

Transforming  
Lives

# CDE July Public Webinar

July 23, 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 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	<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](#)

Full version available under  
“Materials & Resources”

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

# CDE Project Update

# Solutions Update

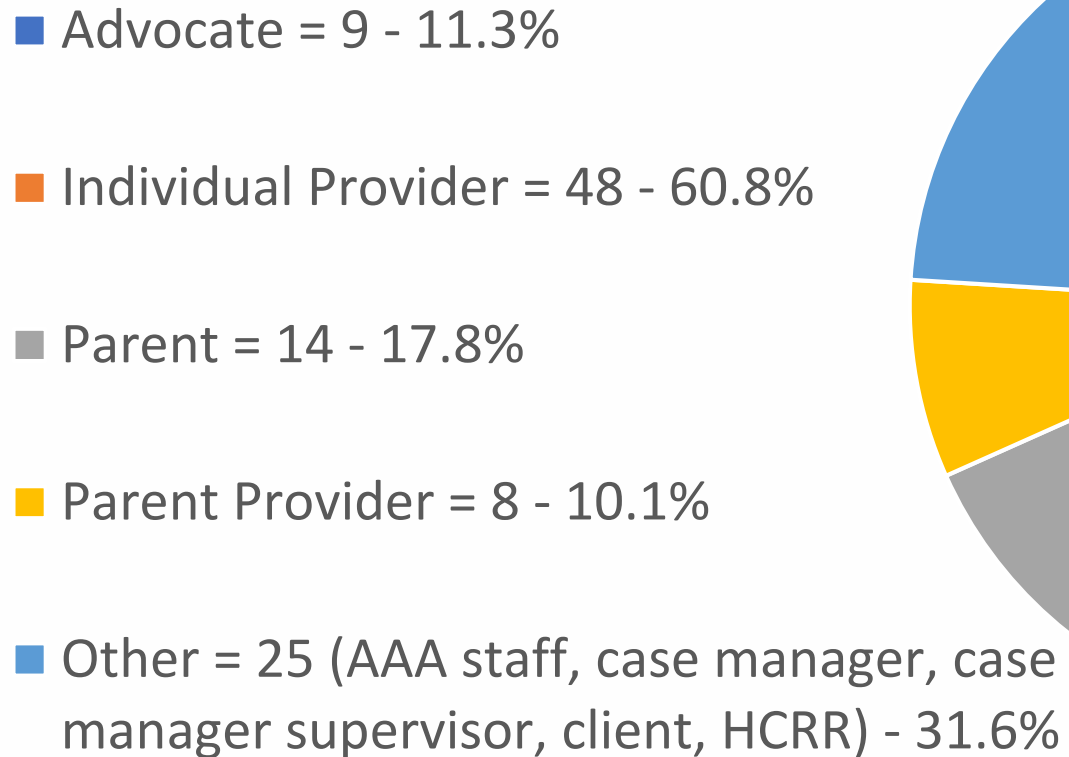
Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none"><li>• Reviewed user stories from Cumulative Career Hours (CCH), Tasks, and Hours Allocation design sessions</li><li>• Began detailed requirements sessions with CDWA interface developers (CARE, Trusts, ProviderOne, Linkhub)</li><li>• Completed review of two CDWA policy and procedure deliveries</li></ul>	<ul style="list-style-type: none"><li>• Review finished designs for CDWA information exchanges</li><li>• Present solutions readiness metrics to CDWA and determine vendor's ability to provide progress measures</li></ul>

# Readiness Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none"><li>• Reviewed user stories from Cumulative Finalized Policy &amp; Procedure (P&amp;P) review process</li><li>• Continued identifying Readiness Review metrics</li><li>• Posted new Questions &amp; Answers</li><li>• Finalized Phased Rollout strategy</li><li>• Conducted internal review of draft CDE QA monitoring metrics</li><li>• CDWA held 3 virtual “Getting to Know the CDWA” staff informational sessions</li></ul>	<ul style="list-style-type: none"><li>• Finalize joint CDWA/DSHS plan for iterative communication activities by rollout phase</li><li>• Plan CDWA virtual “Get to Know the CDE” informational sessions for Clients &amp; IPs</li><li>• Continue internal and external WAC review</li></ul>

# Poll question results

Which group do you represent?

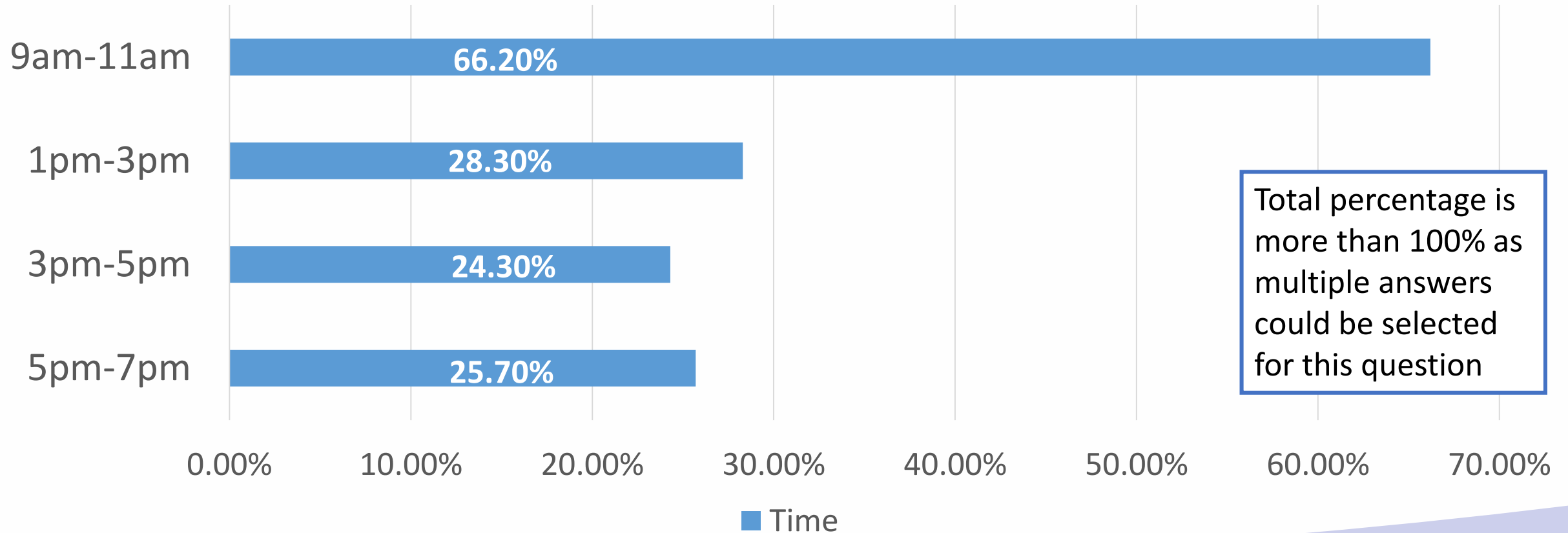


Total percentage is more than 100% as multiple answers could be selected for this question



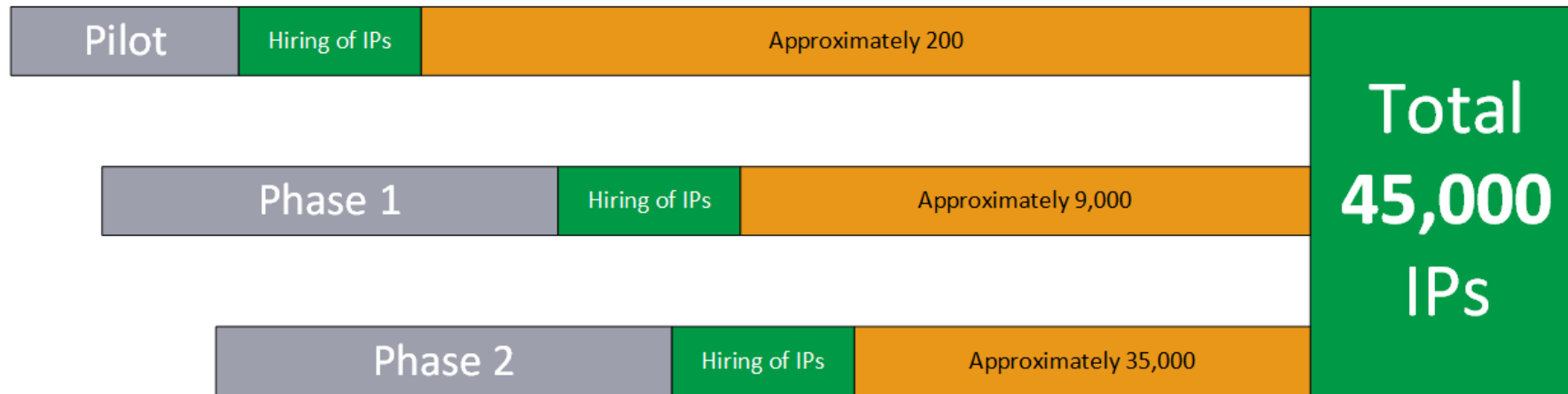
# Poll question results

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



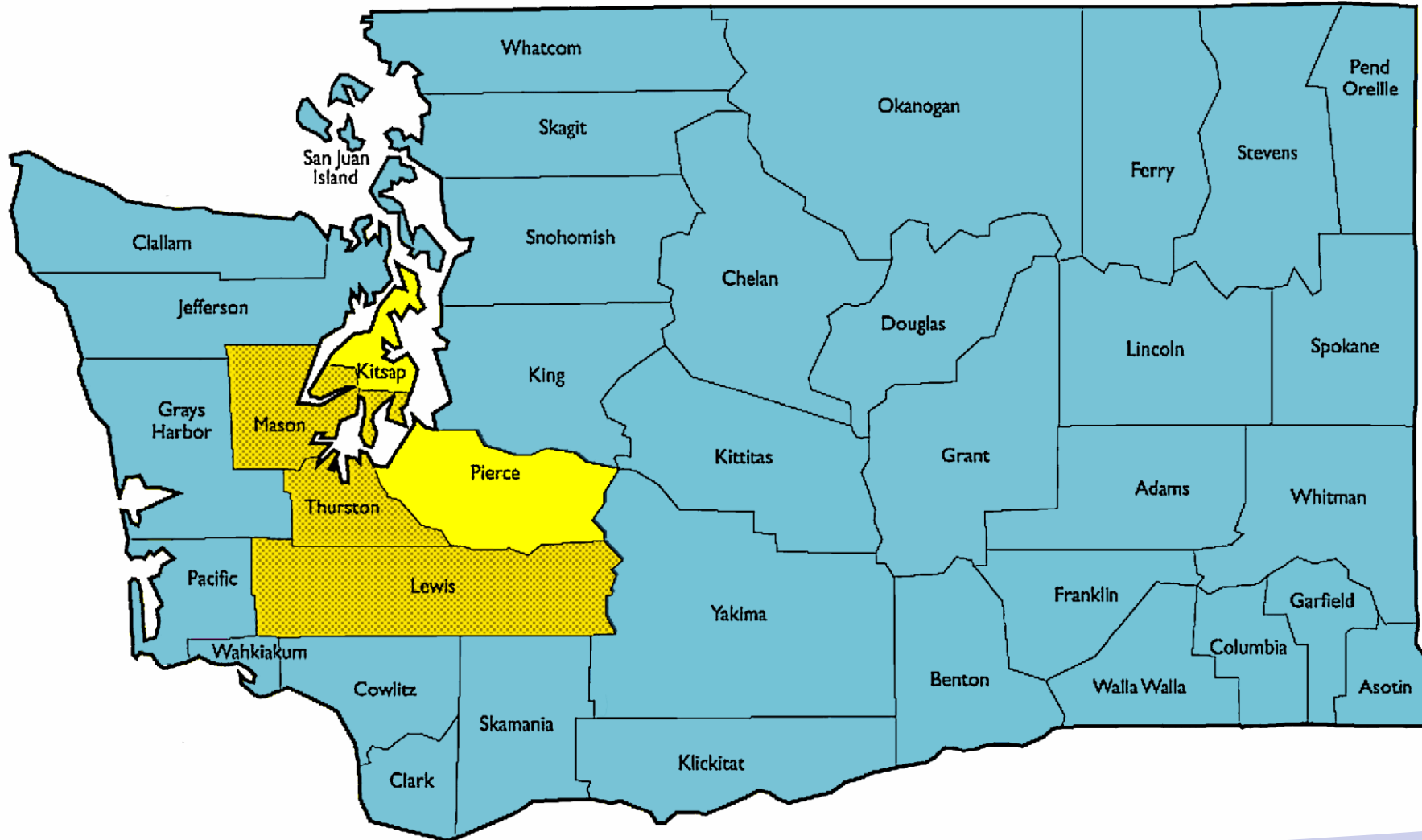
# Revised Rollout Schedule

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- COVID-19 and stay-at-home order caused delays in implementation
- Fewer phases means less confusion for IPs and clients
- Two-phase approach results in all IPs hired in 2021
- Shorter hiring period reduces the challenges of a long transition

# Rollout phases



**Pilot** – Lewis, Mason, and Thurston

**First Phase** – Kitsap, Pierce and the rest of Lewis, Mason, and Thurston

**Second Phase** – rest of state

# Questions from the June Webinars

**Q: What is the definition of "well in advance" as it pertains to notifying the IPs of the beginning of hiring?**

A: We are planning outreach to start about 120 days prior to the beginning of hiring.

**Q: What does hiring mean for current IPs, what will the process look like?**

**A:** The hiring process is still being defined. It will involve:

- the CDE confirming demographic information with the IP,
- training IPs on the CDE employment policies and procedures,
- completing applicable materials,
- helping the IPs be ready to use the CDE system, and
- providing information about how IPs can get assistance with any related questions

**Q: Can webinars be recorded and posted to the website so I can watch the ones I am not able to attend in person?**

A: We are not able to record webinars at this time. However, we do post the slides each month and update the Q&A document.

Next webinars:  
8/18/20 @ 10:30am  
9/17/20 @ 3:00pm  
10/20/20 @ 10:30am

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

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



# Stay Connected

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