

# Welcome to the CDE August Webinar

**DIAL IN – 1 (914) 614-3221**

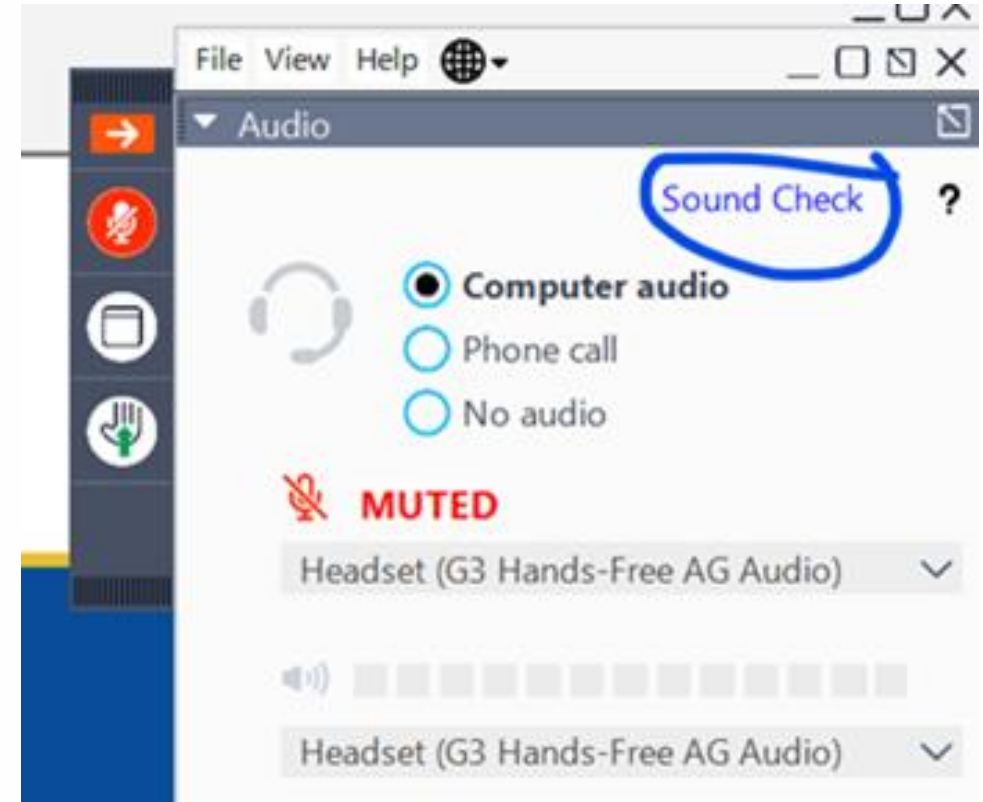
**ACCESS CODE - 544-100-343**

## 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 August Public Webinar

August 17, 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.

# Want all the answers?

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”

[About ALTA](#)

[Register to Vote](#)

## 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

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

# Review of the CDE basics

# CDE Changes Recap

## What stays the same

- Case Managers do the CARE assessment and develop care plans with the clients
- IP training requirements
- IP cumulative pay rates, career hours, and paid time off (PTO)
- Clients select, schedule & manage the work of IPs
- Clients can still receive service from an IP or through a Home Care Agency
- Clients and IPs can still use Carina

## What will change

- The Consumer Directed Employer (CDE) will:
  - Be the legal employer of IPs
  - Manage IP payroll, background checks, and track IP training compliance
  - Perform the functions of the Home Care Referral Registry
- IPs will go thru a hiring process with CDWA and will no longer contract with DSHS
- Pay periods will change to every other week
- Electronic Visit Verification (EVV) through the CDE's EVV app
- Live-in exempt IPs will submit hours weekly in CDWA's Portal

# 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. DSHS/AAA staff



# Attendee question

We are happy to have all you join us today. Please tell us how you heard about today's CDE Public Webinar:

- A. ALTSA or DDA GovDelivery monthly webinar registration email
- B. Case Manager/Case Resource Manager or Contract Manager
- C. Recent email sent out to all IPs from the DSHS CDE project team via GovDelivery
- D. DSHS CDE project team public website
- E. CDWA's public website

Other, please use the Questions box to specify

# Attendee question

How are you feeling about the change to the Consumer Directed Employer?

- A. Positive
- B. Neutral
- C. Confused/Concerned

If you answered confused/concerned, please share what you need to be less confused or concerned **in the Question box**

# Consumer Direct Care Network Washington



# Consumer Direct Care Network Washington

## Highlights of the CDE

Laura Jones – Regional Director



# Today's Presentation



## Highlights of the CDE

- ❖ Who is Consumer Direct Care Network Washington (CDWA)
- ❖ How CDWA will support Clients, Authorized Representatives, and Individual Providers
- ❖ CDE transition timeline
- ❖ How to prepare for an easy transition

A photograph of two women with red hair embracing in a field at sunset. The older woman, with curly hair and glasses, is wearing a patterned tank top and has her arms around the younger woman. The younger woman, with long wavy hair and glasses, is wearing a purple top and has her eyes closed in a peaceful expression. The background is a soft-focus landscape with trees and a bright, low sun creating a warm, golden glow.

**CDWA**  
is the CDE



# Who is

# Consumer Direct Care Network Washington

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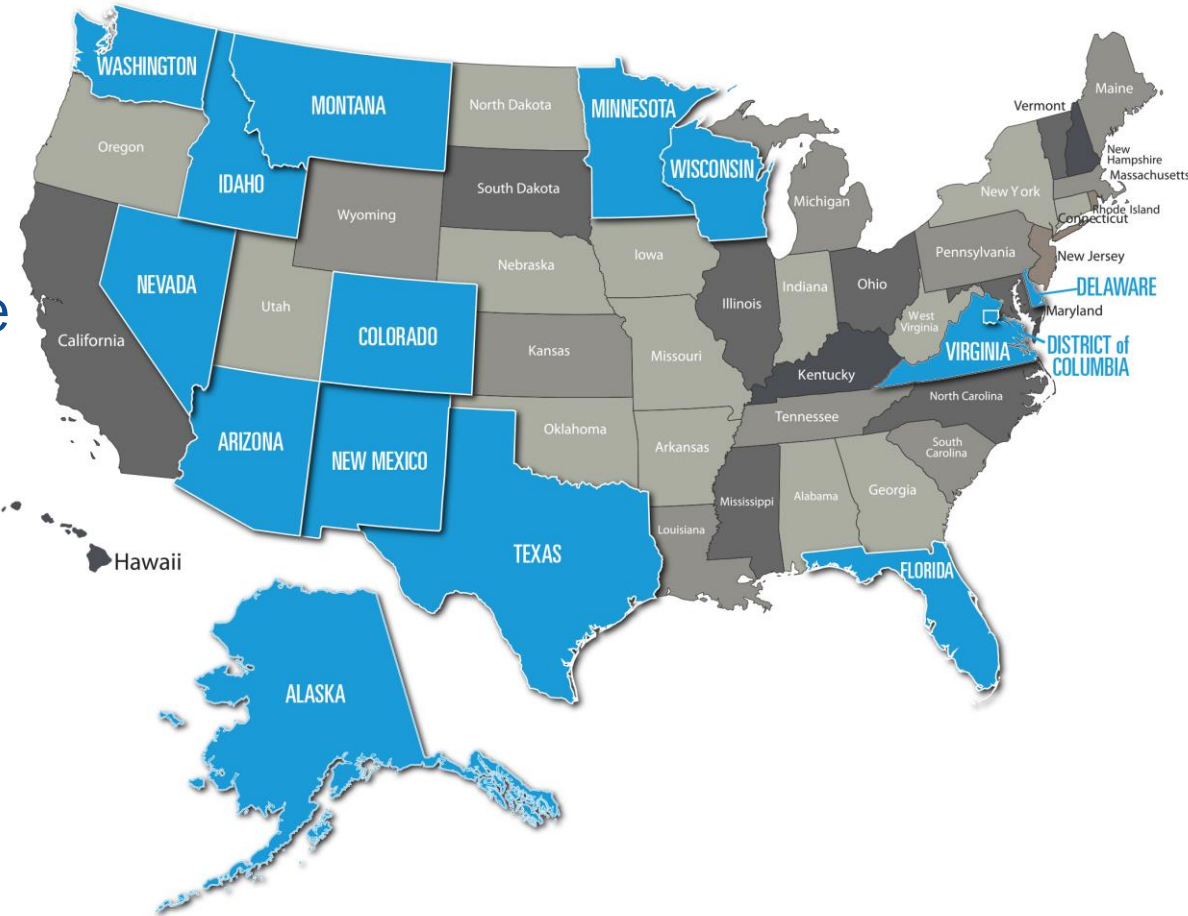
Consumer Direct Care Network Washington (CDWA) is part of the larger Consumer Direct Care Network company



Over 30 years' experience supporting home care services



Currently serving individuals, families, and caregivers in 14 states and the District of Columbia



# CDWA is the CDE



WA legislature passed a bill in 2018 that created the Consumer Directed Employer (CDE).



Consumer Direct Care Network Washington (CDWA) was awarded the contract and will become the CDE for Washington state this year.



This means that CDWA will be the legal employer for all Individual Providers (IP) who care for Clients receiving services from the Department of Social and Health Services (DSHS).





# CDWA is the CDE

## Legal employer – CDWA

- ❖ Employment, payroll, administrative functions for IPs
- ❖ Includes Live-in Providers, Parent Providers

## Managing employer – Client/Authorized Representative

- ❖ Selecting, scheduling, managing, supervising, and dismissing IP(s)





# **How CDWA will support** Clients, Authorized Representatives, and IPs

# How CDWA will support Clients, Authorized Representatives, and IPs

Three Offices	CDWA Support Team	Service Coordinators
<ul style="list-style-type: none"><li>❖ Federal Way</li><li>❖ Lacey</li><li>❖ Spokane</li></ul>	<ul style="list-style-type: none"><li>❖ Technology-based questions/issues<ul style="list-style-type: none"><li>➤ CDWA's DirectMyCare web portal</li><li>➤ Electronic Visit Verification (EVV) questions</li></ul></li></ul>	<ul style="list-style-type: none"><li>❖ Located statewide</li><li>❖ Help with:<ul style="list-style-type: none"><li>➤ Hiring</li><li>➤ Work week limits</li><li>➤ Payroll</li></ul></li><li>❖ Support Clients and IPs with limited English proficiency</li></ul>





# CDE Transition Timeline

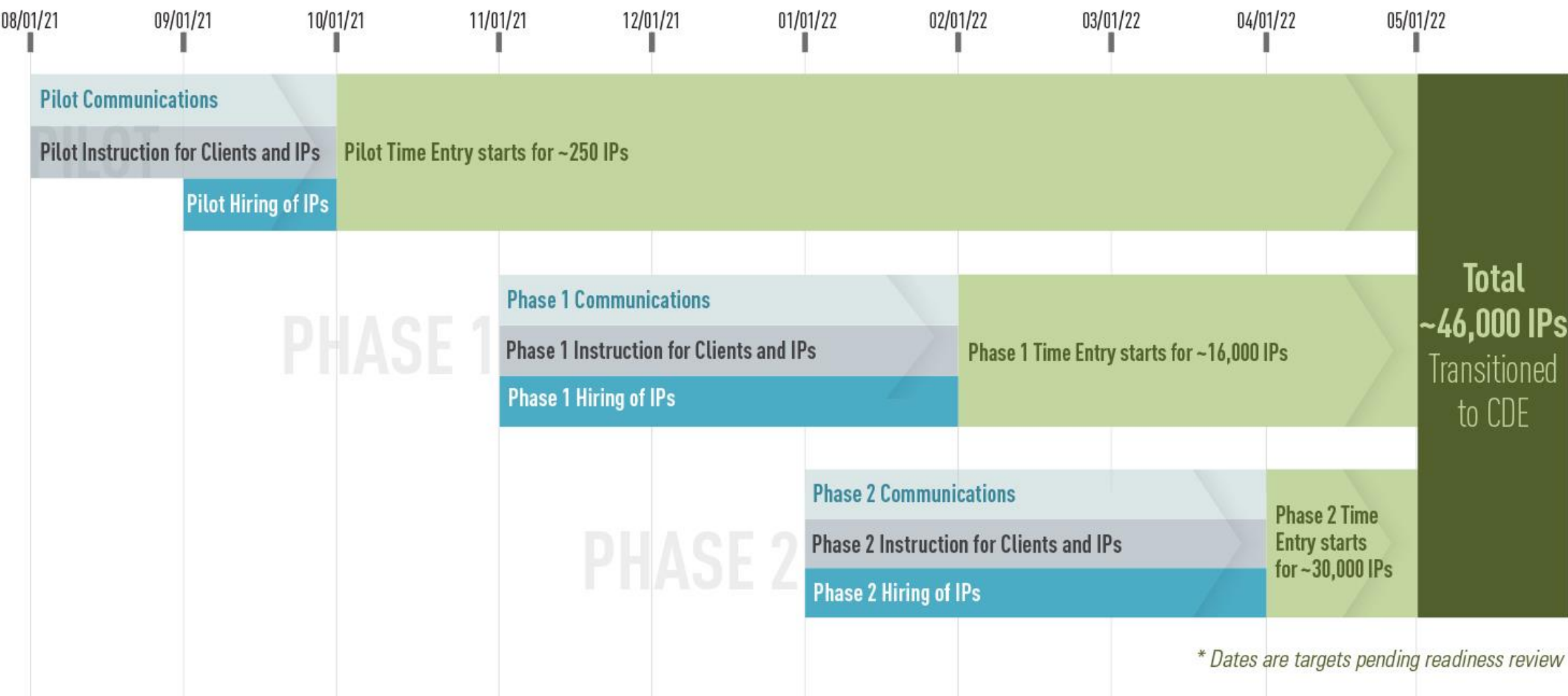
# CDE Transition Timeline



## Overview:

- ❖ IPs will be hired by CDWA, no longer contracted with DSHS.
- ❖ **You will not have to reapply for your job.**
  - Most employment information will transfer to CDWA.
  - There will be new employment-related documents and orientation to complete.
    - Employment-related orientation is paid time.
    - Completing employment-related documents is not paid time.
- ❖ CDWA is obligated to complete background checks when background checks have expired or will expire (per State of Washington criteria).

# CDE Transition Timeline



# Pilot and Hiring Phases

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

## Pilot: Clients and ~250 associated IPs

Participating Counties


-  • Lewis
- Mason
- Thurston

Initial Communication: **August 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

Clients served by MCOs will transition in Phase 1.

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
- Wahkiakam
- Walla Walla
- Yakima
- Colville Confederated Tribes
- Yakama Nation

Initial Communication: **January 1, 2022**

Time Capture: **April 1, 2022**







# How to Prepare

## For an Easy Transition



# Prepare for an easy transition: **Clients**

## **Make sure your Case Manager has up-to-date contact information**

- ❖ Email address
- ❖ Mailing address
- ❖ Phone number

## **Your IP(s)**

- ❖ Remind your IP(s) to complete their documentation
- ❖ Check they've received their 'Okay to Work' date
  - IP cannot submit hours and tasks to CDWA until they receive this notice

# Prepare for an easy transition: **Clients**

## 5 STEPS Client Changeover to CDE



**1.**

### Receive Notification

Receive welcome letter from CDWA. This communication outlines your transition to the CDE.



**2.**

### Review Information

Review the Client Terms of Service and Advance Directive information included with your welcome letter.



**3.**

### Check with IPs

Check with your IP(s) that they have submitted their hiring documents to CDWA. Make sure they know when to start submitting time to CDWA.



**4.**

### Assignment of Hours

If you have more than one IP, register for the DirectMyCare web portal to assign hours. Or you can contact CDWA for this step.



**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.

# Prepare for an easy transition: IPs



**Update contact information with DSHS and/or IPOne**

- ❖ Demographic
- ❖ Email
- ❖ Other



**Don't wait** - keep your Continuing Education up-to-date!



**Complete your background check** if it will expire before the CDE transition

# Prepare for an easy transition: **IPs**



## **Paid Time Off (PTO) balances**

- ❖ Correct
- ❖ Up-to-date



## **Pay options**

- ❖ Paper checks no longer an option
- ❖ CDWA's contract only allows direct deposit or pay through a pay card
- ❖ Consider setting up an account if interested in direct deposit

# Prepare for an easy transition: IPs

## 5 STEPS Individual Provider (IP) Transition to CDE



1.

### Receive Notification

Receive initial communication from CDWA.



2.

### Begin Transition

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



3.

### Submit Hiring-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.

# CDE Transition Process



## **What Stays the Same with the Transition to the CDE:**

- ❖ Benefits, pay, and Paid Time Off (PTO)
- ❖ Training requirements for Parent Providers
- ❖ Client service amounts determined through the CARE assessment
- ❖ Work with existing Case Managers through DSHS

# **Prepare** for an easy transition: **All**

-  Visit [ConsumerDirectWA.com](http://ConsumerDirectWA.com)
-  Please look for our name or logo in your email inbox or mailbox.



-  Make sure to mark our email address as a safe sender.

**[InfoCDWA@ConsumerDirectCare.com](mailto:InfoCDWA@ConsumerDirectCare.com)**





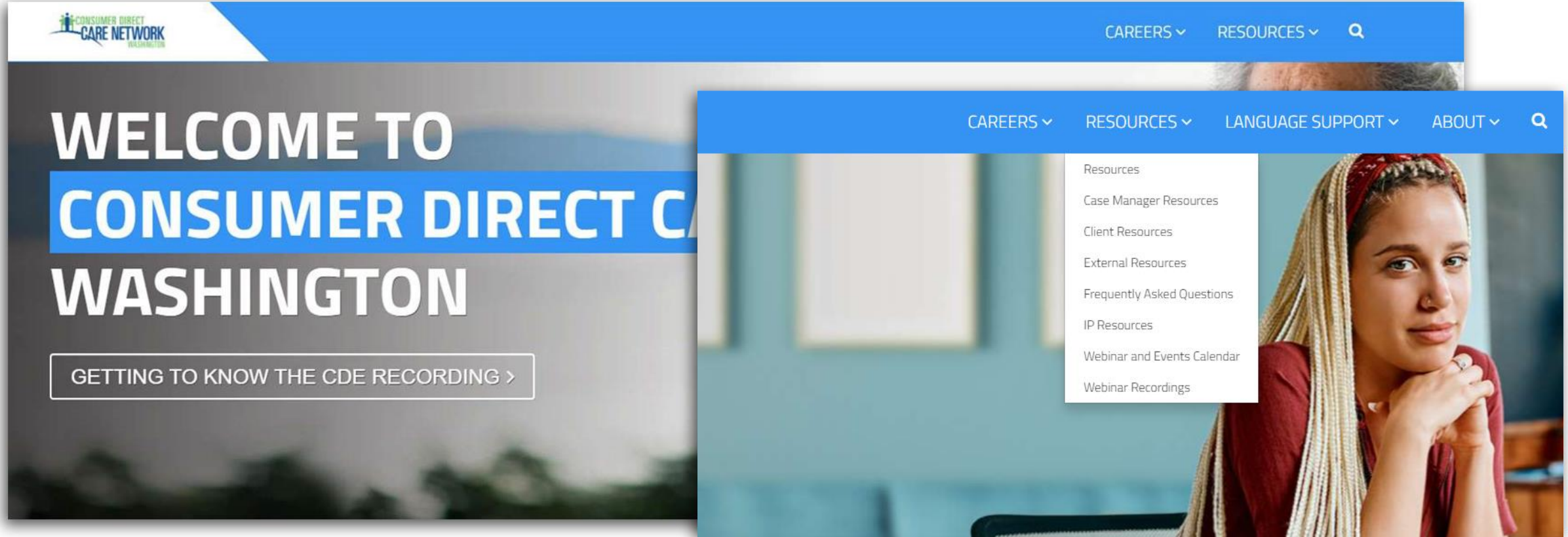
# More Information

On our website: **ConsumerDirectWA.com**

- ❖ Recording of presentations available for on-demand viewing
- ❖ Frequently Asked Questions
- ❖ Sign up for more virtual hiring support opportunities



# CDWA Resources at ConsumerDirectWA.com



# Thank You

**Sign up for DSHS email updates: Select Consumer Directed Employer**

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

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

**DSHS CDE website:** [dshs.wa.gov/altsa/stakeholders/consumer-directed-employer](https://dshs.wa.gov/altsa/stakeholders/consumer-directed-employer)

**CDWA:** [ConsumerDirectWA.com](https://ConsumerDirectWA.com)



# Questions from the July Webinars

**Q: How will a Case Manager/Case Resource Manager authorize respite hours upon transition to the CDE?**

A: Respite (T1005) will be authorized the same way it is today, with exception that instead of authorizing to the IP, the CM/CRM will authorize to CDWA.

**Q: Does the CDE have any policy restrictions in place regarding IPs who also work as caregivers through a Homecare agency?**

**A: No. The CDE does **not** have any policy restrictions for IPs who also work as caregivers through a home care agency.**

**Q: How long is a background check valid?**

A: IPs are required to complete a new Name and Date of Birth check at least every two years.

**Q: Will IPs need to file for eligibility for the SSA tax exemption by completing the IRS form 2014-7?**

A: During the hiring process, IPs will complete a W-4 form and 2014-7 (Difficulty of Care/live-in attestation) as part of their employment documents. CDWA will process taxes based on this information. If an IP is unsure of tax exemptions, they should ask a tax professional.

**Q: Will CDWA mail IPs the I-9 Employment Verification form prior to our first day of employment so we can complete ahead of time?**

A: Detailed information about the I-9 Employment Verification, including when it will be available, is still being worked out. We will share the details in a future webinar, as soon as they are known.



# IP required training

For questions about CEUs and IPs ability to complete required training, you will need to contact the Members Resource Center (MRC).

You can also contact the MRC directly at 1-866--371-3200 between the hours of 8:00am - 4:30pm OR, you can contact them via email at [mrc@myseiubenefits.org](mailto:mrc@myseiubenefits.org)

Please visit the MRC's website for more detailed information <https://www.myseiubenefits.org/>

Next webinars:  
9/23/21 @ 3:00pm  
10/19/21 @ 10:30am  
11/18/21 @ 3:30pm

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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