

# Wisconsin Wayfinder Children's Resource Network

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Families Like Mine 2024  
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# History

- For many years, Wisconsin families of children with special health care needs have needed an easier way to find and get resources.
- Using American Rescue Plan Act (ARPA) funds, the No Wrong Door-Supporting Kids Together Project began in January 2022.
- Through partner input and cross divisional collaboration – the Wisconsin Wayfinder: Children's Resource Network was created.

# ARPA Project

- **Project Vision:** Support families of children with special health care needs find their next step for their family following initial diagnosis or the initial need for assistance.
- **Project Outcome:** All Wisconsin families of children with special health care needs will have an easier way to identify, navigate, and access needed resources.
- **Wisconsin Wayfinder:** The new, easier pathway for families and providers.

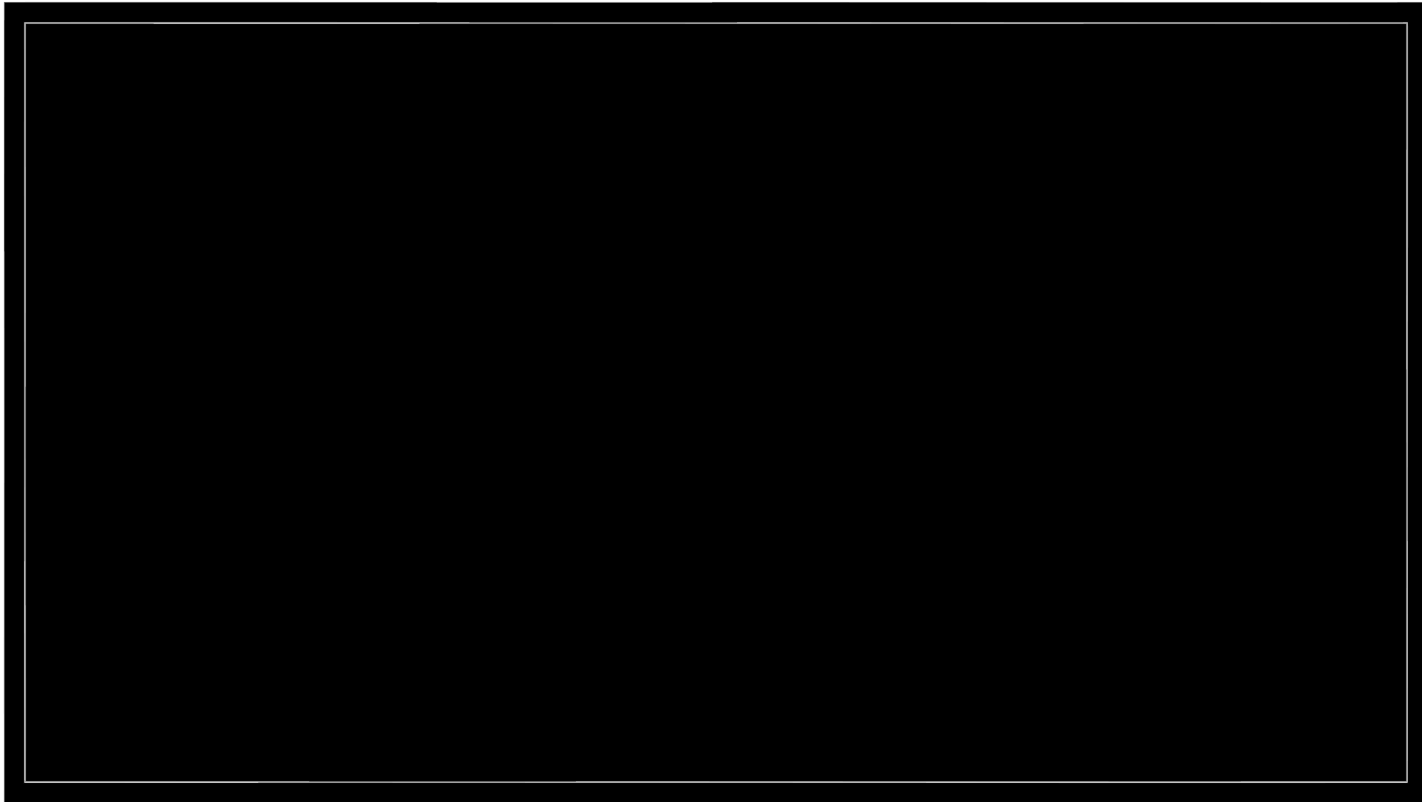




# Wisconsin Wayfinder

Children's Resource Network

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



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.

# 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.

# 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 to their regional Children's Resource Center (formerly known as a Children and Youth with Special Health Care Needs Regional Center).
- Callers receive friendly assistance and are connected to the appropriate region for personalized support from a children's resource guide in their area.

# Wisconsin Wayfinder Online

- Visit us online at [dhs.wi.gov/wiscway](https://dhs.wi.gov/wiscway).
- New DHS webpages will provide relevant content for families and professionals seeking resources.
- Fill out our Contact Us form to have a children's resource guide reach out to you.

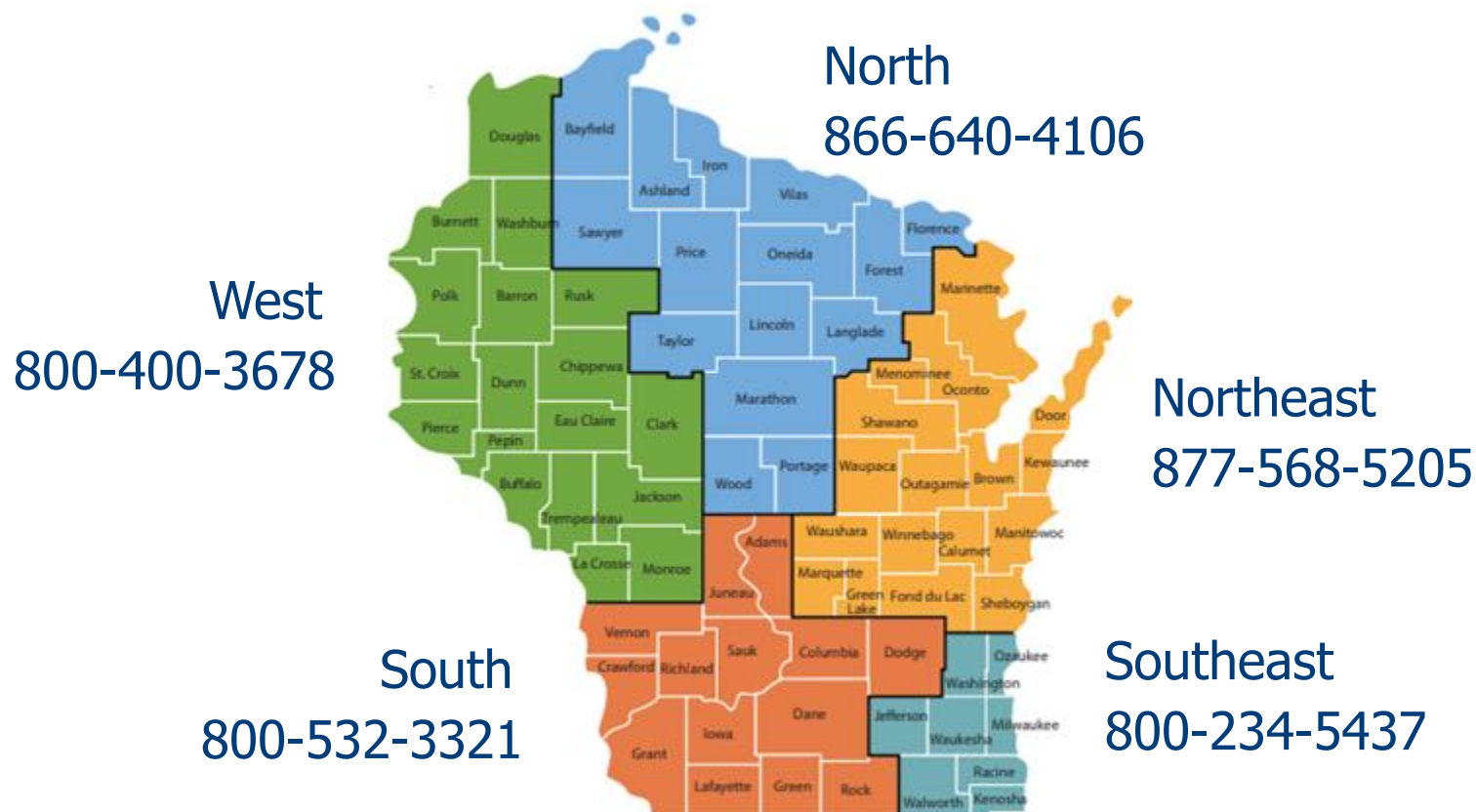
Available in English or Spanish.



# Children's Resource Centers

Formerly known as the CYSHCN Regional Centers

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





## Children's Resource Center–North

Guiding Wisconsin families of children and youth with special health care needs



## Children's Resource Center–South

Guiding Wisconsin families of children and youth with special health care needs



## Children's Resource Center–Northeast

Guiding Wisconsin families of children and youth with special health care needs



## Children's Resource Center–Southeast

Guiding Wisconsin families of children and youth with special health care needs



## Children's Resource Center–West

Guiding Wisconsin families of children and youth with special health care needs

# Children's resource guides

- Individuals who assist families, caregivers, professionals, and organizations in finding supports and services available through the Children's Resource Network.
- These include information on and access to:
  - ♦ Therapy providers
  - ♦ Parent support
  - ♦ Local events/trainings
  - ♦ Programs such as the Children's Long-Term Support Program, Katie Beckett Medicaid, the Birth to 3 Program, and Comprehensive Community Services

# Children's resource guides



It's easy to connect with Wisconsin Wayfinder. This video will show you how to get friendly assistance from a specialist in your region. Learn about your options to speak with a children's resource guide through our toll-free number or online contact form.

# Children's resource guides

- Linkages to community providers
- Technical assistance
- Trainings
- Partnering with your doctor in a medical home
- Health care transition (from child to adult model)
- Problem-solving

# Each Call is Different

- How much time does the caller have?
- Listening carefully to understand complex situations.
- Offer resources by phone or email.
- Offer upcoming family training opportunities.
- Describe programs and what will happen when they call; what is initial eligibility like?
- Email with summary, suggestions, and recommendations.
- Check-in call or email to see how it went.

# Connecting with a children's resource guide

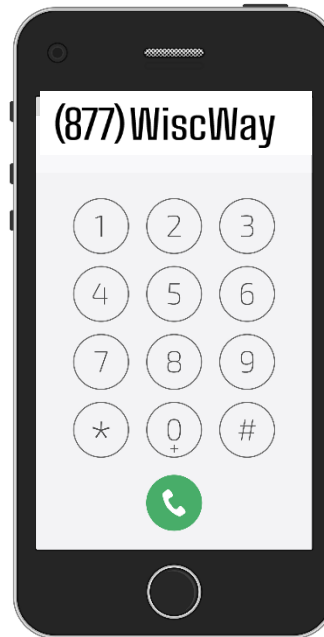
Contact Us

Name

Email

Message

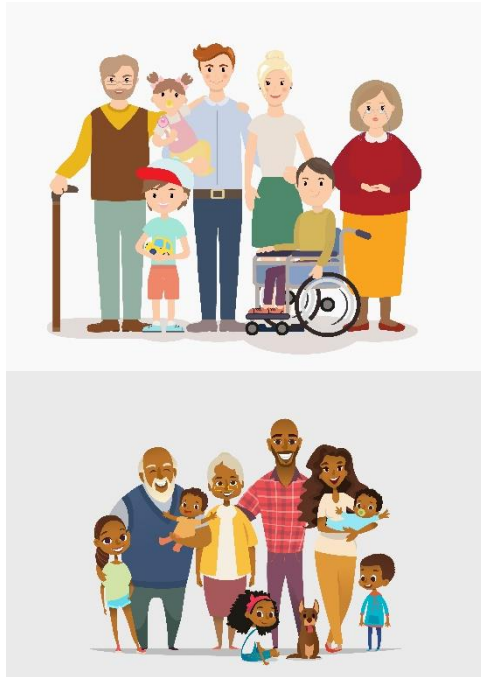
[dhs.wi.gov/wiscway](https://dhs.wi.gov/wiscway)



Talk with a  
children's  
resource  
guide

# Target Audiences

## Families



## People who work with children and families







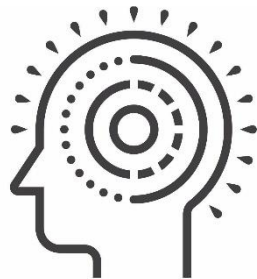
**Child care providers**



**Educators**



**Medical professionals**



**Mental health professionals**



**Community based organizations**



**Other programs and state agencies**

# 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.
- Wisconsin Wayfinder brochures available in English -- <https://www.dhs.wisconsin.gov/publications/p03539.pdf>

# Connect

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**THANK YOU!**