTS program participants. It also contains a summary of what program participants can do to file a complaint, grievance, or appeal.	This document is for families . It should be provided at any stage of the program access process and can be used for participants who are already enrolled.	Not available for print—this document is customized with county contact information before being provided to a family
Medicaid and Children’s Services Program Benefits Overview, P-02996		
The purpose of this document is to provide information on the different benefits available in CCOP, CLTS, and Katie Beckett Medicaid.	This document is for families . It should be provided to families when they are deciding which programs to enroll their child in, and when seeking to better understand program benefits.	Available for print in English, Hmong, and Spanish

Enrollment Material

Purpose	Audience	Print and language
Welcome to the Children’s Long-Term Support Program, P-03010		
This document is intended to welcome families to the program and to provide answers to commonly asked questions about their child’s participation in BCS programs.	This document is for families . It should be provided to a family once they decide to enroll in the CLTS program.	Not available for print—this document is customized with county contact information before being provided to a family

DMS Memo

Page 4 of 4

Ordering Print Copies

To request free, printed copies, complete a [Forms/Publications Order form, F-80025A](#), and email it as an attachment to [DHS FM Order](#). Please allow two to four weeks to receive ordered prints.

BCS Support for Use of Materials

Questions should be directed to the BCS [Children and Family Program Specialist team](#).