

Transforming  
Lives

# Consumer Directed Employer February Public Webinar

February 16, 2021



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).

# Why the change?

To simplify processes and increase efficiency while maintaining consumer direction with the goal of providing more time for case management staff to work with clients; also to reduce confusion and streamline the IP employer experience.

# CDE Implementation

## What stays the same

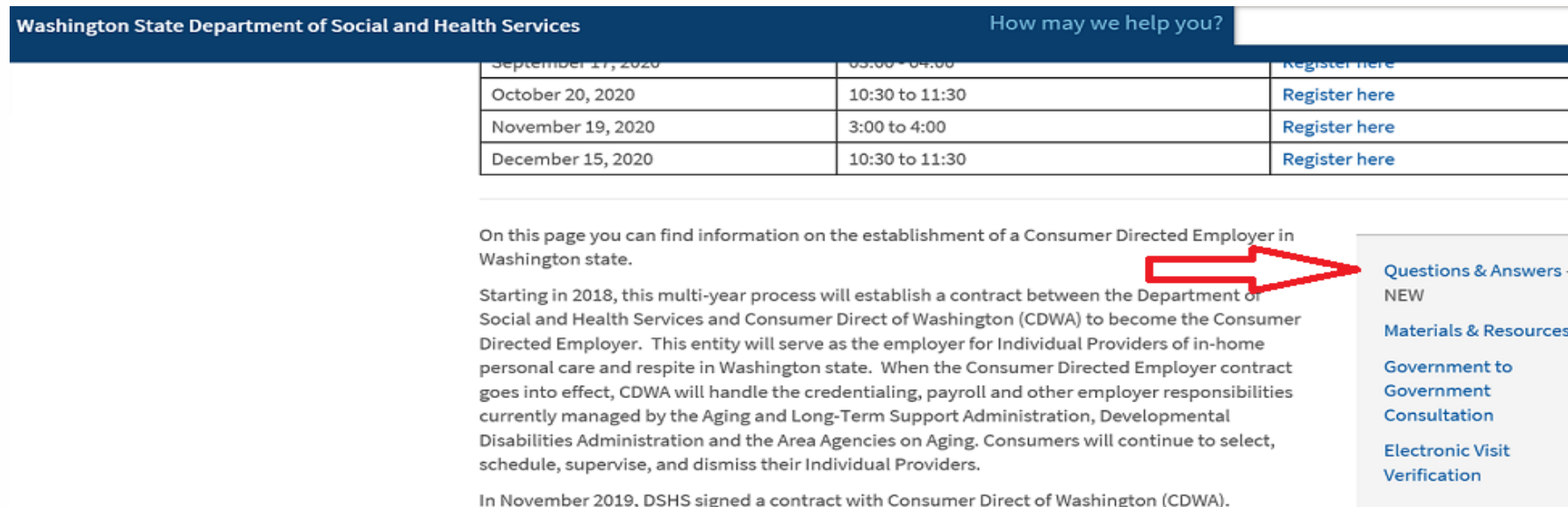
- Case Managers do the CARE assessment and develop care plans with the clients
- IP training requirements
- IP cumulative pay rates, career hours, and paid time off (PTO)
- Clients select, schedule & manage the work of IPs
- Clients can still receive service from an IP or through a Home Care Agency
- Clients and IPs can still use Carina

## What will change

- The Consumer Directed Employer (CDE) will:
  - Be the legal employer of IPs
  - Manage IP payroll, background checks, and track IP training compliance
  - Perform the functions of the Home Care Referral Registry
- IPs will go thru a hiring process with CDWA and will no longer contract with DSHS
- Pay periods will change to every other week
- Electronic Visit Verification (EVV) through the CDE with a new application

# CDE Q&A Document

- There is a condensed, easy to read version of the Questions & Answers document on the CDE Website. A full version is also available under “[Materials & Resources](#)”



Washington State Department of Social and Health Services

How may we help you?

September 17, 2020	03:00 - 04:00	<a href="#">Register here</a>
October 20, 2020	10:30 to 11:30	<a href="#">Register here</a>
November 19, 2020	3:00 to 4:00	<a href="#">Register here</a>
December 15, 2020	10:30 to 11:30	<a href="#">Register here</a>

On this page you can find information on the establishment of a Consumer Directed Employer in Washington state.

Starting in 2018, this multi-year process will establish a contract between the Department of Social and Health Services and Consumer Direct of Washington (CDWA) to become the Consumer Directed Employer. This entity will serve as the employer for Individual Providers of in-home personal care and respite in Washington state. When the Consumer Directed Employer contract goes into effect, CDWA will handle the credentialing, payroll and other employer responsibilities currently managed by the Aging and Long-Term Support Administration, Developmental Disabilities Administration and the Area Agencies on Aging. Consumers will continue to select, schedule, supervise, and dismiss their Individual Providers.

In November 2019, DSHS signed a contract with Consumer Direct of Washington (CDWA).

- [Questions & Answers - NEW](#)
- [Materials & Resources](#)
- [Government to Government Consultation](#)
- [Electronic Visit Verification](#)

<https://www.dshs.wa.gov/altsa/cde>

# CDE Project Update

# Solutions Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none"><li>• Continued work on the CDE interface design with CARE and the Benefits Group</li><li>• Approved vendor test plan</li></ul>	<ul style="list-style-type: none"><li>• Begin scheduling March testing activities between vendor and partner systems</li><li>• Finalize vendor data conversion plan</li><li>• Complete review of remaining 4 vendor user stories</li><li>• Coordinate with the vendor and IPOne on supplying demographic data for IPs</li><li>• Receive approval from SEIU and benefits group on their final interface designs</li></ul>

# Readiness Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none"><li>• CDWA held “Get to Know the CDE” informational sessions for Clients &amp; IPs</li><li>• Drafted IP and client communications for transition to the CDE</li><li>• More than 20% complete with the business process transition tasks</li></ul>	<ul style="list-style-type: none"><li>• Integrate feedback received from internal and external WAC review</li><li>• Continue developing the Pilot Plan</li><li>• Issue Readiness Assessment #2 for IPs</li><li>• Begin planning for 2021 presentation opportunities (e.g. DDA Community Summit, SEIU Annual Conference, etc.)</li></ul>

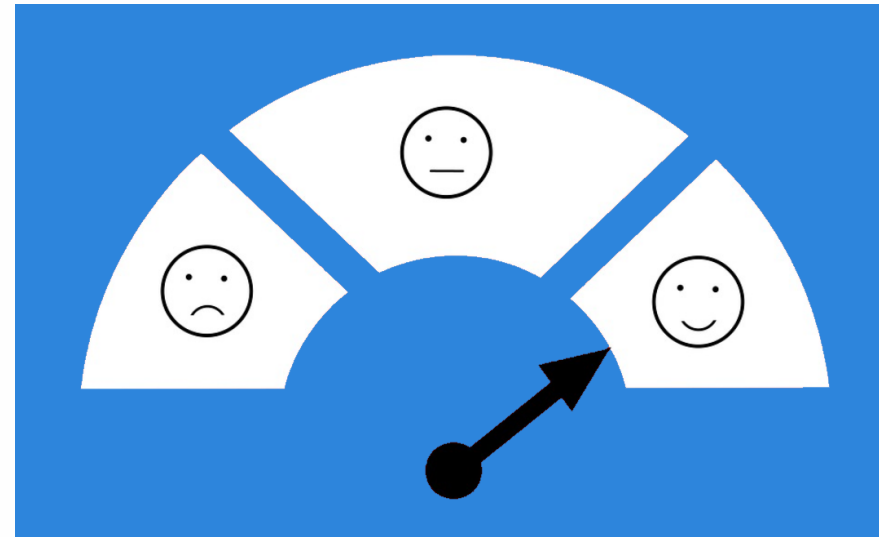


# CDWA Getting to Know the CDE sessions

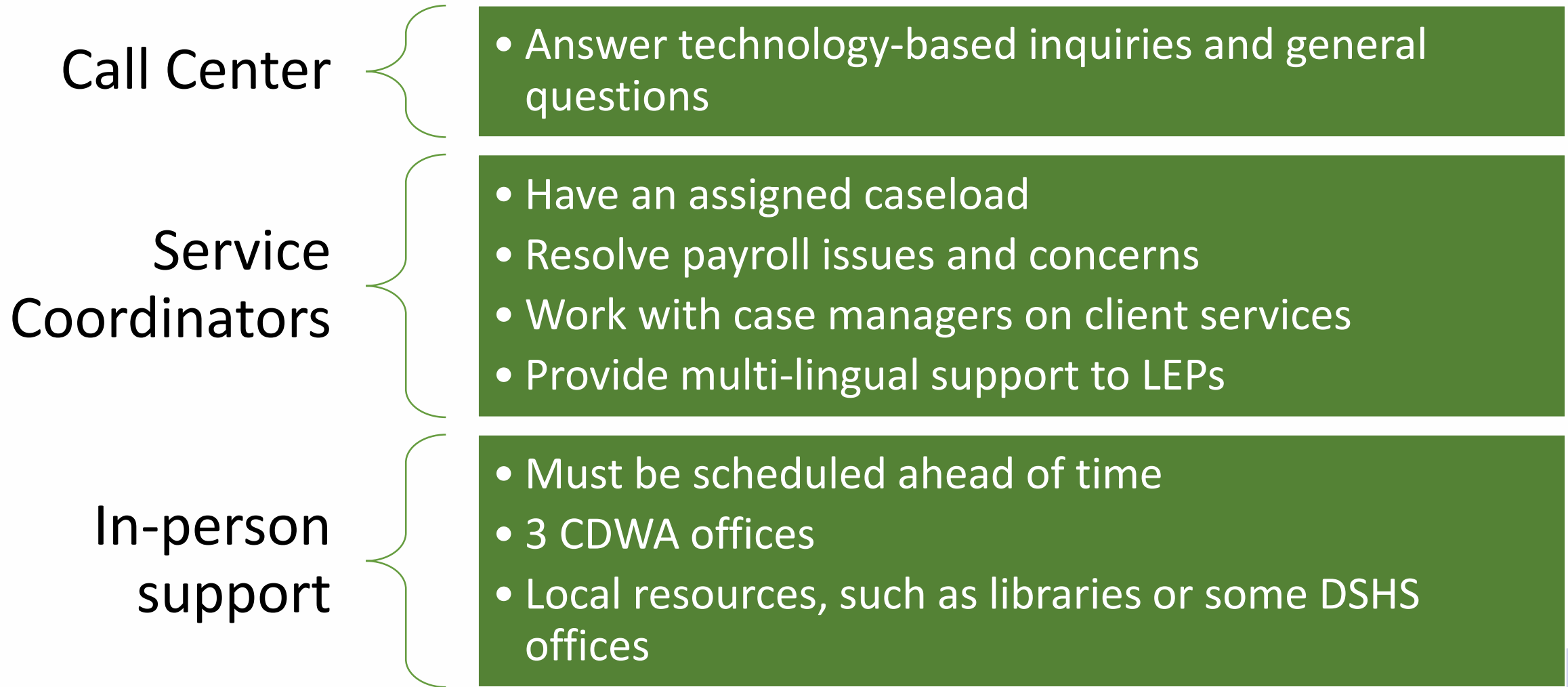
- Over 700 attendees over 3 session and 140 questions asked
- Recorded presentation available at <https://www.consumerdirectwa.com/>
- Questions and answers will be available on the CDE website [www.dshs.wa.gov/altsa/cde](http://www.dshs.wa.gov/altsa/cde)

# 2<sup>nd</sup> IP Readiness Survey

- Purpose: assess IP awareness and readiness for CDE implementation
- Second survey planned for Spring 2021, will be announced through email
- First assessment:
  - Conducted in December 2019
  - 4,500 IPs responded



# CDWA Support Model



# CDE Physical Locations



## SERVICE REGIONS

### NORTHWEST

Whatcom  
Skagit  
Snohomish  
San Juan  
Island  
King

### SOUTHWEST & PENINSULA

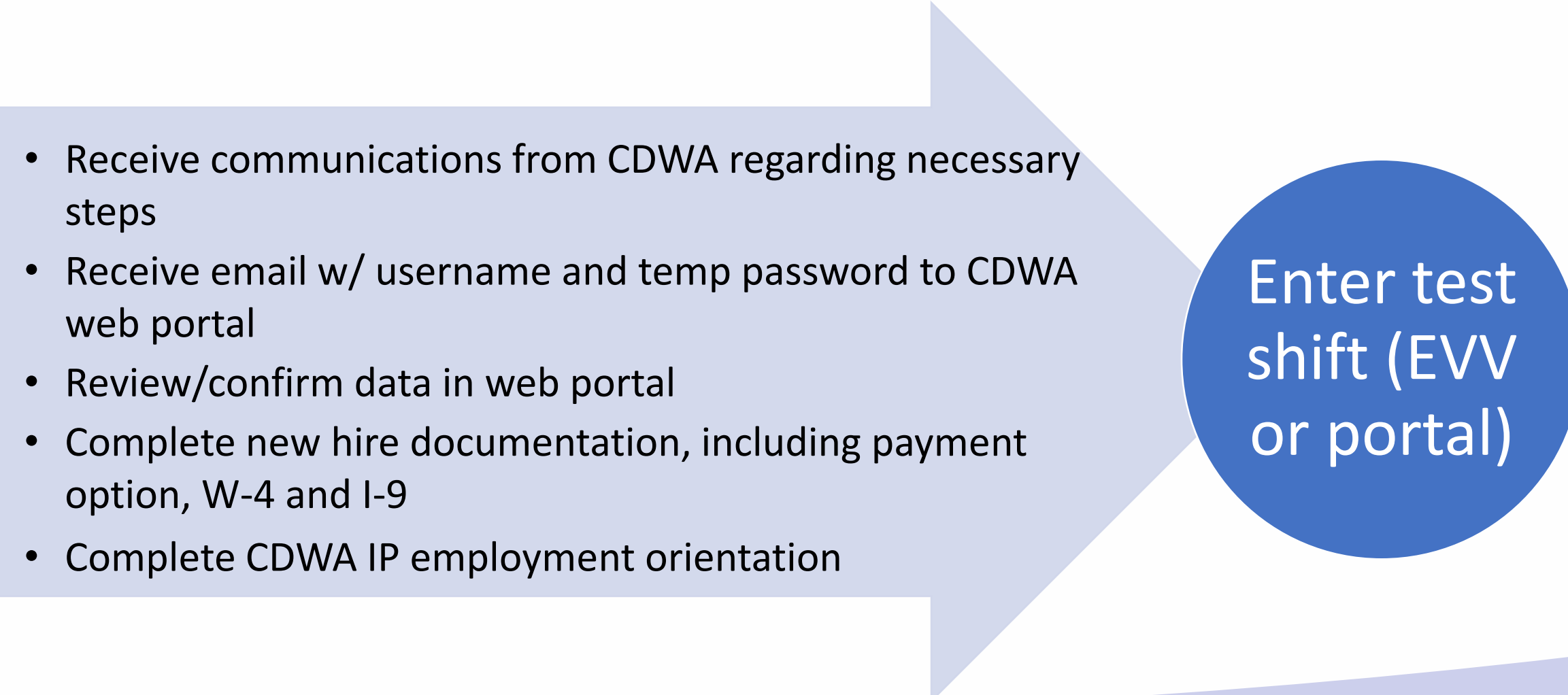
Clallam  
Jefferson  
Kitsap  
Grays Harbor  
Pacific  
Wahkiakum  
Cowlitz  
Clark  
Skamania  
Klickitat  
Pierce  
Mason  
Thurston  
Lewis

### EASTERN

Okanogan  
Stevens  
Chelan  
Douglas  
Lincoln  
Spokane  
Kittitas  
Grant  
Adams  
Whitman  
Yakima  
Benton  
Franklin  
Walla Walla  
Columbia  
Garfield  
Asotin

# Hiring process – current IP

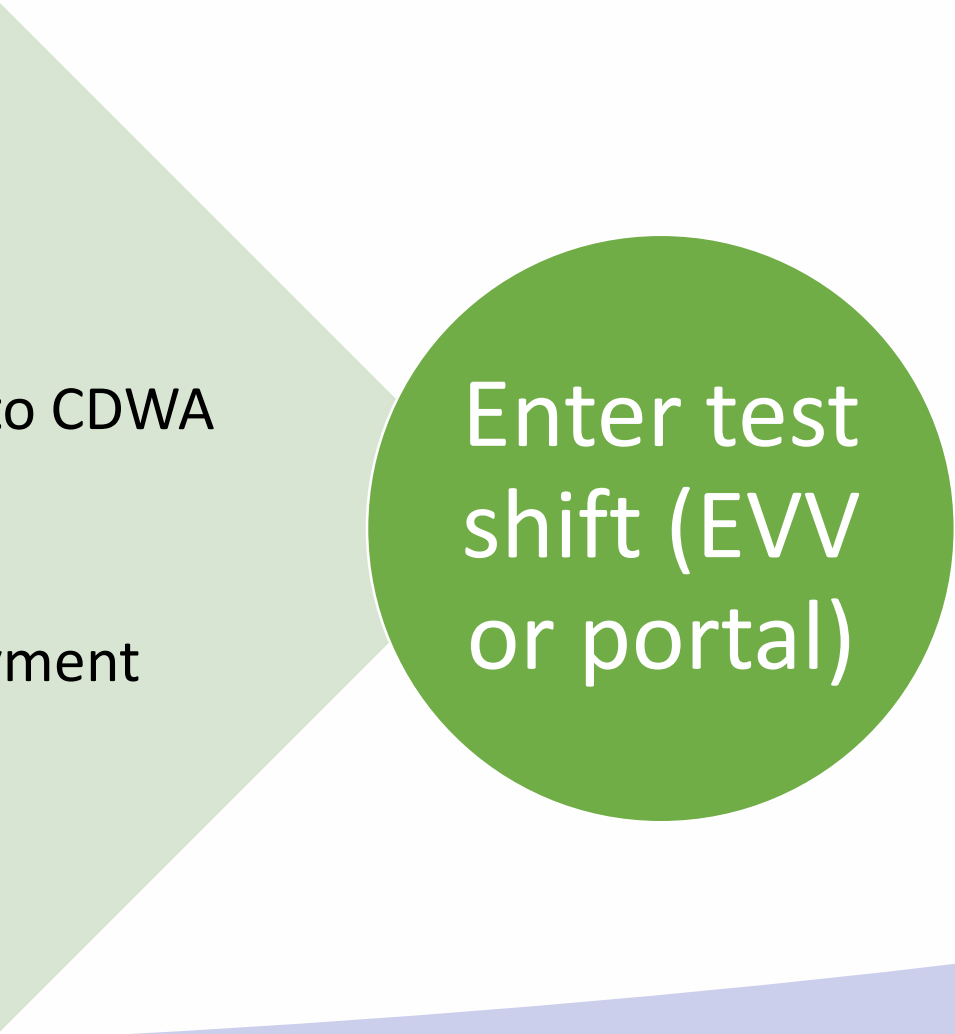
- Receive communications from CDWA regarding necessary steps
- Receive email w/ username and temp password to CDWA web portal
- Review/confirm data in web portal
- Complete new hire documentation, including payment option, W-4 and I-9
- Complete CDWA IP employment orientation



Enter test  
shift (EVV  
or portal)

# Hiring process – new IP

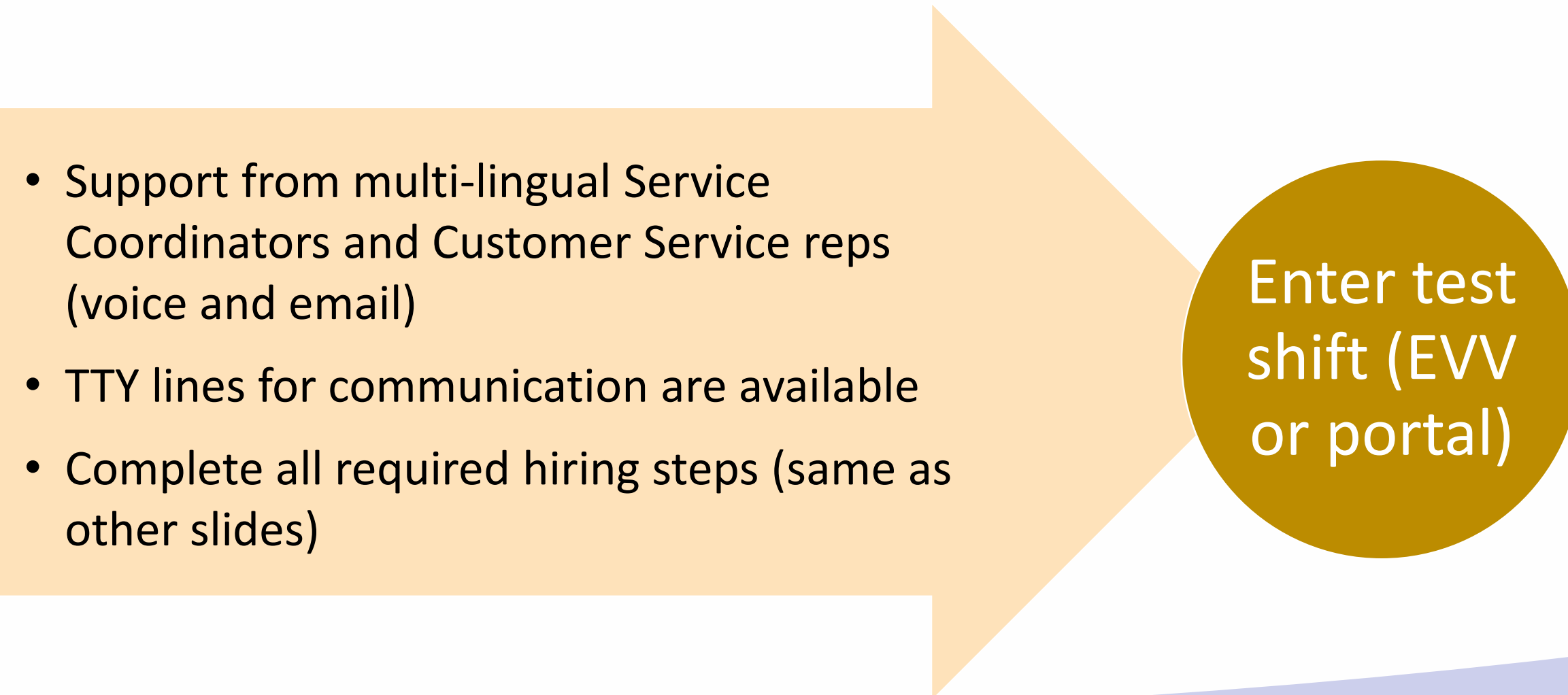
- Sign up/apply with CDWA to begin hiring process
- Provide demographic information
- Receive email w/ username and temp password to CDWA web portal
- Complete background check
- Complete new hire documentation, including payment option, W-4 and I-9
- Complete CDWA IP employment orientation



Enter test  
shift (EVV  
or portal)

# Hiring process – LEP IP

- Support from multi-lingual Service Coordinators and Customer Service reps (voice and email)
- TTY lines for communication are available
- Complete all required hiring steps (same as other slides)



Enter test shift (EVV or portal)

# Poll Question



What do you usually use the CDE website (<https://www.dshs.wa.gov/altsa/cde>) for?

- A. Register for webinars
- B. Review previous webinar slides
- C. Review Talking Points or other resources
- D. Check Questions & Answers (Q&A)
- E. Other – please enter into Question box



# Questions from the January Webinars

**Q:** Will IPs with scheduled tasks that begin in the community prior to arriving at the client's house be approved to clock in using EVV at the beginning of those assigned tasks, versus waiting until arriving at the client's home (e.g., picking up client's prescriptions)?

**A:** If the IP is providing services authorized by the plan of care in the community, they can clock in while in the community.

**Q:** Will IPs have access to the CDE portal and EVV app at all times without interruption or, will the CDE servers have to go down to do a batch run at the end of each time capture/pay period?

**A:** IPs will have access to the CDWA web portal and EVV app at all times, except periodic maintenance periods. Maintenance periods will be communicated prior to the period of system unavailability. Batch runs and payroll processing do not affect portal availability.

**Q:** What EVV app will IPs use once they are hired by the CDE?

**A:** CDWA plans to deploy CellTrack's EVV app.

**Q:** How much notice do clients need to give the CDE if they have a change to their scheduled IPs shift?

**A:** CDWA does not have any role in the scheduling of IPs. As the managing employer, the Client is responsible for scheduling when and how long their IP(s) will work. The Client *should* notify CDWA if they want to change the amount of hours assigned to the IP(s).

**Q:** If there is a CARE significant change assessment completed and client hours increase or decrease, how quickly will this information be relayed to the CDE?

**A:** DSHS will relay this information to CDWA within one business day.

**Q:** Will the CDE be responsible for authorizing IP work hours based solely on the Annual Assessments or Significant Change Assessments?

**A:** The CM will continue to authorize hours based on the hours generated by the CARE assessment. Clients will make decisions on what providers they want to use and how to distribute the hours. All hours assigned to IPs will be authorized to CDWA. CDWA will then authorize hours out of their system to IPs based on the client's choice.

Permanent work week limits for IPs will not change.

# Questions



Next webinars:

3/18/21 @ 3:00pm

4/20/21 @ 10:30am

5/20/21 @ 3:00pm

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

[CDE@dshs.wa.gov](mailto:CDE@dshs.wa.gov)

# Stay Connected

**Sign up for Email Updates:** Select *Consumer Directed Employer*

AL TSA -

<https://public.govdelivery.com/accounts/WADSHSAL TSA/subscriber/new>

DDA -

<https://public.govdelivery.com/accounts/WADSHSDDA/subscribers/new>

**Visit the CDE website:** <https://www.dshs.wa.gov/alt sa/cde>

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