

A FAMILY FRIENDLY GUIDE

to Services for

Milwaukee County Special Needs
Children and Youth and Their Families



Project **E**qual **A**ccess for **S**pecial Needs **S**ervices for **Y**outh



INTRODUCTION

Milwaukee County offers many programs to support families of children and youth who have special needs. The child or youth must have a significant disability which is a physical, mental, or emotional limitation which seriously restricts the child's ability to carry out basic living activities such as self-care, learning, communications, mobility and self-direction. Children and youth from ages birth to 22 can receive support services to help them live at home with their family.

Families can access certain services from different agencies throughout the County. We hope this guide will make it easy to locate those services from the different places in Milwaukee County. The guide will provide brief information for each of these programs and how your child can be found eligible for these programs.

The agencies that you may connect with include Milwaukee County Disability Services, Milwaukee County BHD Children and Young Adult Community Services and Wraparound Milwaukee, Katie Beckett Program, and the Social Security Administration.

When you work with these agencies, you will be asked to provide information about your child such as whether your child is on Medicaid, has a diagnosis from a physician, a psychological evaluation or an individualized education plan (IEP) at school.

This Guide is designed as a resource to increase awareness and access to services for Milwaukee African American children with a disability and their families. It is part of DRW's Project EASSY, Equal Access for Special Needs Services for Youth. Disability Rights Wisconsin hopes this guide will give you an easy way to find help for your child or youth and your family. If you have questions about this process, you can contact Disability Rights Wisconsin's intake specialist at 414-773-4646.

This Guide is also available on the DRW website at disabilityrightswi.org

MEDICAID AND CHILDREN WITH SPECIAL NEEDS

Medicaid is a public health insurance program that provides coverage for many supports for a child with special needs that may not be covered by private insurance. There are different ways to access Medicaid. This can vary depending on the family's income and assets, and the child's disability.

► Katie Beckett Program

The Katie Beckett Program allows certain children with long-term disabilities, mental illness, or complex medical needs, living at home with their families, to obtain a Wisconsin Medicaid card, sometimes known as card services or Title 19. This program can be in addition to private health insurance. Children who are not eligible for other Medicaid programs because the income or assets of their parents are too high, may be eligible for Medicaid through the Katie Beckett Program. This eligibility determination needs to be completed before a child would be eligible for other programs. It may take up to 6 months to determine disability eligibility.

- **Examples of Services:** Medical appointments, therapy, medication, durable medical equipment and hospitalization.
 - **Eligibility:** Milwaukee County residents who are under age 19, live at home with family. Disability determination is required. Katie Beckett consultants can assist with this.
 - **Referral process:** Contact Katie Beckett Consultants Terry Wojciechowski, Terry.Wojciechowski@wisconsin.gov or Natasha Griffin, NatashaC.Griffin@wisconsin.gov Call 414-345-6338.
 - **For more information:** www.dhs.wisconsin.gov/kbp/index.htm
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► BadgerCare Plus Medicaid

Enrollment in Medicaid is required for many of the programs that serve children with special needs or a disability. BadgerCare Plus is Wisconsin's Medicaid program for lower income families and children.

- **Examples of Services:** Medicaid coverage
- **Eligibility:** Lower income families and children
- **Referral process:**
 - To apply online, go to ACCESS.wi.gov and click on Apply for Benefits
 - You may also contact Milwaukee Enrollment Services (MILES) which provides assistance with applying for benefits, including BadgerCare Plus. Workers can provide assistance to you in person or on the phone. Call 1-888-947-6583

Note: As described above, the Katie Beckett Program can provide an option for children with disabilities to access Medicaid if their parents' income and assets are too high to qualify for BadgerCare Plus Medicaid.

► SSI and Medicaid

Children from birth up to age 18 who have a disability may be eligible to receive Supplemental Security Income (SSI) benefits. Children who are found eligible for SSI benefits can also get Medicaid.

The child must have a disability or special need that seriously limits activities and is expected to last longer than one year. Families will need to provide information about the child's disability, their treatment, medical records, a list of medications, and a copy of the child's birth certificate to apply.

- **Examples of Services:** Medicaid and monthly payments.
 - **Eligibility:** Child must be under 18, or under 22 and regularly attending school. Families must have limited income and assets. A disability determination will be done.
 - **Referral process:** Call the Social Security Administration at 800-772-1213 to make an appointment to apply. Can also apply online at www.ssa.gov/disability/ or by telephone.
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► Autism Services

In Wisconsin, children who have been diagnosed with autism spectrum disorder and need related treatment may be eligible to receive Autism Treatment Services through Medicaid also known as card services, Title 19 or ForwardHealth card. Families may directly contact an Autism Treatment Provider in the area to discuss their child's needs. The provider will need to complete the Medicaid Prior Authorization process to determine if the child is eligible and can benefit from treatment. These services are considered medical services now, like going to the doctor. In addition to autism treatment services, the families may be eligible for long term support services through the Children's Long-Term Support Waiver and Children's Community Options Program, also listed in this guide.

- **Examples of Services:** Autism treatment services, ABA therapy
- **Eligibility:** Children who have been diagnosed with autism spectrum disorder and need related treatment
- **Referral process:** Directly contact an Autism Treatment Provider who will complete the Medicaid Prior Authorization process based on the child's needs.

RESOURCES FOR ASSISTANCE:

- *The Autism Society of Southeastern Wisconsin Resource Directory* has many helpful resources, and includes a listing of Autism Treatment Providers. www.assew.org/resource-guide/
- The Autism Society of Southeastern Wisconsin can help answer questions and provide guidance on the process to apply for services. Call 414-988-1260.
- The Southeast Regional Center: Children and Youth with Special Health Care Needs may also be a resource for families. Call 800-234-5437.

MILWAUKEE COUNTY DISABILITY SERVICES

The following programs are administered by Milwaukee County Disability Services.

► Birth to Three

Birth to Three is a county wide system of services and supports for children under age three who may be developing more slowly, have a delay in development or be at risk for a delay in development. This early intervention program is a family focused program for children ages birth to three years which provides screenings and evaluations along with services to help the child progress. These services can be provided at home or in a daycare program. These early services include the family to help incorporate services into your daily life.

- **Examples of services:** Early Childhood Education, Occupational Therapy, Physical Therapy, and Speech therapy.
 - **Eligibility:** Children ages birth to 36 months with special needs or a significant delay. Eligibility determined via a state required screen.
 - **Referral process:** Referrals can be made from 8:00 AM to 4:30 PM, Monday through Friday. Call Milwaukee County Disability Services at 414-289-6799 (English & Spanish)
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► Children's Long Term Support Waiver (CLTS)

The Children's Long Term Support Waiver (CLTS) provides supports to children with intellectual, developmental, physical or emotional disabilities. The program is designed to provide services and supports at home and in the community to children with disabilities or special needs. Milwaukee County social workers provide an assessment of your child's needs. They will work with the family to identify services which will help you to keep your child at home with you, rather than in an institution.

- **Examples of Services:** Respite Care, In-home therapy, home modifications.
- **Eligibility:** Children/ youth with special needs who have a significant physical disability, developmental disability, or emotional disability. Eligibility is determined through a state required functional screen. Children also must be eligible for Medicaid (Title 19/Card Services).
- **Referral process:** Referrals can be made from 8:00 AM to 4:30 PM, Monday through Friday. Call Milwaukee County Disability Services at 414-289-6799 (English & Spanish)

► Children's Community Options Program

Children's Community Options Program (CCOP) provides supports to children with intellectual, developmental, physical or emotional disabilities. Supports and services are provided to families of children with disabilities who have special needs at home and in the community. Milwaukee County social workers conduct an assessment of your child's need and work with families of children with disabilities to identify services. CCOP helps families obtain the kinds of services and supports needed for a child to live in the least restrictive environment, address health and safety concerns and maintain a quality family life. The County Support and Service Coordinator and families work together to develop an individualized service plan for each family.

- **Examples of Services:** Home modifications, non-medical transportation, specialized equipment, parent education, respite care, adaptive aids, home training and parent courses, and vehicle modification.
- **Eligibility:** Children/youth with special needs who have a significant physical disability, developmental disability, emotional disability or autism. Eligibility is determined through a state required functional screen. CCOP services are available to children under age 22.
- **Referral process:** Referrals can be made from 8:00 AM to 4:30 PM, Monday through Friday. Call Milwaukee County Disability Services at 414-289-6799 (English & Spanish)

SERVICES FOR CHILDREN WITH EMOTIONAL, BEHAVIORAL HEALTH, AND MENTAL HEALTH NEEDS

The following programs are administered by the Milwaukee County Behavioral Health Division Children and Young Adults Community Services.

► Children and Young Adult Mental Health Services Resource Line

Call this number to get information about services and supports for Milwaukee youth with mental health or substance abuse disorder needs. This includes information and screening for the Comprehensive Community Services Program (CCS), Reach, O'YEAH and CORE which are explained below. This Intake line is a resource of the Milwaukee County Behavioral Health Division. It will also provide callers with options counseling to help families and youth connect to the services and supports they are looking for.

Examples of Services: Information about services for youth with mental health or substance abuse needs including CCS, Reach, O'YEAH and CORE, and options counselling.

Referral Process: Call 414-257-7607 for information and assistance.

► Comprehensive Community Services (CCS)

CCS is a voluntary program which provides supports and services to youth, young adults and their families who have a mental health or substance abuse diagnosis. This program assists families in creating a plan to build skills to improve health and reach personal goals for the child. The goal is an overall good quality of life. CCS is available for children and adults of all ages

- **Examples of Services:** Care coordination, employment supports, peer support, therapy, medication management, wellness management, education supports, daily living skills training, assessment, evaluation, personal skills development, family and individual counseling, art therapy, and music therapy.
- **Eligibility:** Must be eligible for Medicaid, have a mental health or substance abuse diagnosis and be a resident of Milwaukee County, as well as meet eligibility via the State required functional screen.
- **Referral process:** Referrals are accepted from families, schools, and providers by calling the **Children and Young Adult Mental Health Services Resource Line** at 414-257-7607

SERVICES FOR CHILDREN WITH EMOTIONAL, BEHAVIORAL HEALTH, AND MENTAL HEALTH NEEDS

► Wraparound/REACH

REACH is a voluntary Medicaid Mental Health HMO, and a voluntary part of the Wraparound program. Wraparound is based on the family determining what supports they need to care for their child in their home and community. Families work with Care Coordinators to assist them in figuring out personal, community and professional resources to meet those needs and to “wrap” those services around the child and family.

- **Examples of Services:** Care Coordination, Family and Community Supports, Mobile Urgent Treatment Team, Family and Individual Therapy, Medication Management, Crisis Services.
 - **Eligibility:** Child has a condition of emotional disturbance, and is involved in two or more service systems such as mental health, education, child welfare or juvenile justice; the child's ability to function at home, at school or in the community is affected by his or her mental health condition; and the youth is at risk of placement in a psychiatric hospital, residential treatment center or correctional facility. In addition, the child must have Medicaid.
 - **Referral process:** Call the **Children and Young Adult Mental Health Services Resource Line** at 414-257-7607.
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► O' YEAH

O-YEAH is a program designed to support older youth and young adults who have emotional and behavioral challenges. These services are to help youth transition to adulthood by developing a Futures Plan with a vision for adulthood. The program is for youth ages 17-23.

- **Example of Services:** Help with housing, employment, school, friendships, health, safety.
- **Eligibility:** Youths ages 17-23 who are Medicaid eligible and have a mental health diagnosis or emotional challenges. Youth must be on Medicaid
- **Referral process:** Call the **Children and Young Adult Mental Health Services Resource Line** at 414-257-7607.

**SERVICES FOR CHILDREN WITH EMOTIONAL, BEHAVIORAL HEALTH,
AND MENTAL HEALTH NEEDS**

► **CORE**

CORE is a voluntary program that offers comprehensive, specialized services and support to individuals who are experiencing their first episode of psychosis. The youth or young adult will work with an established team who has expertise in psychosis and working with individuals experiencing an onset of symptoms.

- **Examples of Services:** Care Coordination, Therapy, Employment and Education Support, Peer Support and Psychiatric Services, as well as other network services.
 - **Eligibility:** Youth and Young Adults between the ages of 12 and 25, who have Medicaid; have a diagnosis of Psychosis, Schizophrenia, Schizoaffective or Schizophreniform, as well as symptom history no older than two years and no less than 2 weeks and the symptoms are causing an impairment in their daily activities, such as school, work and ability to function in the community. The symptoms cannot be drug induced.
 - **Referral process:** Referrals for CORE can be made by calling Maria Castillo, 414-257-4766, maria.castillo@milwaukeecountywi.gov
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► **Families Intervention Support and Services (FISS)**

Families Intervention Support and Services is a program that provides complete assessments for children and families, to determine what supports may be appropriate at this time. FISS may provide recommendations to community based supports, provide short term intervention, or provide additional referral options.

- **Eligibility:** FISS is a support option for families with children between the ages of 12-17, families who do not have Medicaid, and/or children who have not had mental health services
 - **Referral process:** Referrals for FISS can be made by calling 414-257-4319.
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► **Mobile Urgent Treatment Team (MUTT)**

The Mobile Urgent Treatment Team (MUTT) is a resource that is available to all children and youth in Milwaukee County. This is a team consisting of mental health professionals who are able to respond to crisis throughout Milwaukee County. This team provides support to any family in Milwaukee County with a child who is having a mental health crisis when behavior of the child threatens his or her removal from the home, school or community setting.

- MUTT can be reached at 414-257-7621

IMPORTANT THINGS TO KNOW

ELIGIBILITY

- Child must be a resident of Milwaukee County
- Some programs require need for care to be determined by the Children's Long Term Functional Screen.
- Some programs require a mental health diagnosis from a mental health provider.
- Some of the programs in this Guide require the child to be eligible for Medicaid. Medicaid may be obtained through BadgerCare for families that meet the financial eligibility requirements, through SSI or the Katie Beckett program.

SUPPORTS AND SERVICES AVAILABLE FOR EACH PROGRAM

Supports and services vary based on family needs, but these are some common services:

- Service Coordinators and parents work together to develop an individualized support plan for each family.
- Provides connections to community resources
- Some of the most widely used services include counseling, daily living skills training, respite, communication aids, home modifications, adaptive equipment, and medical supplies. Note: This does not cover all services, and services may vary between programs.
- Crisis support services and therapy services are available in some programs.

ADVOCACY TIPS FOR FAMILIES

- When calling to request services, tell the intake person your child has a **disability** or **special needs**. You can describe your child's condition but these words will help get you what you need.
- Milwaukee County does not directly provide the services. The County provides some funding and coordination for services. If you ask for a service, you may be told they don't do this. Be persistent.
- When calling an agency, if you are told you need a disability determination for your child ask them for guidance on how you can get this. Note that a disability determination is no longer required for the Children's Long Term Support Waiver program.
- If you aren't able to gather all the documents requested, tell the worker to schedule the home visit and that you need help getting the documents. County workers should be able to help families gather documents that are needed to complete applications for services.
- You have the right to have an Advocate or another person you trust be present during a home visit and to assist you in the process.
- Sometimes families are told there is a waiting list for services, which may discourage you from applying. Although there may be a waiting list for Autism Treatment Providers, at this time there are no waiting lists in Milwaukee County for other programs.
- If you are told your child is not eligible for a program or a service is denied, you have the right to receive a denial notice in writing and to appeal the decision.
- If you have concerns regarding services, you have the right to file a grievance.
- Keep good records of all your communications with the county, and with providers, and copies of the paperwork that has been completed.
- Keep a log of phone calls.
- Follow up with an email of any conversations on the phone.
- If you cannot find an advocate, find another parent, teacher, or friend who might have experience with the county.
- If you are having trouble, ask to speak to a supervisor at Milwaukee County.
- If you choose to file an appeal, grievance or complaint, Disability Rights Wisconsin is able to provide guidance.
- You can also contact the State Department of Health Service and inform them of your concerns with the services you are trying to obtain.

DISABILITY RIGHTS WISCONSIN ADVOCACY ASSISTANCE

Disability Rights Wisconsin (DRW) provides services to families of children with special needs who are having difficulty receiving the supports and services in their community and at school. Our services can include direct advocacy for the family, training, and public policy advocacy. Families may access direct services by calling our intake specialist at 414-773-4646 and providing us with information about what is happening for their child. Your case will be assigned to DRW staff who will contact you for more information and see how they might be able to help. Some of the services may include:

Community Services for Children

- Information and assistance on how to access services in Milwaukee County.
- Assistance with denial of Children's Long Term Care Services, Children's Community Options Program, REACH, Comprehensive Community Services.
- Assistance with denial of Medicaid services like therapies, medical equipment, or medications.
- Representation at fair hearing for denial or termination of services.
- Technical assistance with accessing services.
- Training on the different programs available.

School Services for Children

- Attendance at IEP meeting.
- Assistance with filing complaints with the Department of Public Instruction.
- Assistance with mediation.
- Training on special education.
- Technical assistance on school related issues.

Other DRW Services

DRW also provides advocacy assistance for adults including assistance with Family Care and IRIS, abuse and neglect, housing discrimination, employment discrimination, SSI-related Medicaid Managed Care problems, and Medicare Part D. Please give us a call and let us see if we can help you through your issue. At DRW, our advocates always try to provide some level of assistance to families and if we can't help you we try to provide you with other resources to get the help you need.

MILWAUKEE RESOURCES FOR CHILDREN WITH SPECIAL NEEDS

County and State Resources

ACCESS

To apply for BadgerCare Medicaid or other benefits online
www.access.wi.gov

Milwaukee Enrollment Services | 1-888-947-6583

To apply for BadgerCare Medicaid or other benefits

Katie Beckett Program | 414-345-6338

www.dhs.wisconsin.gov/kbp/index.htm

Milwaukee County Disability Services | 414-289-5915

county.milwaukee.gov/DSD.htm

Milwaukee County Children's Services | 414-289-6799

www.county.milwaukee.gov/DSD/Children-Services.htm

Birth to Three | 414-289-6799

www.county.milwaukee.gov/DSD/Children-Services/Early-Intervention-B.htm

Children's Long Term Services | 414-289-6799

www.county.milwaukee.gov/DSD/Children-Services/Childrens-Long-Term-Services.htm

Children's Community Options Program (previously called Family Support) | 414-289-6799

www.dhs.wisconsin.gov/cop/index.htm

Parent and Family Resources | 414-289-6799

www.county.milwaukee.gov/DSD/Children-Services/Parent-and-Family-Resources.htm

Youth Transition Services | 414-289-6799

www.county.milwaukee.gov/DSD/Children-Services/Youth-Transition-Services.htm

Milwaukee County Behavioral Health Division | 414-257-6995

www.county.milwaukee.gov/BehavioralHealthDivi7762.htm

Milwaukee County Comprehensive Community Services for Youth | 414-257-7607

www.county.milwaukee.gov/CCS.htm

Milwaukee County Wraparound | 414-257-7639

www.wraparoundmke.com/

Milwaukee County REACH Program | 414-257-7607

www.wraparoundmke.com/programs/reach-test/

Milwaukee County Project O'YEAH | 414-257-7607

www.wraparoundmke.com/programs/92-2/

Mobile Urgent Treatment Team (MUTT) | 414-257-7621

www.wraparoundmke.com/programs/mutt/

Milwaukee County Housing Division | 414-278-4894

www.county.milwaukee.gov/HealthampHumanServic7753/HousingDivision.htm

Other Resources

Autism Society of Southeastern WI | 414-988-1260
www.assew.org/

Disability Rights Wisconsin | 414-773-4646
www.disabilityrightswi.org

Family Voices of Wisconsin | 608-220-9598
www.familyvoicesofwisconsin.com/

IMPACT 211 Help Line | 211 or (414) 773-0211
www.impactinc.org/

IMPACT Alcohol and Drug Abuse Services | 211 or (414) 773-0211
www.impactinc.org/impact-alcohol-drug-abuse/

IndependenceFirst | 414-291-7520
www.independencefirst.org/home

Legal Action Wisconsin | 414-278-7722 or 888-278-0633 (toll free)
www.legalaction.org

Legal Aid Society of Milwaukee | 414-727-5300
www.lasmilwaukee.com

Mental Health America-Wisconsin | 414-276-3122 or 866-948-6483 (toll free)
www.mhawisconsin.org

NAMI Greater Milwaukee | 414-344-0447
www.namigrm.org

Parent Helpline | 414-671-0566
www.theparentingnetwork.org/

Social Security Administration | 800-772-1213
www.ssa.gov/disability
www.ssa.gov/pubs/EN-05-10026.pdf

Southeast Regional Center: Children and Youth with Special Health Care Needs | 800-234-5437
www.southeastregionalcenter.org/Southeastregional

Special Needs Program: Children's Hospital of Wisconsin | 414-266-6943
www.chw.org/medical-care/special-needs-services/

WI Facets | 877-374-0511
www.wifacets.org

Alianza Latina Aplicando Soluciones | 414-643-0022
www.alianzalatiniwi.org/ALAS.htm

COMMUNITY PARTNERS

Parent University

3020 West Vliet Street (Inside Wisconsin African American Women's Center)

Milwaukee, WI 53208

414-208-9410 or parentuniversity41@gmail.com

Delores Sallis founded "Parent University" in Milwaukee to help families learn about and navigate systems better, and speak up for their own families and others. She runs Parent University with different components for each parent group, and helps them learn about resources, sign up for programs, and gain their own voices to become leaders. Delores has focused her outreach on empowering Milwaukee black families who have a child with a disability. Parent University is your resource office for families with children ages 0 thru adult with disabilities.

Wisconsin Board for People with Developmental Disabilities

101 East Wilson Street, Room 219

Madison, WI 53703

Toll free: 1-888-332-1677

Voice: 608-266-7826

Fax: 608-267-3906

Website: WWW.WI-BPDD.ORG

The Wisconsin Board for People with Developmental Disabilities was established to advocate on behalf of individuals with developmental disabilities, foster welcoming and inclusive communities, and improve the disability service system. The Board's mission is to help people with developmental disabilities become independent, productive, and included in all facets of community life. With input from stakeholders, the board promotes new public policies, programs and resources to support individuals with developmental disabilities. The board also provides grassroots grants to local communities to build community capacity in the areas of grassroots organizing, integrated employment and self-directed supports.



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This booklet is a free publication of Disability Rights Wisconsin (DRW). DRW advances and protects the human and civil rights of people with disabilities throughout the state. A private non-profit, DRW is charged by Congress to serve as the watchdog for people with disabilities. DRW strives to ensure that all people with disabilities have access to the critical supports and services they need. We do this by fighting the inequities that prevent people from receiving equal access to education, employment, healthcare, transportation, housing, and voting. We defend the rights of people with disabilities to be free of abuse, neglect and discrimination.



A grant from the Greater Milwaukee Foundation helped support this Guide.