

Transforming
Lives

CDE January Public Webinar

January 21, 2020



Washington State Department of Social and Health Services

What is the CDE?

The Consumer Directed Employer (CDE) project will transfer the employer support responsibilities of Individual Providers (IPs) from DSHS and AAA case management staff to a contracted vendor. The contracted vendor is Consumer Direct Washington (CDWA).

Vision

Simplify processes and increase efficiency

- Maintain Consumer self direction
- Case management staff will have more time to work and support clients
- IPs will work with a single entity for payroll, tax reporting, credentialing and other concerns

CDE Resources

Visit the CDE website: <https://www.dshs.wa.gov/altsa/cde>

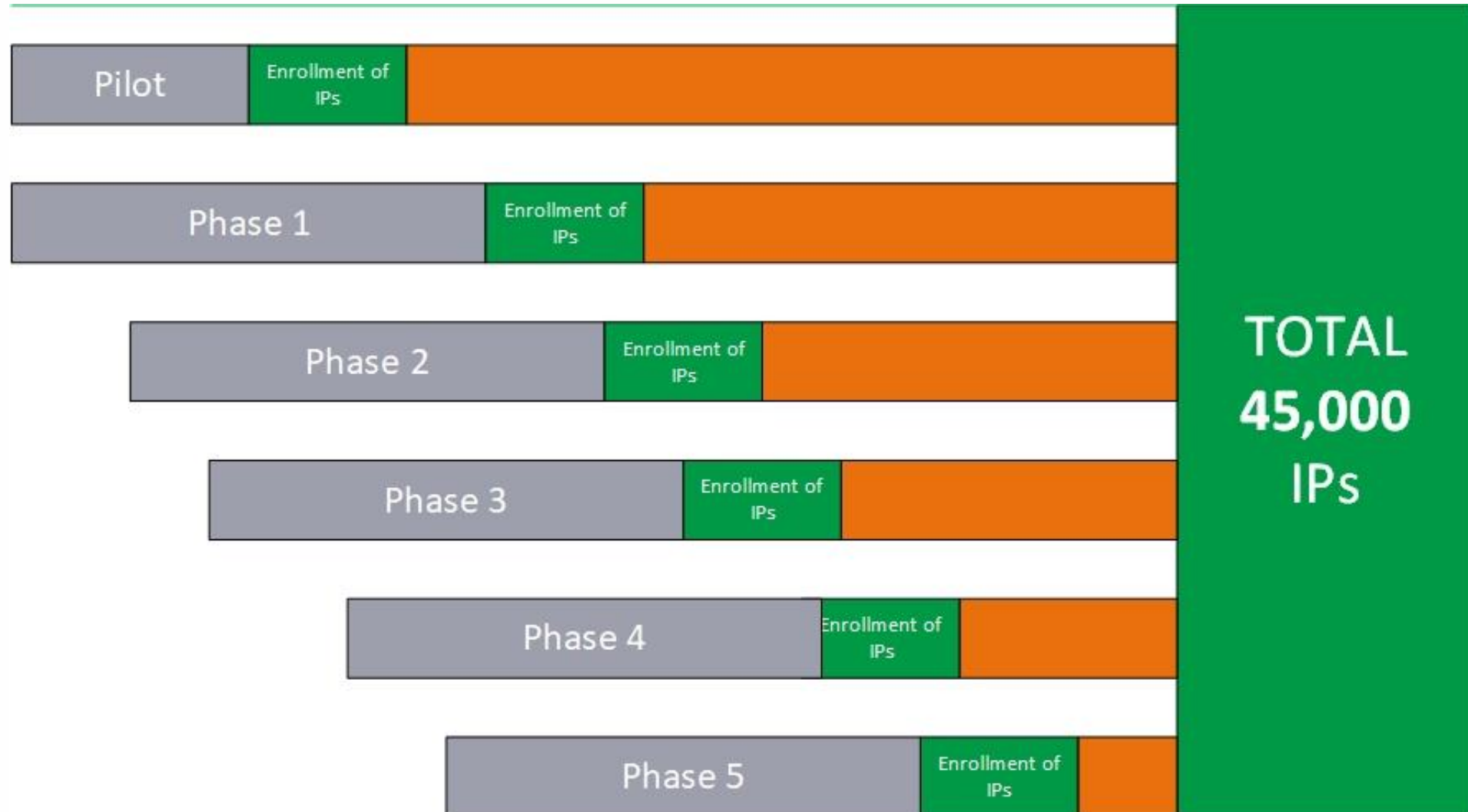
Email the Project: CDE@dshs.wa.gov

CDE Project Update

Solutions Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">• Began fit/gap analysis sessions with DSHS Subject Matter Experts (SMEs) and CDWA• Ended contract negotiations with PPL• Started contract negotiations with CDWA for Area 1 (remaining section of the state)	<ul style="list-style-type: none">• Begin work on CDWA project schedule for statewide implementation• Integrate CDWA project schedule with master DSHS schedule• Finish fit/gap analysis sessions with CDWA• Meet with CDE, SEIU 775, and the Benefits Group to discuss interfaces between systems

Vendor Rollout

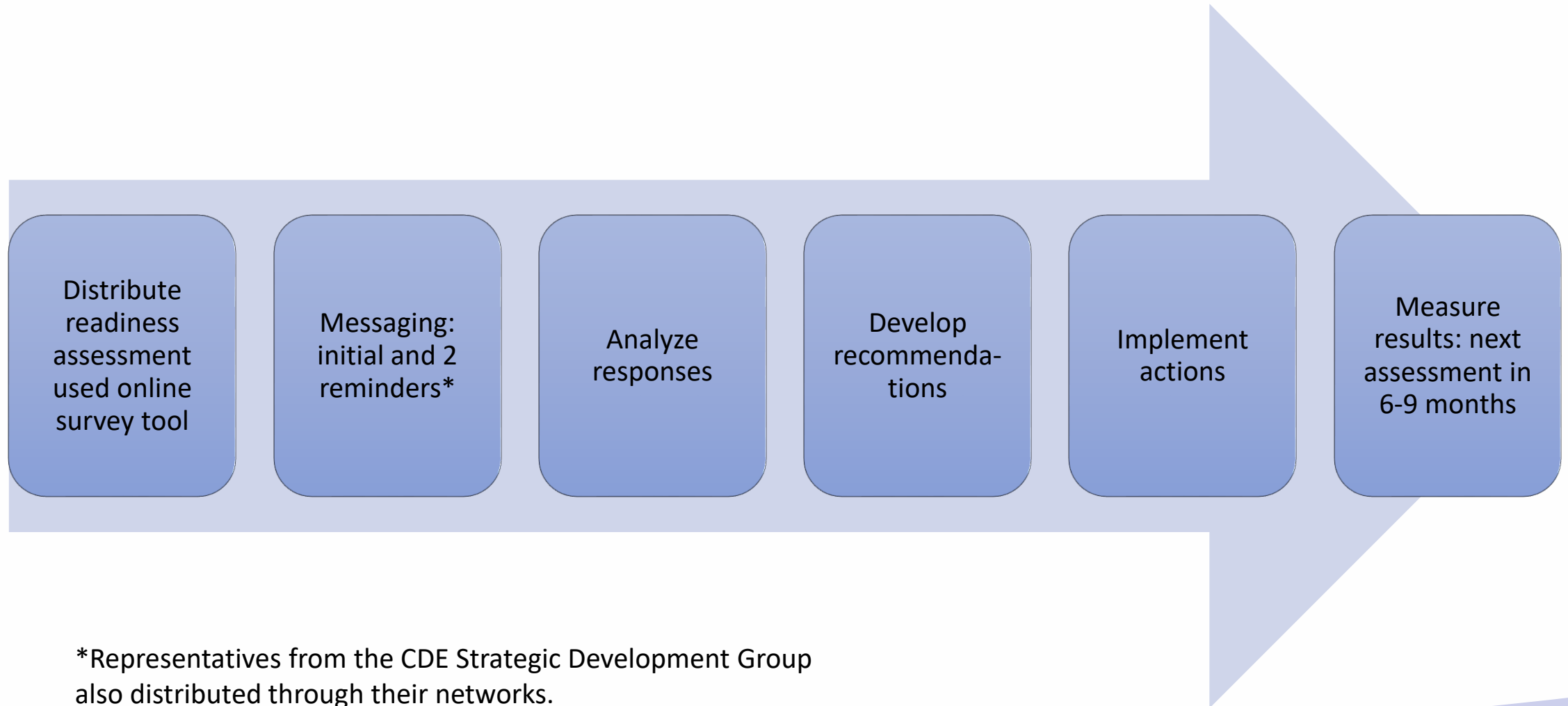


Readiness Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">• Analyzed data from IP baseline readiness assessment and distributed results• Posted Talking Points #18 – Paid Time Off and Cumulative Career Hours• Began readiness planning sessions with CDWA	<ul style="list-style-type: none">• Plan next Staff readiness assessment• Hire HCS CDE Program Manager and Readiness Analyst• Plan road shows with CDWA• Print and distribute informational brochure

Results: Baseline IP Awareness Survey / Readiness Assessment

Approach



Context

This is a baseline readiness assessment:

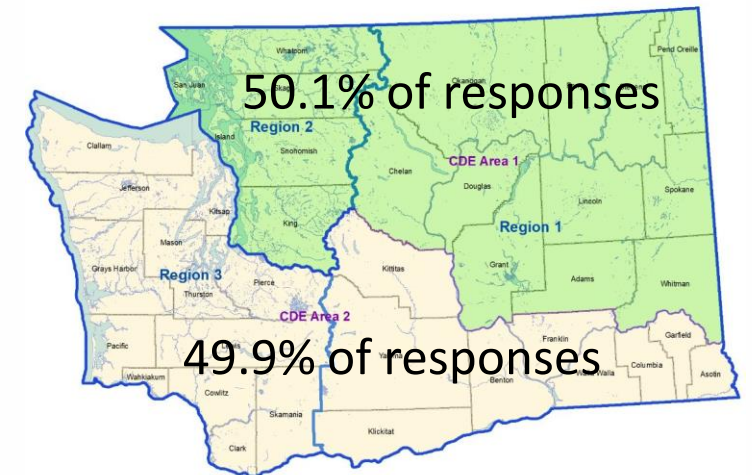
- Less-than-ideal results were expected
- Data was reflective of the early phase of the project during which communication has been very passive
- Survey was conducted only in English
- At least 2 more assessments are planned during the project
- Results will contribute to the formal Readiness Review

High-Level Results

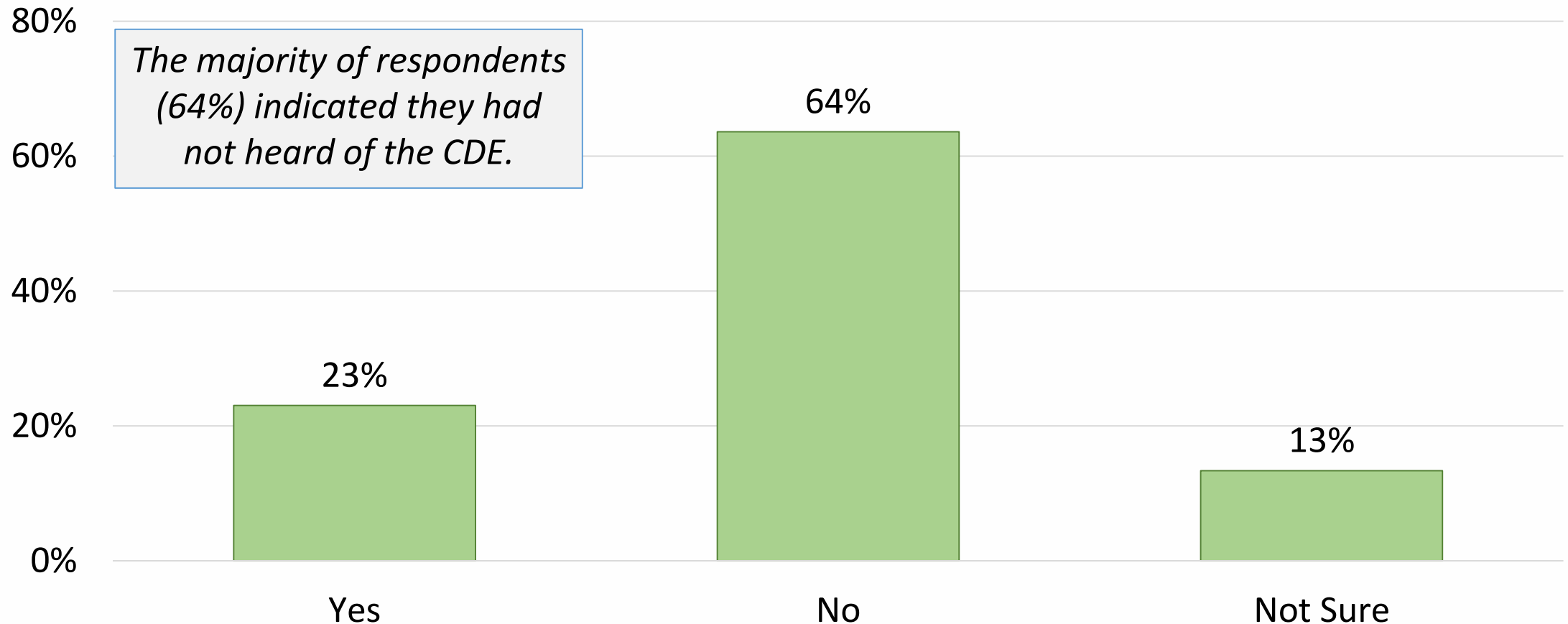
4,545 people responded

- Out of 44,728 IPs with current contracts and recent claims
- Yields a 10.16% rate of response
- Results in 99% confidence within margin of error of (+/-) 2%
- Equal split between CDE Areas*
- Proportional response across program areas
- 993 expressed interest in participating in the pilot

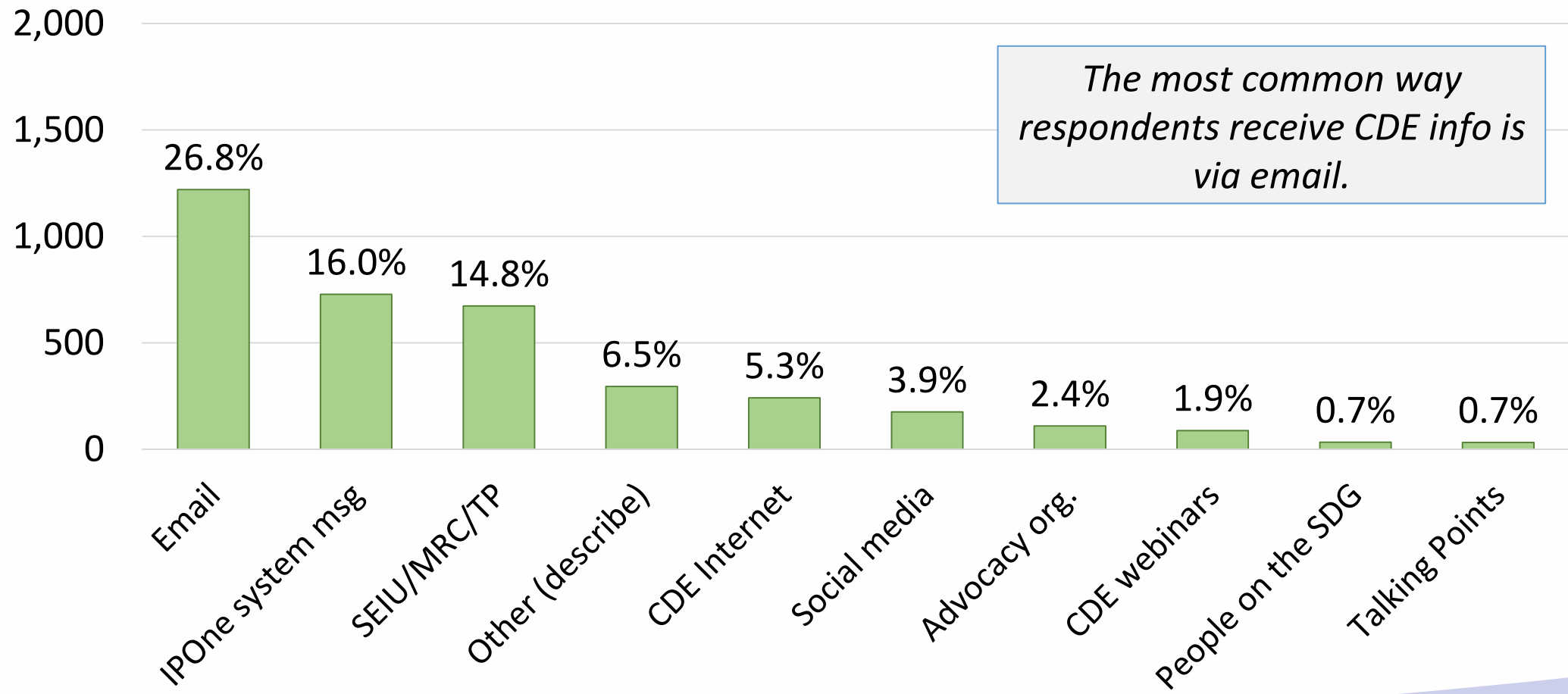
*Survey conducted while still in negotiations with 2 vendors.



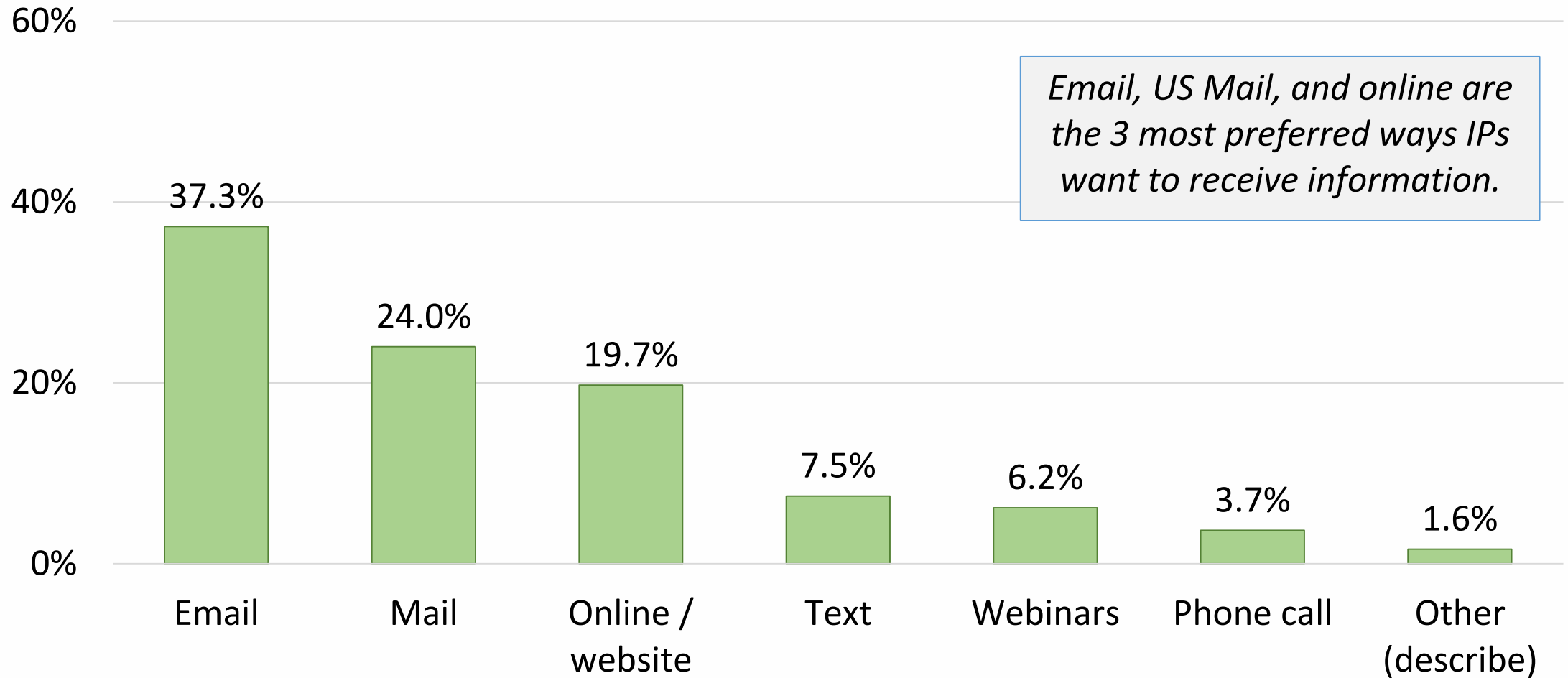
IP awareness of the CDE project



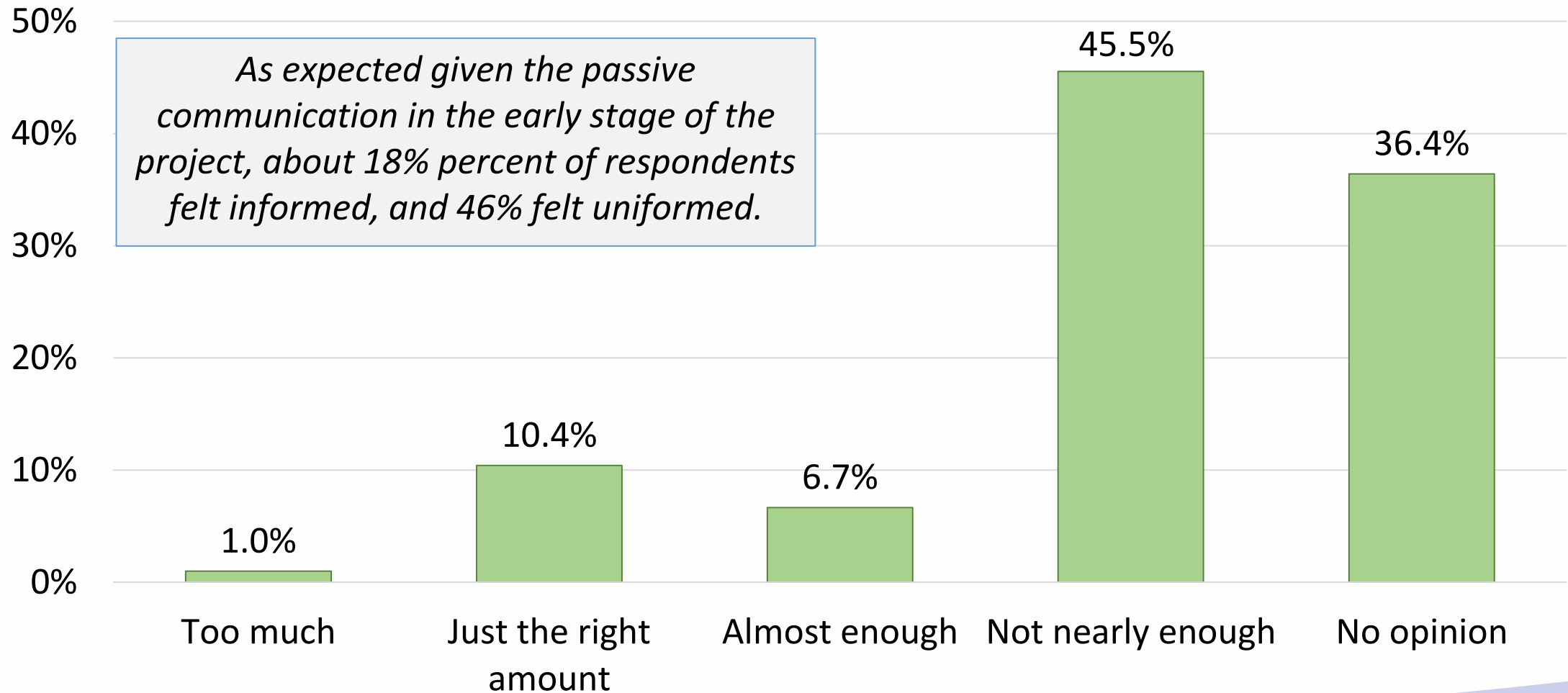
How IPs receive CDE information



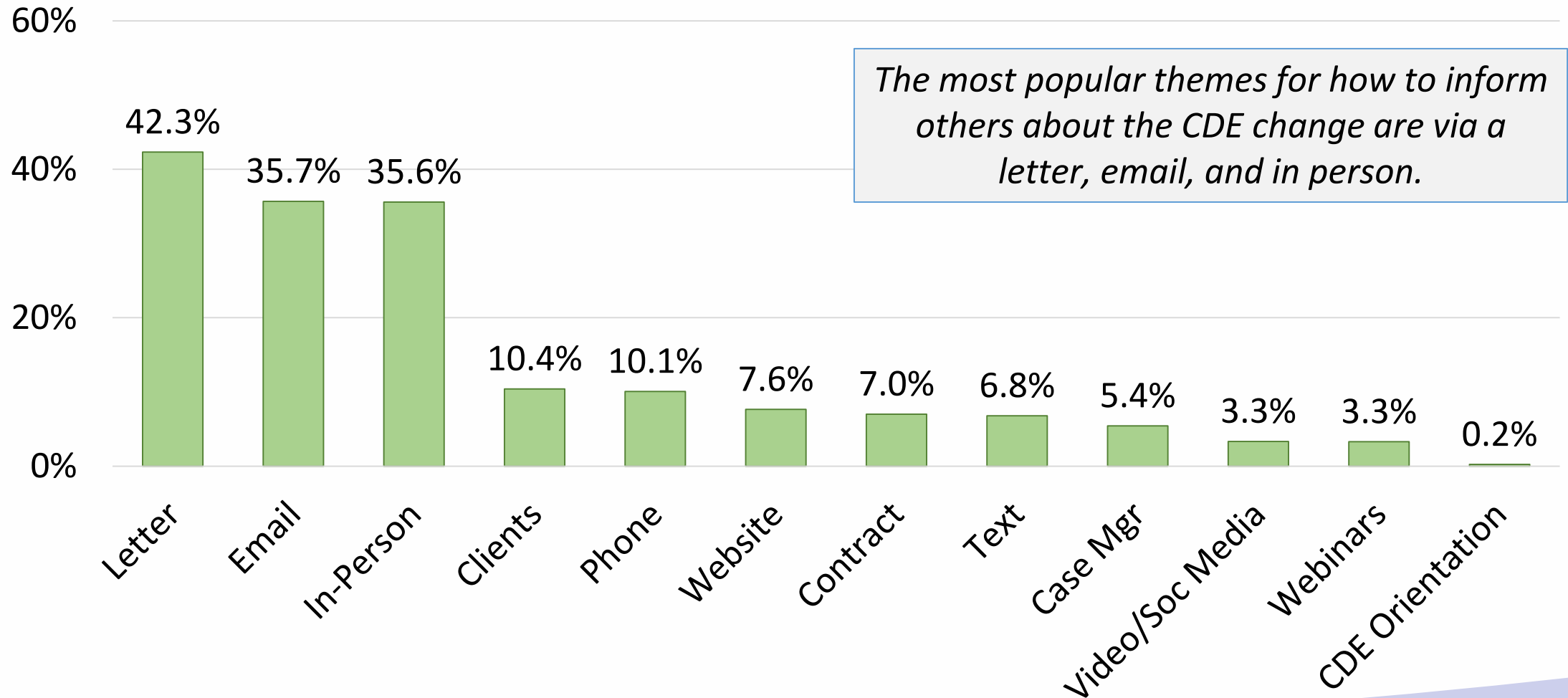
How IPs want to receive CDE information



The amount of info IPs receive is...



Top themes: How to inform clients and IPs

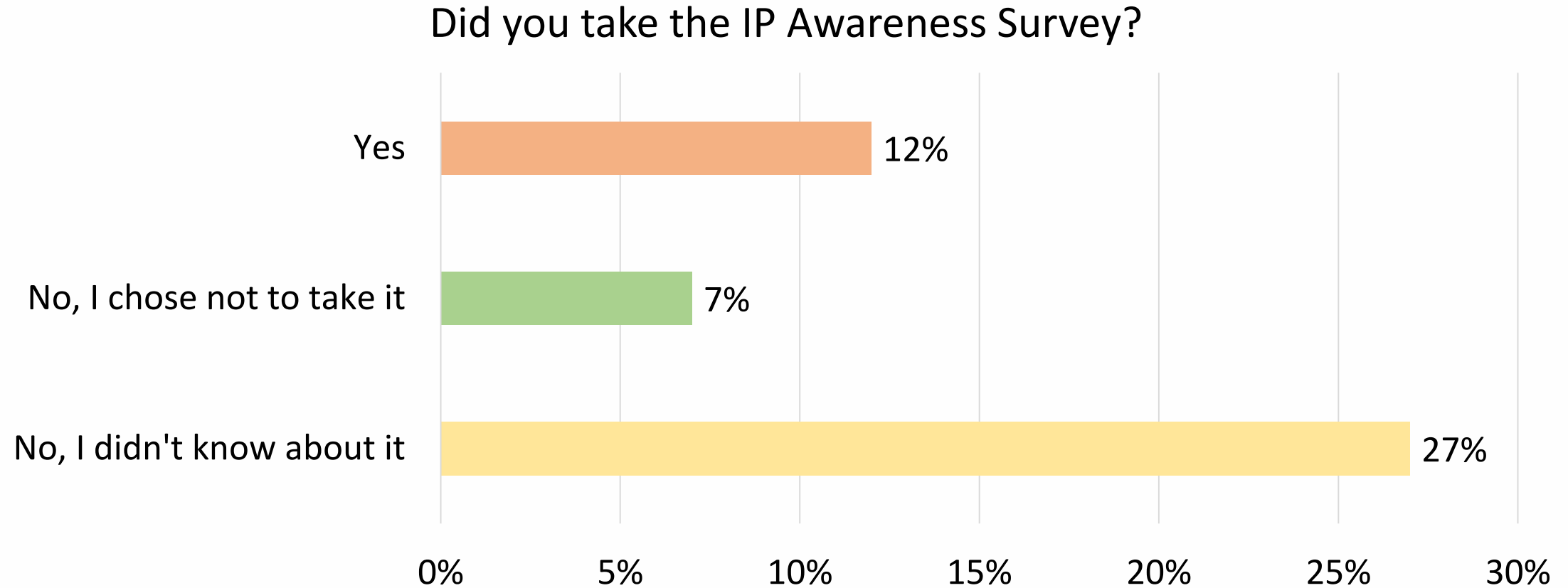


Next Steps

1. Connect IPs to CDE GovDelivery email list
2. Share specifics as they become known
 - Implementation and training details
 - Decision about EVV for live-in providers
 - CDWA's Service Coordinator support model
3. Hold statewide “roadshow” with CDE vendor
4. Reinforce messages about what’s not changing
5. Perform next readiness assessment in 6-9 months
6. Compare results and adjust readiness activities accordingly

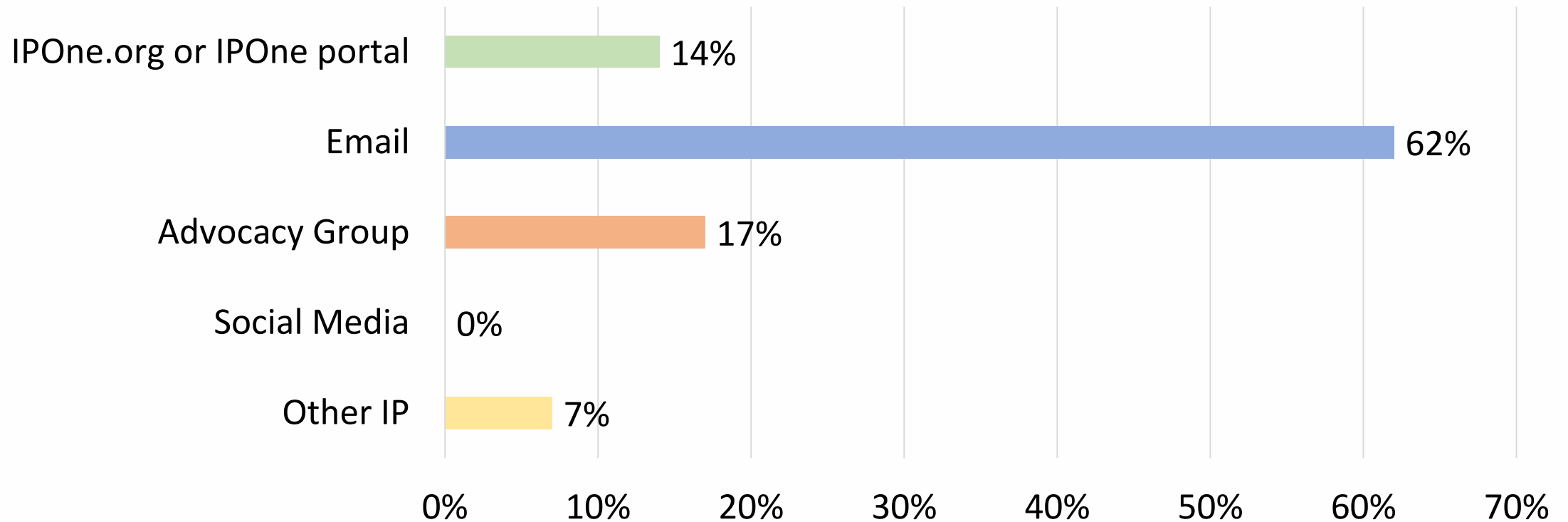


December Poll Question Results



December Poll Question Results

If you took the survey, how did you hear about it?



Ways IPs can prepare

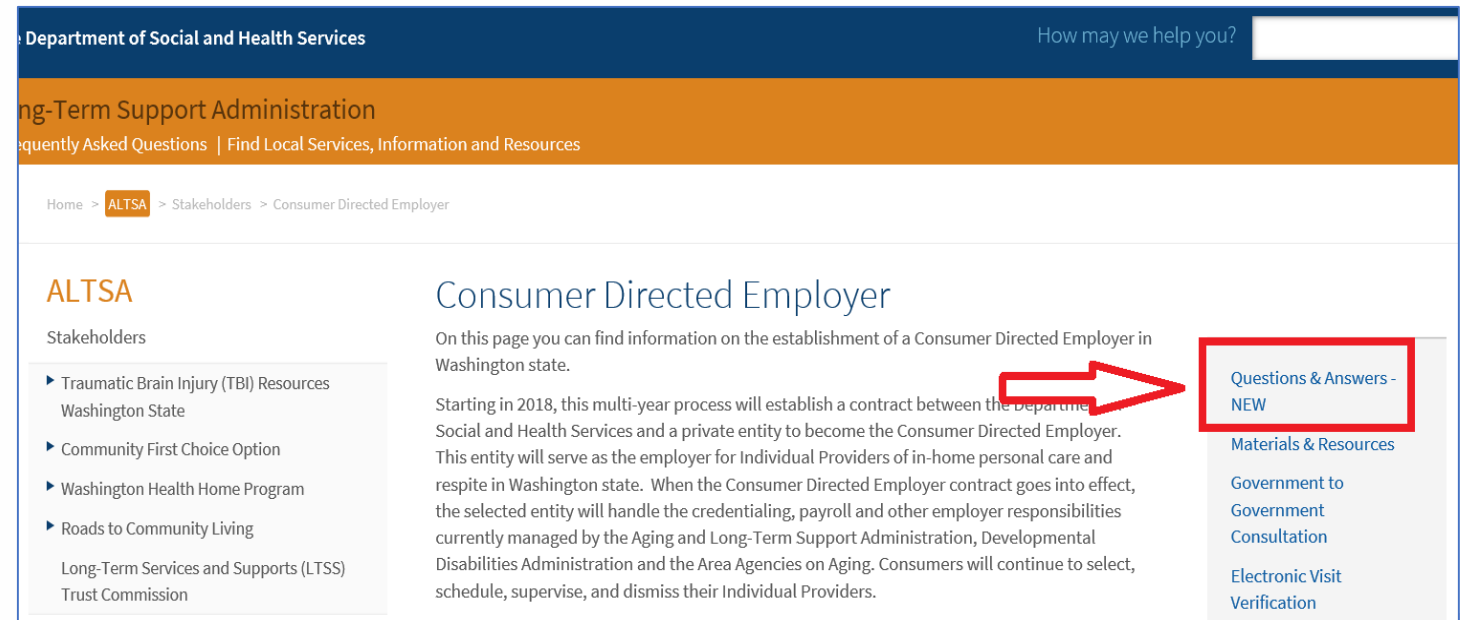
- Claim hours as worked
- Check your cumulative career hour (CCH) and paid time off (PTO) balances
 - If there are issues with your CCH and PTO, contact IPOne now to resolve
- Sign up for GovDelivery to get notification of webinars
- Regularly check the CDE website for updates

Questions from the December Webinars

CDE Q&A Document

- Updated after each webinar
- CDE Website → Right Sidebar → “Questions & Answers” (pdf)

- General Questions
- Effects on Clients
- Effects on Individual Providers
- Effects on Case Management
- Electronic Visit Verification



Q: How will IPs be made aware of the project and informed of ways to ask questions?

A: The monthly CDE webinars are available to the public including current IPs. We will also be doing periodic awareness surveys.

The CDE vendor will be conducting outreach to the IPs regarding the CDE and what they need to do as part of the transition. In addition the Project Team will work with the vendor and other stakeholders to participate in applicable conferences and meetings in which transition information can be shared.

Q: Will there be information available for contracts staff to share with IPs?

A: An informational brochure that all staff can give to IPs and clients will be available in the spring of 2020. Talking Points are always available on the CDE project website (<https://www.dshs.wa.gov/altsa/cde>) and cover a wide variety of topics.

Q: How will the CDE work with elderly IPs who are not comfortable with computers and computerized systems?

A: The CDE will have options available for IPs that do not have access to technology. These will most likely include paper forms and phone interactions.

Q: Are PACE providers being included in the CDE training and roll out?

A: Yes

Q: Will there be a contact at the CDE for case managers to share assessment details, changes to hours, and if a client loses eligibility due to not submitting paperwork to long term care?

A: Yes, the CDE will have a call center and Service Coordinators. The policies that will outline the communication process between the CDE and the case manager are currently being worked on.

Q: Will the CDE translate the Service Summary of the Care plan for the IP or have the content explained to IP using interpreters?

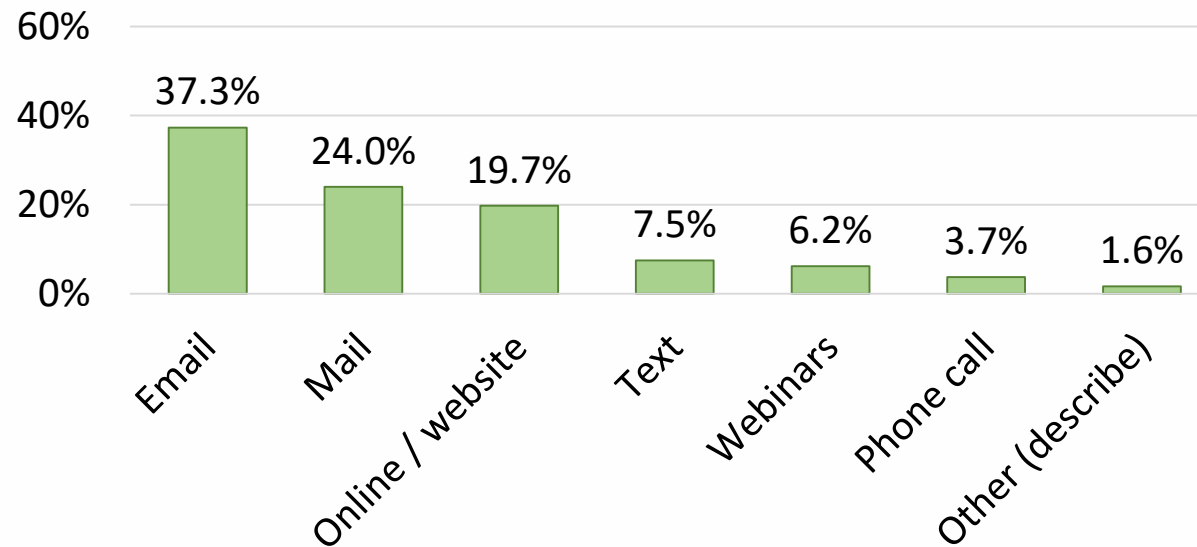
A: This will be up to the CDE as the employer of the IPs.

Q: If the employer has Alzheimer's or Dementia will the CDE step in to ensure the care plan is being followed and the IP understands their duties?

A: The CDE will explain the duties of an IP to their employees at hire and intermittently if they change at the client's direction. If there is a question of the client's ability to direct care due to Alzheimer's or dementia, the case manager should be involved to identify an authorized representative for the client or to assess if an IP is an appropriate provider for the client.

Q: How many IPs responded to the question "How do you want to receive information" on the IP baseline awareness survey?

A: A total of **4,052** IPs responded to the question, "How do you prefer learning about the CDE? Check all that apply." There were 7,999 selections made.



Q: What was the pilot that 993 IPs expressed interest in participating in during the IP survey assessment?

A: The IPs expressed interest in the CDE vendor pilot in which a small group of IPs will transition prior to the larger roll outs to see how the transition works. The vendor may then make updates to the system, training or processes as needed.

Q: Will there be a survey assessment for clients, similar to the IP readiness survey?

A: Currently there are no plans to formally gauge client readiness through a survey. There will be training for clients from the CDE vendor related to the transition. The Department will send a notice to the clients regarding the change closer to the transition.

Q: Does the change effect the IP's wage?

A: No, the Collective Bargaining Agreement sets the hourly rate that IPs are paid based on their cumulative career hours. When the CDE is operational, it must following the CBA and the rates in effect at that time.

Q: What are you charging the client for this service?

A: Clients will not be charged for CDE services. The only payments that a client would pay are those based on their financial eligibility called “client responsibility”. This is no different than today.

Q: When are they going to open the process for home care aids to begin the hiring process with CDE?

A: The schedule for implementation, including hiring, is still being determined. Updates will be provided.

Q: Will the IPs manage their schedule/timing or will they have to clock in?

A: The client will continue to schedule caregiving by the IP within their assigned hours and the IP's work week limit.

IPs will begin using Electronic Visit Verification (EVV) at the time the CDE is implemented. Providers will be required to clock in and out as well as provide the additional information required by the 21st Century Cures Act. The process has yet to be determined how those IPs will track their time.

Q: How will EVV track IPs at the client's home or in the community?

A: Service locations in the community are not required to be submitted to the State as part of EVV reporting. Only home locations will be reported by the CDE.

Next webinars:

2/18/20 @ 10:30am

3/17/20 @ 10:30am

4/21/20 @ 10:30am

Please send any suggestions you have to improve the webinars to:

CDE@dshs.wa.gov

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