

HWM TSAV KEV PAB CUAM TIB NEEG HAUV CHEEB NROOG DANE  
CEEV TOOM TXHUA YAM NTAWM CAI NTIAG TUG THIAB HAUJLWM HAUV HWM TSAV  
HAIS TXOG XOY XWM KEV NOJ QAB HAUS HUV TIV THAIV

Txoj cai tiv thaiv cai ntiag tug ntawm xov xwm kev noj qab haus huv tiv thaiv. Hwm Tsav Kev Pab Cuam Tib Neeg Hauv Cheeb Nroog Dane (Dane County Department of Human Services) ceev tej ntaub ntawv tuav tseg fab kev noj qab haus huv tiv thaiv hauv kev txuas nrog cov kev pab cuam fab kev noj qab haus huv uas tau muab hauv cov cheeb tsam txuas ntxiv mus no:

1. Chaw Saib Xyuas Kev Noj Qab Haus Huv Badger Prairie (Badger Prairie Health Care Center) muab kev pab cuam tom tsev uas muaj kev saib mob txawj txaus rau cov neeg nyob hauv lub Cheeb Nroog Dane uas muaj kev xav tau tshwj xeeb.
2. Ces Haujlwm Kev Pab Cuam Ib Cuab Neeg Loj (Division of Adult Community Services) pab txhawb kev pab cuam fab kev noj qab haus huv txog ntawm kev mob nkeeg puas hlwb, neeg muaj kev tu-ncua hauv kev loj hlob, neeg quav tshuaj muaj yeas, kev tu-ncua hauv lub cev thiab cov neeg txwj neeg laus hauv lub cheeb nroog.
3. Ces Haujlwm Me Nyuam Yaus, Cov Hluas thiab Cov Yim Neeg (Division of Children, Youth and Families) tswj tuav lub phiaj xwm Me Nyuam Los Ua Ntej (Children Come First), ib qhov kev npaj ua fab kev saib xyuas tswj tuav uas pab cuam cov me nyuam uas tsim nyog rau Medicaid/BadgerCare uas muaj kev cuam tshuam kev ntsawv siab loj heev, thiab pab txhawb kev pab cuam fab kev noj qab haus huv rau cov me nyuam hauv Cheeb Nroog Dane thiab lawv tsev neeg.

Tsab ceeb toom no yog qhia koj paub txog ntawm cov haujlwm uas tiv thaiv xov xwm kev noj qab haus huv uas tswj tuav los ntawm Ces Haujlwm Kev Pab Cuam Cuab Neeg Loj (Divisions Adult Community Services) thiab Me Nyuam Yaus, Cov Hluas thiab Tsev Neeg. Ib tsab ceeb toom quas tawm ntawm Badger Prairie Health Care Center muaj nyob rau ntawm hwm tsav tus

**Tsab ceeb toom no piav qhia txog txoj kev uas cov xov xwm kev kho mob txog ntawm koj yuav raug muab siv thiab muab nthuav tawm li cas thiab koj tuaj yeem nkag mus rau hauv cov xov xwm no tau li cas. Caw muab nws ua twb zoo nyeem.**

vev xaib ntawm [www.co.dane.wi.us/humanservices/hshome.htm](http://www.co.dane.wi.us/humanservices/hshome.htm).

KEV NTHUAV TAWM MUAJ CWJ CIAM UAS TSIS MUAJ KEV POM ZOO

Hwm Tsav Kev Pab Cuam Tib Neeg Hauv Cheeb Nroog Dane yuav ceev cov ntaub ntawv zais cia ntawm koj cov xov xwm kev noj qab haus huv ntiag tug uas tau txais nyob rau hauv nqe kawm txog kev muab kev pab cuam rau koj. Tshwj tias tau kev tso cai los ntawm txoj cai lij choj, koj cov xov xwm kev noj qab haus huv tiv thaiv yuav tsis muab los siv lossis tso tawm yam tsis muaj kev tso cai ntawm koj. Cov txuas ntxiv mus no piav qhia txog txoj kev uas hwm tsav yuav siv thiab nthuav tawm koj cov xov xwm kev noj qab haus huv yam tsis muaj kev tso cai tsi ntsees ntawm koj li cas. Cov xov xwm no yuav tsuas muab siv thiab nthuav tawm rau qhov dav uas yuav mus txog thiab nyob rau tus xeeb ceem uas tau kev tso cai los ntawm txoj cai hauv lub xeev thiab tsoom fww nkaus xwb.

1. Kev Nthuav Tawm thiab Kev Siv ntawm Kev Ntsuam xyuas Nyiaj Pab thiab Luag Haujlwm Kev Them Nqi (Benefit Determination and Payment Functions). Peb yuav siv lossis nthuav tawm cov xov xwm kev noj qab haus huv txog ntawm koj los ntsuam xyuas

koj qhov kev tsim nyog rau cov nyiaj pab, pab rau kev them nqi kho mob thiab kev pab cuam, thiab tuav haujlwm nyiaj pab.

2. Kev Nthuav Tawm lossis Kev Siv rau Kev Kho Mob thiab Kev Saib Xyuas. Peb kuj yuav sib hloov xov xwm zais cia nrog lwm pab pawg me ntawm hwm tsav lossis nrog cov kev pab cuam uas muab ntawd rau koj uas muaj ib daim ntawv cog lus nrog peb, raws li qhov tsim nyog ua rau cov neeg uas muab kev pab cuam muaj peev xwm nqis tes ua lawv cov luag haujlwm lossis tuav luag haujlwm kev xa kev pab cuam rau koj. Peb kuj tseem yuav hloov cov xov xwm kev noj qab haus huv rau cov uas muab pab koj raws cov ntawv txib tom tsev hais plaub ntawm kev kuav tseg, lus cog tseg, kev tso npe tiv thaiv, kev pab cuam tiv thaiv lossis kev tswj kav haujlwm, los mus txiav txim kev vam meej, qhov txaus thiab ib ce ntawm koj qhov kev kho mob thiab kev saib xyuas.
3. Kev nthuav tawm rau Cov Neeg Sawv Cev Tso Cai. Peb kuj hloov cov xov xwm zais cia nrog koj tus neeg sawv cev tso cai, xws li koj tus neeg sawv cev nyob rau hauv ib lub hwjchim saib xyuas kev noj qab haus huv uas siv tau ntawm kws lij choj, koj tus neeg saib xyuas, lossis, yog tias koj yog ib tug uas tsis tau puv hnuv nyoog, koj leej niam leej txiv.
4. Kev Nthuav Tawm ntawm Kev Tswj Tuav, Kev Tshuaj Xyuas Nyiaj Txiag, Kev Tshawb Nrhiav thiab Haujlwm Kev Tswj Xyuas. Peb kuj yuav nthuav tawm koj cov xov xwm kev noj qab haus huv hauv lus teb mus rau lub xeev raws cai thiab cov ntawv thov hauv tsoom fww txog ntawm kev nug xyuas, kev tshawb nrhiav, kev lees paub, kev tso cai, kev tshuaj ntsuam, kev tshuaj xyuas nyiaj txiag, kev sib sau ntaub ntawv xov xwm, kev soj xyuas, hom phiaj kev ntaus nqi thiab kev tswj xyuas. Peb kuj tseem yuav siv koj cov xov xwm kev noj qab haus huv txog ntawm kev tswj tuav sab hauv, kev cob qhia, kev nug xyuas, kev tshawb nrhiav, kev tshuaj ntsuam, kev tshuaj xyuas nyiaj txiag, kev sib sau ntaub ntawv xov xwm, kev soj xyuas, hom phiaj kev ntaus nqi thiab kev tswj xyuas.
5. Luag Haujlwm Kev Noj Qab Haus Huv hauv Tsoom Fwv (Public Health Functions). Peb kuj yuav nthuav tawm koj cov xov xwm kev noj qab haus huv rau tsoom nom tswv hauv tsoom fww los mus tiv thaiv lossis tswj kav kab mob, kev raug mob, kev tu-ncua, lossis kev tsim txom. Cov txuas ntxiv mus no yog cov piv txwv ntawm qhov thaum cov xov xwm kev noj qab haus huv yuav muab koom nrog cov nom tswv hauv tsoom fww:
  - a. Ntawv ceeb toom rau Cov Kev Pab Cuam Tiv Thaiv Me Nyuam (Child Protection Services) hais txog kev tsim txom lossis kev tsis ntsej me nyuam uas muab ncuva tseg.
  - b. Ntawv ceeb toom rau tsoom fww uas nug xyuas kev iab liam Elder-At-Risk (Neeg Laus Ntawm Kev Pheej Hmoo) lossis Adult-At-Risk (Neeg Loj Ntawm Kev Pheej Hmoo).
  - c. Ntawv ceeb toom rau Kev Pab Cuam Tiv Thaiv Ntawm Neeg Loj (Adult Protective Services).
  - d. Ntawv ceeb toom rau cov chaw sawv cev fab kev tiv thaiv thiab kev pab txhawb lossis phiaj xwm neeg tshuaj ntsuam teeb meem.
6. Kev nthuav tawm nyob rau hauv Cov Rooj Hais Plaub Ntsig Txog Kev Txiaiv Txim Plaub Ntug thiab Kev Tswj Tuav dejnum (Judicial and Administrative Hearings). Peb yuav siv thiab nthuav tawm koj cov xov xwm kev noj qab haus huv nyob rau hauv hom kawm ntawm kev xyuam phaj sib foob raws li tau tso cai. Cov txuas ntxiv mus no yog cov piv txwv ntawm qhov thaum cov xov xwm kev noj qab haus huv yuav muab koom rau hauv rooj txiaiv txim lossis kev tswj tuav dejnum:
  - a. Xov xwm kev noj qab haus huv kuj yuav muab nthuav tawm rau lub tsev hais plaub thiab cov rooj saib xyuas uas tau txais kev tso cai hauv kev ua neeg saib

- xyuas, kev pab cuam tiv thaiv, kev tso npe tiv thaiv, thiab kev ua mus ntxiv ntawm lus cog tseg siab ntsws.
- b. Xov xwm kev noj qab haus huv kuj yuav tau txais los mus ceev ib tug me nyuam nyob rau hauv kev saib xyuas hloov chaw. Xws li cov xov xwm kuj yuav muab nthuav tawm rau tus tub num zej tsoom uas tau tso lub luag haujlwm rau thiab dhau ntawd tau muab faib koom nrog lub tsev hais plaub thiab cov rooj saib xyuas nyob rau hauv cov ntawv ceeb toom tom tsev hais plaub, cov kev npaj ua ncuu ntev, lossis yog tsis li ntawd tau tso cai nyob rau hauv hom kawm kev ua mus ntxiv tom tsev hais plaub me nyuam yaus.
  - c. Cov xov xwm kev noj qab haus huv uas muab nthuav tawm rau cov neeg ntaus nqi txog ntawv txib tom tsev hais plaub.
  - d. Cov xov xwm kev noj qab haus huv kuj yuav muab nthuav tawm hauv cov lus teb mus rau cov kev xav tau uas raug cai ntawm kev tsim khoom nyob rau hauv kev mus ntxiv fab kev txiav txim plaub ntug thiab kev tswj tuav dejnum.
7. Kev nthuav tawm rau Cov Chaw Kev Ua Kom Yog thiab Cov Chaw Kev Kuav Tseg. Peb kuj yuav nthuav tawm koj cov xov xwm kev noj qab haus huv ntiag tug rau cov tub ceev xwm quab yuam raws qhov yog lossis txoj cai uas muaj kev nyob nrog niam nrog txiv ntawm koj, los pab muab kev noj qab haus huv thiab kev nyab xeeb ntawm koj thiab lwm tus.
  8. Kev nthuav tawm rau Cov Tub Ceev Xwm Tshuaj Ntsuam Kev Ploj Tuag Tsis Xws Teb Chaws, Cov Neeg Ntsuam Xyuas Kev Kho Mob thiab Cov Neeg Nug Xyuas. Peb kuj yuav nthuav tawm koj cov xov xwm kev noj qab haus huv rau cov tub ceev xwm tshuaj ntsuam kev ploj tuag tsis xws teb chaws, cov neeg tsum xyuas kev kho mob thiab cov tub ceev xwm quab yuam raws cai ntawm pov thawj lossis kev txiav txim ntawm lub hauv paus ntawm kev tuag.
  9. Kev nthuav tawm rau Kev Nyab Xeeb hauv Tsoom Fwv (Public Safety). Peb kuj yuav nthuav tawm koj cov xov xwm kev noj qab haus huv yog peb txiav txim hais tias nws tseem ceeb heev rau kev tiv thaiv lossis ua kom tsawg ib qhov kev hawv heev thiab sai rau koj qhov kev nyab xeeb lossis kev nyab xeeb ntawm lwm tus. Peb kuj tseem yuav nthuav tawm cov xov xwm kev noj qab haus huv muaj cwj ciam uas tseem ceeb heev rau kev ceeb toom kev txhaum cai.

## KOJ COV CAI

Tshwj hais tias tau kev tso cai los ntawm txoj cai nyob rau hauv cov piv txwv uas muab los saum toj no, koj muaj cov cai txuas ntxiv mus no hais txog koj cov ntawv tuav tseg fab kev noj qab haus huv uas ceev los ntawm Hwm Tsav Kev Pab Cuam Tib Neeg hauv Cheeb Nroog Dane:

1. Txoj Cai Tswj Kev Nkag rau Koj Cov Xov Xwm Kev Noj Qab Haus Huv Tiv Thaiv. Peb yuav tsis tso koj cov xov xwm kev noj qab haus huv tiv thaiv tawm yam tsis muaj koj qhov kev tso cai uas sau ua ntaub ua ntawv tseg. Koj kuj yuav ncuu tseg ib qho kev tso cai twg uas sau ua ntaub ua ntawv twg uas nyuam qhuav muab, tshwj yog qhov txuas ntxiv hais tias twb ntseeg tau lawm, los ntawm kev muab koj cov lus ceeb toom ntawm kev ncuu tseg uas sau ua ntaub ua ntawv cia rau hwm tsav.
2. Txoj Cai Thov Kev Tswj. Koj muaj txoj cai thov kev tswj ntawm hwm tsav cov kev siv thiab kev nthuav tawm ntawm koj cov xov xwm kev noj qab haus huv. Lub hwm tsav tsis tag yuav pom zoo rau cov kev tswj thiab tsuas muaj cov thawj saib xyuas ces haujlwm nkaus xwb thiaj yuav tso cai kev tswj tam lub hwm tsav. Txhua leej pom zoo saum cov kev tswj yuav muab txo los ua kev sau ua ntaub ua ntawv.

3. Txoj Cai rau Kev Ua Kom Yooj Yim txhawm kom Ntseeg Tau Kev Sib Txuas Lus Tsis Pub Leej Twg Paub. Koj muaj txoj cai txais koj cov xov xwm kev noj qab haus huv los ntawm cov hau kev xaiv tau uas muaj paus muaj ntsis lossis nyob rau cov chaw xaiv tau, yog hais tias nws tseem ceeb rau kev tiv thaiv koj txoj cai ntiag tug. Peb kuj yuav hais kom koj tso qhov kev thov no ua ntaub ua ntawv.
4. Txoj Cai Tshuaj Ntsuam thiab Luam Tawm. Koj muaj txoj cai tshuaj ntsuam thiab luam tawm koj cov xov xwm kev noj qab haus huv tiv thaiv. Koj yuav tsum muab koj cov kev thov sau ua ntuab ua ntawv thiab, tshwj tias tau zam rau, koj yuav tau them ib tug nqi uas tsim nyog mus duav rau cov kev siv nyiaj uas cuam tshuam txog. Yog hais tias koj raug tsis pub nkag mus, lawv yuav muab qhov tseem ceeb ntawm kev tsis lees txais kev sau ntawv rau koj, thiab yuav muaj txoj cai ua kom qhov kev txiav txim siab no raug rov ntsuam xyuas dua los ntawm kev xa ntawv qhia kev tsis txaus siab raws li muab los hauv qab no.
5. Txoj Cai Thov Kev Kho Kom Yog. Koj muaj txoj cai thov hais tias lub hwm tsav kho kom cov xov xwm kev noj qab haus huv yog cuam tshuam txog koj uas koj ntseeg tias nws tsis yog lossis tsis tiav. Tsis tau hais kom lub hwm tsav mus hloov koj cov xov xwm kev noj qab haus huv, li cas los xij yuav qhia rau koj paub txog ntawm qhov kev nqis tes ua hauv cov lus teb rau koj cov kev thov. Koj qhov kev thov yuav tsum sau ua ntaub ua ntawv thiab yuav tsum hais tsi ntsees lub paus ntsis rau koj qhov kev thov.
6. Txoj Cai rau Ib Lub Npe Tuav Kev Nthuav Tawm. Koj muaj txoj cai txais ib lub npe tuav kev nthuav tawm meej tseeb ntawm koj cov xov xwm kev noj qab haus huv tiv thaiv uas lub hwm tsav yog tus ua mus rau cov hauv paus sab nrauv uas tau ua tom qab hnuv tim 14 Plaub Hlis Ntuj, 2003 thiab tsis dhau ncuu sij hawm rau xyoo ua ntej qhov kev thov. Thawj lub npe tuav nyob rau hauv ib lub ncuu sij hawm kaum ob lub hlis yog pub dawb xwb. Yuav tau them ib tug nqi rau cov kev thov tom qab ntawd.
7. Txoj Cai rau Kev Luam Daim Ceeb Toom no. Koj muaj txoj cai tau txais daim ntawv luam ntawm tsab ceeb toom no nyob rau ib lub chaw ua haujlwm twg ntawm Keb Pab Cuam Tib Neeg hauv Cheeb Nroog Dane (Dane County Human Services). Koj kuj tseem yuav nkag tau mus rau tsab Ceeb Toom no nyob rau ntawm peb tus vev xaib, [www.co.dane.wi.us/humanservices/hshome.htm](http://www.co.dane.wi.us/humanservices/hshome.htm).

#### TUS UAS YUAV TIV TAUJ RAU

Ntawv thov nkag mus rau koj cov ntawv tuav tseg fab kev saib xyuas kev noj qab haus huv, txhawm rau kho koj cov ntawv tuav tseg kom yog, thiab kev ua kom yooj yim hauv kev rov ntsuam xyuas koj cov xov fab kev noj qab haus huv, kuj yuav muab xa mus rau cov neeg txuas ntxiv mus no ntawm 1202 Northport Dr., Madison, WI 53704, najnpawb xov tooj (608) 242-6200:

1. Ntawm cov ntawv tuav tseg txuam nrog cov kev pab cuam rau cov neeg loj thiab cov me nyuam yaus uas muaj kev tu-ncuu hauv kev loj hlob, sau ntawv mus rau Fran Genter, Tus Lis Dejnum Ces Haujlwm Kev Pab Cuam Cuab Neeg Loj (Division Administrator for Adult Community Services).
2. Ntawm cov ntawv tuav tseg txuam nrog cov kev pab cuam rau cov me nyuam yaus thiab lawv tsev neeg, sau ntawv mus rau Sue Milch, Thawj Saib Xyuas Kev Txhim Kho Neeg Ua Haujlwm hauv Ces Haujlwm Me Nyuam Yaus, Cov Hluas thiab Tsev Neeg (Children, Youth and Families Division Staff Development Manager).
3. Ntawm cov ntawv tuav tseg uas khaws cia los ntawm cov chaw sawv cev uas muab cov kev pab cuam fab kev noj qab haus huv tam ntawm hwm tsav, tiv tauj rau cov thawj tswj ntawm cov chaw sawv cev no.

Kev tsis txaus siab hais txog tsab ceeb toom no lossis hais txog txos kev peb yuav saib xyuas koj cov xov xwm fab kev noj haus huv li cas ntawd kuj yuav muab xa ncaj nraim mus rau Andrew Heidt, Neeg Tshuaj Ntsuam Teeb Meem ntawm Hwm Tsav Kev Pab Cuam Tib Neeg hauv Cheeb Nroog Dane (Dane County Department of Human Services Ombudsman), ntawm 1202 Northport Dr., Madison, WI 53704, najnpawb xov tooj (608) 242-6200. Koj kuj tseem yuav xa ib daim ntawv kev tsis txaus siab nrog tus Tub Teev Ntawv ntawm Hwm Tsav Kev Pab Cuam Tib Neeg hauv tsoom fww. Kev xa ib daim ntawv kev tsis txaus siab yuav tsis ua li cas rau qhov zoo ntawm cov kev pab cuam uas muab rau koj. Tsab ceeb toom no siv tau txij li hnuv tim 1 Kaum Hli Ntuj, 2009. Hauv hwm tsav yuav tsum ua raws nraim li cov ncuu sij hawm ntawm tsab ceeb toom no, tab sis peb muaj txoj cai hloov nws cov ncuu sij hawm thiab muab kev tso npe thov uas muaj cai yuav siv rov tom qab. Thaum twg los xij uas peb muaj qhov hloov rau tsab ceeb toom no peb yuav ceeb toom rau txhua txhua leej uas cuam tshuam txog tam sim ntawd. Peb tseem yuav hloov tshiab tsab ceeb toom no ua cov ntawv luam tawm uas muaj nyob rau ntawm cov chaw ua haujlwm hauv hwm tsav thiab nyob rau hauv peb tus vev xaib (website).