

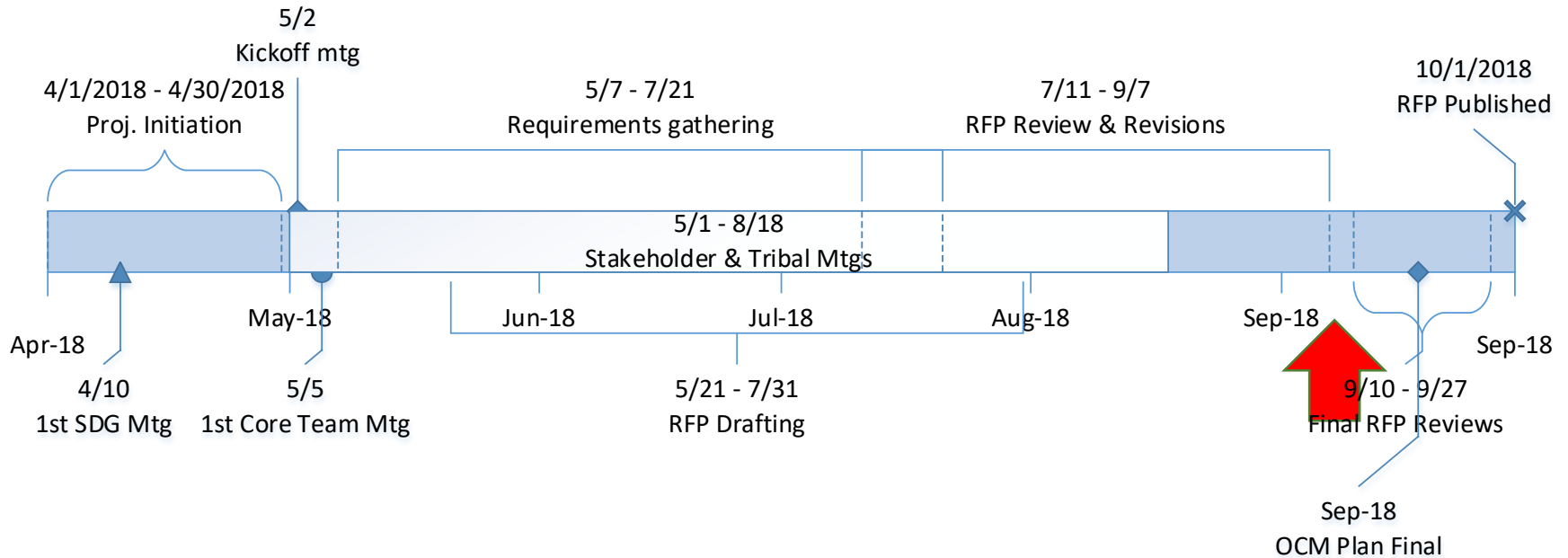
# CDE Strategic Development Group

September 5, 2018



Transforming lives

# Project Startup and Procurement Prep Schedule



*\*New timeline coming next month*

# Recent Accomplishments

- DSHS Request for Proposal (RFP) reviews complete
- Sample contract reviews complete
- Evaluation tool development started
- Business analyst started August 6, 2018
- Readiness analyst started September 3, 2018
- Listening sessions and tribal roundtables complete

# Upcoming Tasks

- Post RFP October 1, 2018
- Complete Organizational Change Management (OCM) Plan
- Information table at the October Case Manager Conference for Home and Community Services (HCS) staff
- Continue to onboard new team members
- Recruit additional business analyst (fall 2018)
- Recruit additional readiness analyst (fall 2018)

# Tribal Engagement

## **Recent Tribal Engagement:**

- ✓ August 15, 2018 - Tribal Roundtable held
- ✓ September 4, 2018 - Tribal Roundtable held

## **Upcoming Tribal Engagement:**

- September 11, 2018- Tribal Consultation
- November 2, 2018- Summit

# Listening Sessions

*(See Handout)*

- Held in June and July 2018
- Vancouver, Lynnwood, Renton, Spokane  
Kennewick, Lacey
- 37 Attendees (IPs, family members,  
consumers)
- IPs were: parents, family members, non-  
relatives, live-in, live out, cared for one  
consumer, cared for multiple consumers

# Overarching Themes

- **Usability** – the CDE’s payroll system and business processes need to be user friendly. This includes hiring, assignment of hours, customer service, HR changes, etc.
- **Good process** – business processes and technological processes need to be simple, transparent, and easy to use with clearly defined roles and responsibilities for all users
- **Communication** – good communication between consumers, their families, IPs, case managers, the CDE is crucial for everyone

# Overarching Themes

- **Relationship with Case Management** – IPs, consumers, and family members value the current relationship with the case manager and don't want that relationship to be interrupted by the CDE
- **Electronic visit verification (EVV) fears** – concerns about “big brother” listening in or using data for other purposes, or exposing personal data
- **Training needs** – training needed for IPs and consumers in multiple formats before, during and after CDE implementation, and should cover technology and business process changes



# Overarching Themes

- **Flexibility** – consumer needs are dynamic and can change quickly; this demands a flexible, rapid-response from the CDE and case managers
- **Workforce development** – IPs want continually improving professional development, working conditions, pay, and benefits; the CDE must attract and retain caregivers to meet the growing demand in this field
- **Service Planning** – IPs, consumers, and family members would like to thoroughly explore service options with their case manager during the service planning process.

# Specific Themes

- Important to remember
- Hopes
- Fears

# SDG Observations

- What are your observations?
  - Surprises?
  - Something you expected to see that you didn't see captured?
  - Other thoughts?

## Next Steps

- Listening session and tribal input is being used across multiple project activities including:
  - Developing the requirements and expectations for the CDE
  - Planning for provider, consumer, and staff readiness activities
  - Preparing communication and training

## **Talking Points #3: How will DSHS select the Consumer Directed Employer (CDE)?**

1. Identify the work the CDE is expected to perform (requirements and qualifications)
2. Publish a Request for Proposal (RFP) asking potential CDE vendors to bid on the work
3. Review and evaluate the bid proposals
4. Identify the vendor best able to meet consumer and provider needs
5. Establish a contract with the vendor

*We are on Step 1 and expect to move to Step 2 in October 2018.*

# October SDG Meeting

October meeting will focus on Organizational Change Management (OCM):

- What is OCM?
- Strategy for how we will help staff, consumers, and providers get ready for the CDE implementation
- The SDG's role with OCM/readiness activities
- Procurement will be underway so we will be unable to provide updates

# Procurement Protocols

In order to ensure a fair and transparent procurement process, DSHS has adopted rules that govern how communications are to be handled.

During an active procurement, all communications from potential bidders or interested parties are to flow through the DSHS procurement coordinator.

**If you receive a question or contact from a potential bidder on the CDE RFP, please direct them to:**

James O'Brien, DSHS RFP Coordinator

Telephone: (360) 664-6055

Email: [obriejm@dshs.wa.gov](mailto:obriejm@dshs.wa.gov)

# Stay Connected

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## **Sign up for GovDelivery:**

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

Select *Consumer Directed Employer* under “News and Resources”

## **Visit the CDE Website:**

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

## **Email the Project:**

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

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