

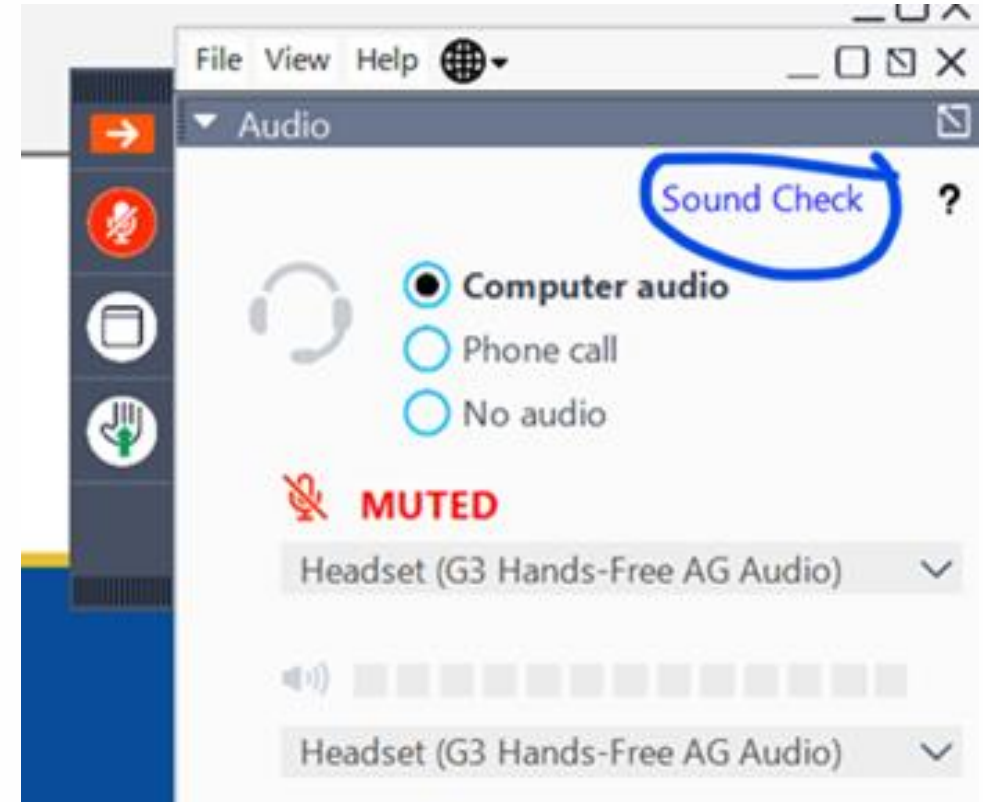
Welcome to the CDE May Webinar

REMINDER:

Please do a sound check before the session starts (*see upper right hand corner of GoTo window*).

If you're still having difficulties hearing, please indicate that in the chat window.

The webinar will begin shortly.



Transforming
Lives

Consumer Directed Employer May Public Webinar

May 20, 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 Project Update

Project Updates

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">• Completed 4 CDWA webinar sessions re: getting ready for the change. More than 850 attended.• Continued prep work with the pilot locations• Filed CR-102 for the WAC changes• Completed CDE Public Internet revamp• Functional testing round one on schedule and 50% complete• Vendor has been able to successfully exchange 11 of 26 interface files• Launched vendor testing phase and daily testing meeting series, with CARE, P1, and MSD system partners• Received vendor demonstrations in areas of system configurability, credential assignment, EVV, CDWA web portal, and provider shift entry	<ul style="list-style-type: none">• Plan for 2021 presentation opportunities (e.g. DDA Community Summit, SEIU Annual Conference, etc.)• Begin first of three rounds of end-to-end testing

CDE Public Internet

What's New?

- Hot Topics: CDE new/important resources, updates & information
- CDE Resources & CDE Project Updates links that take you directly to the resource
- Registration for all upcoming CDE Public Webinars
- General CDE Project information

Stay informed:

[DSHS CDE public internet](#)

Hot Topics

Remember to register for the May 20th CDE Public Webinar [Register here](#)
Questions? Email the CDE Project Team directly CDE@dshs.wa.gov
[CDWA Overlay – Hiring Phases by County 04/2021](#)

Beginning winter of 2021, the Consumer Directed Employer (CDE) will become the legal employer for Individual Providers (IPs) for in-home personal care. As the legal employer, the CDE will assume all IP employer related responsibilities that are currently managed by DSHS and AAAs.

Why a CDE?

The move to a Consumer Directed Employer (CDE) model will shift the IP employment-related activities to the CDE and will help DSHS realize the goal of increasing the capacity of DSHS/AAA case management, customer service, and other social services staff to focus on core case management activities. The contracted CDE vendor is Consumer Direct of Washington (CDWA).

CDE Information & Resources

CDE IP & Client Resources

[CDE Questions & Answers](#)

[CDE Brochure: New Employer for Individual Providers](#)

[CDE Talking Points](#)

[The CDE Explained - a short video produced by the Developmental Disabilities Council](#)

[CDE Past Public Webinar Presentations](#)

[Wellness Education Article 2019](#)

[Consumer Direct of Washington Public Website](#)

[SEIU Website for Individual Providers](#)

CDE Project Information

[Strategic Development Group Charter](#)

[Foundational Principles](#)

[Introduction](#)

[SDG Membership Roster/ SDG Meeting Schedule/SDG Meeting Materials](#)

[ESSB 6199 - Implementation of the Consumer Directed Employer](#)

[ESSB 6119 enacting legislation document](#)

[PPL EVV \(Electronic Visit Verification\) link](#)

[Public GovDelivery AL TSA](#)

[Public GovDelivery DDA](#)

CDE Informational Webinars

These webinars provide monthly updates and information to all interested individuals and organizations. Registration links are listed below; also sent through GovDelivery notifications.

Month	Time	Link to Register
February 16, 2021	10:30 to 11:30	Register here

Client & IP Transition to the CDE

CDE Implementation

**What
stays the
same**

- **Case Managers** continue to do CARE assessment & develop care plans with clients
- **Clients** will select, schedule & manage the work of IPs
- **Clients** can still receive service from an IP or through a Home Care Agency

CDE Implementation

**What
stays the
same**

- **IP** pay rates, cumulative career hours (CCH), and paid time off (PTO)
- **IP** training requirements through the Training Partnership
- **Clients** and **IPs** can still use Carina

CDE Implementation

What will change

- **The Consumer Direct Washington (CDWA) will:**
 - Be the legal employer of IPs
 - Manage IP payroll, background checks, and track IP training compliance
 - Perform CC&S as needed
 - Perform the functions of the Home Care Referral Registry

CDE Implementation

What will change

- **IPs** will go thru CDWA's hiring process & will **no** longer contract with DSHS
- **Clients** will inform CDWA of:
 - Their choice of IP
 - How hours are to be assigned
- **Case managers** will authorize hours and assign tasks to CDWA, **not** to the IP

CDE Implementation

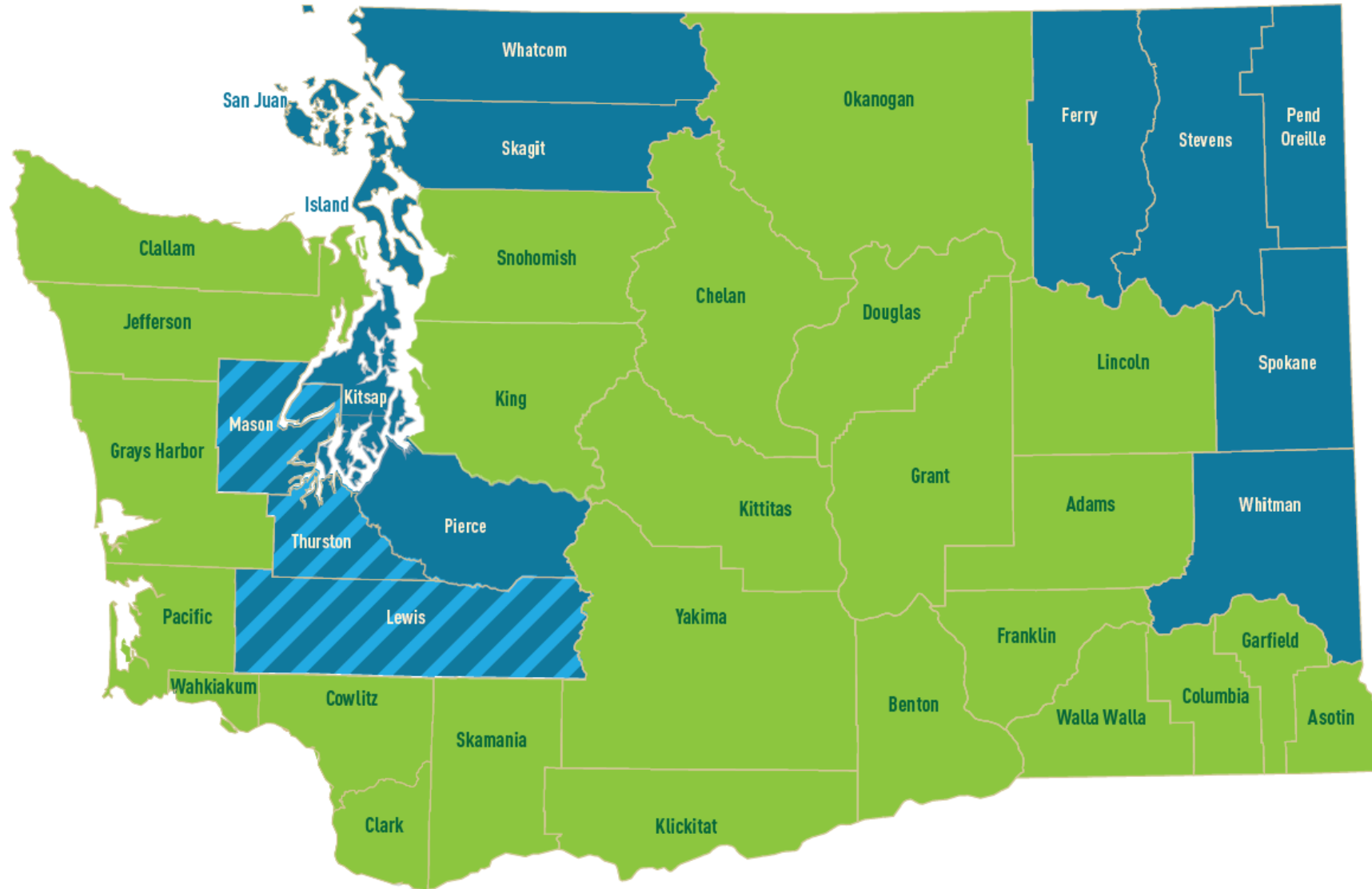
What will change

- **CDWA will** collect client responsibility from the client
- **IPs will not** collect client responsibility from the client
- Electronic Visit Verification (EVV) through the CDE's EVV app (Care Attend)
- Live-in exempt IPs will submit hours **weekly** in CDWA's Portal

CDE Rollout

	Approx. # IPs	Time Capture Start Date	Counties
Pilot	250	October 2021	Portions of Lewis, Mason, Thurston
Phase 1	15,800	February 2022	Ferry, Island, Kitsap, Lewis, Mason, Pend Oreille, Pierce, San Juan, Skagit, Spokane, Stevens, Thurston, Whatcom, Whitman
Phase 2	29,800	April 2022	Adams, Asotin, Benton, Chelan, Clallam, Clark, Columbia, Cowlitz, Douglas, Franklin, Garfield, Grant, Grays Harbor, Jefferson, King, Kittitas, Klickitat, Lincoln, Okanogan, Pacific, Skamania, Snohomish, Wahkiakum, Walla Walla, Yakima

Pilot and Hiring Phases



County where the Client lives determines phase for Client and their IP(s).

Pilot: Clients and ~200 associated IPs

Participating Counties

- Lewis
- Mason
- Thurston

Initial Communication: **July 1, 2021**

Time Capture: **October 1, 2021**

Phase 1: Clients and ~16,000 associated IPs

Participating Counties

- Ferry
- Island
- Kitsap
- Lewis
- Mason
- Pend Oreille
- Pierce
- San Juan
- Skagit
- Spokane
- Stevens
- Thurston
- Whatcom
- Whitman

Initial Communication: **November 1, 2021**

Time Capture: **February 1, 2022**

Phase 2: Clients and ~30,000 associated IPs

Participating Counties

- Adams
- Asotin
- Benton
- Chelan
- Clallam
- Clark
- Columbia
- Cowlitz
- Douglas
- Franklin
- Garfield
- Grant
- Grays Harbor
- Jefferson
- King
- Kittitas
- Klickitat
- Lincoln
- Okanogan
- Pacific
- Skamania
- Snohomish
- Wahkiakum
- Walla Walla
- Yakima

Initial Communication: **January 1, 2022**

Time Capture: **April 1, 2022**

Poll Question for IPs

Did you participate in the 2nd IP Readiness Survey?

A. Yes

B. No

Poll Question for IPs

If you answered “No” to the first question, which response below best describes why?

- A. I was not aware there was an IP Readiness Survey
- B. I forgot
- C. I chose not to participate
- D. Other (please type your response)

Client changeover

5 STEPS Client Changeover to CDE



1.

Receive Notification

Receive initial communication from CDWA.



2.

Begin Transition

Log in to the CDWA web portal using your user name and temporary password. Begin Client changeover documents.



3.

Submit Client Agreement

Complete the Client Service Agreement.



4.

Check with IP

Check with your IP(s) that they've submitted their employment documents to CDWA.



5.

Start with CDWA

Services begin with CDWA on your designated phase start date. Your IP(s) can start submitting hours and tasks when they have received their Okay to Work date from CDWA.

IP changeover

5 STEPS Individual Provider (IP) Transition to CDE



1.

Receive Notification

Receive initial communication from CDWA.



2.

Begin Transition

Log in to the CDWA web portal using your user name and temporary password. Begin the transition hiring process.



3.

Submit Employment-Related Documents

Submit your employment-related documents. You will be an employee of CDWA once we process your completed documents.



4.

Complete CDWA Employment Orientation

Complete paid self-service employment orientation. You will receive an overview of policies and procedures. Learn how to submit your time and where to find employee resources.



5.

Get Ready to Work

We will issue you an Okay to Work Date. This date will tell you when you can begin submitting your hours and tasks to CDWA. You cannot submit hours and tasks until on or after the Okay to Work date, and your Client has transitioned to CDWA.

How CDWA will support

Clients, Authorized Representatives, and IPs

Customer Service Center

- ❖ Technology-based questions/issues
 - CDWA web portal
 - Electronic Visit Verification (EVV) questions
 - Support Clients & IPs with Limited English Proficiency (LEP)

Service Coordinators

- ❖ Located statewide
- ❖ Help with:
 - Hiring
 - Work Week Limits
 - Payroll
- ❖ Support Clients & IPs with limited English proficiency (LEP)

Three Offices

- ❖ Federal Way
- ❖ Lacey
- ❖ Spokane

Money matters! CDE & IP pay date changes



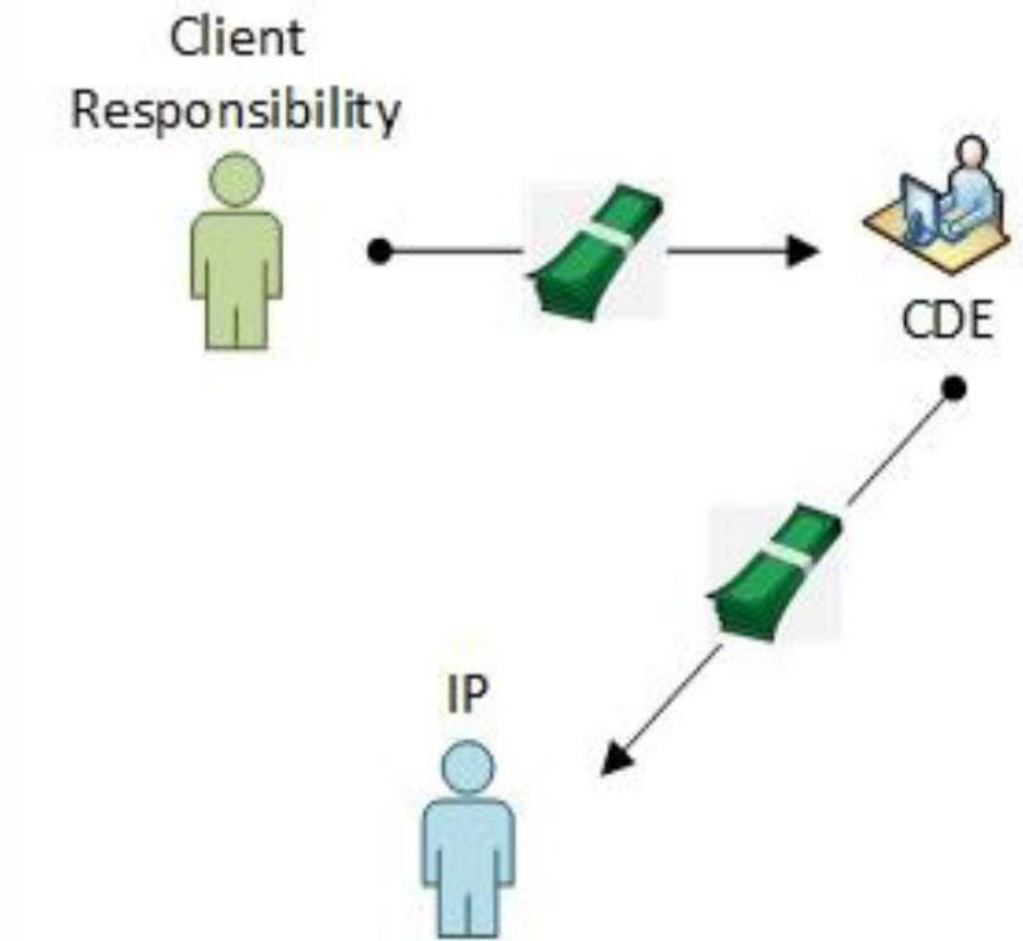
- Upon transition to the CDE, pay day for IPs will be every other Friday
- IP **pay dates** will **increase** to **26** pay days in a calendar year - versus 24 with DSHS
- Two months out of the year, IPs will have 3 pay days (July & September 2022 IPs have 3 pay days)

(See CDE Talking Points #22)

CDE and Client Responsibility

- Clients who are responsible for a portion of the cost of their care will **pay** their portion **directly to the CDE**
- The **CDE** will **pay IPs directly** for all hours worked
- The CDE-will pay IPs for **all** hours worked which includes the amount owed by those clients who have client responsibility

(see Talking Point #13)



Update on IP Readiness Survey #2

- Readiness Survey between April 28 – May 18
 - As of May 18, 11,762 responses, including
 - 330 in Russian
 - 224 in Spanish
 - 140 in Vietnamese
- Data used to plan more outreach and prep activities

Poll Question

In order to plan for future webinars, we would like to know how you are listening in to the webinar today?

A: Computer audio

B: Telephone

Questions from the April Webinars

Q: Will CDWA hiring documents be available in other languages?

A: Yes. CDWA key hiring documents will be available in other languages. CDWA will also have multilingual Service Coordinators available to provide telephone support in additional languages. In-person support will be available to Clients & IPs by appointment only.

Q: Will CDWA's employee orientation be in-person?

A: No. IP hiring, orientation, & other related employment activities will be supported by CDWA's Service Coordinators via telephone. By appointment, limited in-person support for IPs and Clients will be available. Online options for IP orientation will also be made available. CDWA will follow the Washington State Healthy Washington – Roadmap to Recovery guidelines regarding in-person meetings.

Q: Currently there is a template that helps IPs determine weekly work hours out of the monthly service amount. Will this template, or a similar one, be available as employees of the CDE?

A: Yes. CDWA is updating the IP calculator to reflect the change to bi-weekly (every other week) payroll. This worksheet will be given to IPs during the CDE hiring process and will be available to IPs on demand through CDWA's web portal.

Q: When a caregiver is exempt from EVV due to live-in status, then, moves out of the clients home that they provide care to, will a notification go out indicating that the IP is no longer exempt from EVV?

A: IPs must report a change in live-in status to CDWA, which will change their EVV status. IPs must keep their contact information, including: email, mailing address and phone # up to date with CDWA. They can do this through the CDWA web portal, or by calling a Service Coordinator.

Q: What is the plan of communication for the transition of IPs during the CDE hiring process in order to help them complete everything in a timely manner?

A: Approximately three months prior to the changeover for each phase, CDWA will send communications to IPs whose contact information we receive from DSHS. *IPs **must** make sure their contact information including email, mailing address & phone number is current in IPOne in order to receive notifications and important instructions about their transition to the CDE.* IPs should complete their hiring documentation as soon as they receive their notification from CDWA.

IPs who **do not** complete their hiring documentation will be contacted by CDWA until their hiring documentation is complete.

Q: How does CDWA plan to do hiring & orientation for IPs without internet?

A: CDWA Service Coordinators will assist IPs in rural & limited connectivity areas via telephone. IPs who cannot receive hiring documentation by email will receive hard copy documents via US mail.

Q: Will training hours already worked be acknowledged or, will there be new training requirements with CDWA?

A: Training previously completed will transfer to CDWA. Training hours and certifications are tracked by the Training Partnership. Transition to the CDE will **not** result in changes in the recording or maintenance of training information.

Q: Will there continue to be administrative time paid to IPs to complete thier timesheets? If yes, is there a way to know when the time is added to the timesheet (sometimes it inadvertently causes overtime)?

A: All benefits conveyed via the Collective Bargaining Agreement (CBA) will be available under the CDE including administrative time paid for completing time sheets. Administrative time is automatically added to a timesheet by CDWA.

Q: Will the administrative time that is paid to IPs to complete their timesheets be increased with the need to submit timesheets and EVV weekly when IPs transition to the CDE?

A: The administrative time paid for timesheets is determined by the Collective Bargaining Agreement (CBA) in place at the time of transition, not by CDWA. The current CBA allows Individual Providers compensation of 15 minutes per pay period for the purposes of recording & submitting timesheets.

Q: Upon transition to the CDE, where will IPs be able to find the hiring documents they need to complete in order to be hired by CDWA?

A: The CDE hiring documentation will be available on the CDWA website [ConsumerDirectWA.com](https://www.ConsumerDirectWA.com) approximately 3 months prior to each county's transition phase.

Q: Given the current system issues with training, is there any discussion about having CDWA take over the training?

A: No. Under state law, all training is the responsibility of the Training Partnership. This will not change with the transition to the CDE.

Questions

Upcoming CDE webinars:

6/15 @ 10:30am

7/22 @ 3:30pm

8/17 @ 10:30am

Register for upcoming webinars at:

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

Email questions to:

CDE@dshs.wa.gov

Stay Connected

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

ALTSA

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

DDA

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

Visit the CDE Public Website:

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

Visit CDWA's Website:

ConsumerDirectWA.com

Transforming Lives

Questions?

**Email the CDE Project
Team directly:**

CDE@dshs.wa.gov

