

# **Wisconsin Public Psychiatry Network Teleconference (WPPNT)**

- This teleconference is brought to you by the Wisconsin Department of Health Services (DHS), Division of Care and Treatment Services, Bureau of Prevention Treatment and Recovery and the University of Wisconsin-Madison, Department of Psychiatry.
- 2024. Reproduced with permission.

# WPPNT Reminders

## How to join the Zoom webinar

- **Online:** <https://dhs.wi.zoomgov.com/j/1606358142>
- **Phone:** 669-254-5252
- Enter the Webinar ID: 160 635 8142#.
  - Press # again to join. (There is no participant ID)

## Reminders for participants

- Join online or by phone by 11 a.m. Central and wait for the host to start the webinar. Your camera and audio/microphone are disabled.
- [Download or view the presentation materials](#). The evaluation survey opens at 11:59 a.m. the day of the presentation.
- Ask questions to the presenter(s) in the Zoom Q&A window. Each presenter will decide when to address questions. People who join by phone cannot ask questions.
- Use Zoom chat to communicate with the WPPNT coordinator or to share information related to the presentation.
  
- [Participate live to earn continuing education hours](#) (CEHs). Complete the evaluation survey within two weeks of the live presentation and confirmation of your CEH will be returned by email.
- A link to the video recording of the presentation is posted within four business days of the presentation.
- Presentation materials, evaluations, and video recordings are on the WPPNT webpage: <https://www.dhs.wisconsin.gov/wppnt/2024.htm>

# Wisconsin Wayfinder: Children's Resource Network

November 14, 2024

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# Description and Objectives

This presentation will address the need of resources for children and youth with special health care needs, their families, and the professionals that work with them as well as and highlight the creation of Wisconsin Wayfinder: Children's Resource Network by the Department of Health Services. It will provide an overview of how Wisconsin Wayfinder works, who it is for, and how these free confidential services can be shared and accessed. This presentation will also highlight how Wisconsin Wayfinder works within an existing system of care to strengthen partnerships between divisions and departments to improve access to services and supports.

# Description and Objectives (cont.)

By the end of the presentation participants will:

- Be able to understand why and how Wisconsin Wayfinder was created and who it is for
- Know how Wisconsin Wayfinder, the Children's Resource Centers, and the Children's Resource Guides all work together
- Understand the types of programs, services, and supports Wisconsin Wayfinder connects people to and how its resources can be shared

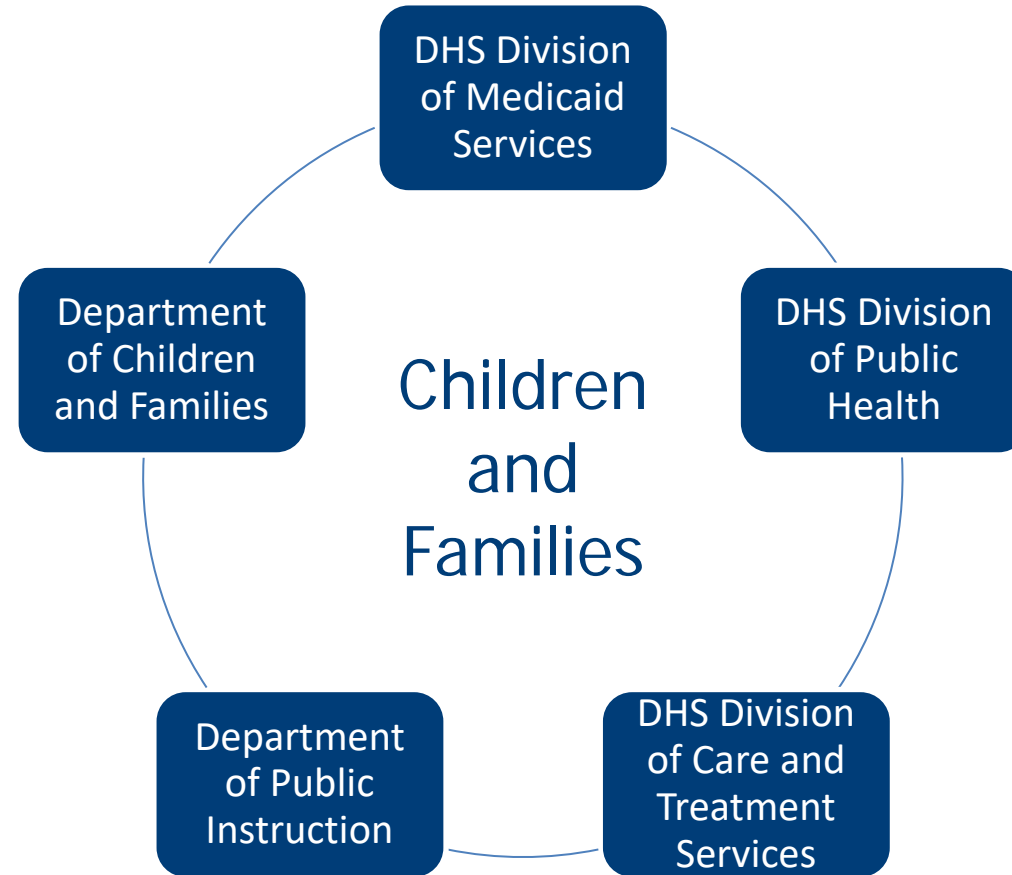
# Wisconsin Wayfinder

- Vision: Support families of children with special health care needs in finding the right next step for their family following initial diagnosis or the initial need for assistance.
- Outcome: All Wisconsin families of children with special health care needs will have an easier way to identify, navigate, and access needed resources.



# Collaboration

- We are working across state agencies that serve children and families.



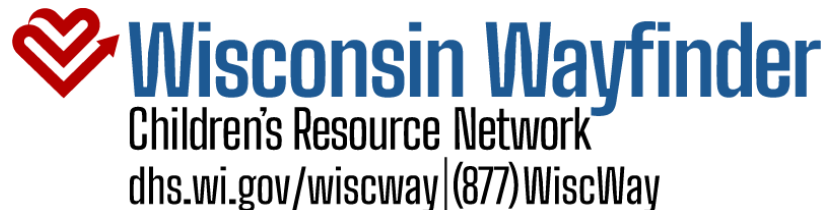


[dhs.wi.gov/wiscway](https://dhs.wi.gov/wiscway) | (877)WiscWay



# Who is Wisconsin Wayfinder For?

- Parents and caregivers of children 0-21 with a:
  - ◆ Delay
  - ◆ Disability
  - ◆ Special health care need
  - ◆ Mental health
- Professionals in the field working with children and families



# Target Audiences

## Families



## People who work with children and families





**Childcare providers**



**Educators**



**Medical professionals**



**Mental health professionals**



**Community based organizations**



**Other programs and state agencies**

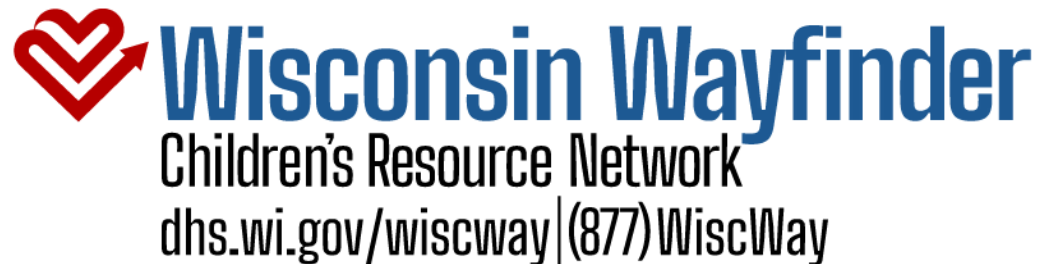
# Introducing Wisconsin Wayfinder

- <https://youtu.be/kvkNmdRtqXQ>



# About Wisconsin Wayfinder

- Wisconsin Wayfinder simplifies the complex journey for families and professionals looking for information and resources for children with delays, disabilities, and special health care needs.





[dhs.wi.gov/wiscway](https://dhs.wi.gov/wiscway) | (877)WiscWay

# 877-WiscWay


- 877-WiscWay (877-947-2929) is a statewide, toll-free number that connects callers with free, confidential referral and follow-up services.
- The toll-free number connects callers to their regional Children's Resource Center.
- Callers receive friendly assistance and are connected to the appropriate region for personalized support from a children's resource guide in their area.

# Children's Resource Centers

Formerly known as the CYSHCN Regional Centers

Note: Centers will keep their current phone numbers for already established contacts.



 **Wisconsin Wayfinder**  
Children's Resource Network  
[dhs.wi.gov/wiscway](https://dhs.wi.gov/wiscway) | (877) WiscWay

 **Children's Resource Centers**  
Guiding Wisconsin families of children and youth with special health care needs



# Children's Resource Centers

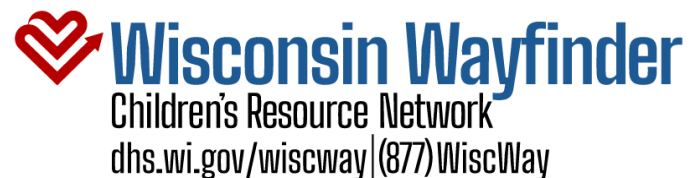
- Provide up to date information on a variety of topics, including:
  - Trainings
  - Communicating with schools
  - Parent-to-parent support
  - Information on specific diagnosis
  - Services in the community or state
  - Locating doctors and dental care
  - Transitioning to adult settings
  - Understanding health benefits

# Children's Resource Guides

- Individuals who assist families, caregivers, professionals, and organizations in finding supports and services available through the Children's Resource Network.
- Guides often have lived experience
- Are experts on local resources
- Engage in follow-up with families
- Trouble-shoot when necessary

# Wisconsin Wayfinder Online

- Visit us online at [dhs.wi.gov/wiscway](https://dhs.wi.gov/wiscway)
- Provides relevant content for families and professionals seeking resources.
- Fill out our [contact us form](#) to have a children's resource guide call you at your preferred time.



# [Wisconsin Wayfinder: Essential Children's Resources | Wisconsin Department of Health Services](https://www.dhs.wisconsin.gov/wiscway/index.htm)

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

- About DHS
- Data & Statistics
- Diseases & Conditions
- Health Care & Coverage
- Long-Term Care & Support
- Prevention & Healthy Living
- Partners & Providers
- Certification, Licenses & Permits

Home > Long-Term Care & Support > Services for Children > Wisconsin Wayfinder: Essential Children's Resources



# Wisconsin Wayfinder

## Children's Resource Network

### Wisconsin Wayfinder: Essential Children's Resources

Wisconsin Wayfinder supports families of children with delays, disabilities, special health care needs, and mental health conditions. Children's resource guides are helpers who assist families, caregivers, [professionals](#), and organizations in finding a wide array of supports and services available through the Children's Resource Network. Their services are free and confidential. [Connect](#) with a children's resource guide. Call (877) WiscWay or use our contact form.



**Talk with a children's resource guide on the phone.**

[Call \(877\) WiscWay \(877-947-2929\).](#)



**Connect with a children's resource guide online.**

[Fill out the online contact form to connect with us.](#)



**Introducing Wisconsin Wayfinder**

Learn more about how to find trusted information and resources for children with special health care needs in this video. Wisconsin Wayfinder connects parents, caregivers, and professionals with free, confidential, and personalized support.

## Parent questions, answered by children's resource guides

# Wisconsin Wayfinder Online



### "I have concerns about my child. What should I do?"

Not all children reach a milestone by a certain age. But there are tools to help you know when to reach out to a medical professional.

[Learn more about tracking your child's development.](#)



### "I want to talk with someone about supports and services for my child. Where can I start?"

Wherever you're at on your journey, you can contact a children's resource guide. We will support you and help you find answers.

[Learn how to connect with trained experts.](#)



### "What types of programs and supports can help my family in Wisconsin?"

The Children's Resource Network offers a range of options that might be right for your family. Support your child's development by getting help as soon as possible.

[Get guidance on programs and support.](#)



### "What do I do if I'm worried about my child's mental health?"

If you notice a change in your child's emotions or behaviors, talk with someone. A children's resource guide can connect you with the resources you need to make decisions going



### "How do I pay for the cost of medical care for my child?"

Many families can get free health coverage for their children and teens under Medicaid, even if the family has other insurance. There are also home, community-based, and supplementary services.



### "What are the health care specialty and therapy options for children with disabilities?"

At different stages of a child's life, they may see a variety of doctors and therapists and other health care specialists.

### Contact your children's resource guide

Wisconsin has five Children's Resource Centers that help families of children and youth with special health care needs. If you are looking for help for someone ages 0-21, who has, or may have a delay, disability, or other special health care need, including mental or behavioral health, please complete the below information. A children's resource guide from your area will call you.

The Children's Resource Centers are staffed by specialists who can help get answers, find services, and connect you to community resources. Their services are free and private. Your Children's Resource Center will respond as soon as possible.

What language would you prefer to complete this form in? \*

English  
 Hmong  
 Spanish

reset

**What days and times are you available for a call? Please check all options that work for you.**

**¿Qué días y en qué horario está disponible para una llamada? Marque todas las opciones que le resulten convenientes.**

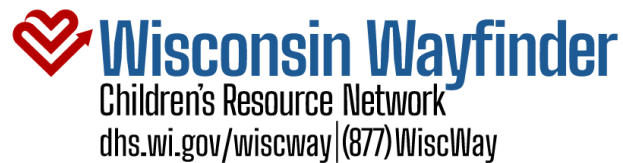
**Hnub twg thiab lub sij hawm twg uas koj tuaj yeem hu tau? Thov kos rau txhua qhov kev xaiv uas haum rau koj.**

	8:00am -12:00pm	12:00pm - 4:30pm	Not at all / De ningún modo / Tsis laib klag li
Monday / Lunes / Hnub Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday / Martes / Hnub Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday / Miércoles / Hnub Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday / Jueves / Hnub Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday / Viernes / Hnub Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Submit

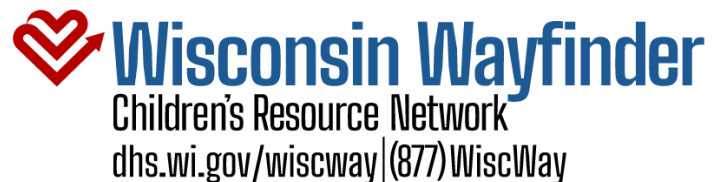
# How You Can Help

- Promote 877-WiscWay and [dhs.wi.gov/wiscway](https://dhs.wi.gov/wiscway) in your networks.
- Share Wisconsin Wayfinder marketing materials with your network.
- Connect with the Children's Resource Centers yourselves!



# Marketing and Outreach Materials

- Web content
- Targeted emails
- Outreach posters
- Outreach flyers
- Brochures
- Social media posts
- Introductory and animated videos
- Social media ads, TV, print, digital media, and radio advertising



Materials are available in  
English, Spanish, and  
Hmong





**THANK YOU!**

# Connect with Us!

Wisconsin Wayfinder

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