

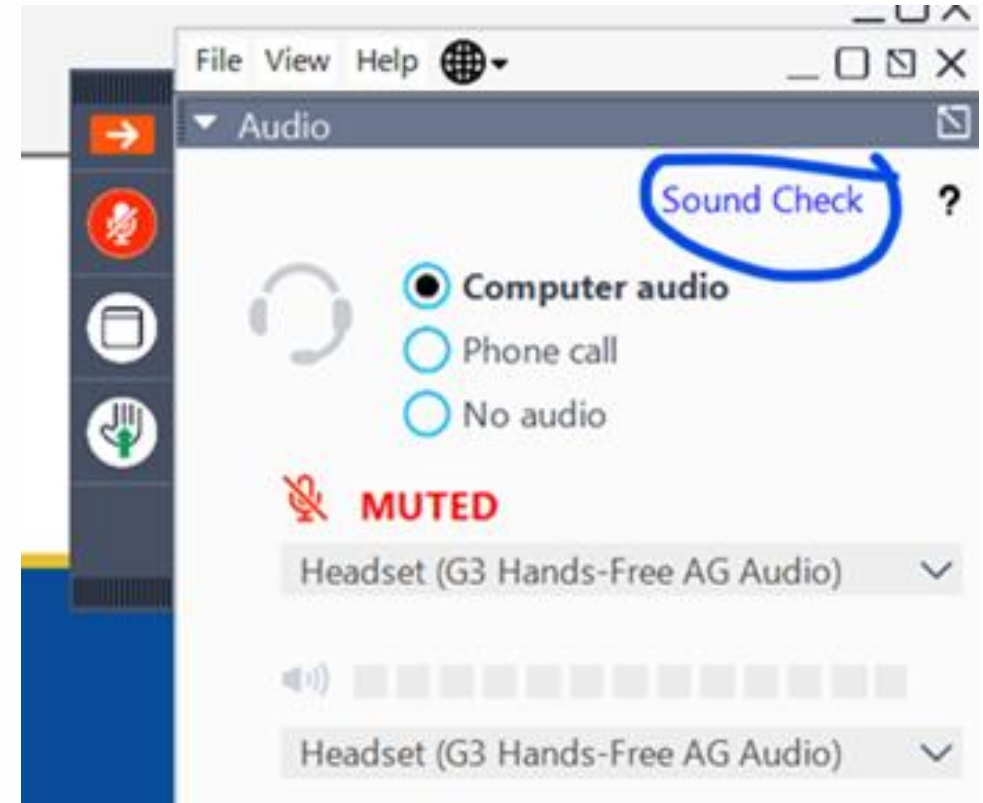
# Welcome to the CDE June Webinar

## 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 June Public Webinar

June 15, 2021



# 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 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 “Full Questions & Answers”

The screenshot shows a portion of a website with a navigation menu. On the left, there are links for 'About AL TSA' and 'Register to Vote'. The main menu is titled 'CDE Information & Resources' and has a dropdown menu open for 'CDE IP & Client Resources'. A red arrow points to the first item in this dropdown: 'CDE Questions & Answers'. Other items in the dropdown include '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', and 'SEIU Website for Individual Providers'. Below the dropdown is a link for 'CDE Project Information'.

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

# CDE Basics

# Attendee question

The project team would like to know more about who is attending the monthly webinars. Please indicate which of the following best represents you:

- A. Client with the Aging and Long-Term Support Administration (AL TSA)
- B. Client with the Developmental Disabilities Administration (DDA)
- C. IP, family/parent provider with AL TSA
- D. IP, family/parent provider with DDA
- E. Other, please use the Questions box to specify

# 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 Character, Competence & Suitability 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** 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 Date	Counties
<b>Pilot</b>	200	October 2021	Portions of Lewis, Mason, Thurston
<b>Phase 1</b>	15,800	February 2022	Ferry, Island, Kitsap, Lewis, Mason, Pend Oreille, Pierce, San Juan, Skagit, Spokane, Stevens, Thurston, Whatcom, Whitman
<b>Phase 2</b>	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**

# CDWA June informational sessions

**CDE Transition Details – Payroll Schedule and Work Week Limits (WWL)**, Wednesday, June 16, 9am PDT [https://zoom.us/webinar/register/WN\\_CVCO5FGiRVCB7uOTbQueXg](https://zoom.us/webinar/register/WN_CVCO5FGiRVCB7uOTbQueXg)

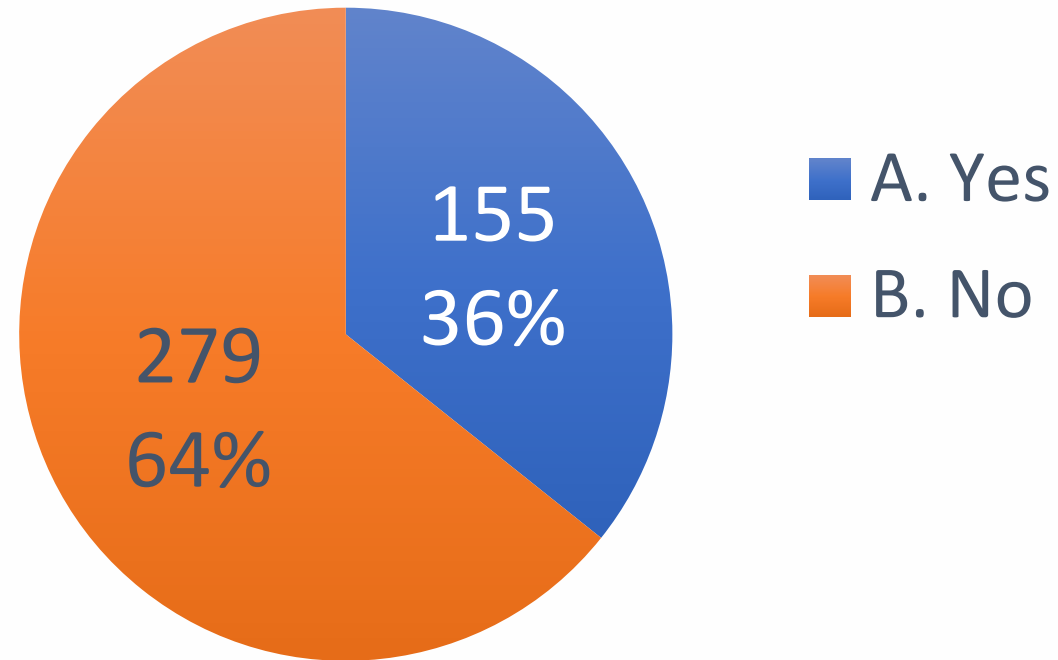
**Introducing CareAttend – CDWA’s Electronic Visit Verification (EVV) Mobile App**, Monday, June 21, 6pm PDT [https://zoom.us/webinar/register/WN\\_7wdg56dbRxSN5tnVM8ci0w](https://zoom.us/webinar/register/WN_7wdg56dbRxSN5tnVM8ci0w)

**Getting Ready for the CDE Transition (Repeat of April Webinar)**, Wednesday, June 23, 2pm PDT - [https://zoom.us/webinar/register/WN\\_pROa3tlvSTOihDbqW8WhHQ](https://zoom.us/webinar/register/WN_pROa3tlvSTOihDbqW8WhHQ)

**CDWA Hiring Process – What Current Individual Providers (IP) Need to Know**, Tuesday, June 29, 9am PDT [https://zoom.us/webinar/register/WN\\_jSr6qd2KR4epB5fBxeEhQQ](https://zoom.us/webinar/register/WN_jSr6qd2KR4epB5fBxeEhQQ)

# April poll questions

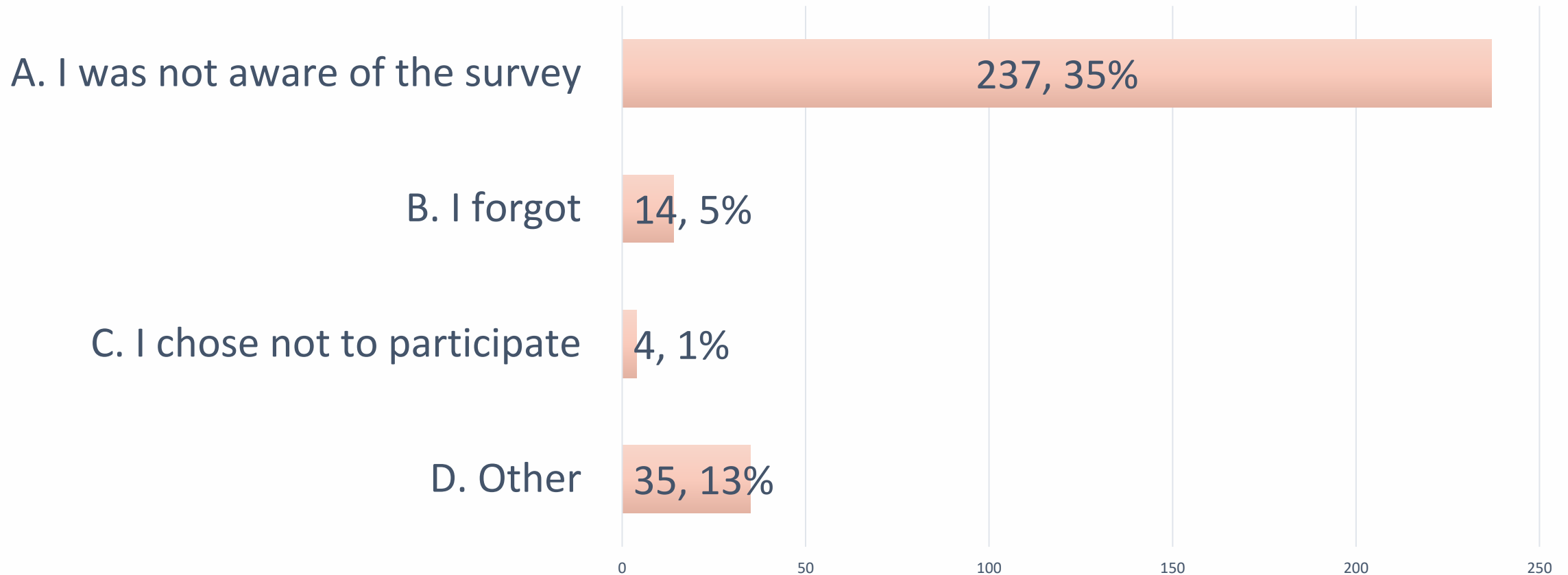
**Did you participate in 2nd  
readiness survey?**





# April poll questions

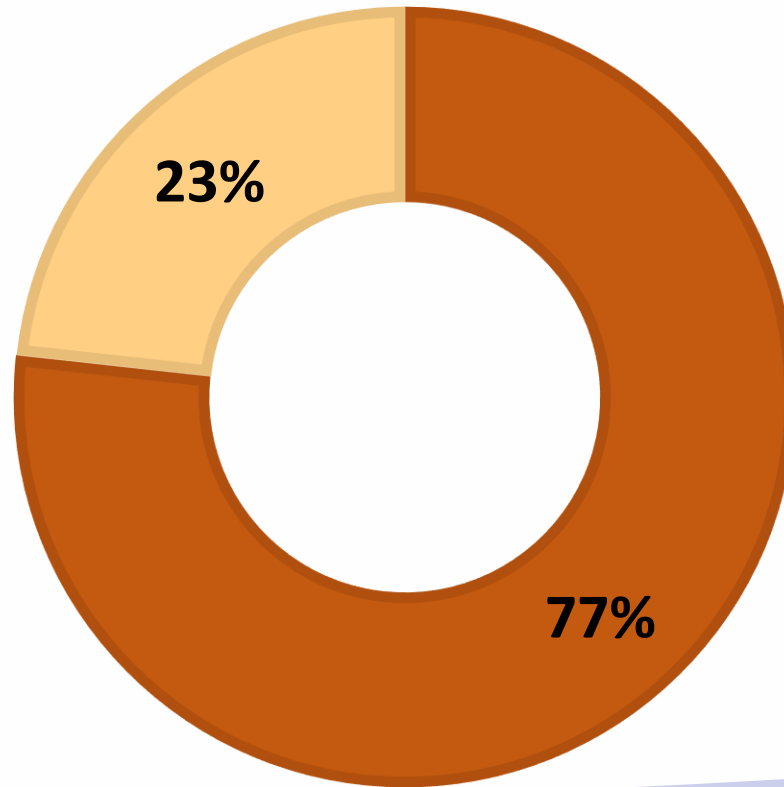
If you answered "No", which response best describes why?



# April poll questions

## HOW ARE YOU PARTICIPATING IN THE WEBINAR?

■ A. Computer audio   ■ B. Telephone



# FYI: Federal Communications Commission (FCC) broadband benefit

- New federal emergency broadband (internet) benefit program
- \$50 towards eligible broadband services, per eligible household / \$75 for households on Tribal lands
- Eligible households may also receive a 1 time discount (up to \$100) on the purchase of a laptop, computer or tablet

Go to [www.fcc.org](http://www.fcc.org) and click on “emergency broadband benefit” to apply

# Resource - Drive in Wi-Fi

- Free Wi-Fi access from your car and indoor at some locations
- Over 300 locations, with more coming
- Find locations at [www.driveinwifi.wa.gov](http://www.driveinwifi.wa.gov)



# IP readiness survey #2 results

- IP Readiness Survey conducted April 28 – May 18

11,762 responses, including

- 11,068 in English
- 330 in Russian
- 224 in Spanish
- 140 in Vietnamese



# Context

This was the 2<sup>nd</sup> readiness assessment:

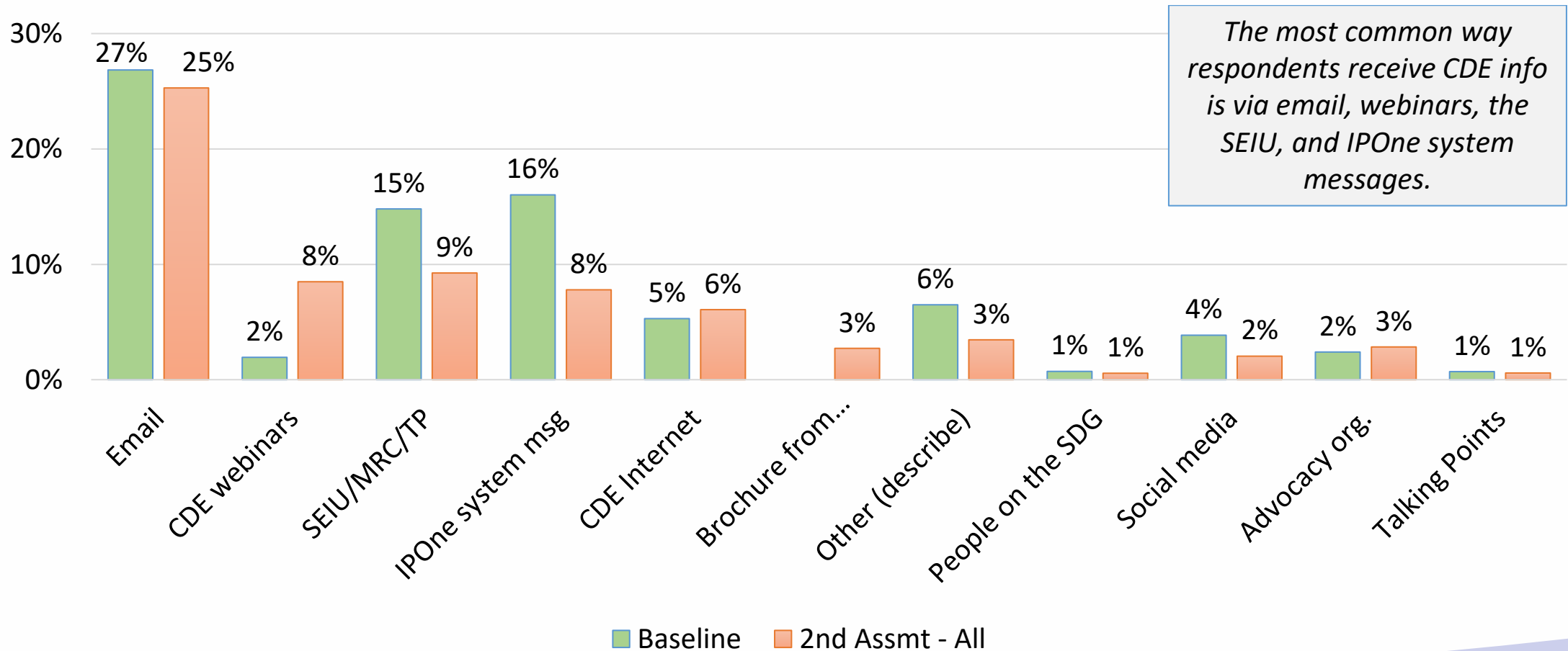
- Most measures showed improvement over the baseline
- Survey was conducted in English, Russian, Spanish and Vietnamese
- One more assessment may be planned during the project
- Results will contribute to the formal Readiness Review

# Summary Comparative Results

Measure of IP Readiness for CDE Change	Assmt #1	Assmt #2	Change
1. Total number of participants	4,545	11,762	+ 259%
2. Number of LEP responses	n/a	398	n/a
3. Has heard of the CDE	23%	33%	+ 10%
4. Amount of information received	18%	24%	+ 6%
5. Understands impacts	13%	15%	+ 2%
6. Confidence will get info/training/support needed	31%	28%	- 3%
7. Feels optimistic	7%	8%	+ 1%

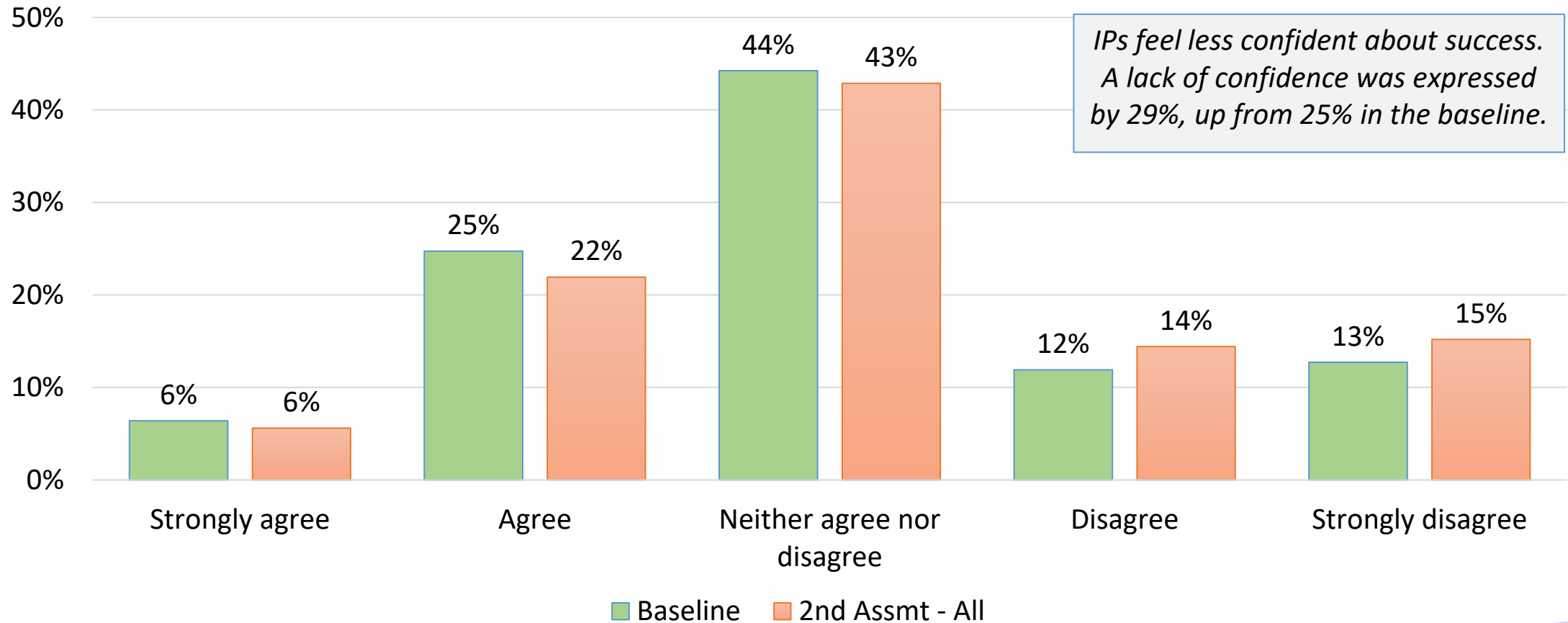
# How CDE information is received

(check all that apply)





# Confidence will get info, training, post-imp support needed for success



# What's needed to raise confidence?

Themes from “other” reasons for lack of confidence:

- Sense of surprise / not enough knowledge yet
- Historical experience (EVV, new training partnership portal, IPOne)
- Change and pandemic fatigue
- Overall complexity makes it a challenge to learn about it
- Worries about changes to pay, benefits, union membership

# Action Plan

1. Explore other ways to reach IPs through stakeholder networks
2. Use email to begin a more specific awareness campaign, timing outreach based on IP's implementation phase
3. Provide detail about impacts on webinars, emails, and website
  - Hiring process, client responsibility, training and post-hiring support structure
  - Reinforce messages about what's not changing
4. Continue the periodic virtual “get to know you” sessions with CDWA, advertise them through the email and stakeholder networks

# Questions from the May Webinars

**Q: How and when will CDWA notify IPs of the rollout phase they will be participating in?**

A: The CDE hiring phases are determined by the county in which the client lives.

Approximately 90 days before the changeover date for each phase, IPs and clients will receive an email or mail communication from CDWA. IPs will have plenty of time to complete their hiring documents before they transition to the CDE.

These notifications will outline the steps clients and IPs need to follow to transition to CDWA.

**Q: Will the Consumer Directed Employer send a bill to clients if they owe client responsibility? How often will this billing occur?**

A: CDWA is developing a process to collect client responsibility from the clients who are required to make these payments. Clients will pay their responsibility directly to CDWA rather than to their IP(s). Once the CDE is in place, IPs must not accept client responsibility from their clients.

**Q: What will happen to clients who do not pay their client responsibility to CDWA?**

A: CDWA is developing a process to collect client responsibility from the clients who are required to make these payments. Clients will pay their responsibility directly to CDWA rather than to their IP(s).

CDWA will work with clients who are having challenges paying their responsibility. If the client is unable to pay their responsibility, and after a notification period, CDWA will stop services to the client. Case Managers will work with the client to find alternative care. The IP who was serving the client will continue to be an employee of CDWA, if they desire, and CDWA will assist them in finding a new client.

**Q: Will clients change assigned hours to IPs with the Case Resource Manager or will they go directly to CDWA to make the change?**

A: Once authorizations for IP care are with CDWA, clients will communicate with CDWA to assign and change hours for specific IPs.



**Q: Will the transition to the CDE create a gap in my employment where I will not be able to work and will go without pay?**

A: If an IP completes the new hire process on time, there will be no gap in employment or authorization.

**Q: What Electronic Visit Verification (EVV) app will CDWA use?**

A: CDWA will use the CareAttend EVV app.

**Q: Will IPs who are guardians/authorized representatives of the client they provide care to continue to act on behalf their client upon transition to the CDE?**

A: Yes, people identified as an authorized rep or guardian for a client will continue to act in this role.

**Q: Will CDWA offer new employee paperwork, trainings and orientation in languages other than English?**

A: Yes. CDWA will offer employee orientation and trainings in languages other than English.

**Q: What communication processes/systems will CDWA have in place for individuals (clients & IPs) who are non-verbal or deaf and/or hard of hearing for both for in-person and telephone inquiries?**

A: CDWA will have a dedicated TeleTYpe (TTY) line and will provide American Sign Language translation if requested.

**Q: Will CDWA offer the required employee orientation and training via video or Zoom for IPs requiring American Sign Language interpretation?**

A: CDWA will offer IP orientation and training in multiple modalities, including by TeleTYpe (TTY) telephone, video with subtitles, and American Sign Language interpretation as requested.

**Q: Will non-Union IPs be compensated the same as IPs who are members of the Union?**

A: Yes. The pay scale negotiated in the CBA is applicable to all IPs regardless of their membership status.

**Q: How does the State plan to terminate/cancel contract of IPs when they have transitioned to CDWA?**

A: Upon successful transition to CDWA, IP contracts with DSHS will be terminated for convenience.



**Q: When a significant change in the client's health and/or need for care occurs, who should the IP report the change to?**

A: Changes in a client's condition should always be reported to the client's case manager.

**Q: With regard to the CDE rollout phases, what exactly does the "time capture" date mean?**

A: "Time capture" is the date that IPs will start working as a CDWA employee and entering their work time in CDWA's system instead of IPOne.

**Q: If an IP has a client they provide care to in Phase 1 & another client they provide care to in Phase 2, will the IP be required to use two different Electronic Visit Verification apps?**

A: For a short time, yes, the IP will be required to log time in the two different systems. For the client in Phase 1, the IP would need to use CDWA's Electronic Visit Verification app. For the client who does not start until Phase 2, the IP will need to use PPL's Electronic Visit Verification app.

**Q: Will CDWA be adding additional physical locations in the future?**

A: Yes, CDWA is working to add additional offices across the state.

**Q: What exactly are CDWA's employment related documents that IPs are required to complete as part of the hiring process?**

A: CDWA will require completion of standard employment-related documents including, but not limited to:

- IRS Form W-4,
- USCIS Form I-9,
- Choice of payment options (direct deposit or Wisely Pay Card), and
- The employment agreement

**Q: Upon transition to the CDE, will live-in IPs and Parent Providers have to wait for the “OK to start date” from CDWA in order to provide care to their client?**

A: All IPs will need to complete hiring documents prior to their changeover date. Once hiring documents are successfully submitted to CDWA, CDWA will issue the IP 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.*

The Okay to Work Date is unrelated to an IP providing care. It relates only to submitting time and tasks to CDWA.

**Q: Will CDWA allow for IPs to divide their pay using direct deposit by designating an amount for checking and a separate amount for savings?**

A: Yes, as part of the hiring process, IPs will complete documentation indicating if they want to be paid through direct deposit or by Wisely Pay Card. If they select direct deposit, they may choose the option to have their pay deposited to two accounts.

**Q: Will IPs have to send CDWA copies of their identification information such as driver's license and social security card or is this part of the information that DSHS will transfer to CDWA at time of changeover?**

A: DSHS will not transfer any verification of IP identity to CDWA. In most cases, IPs will not be required to send copies of identification documents to CDWA. If an IP is driving a client, they will be required to submit a copy of their driver's license and proof of auto insurance.



**Q: Will the CDE have specific auto insurance requirements for IPs who drive clients?**

A: All vehicles used must have insurance coverage that meets Washington State's minimum requirements for auto insurance coverage. Proof of insurance must be submitted to CDWA.

**Q: Upon transition to the CDE will clients be assigned to a specific Service Coordinator with CDWA?**

A: CDWA Service Coordinators will have assigned case loads. Case load assignments may change, especially during the transition.

## Next webinars:

7/22/21 @ 3:30pm

8/17/21 @ 10:30am

9/23/21 @ 3:00pm

Register for upcoming webinars at:

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

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/altsa/cde>

**Visit the CDWA website:** [ConsumerDirectWA.com](http://ConsumerDirectWA.com)

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**Email the Project:**

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

