

Transforming
Lives

CDE June Public Webinar

June 16, 2020

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 Q&A Document

- Condensed, easy to read version on CDE Website → Right Sidebar → “Questions & Answers” (.pdf)
- Topics include:
 - CDE basics
 - IP employment
 - Electronic Visit Verification
 - Client responsibility

Washington State Department of Social and Health Services

How may we help you?

September 17, 2020	09:00 - 04:00	Register here
October 20, 2020	10:30 to 11:30	Register here
November 19, 2020	3:00 to 4:00	Register here
December 15, 2020	10:30 to 11:30	Register here

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](#)

Full version available under
“Materials & Resources”

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

CDE Project Update

Solutions Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">• Reviewed user stories from WWL design sessions• Received CDWA project schedule with revised milestones and key deliverables based on realized COVID delay• Began requirements gathering sessions with CDWA interface developers (CARE, Trusts, P1)	<ul style="list-style-type: none">• Continue to refine schedule details for design and testing• Begin review of interface file layouts• Begin reviewing policies and procedures from CDWA

Electronic Visit Verification interim decision

- Washington State received a good faith exemption which extended the requirement of an EVV system in place for personal care services to January 1, 2021
- DSHS has initiated the process to start implementation of EVV with PPL to meet the federal timeline and avoid penalties that exceed \$10 million
 - no changes to live-in provider exemption



Readiness Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">• Finalized Policy & Procedure list• Continued drafting Readiness Review metrics	<ul style="list-style-type: none">• Finalize plan for iterative communication activities by rollout phase• Schedule internal and external WAC review• Plan CDWA virtual “Get to Know the CDE” informational sessions for Clients & IPs• Distribute CM Fact Sheet

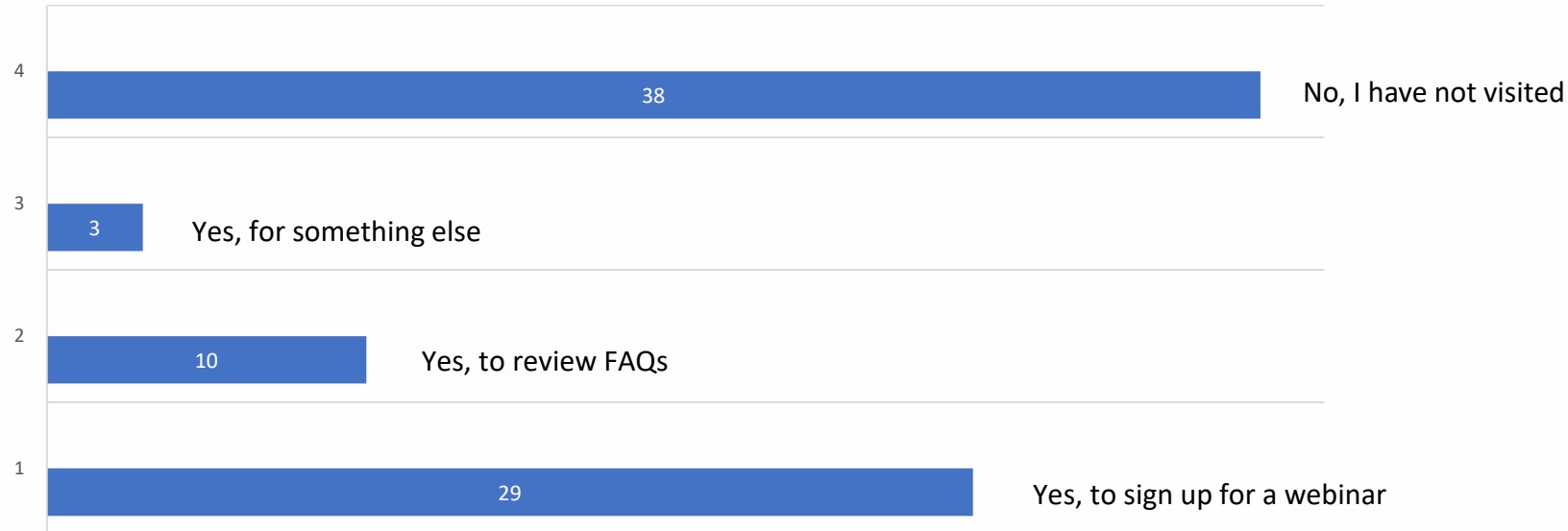
Poll question

Which group do you represent?

- A. Individual Provider (IP)
- B. Parent
- C. Advocate
- D. Other, please enter into question box

Poll question results

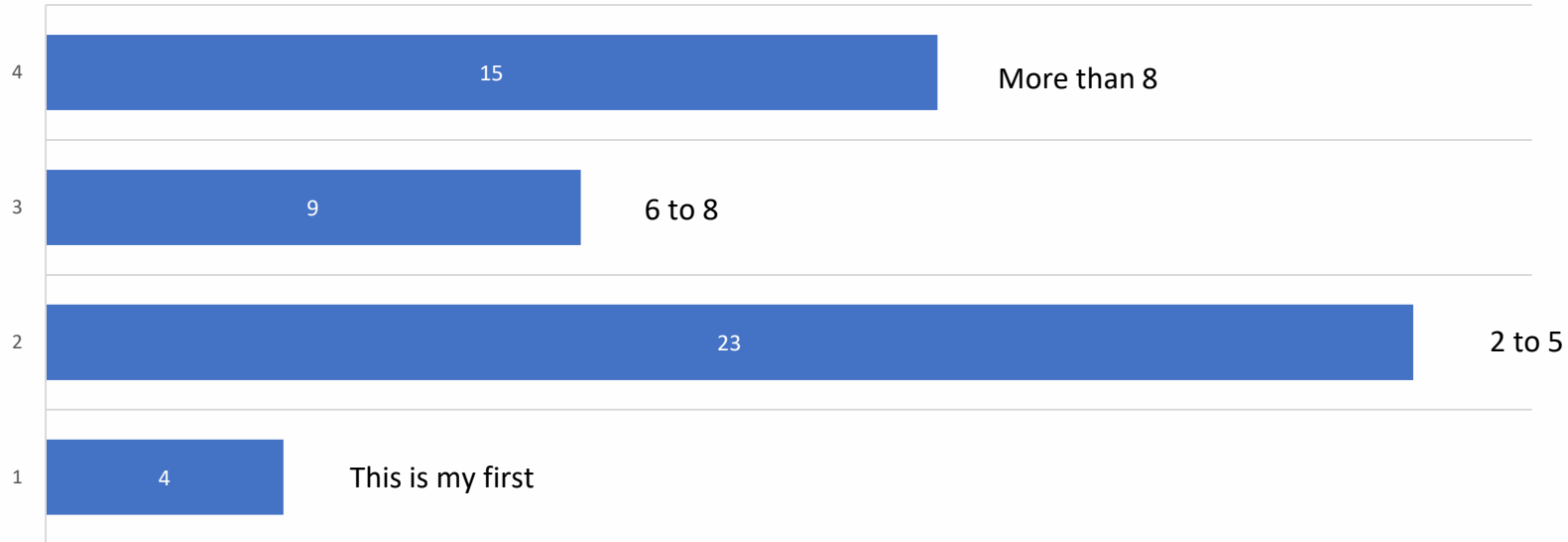
Have you visited the CDE website in the last 30 days?



80 responses

Poll question results

How many webinars have you attended?



89 responses

Poll question

What is the best time for the Getting to Know the CDWA sessions?

- A. 9am – 11am
- B. 1pm – 3pm
- C. 3pm – 5pm
- D. 5pm – 7pm

Questions from the May Webinars

Q: What is the start date for phase one of implementation?

A: We are still working with CDWA to determine a roll out schedule. Once we finalize the timeline, we will post it on the CDE website.

Q: How will IPs be notified that it is time to begin the hiring process with CDWA?

A: CDWA will send information to all IPs well in advance of the transition phase that the IPs will need to complete during the hiring process. It is very important that IPs keep their address and other contract information up to date in IPOne as this is the contact information that will be used by CDWA to contact all IPs.

Q: Will there be a time limit established in waiting for an IP to be fully hired and ready to go? Will the client be notified?

A: An IP will be able to serve as quickly as they can fully complete the hiring process and training, and the employer can connect them in the system to the client. The client will be notified once the IP has been assigned hours by the employer at the client's direction.

Q: Will the HCRR contracts end with the start of phase 1 or the completion of phase 6?

A: The HCRR contract for an area will end once the CDE transition phase that covers that geographic area is complete.

Q: What will happen to background checks done by the HCRR?

A: They will be retained according to the department's data retention rules.

Q: Why can't DSHS share existing information with CDWA, eliminating the need for IPs to go through the hiring process with CDWA?

A: The CDE is a separate employer and needs to collect its own information from the people they hire. There are several laws that require this for banking information and personal information. DSHS will give them all of the information we are able to within these limits.

Q: Has a decision been made in regard to which electronic device an IP will use to log in and out of their work day?

A: No, this has not been finalized.

Q: Is there an app available now for an IP to get familiar with?

A: Not at this time, it is still being developed to support WA specific requirements.

Q: Will live-in providers be able to fill in their weekly work log online?

A: Yes, that is the preferred method.

Q: Washington Administrative Code specifically prohibits rehiring IPs whose contract was terminated in past. How will you ensure that IPs who were terminated will not be re-hired by CDWA?

A: This limitation is just on IPs who were terminated for cause. These IPs would be identified in the centralized background check process through DSHS that the CDE will use when performing initial screenings.

Q: Many HCA's who work for nursing homes have a proof of employment/ID card. Will CDWA provide these to IPs?

A: At this point in time we do not know if CDWA will be providing proof of employment ID cards to their employees.

Q: Is there a plan to have continuity in verbiage when referring to client (consumer or client)?

A: At this point in time CDWA is using the word “client” in their materials.

Q: Will there be job opportunities with CDWA as it rolls out implementation? Will there be opportunities to move up in the company?

A: CDWA has a website that includes a list of open positions and information on how to apply. As we get closer to implementation the list of available positions will most likely grow. Here is the link. There is a Careers button. <https://www.consumerdirectwa.com/>

Q: SB 6581 was passed this year by the Legislature, and it requires the CDE to adopt a comprehensive written policy on how to respond to issues of discrimination and abusive conduct. How will this be implemented? Will the development of these written policies be a public process?

A: This is out of scope of the CDE transition project. However, the CDE will need to comply with all requirements of the bill that apply to IPs.

Next webinars:

7/23/20 @ 3:00pm

8/18/20 @ 10:30am

9/17/20 @ 3:00pm

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

CDE@dshs.wa.gov

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Email the Project:

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