

*This is the sixth in a series of fact sheets to help families and providers understand how to access and use the benefits of the Children's Long-Term Support Program.*

### What is the Children's Long-Term Support (CLTS) Waiver Program?

The CLTS Waiver Program provides funding and support for families who have children with disabilities, who are Medicaid eligible, so they can care for their children at home and participate in their communities. This fact sheet will explain developing outcomes as part of your child's Individual Services Plan (ISP). (See *Family Voices of Wisconsin CLTS Fact Sheet #5.*)

### Developing Your Child's Service Plan: Creating Outcomes

Once you have applied and your child is eligible and enrolled in the CLTS Program, you will work with a service coordinator to create an Individual Service Plan (ISP). An important first step is to identify your and your child's desired outcomes, or goals.

### What is an Outcome?

An outcome is a statement that reflects the values, goals and expectations of your child and family. Outcomes show what is important to your child and family. An outcome might state what your child hopes to achieve, or it may state what you need in order to maintain or improve your child's quality of life.

### Why are Outcomes Important?

Outcomes focus on the concerns and issues that matter most to your child and family. They are centered on your child and family.

The goals and outcomes that you identify will help determine what supports, services, equipment and other items will be included on your child's ISP.

### How is an Outcome Written?

Outcomes are written as your child and family tell them. Your child will be encouraged to share interests, abilities, choices and hopes for the future. Family members and those close to your child may also share information.

The outcomes for a child may contain some outcomes for the whole family. These outcomes may not be important to your child, but important to the family in providing care for that child. Keep in mind that the CLTS Program can pay only for services provided directly to your child.

### Will Our Service Coordinator Help Us Develop Outcomes?

Yes, he or she will meet with you and ask you questions about your child and family. Together, you can talk about short-term and long-term goals and the kinds of support your child and family might need to reach those goals.

## Things to Consider in Defining Outcomes:

- What is going well for your child and family right now?
- Who are the important people in the life of your child and family?
- Are there family members, friends or others who are a support to your child and family? How do they help you?
- What is your child currently working on, maintaining or wanting to change?
- Describe a typical day in the life of your child and family and be specific. What times are difficult for your child or family? What activities cause a problem? What is the best part of your child's day?
- What does your child like to do most?

## How are Outcomes included in the ISP?

Your service coordinator will write down your family's goals and outcomes on a Wisconsin Department of Health Services approved form. An example of this form is available at: [dhs.wisconsin.gov/forms1/f2/f20445a.pdf](https://dhs.wisconsin.gov/forms1/f2/f20445a.pdf)

Outcome statements listed on the ISP describe your concerns, goals, solutions, or changes. The plan includes the supports and services that will help to achieve or maintain the outcomes. It also lists those having a role or responsibility in achieving the outcomes.

These statements will be written as you and your child have said them. You should feel comfortable with the outcome and goals as they are written on the ISP and know that the plan can be changed whenever needed for your child and family.

## Examples of Child and Family Outcomes:

- I need to be able to get my child in and out of our house safely.
- Rosa and her sister need to play safely together.
- I need to spend time with my other children sometimes without my child with a disability.
- Simone needs to be safe after school, so I can work.
- Jeff wants to graduate from high school.
- I want to be able to spend time outside with all my kids safely.
- My son wants to play with kids his age during the summer months.

If you have questions, contact your **Regional Center for Children and Youth with Special Health Care Needs**. To find your Center, go to [dhs.wisconsin.gov/cyshcn/regionalcenters.htm](https://dhs.wisconsin.gov/cyshcn/regionalcenters.htm) or call **800.642.7837**.

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