

Transforming
Lives

CDE February Public Webinar

February 18, 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 the contracted vendor, Consumer Direct Washington (CDWA).

Vision

Simplify processes and increase efficiency

- Maintain Consumer self direction
- Case management staff will have more time to work with 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>

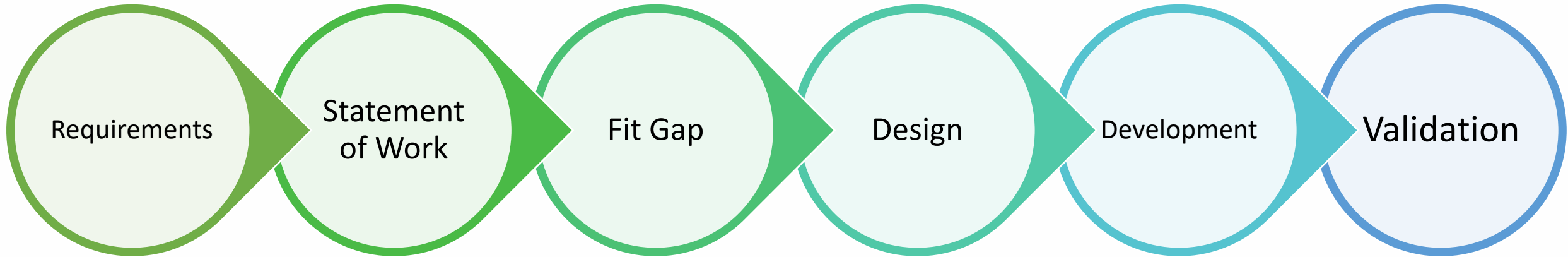
Email the Project: CDE@dshs.wa.gov

CDE Project Update

Solutions Update

| Recent Accomplishments | Upcoming Tasks |
|---|--|
| <ul style="list-style-type: none">• Signed contract amendment with CDWA to cover all of Washington• Began design sessions with CDWA• Finished fit/gap analysis sessions with DSHS Subject Matter Experts (SMEs) and CDWA• Met with CDWA, SEIU 775, and the Benefits Group to discuss system interfaces | <ul style="list-style-type: none">• Finalize CDWA project schedule for statewide implementation• Integrate CDWA project schedule with DSHS tasks, interface partner tasks, and roll out plans• Finish procurement close out activities |

Solutions steps



Electronic Visit Verification Update

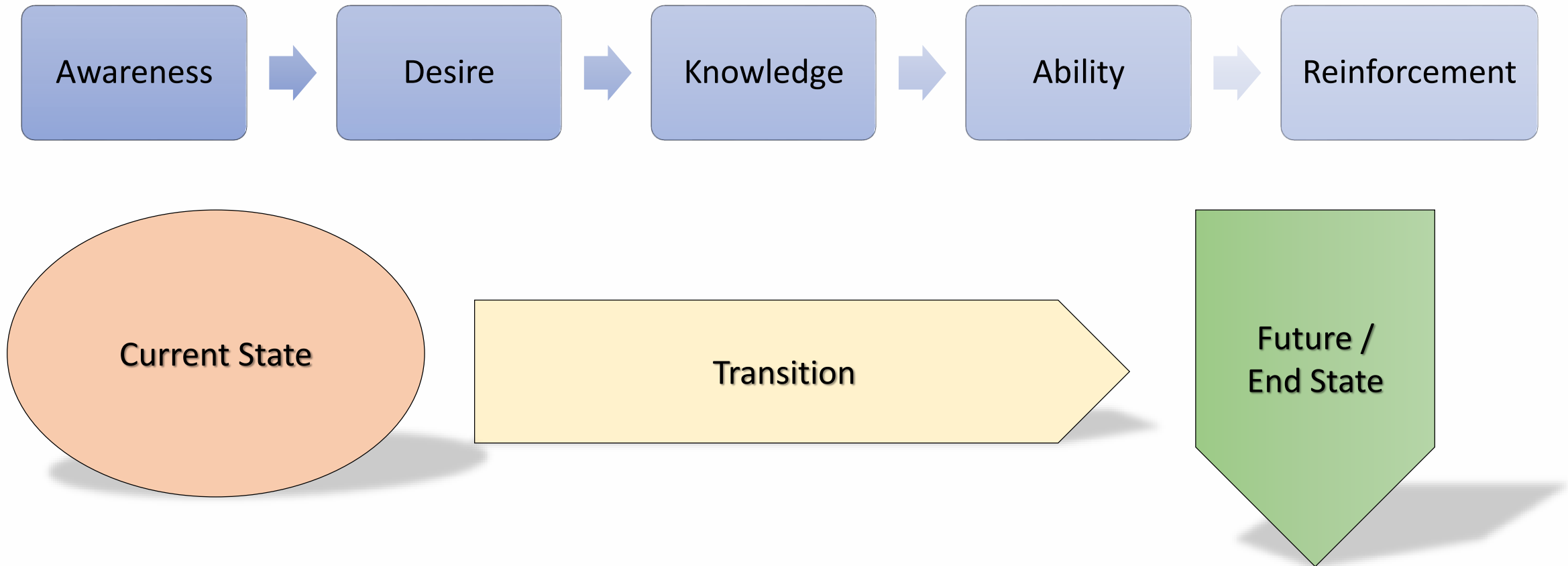
DSHS has finalized direction regarding EVV for Live-in Providers:

- **IPs who live with the client** to whom they provide services will not be required to clock in or out, or record the location of the services. Instead, they will record the hours and tasks worked by day and submit timesheets to the CDE no less than weekly.
- **IPs working for a client with whom they do not live** will use EVV to record hours of services provided as required by federal law. This includes clock in/out and tasks performed.

Readiness Update

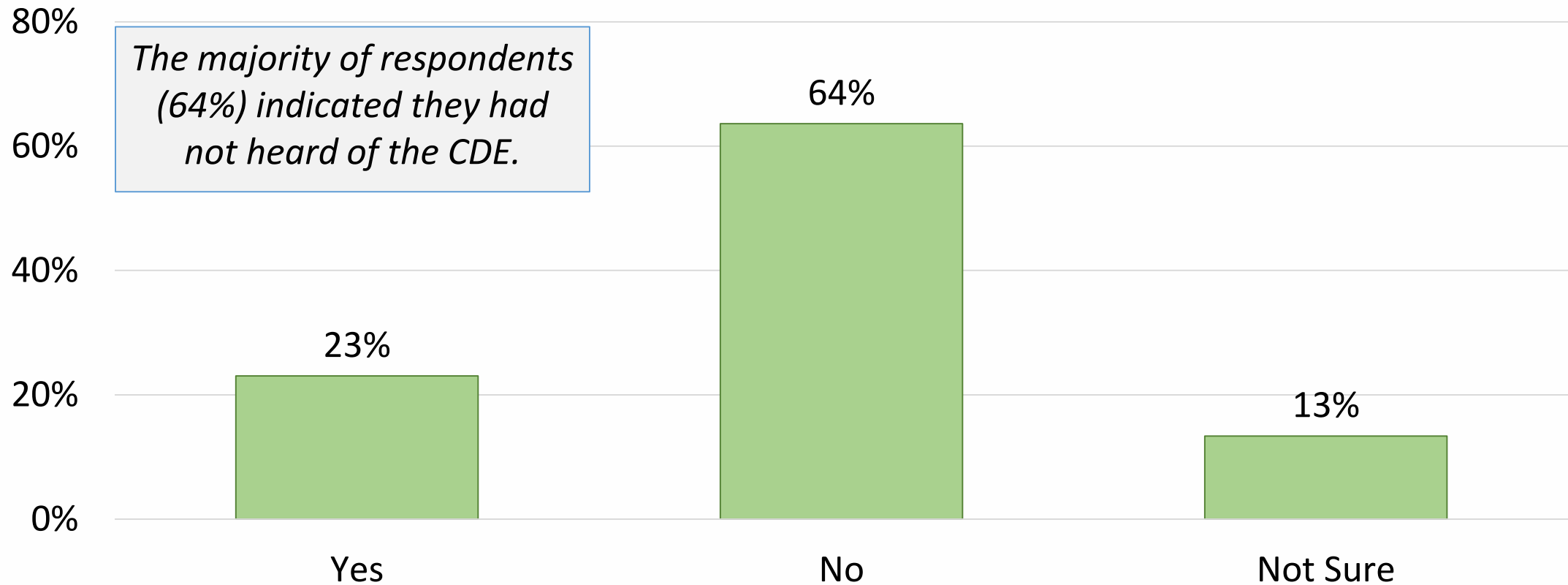
| Recent Accomplishments | Upcoming Tasks |
|--|---|
| <ul style="list-style-type: none">• Sent informational brochure to print• Launched Staff readiness assessment #2• Updated CDE website | <ul style="list-style-type: none">• Distribute informational brochure• Post project status updates |

ADKAR: A model for managing change



From IP Awareness Survey #1:

Have awareness of the CDE project



Creating Awareness of the CDE Change

Completed:

- Informing Families video collaboration (spring 2018)
- Listening Sessions (summer 2018)
- DDA Community Summit (June 2019)
- SEIU Conference (Sept 2019)
- Wellness education (Nov 2019)
- IP Readiness Assessment #1 (Dec 2019)

Ongoing:

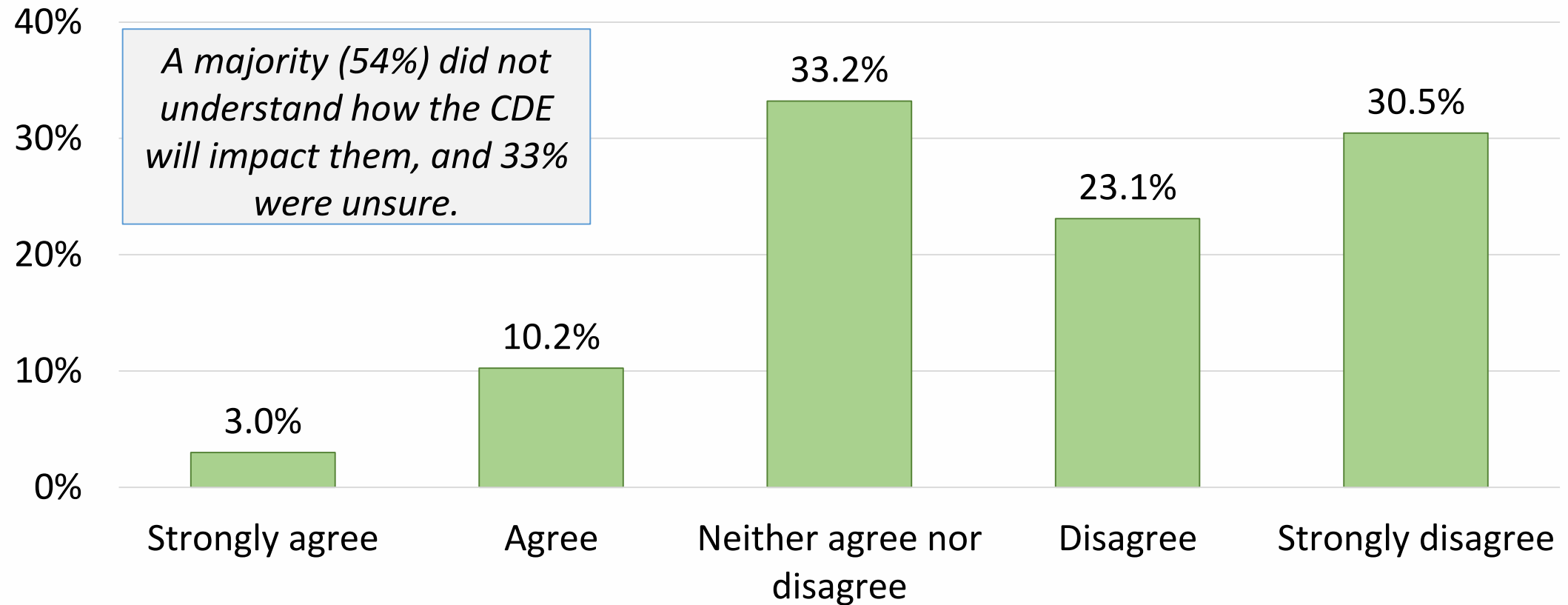
- Tribal engagement
- Monthly webinars
- Website updates

Upcoming:

- Provide MRC awareness training



From IP Awareness Survey #1: Understanding of impacts



Creating Desire to Support the CDE Change

Spring 2020:

- Brochure distribution (and ongoing)

Summer 2020:

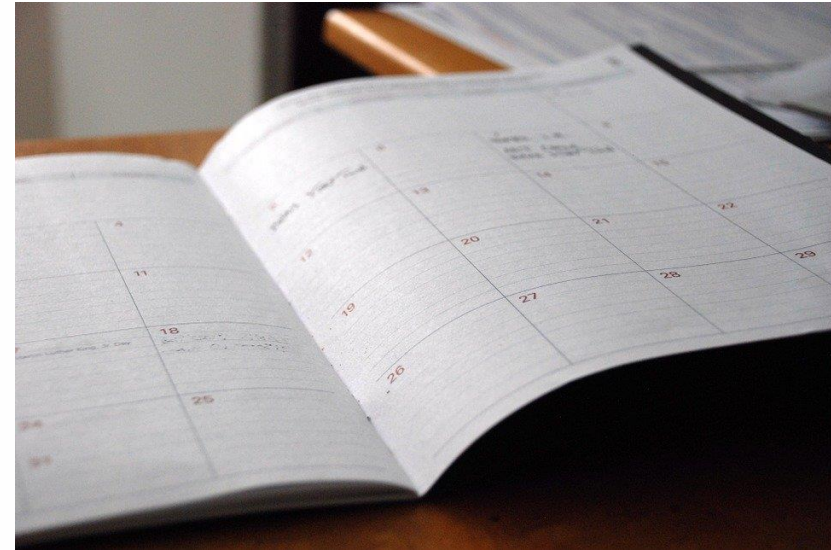
- DDA Community Summit (June)
- SEIU Conference (September)
- IP Readiness Assessment #2

Fall 2020:

- Roadshow w/CDWA

Monthly:

- Email invites to IPs about monthly webinars
- Website updates



Creating Desire to Support the CDE Change



To be determined:

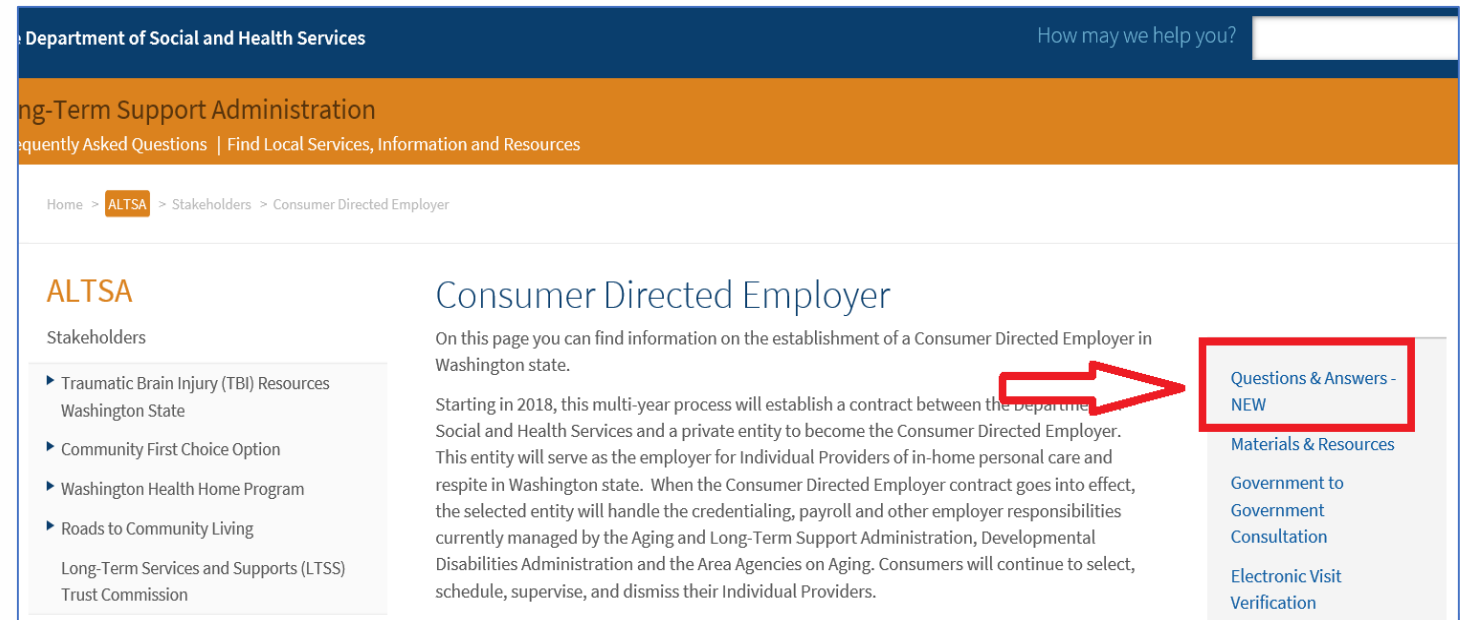
- Informing Families video collaboration
- Wellness education newsletters
- Announcing IP training plans/opportunities
- Determining pilot participants
- Letter/email notifications

Questions from the January 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: Will the change to one vendor cause a delay in the implementation of the CDE?

A: With the change to one provider we expect the transition time to take a little longer. The CDE will rollout in phases based on geographic areas. We will share the timeline once it has been finalized.

Q: Will the pilot be statewide or limited to one geographic area? How long will it last?

A: The details for the pilot have not been settled on at this time. More information will be shared as it becomes available.

Q: How many IPs are expected to participate in the pilot?

A: Approximately 100 – 200 IPs are expected to participate in the pilot. The details have not been settled on at this time. More information will be shared as it becomes available.

Q: Will you let Case Managers know if clients on their caseload will have IPs in the pilot?

A: Yes, case managers will be notified if IPs in the pilot are providing care to their client.

Q: Will the CDE have the same rate as the home care agencies?

A: No, the CDE rate will be less than the rate for home care agencies. The exact CDE rate is yet to be determined.

Q: Will the IP survey be available in any other language?

A: The first IP survey was not offered in other languages, but the project team is looking into options for the next survey.

Next webinars:

3/17/20 @ 10:30am

4/21/20 @ 10:30am

5/19/20 @ 10:30am

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

CDE@dshs.wa.gov

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DDA -

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

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

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