



Wisconsin CLTS Family Resource Guide

For families and authorized representatives using the Children's Long-Term Support (CLTS) Program with participant-hired workers. As always, please reach out to your Acumen Agent for assistance.

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1) About Acumen and Your Role as the Employer

Thank you for choosing Acumen as your Financial Management Services (FMS) provider. That means we handle worker enrollment, payroll, and taxes for your participant-hired workers and support you with compliance. In CLTS, your child is always the employer. As their parent or legal representative, YOU oversee managing your child's participant-hired workers. In practice, that means you should:

1. Recruit, select, and supervise your worker(s).
2. Provide clear orientation and training so workers can perform authorized tasks safely and correctly.
3. Set schedules and house rules; maintain a safe work environment.
4. Approve time accurately and promptly; ensure work matches the authorized CLTS services and units in the ISP.
5. Follow applicable employment and labor rules (for example, wage/hour and youth employment requirements).
6. Inform Acumen and your Support and Service Coordinator (SSC) when circumstances change (address/contact changes, employment status changes, new risks, etc.).

Acumen will: run caregiver background checks during enrollment/at renewal points; onboard and pay your workers; provide forms, instructions, and reminders; and help you and your SSC resolve payroll or documentation issues.

2) Your Team (Who Does What)

- **Support and Service Coordinator (SSC):** plans services, writes and updates the ISP, creates authorizations in Forward Health for Acumen to access, connects you to providers, and explains rights and appeals.
- **You (parent/representative) as the Representative of Child/Employer:** hire, train, schedule, supervise, and approve time for participant-hired workers. You are responsible for terminating workers and notifying your SSC and Acumen of any status changes.
- **Acumen (FMS):** enrolls and screens workers, processes payroll/taxes and provides guidance and tools for compliance.



3) If You Self-Direct with Acumen: Step-by-Step

1. **Plan the role with your SSC:** confirm which CLTS services (e.g., respite, personal supports, daily living skills training) will be delivered, the schedule, and the outcomes in the ISP.
2. **Recruit and choose your worker:** consider people you know or local networks; prioritize reliability and fit for your child.
3. **Complete Acumen worker enrollment BEFORE any hours are worked:** I-9 with IDs, W-4, WT-4, provider agreement, payroll setup, and the DHS Background Information Disclosure (BID). Work cannot start until background clearance is received. If you would like to hire a new worker, contact your SSC to get started.
4. **Orient and train your worker:** show routines, communication preferences, safety/behavior plans, infection control, equipment use, and documentation expectations. Review what tasks are authorized under CLTS for your child. Make sure the required training attestation has been completed and submitted to Acumen.
5. **Approve time accurately:** ensure entries match authorized service codes/units in the ISP; submit/approve time by the published deadlines.
6. **Keep a backup plan:** identify backup helpers or respite options with your SSC to avoid gaps in care.
7. **Keep your child's EIN on file and secure.** The Employer Identification Number is permanent and must be provided when needed; it will follow your child across programs, counties, states, and even FMS transitions.

4) Background Checks (Safety)

1. Wisconsin's Caregiver Law requires caregiver background checks for workers with regular, direct contact.
2. No hours can be worked before clearance.
3. For more information see Table II at <https://www.dhs.wisconsin.gov/publications/p0/p00274.pdf>.
4. All participant-hired workers in the CLTS program must pass a background check before they begin working. To maintain eligibility, they must also pass a new background check every four years.
5. For each background check that is run, participant-hired workers can create a Background Information Disclosure (BID) form at: [E-Background Information Disclosure \(eBID\) - F-82064A: Wisconsin Department of Health Services](#). Completed BID forms should be sent to Acumen through your agent or to CLTSWI@acumen2.net.
6. Once the form is received, Acumen will run the background check and notify you of any changes.
7. Failure to submit the required BID form on time may result in a gap in coverage. Acumen cannot pay for services that were provided after the background check expiration date. (every four years)



5) EVV (Electronic Visit Verification) Not Required for CLTS

- The CLTS program does not require EVV.

6) Safety, Incidents, and Protective Reporting

- **If a child is in immediate danger, call 911.** For suspected abuse/neglect or exploitation, report to Child Protective Services (CPS) or law enforcement. Anyone can report; certain professionals are mandated reporters.
- Notify your SSC promptly about health/safety events so the county can take action and, if required, report the incident. Make plan updates to reduce future risk.

7) Your Rights, Concerns, and Appeals

- You have participant rights and can file a grievance or appeal. Ask your SSC for help with steps and timelines.
- If eligibility or a service is denied/reduced, first review with your SSC (including the functional screen). If unresolved, you can request a hearing with the Division of Hearings and Appeals within the deadline on your notice.

CLTS Program Acronyms

- **DHS:** Wisconsin Department of Health Services
- **CLTS:** Children's Long-Term Supports
- **CWA:** County Waiver Agency
- **SSC:** Support & Services Coordinator
- **FMS:** Financial Management Services
- **PA:** Prior Authorization
- **EES:** Enrollment & Eligibility System
- **PPS:** Program Participation System
- **FSIA:** Functional Screens Information Access
- **CYFS:** Children, Youth, and Family Services
- **CITR:** Children's Incident Tracking and Reporting



CLTS Terminology

- **Child, Member, or Participant:** The person that receives care.
- **Employer:** The participant child is always considered the employer in CLTS.
- **Employee, Provider, Participant-Hired Worker:** The person that provides care.
- **Vendor or Provider:** The business that provides care (The FMS does not pay CLTS vendors)
- **County Waiver Agency (CWA):** The county entity responsible for helping the family manage the child's plan, services, and overall needs.
- **Support & Services Coordinator (SSC) or Case Manager:** The person at the CWA that assists the family with the child's plan and services to best meet their needs and reach their goals.
- **Financial Management Services (FMS):** The company that handles the members' administrative employer requirements, provider eligibility and employee payroll. (Acumen)
- **Prior Authorization (PA):** The approval the county and the FMS must get before the child can receive a service through CLTS. Each type of service must have its own PA.
- **Individual Service Plan (ISP) or Participant Budget:** A list of the child's authorized services along with an explanation of how those services will help the child reach their goals.

Helpful Links

- **CLTS Home Page:** <https://www.dhs.wisconsin.gov/clts/index.htm>
- **CLTS Family Handbook:** <https://www.dhs.wisconsin.gov/publications/p03689.pdf>
- **CLTS Overview:** <https://www.dhs.wisconsin.gov/publications/p03010.pdf>
- **CLTS Program Quality Guide:** <https://www.dhs.wisconsin.gov/publications/p03535-2026.pdf>
- **CLTS Vendor/Provider Directory:** <https://cltsproviderdirectory.wi.gov/s/>
- **Wisconsin Wayfinder:** <https://www.dhs.wisconsin.gov/wiscway/services.htm>
- **CLTS Rate Schedule:** <https://www.dhs.wisconsin.gov/publications/p02184-2026.pdf>
- **Family Voices of Wisconsin:** <https://familyvoiceswi.org/>
- **Programs for Children County Contacts:** <https://www.dhs.wisconsin.gov/clts/contact.htm>
- **Disability Rights Wisconsin CLTS Fact Sheet:** <https://disabilityrightswi.org/wp-content/uploads/2024/07/DRW-CLTS-Program-Information-English-rev-05-2024-acc.pdf>

Acumen CLTS — Contacts

- Your Acumen Agent is always the best place to start.
- 24/7 Customer Support: 877-901-5826
- General Email: CLTSWI@acumen2.net
- Fax: 800-687-3121
- Mailing: Acumen Fiscal Agent, 5416 E Baseline Rd Ste 200, Mesa, AZ 85206