

CDE September Public Webinar

September 12, 2018

What is the CDE?

The Consumer Directed Employment project will transfer the administrative functions and responsibilities of IP management from DSHS and AAA case management staff to the Consumer Directed Employer.

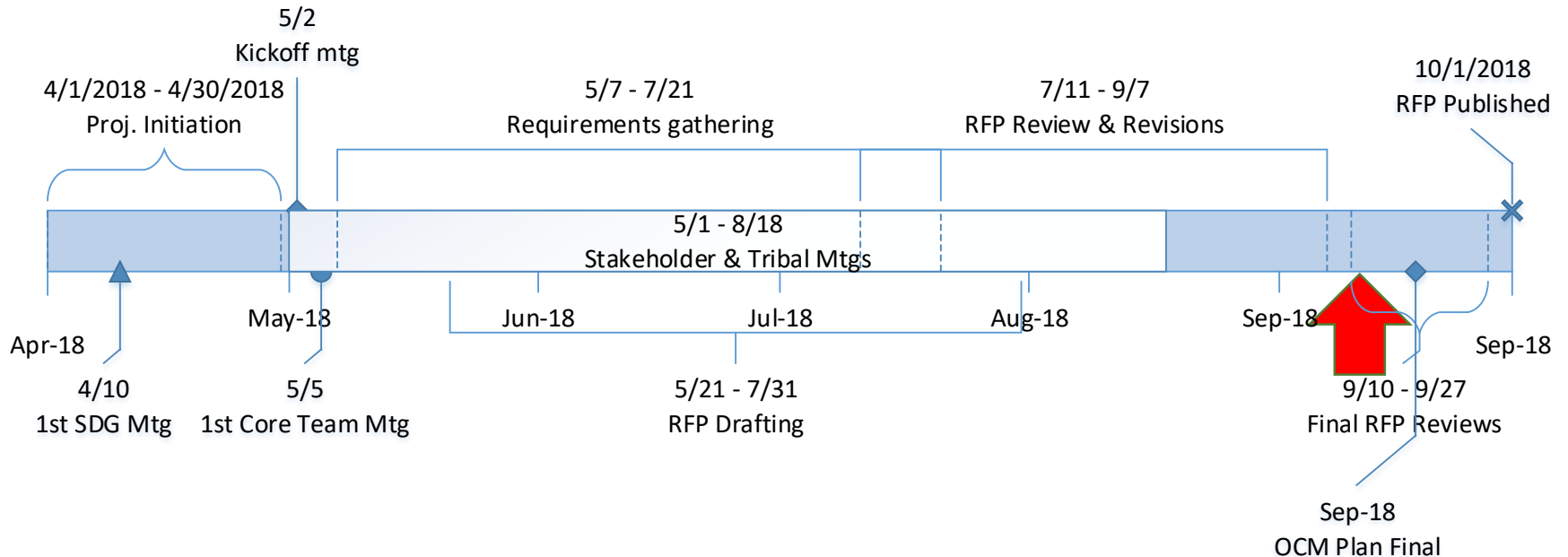
Vision

More Time and Efficiency

- Case management staff will have more time to work with participants to support activities to maintain their health and well-being.
- Participants will have more time from case managers
- IPs will work with a single entity for payroll, tax reporting, credentialing, and other concerns

CDE Project Update

Project Startup and Procurement Prep Schedule



Recent Accomplishments

- DSHS Request for Proposal (RFP) reviews complete
- Sample contract reviews complete
- Evaluation tool development started
- Readiness analyst started September 4, 2018
- Listening sessions and formal tribal engagement complete
- Draft OCM Plan in review
- Readiness Lessons Learned discussions in progress

Upcoming Tasks

- Post RFP October 1, 2018
- Finalize Organizational Change Management (OCM) Plan and refine readiness tools
- Information table at the October Case Manager Conference for Home and Community Services (HCS) staff
- Recruit additional business analyst (fall 2018)
- Recruit additional readiness analyst (fall 2018)
- Readiness 101 discussion (October webinar)

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

Tribal Engagement

Recent Tribal Engagement:

- ✓ August 15, 2018 - Tribal Roundtable held
- ✓ September 4, 2018 - Tribal Roundtable held
- ✓ September 11, 2018- Tribal Consultation

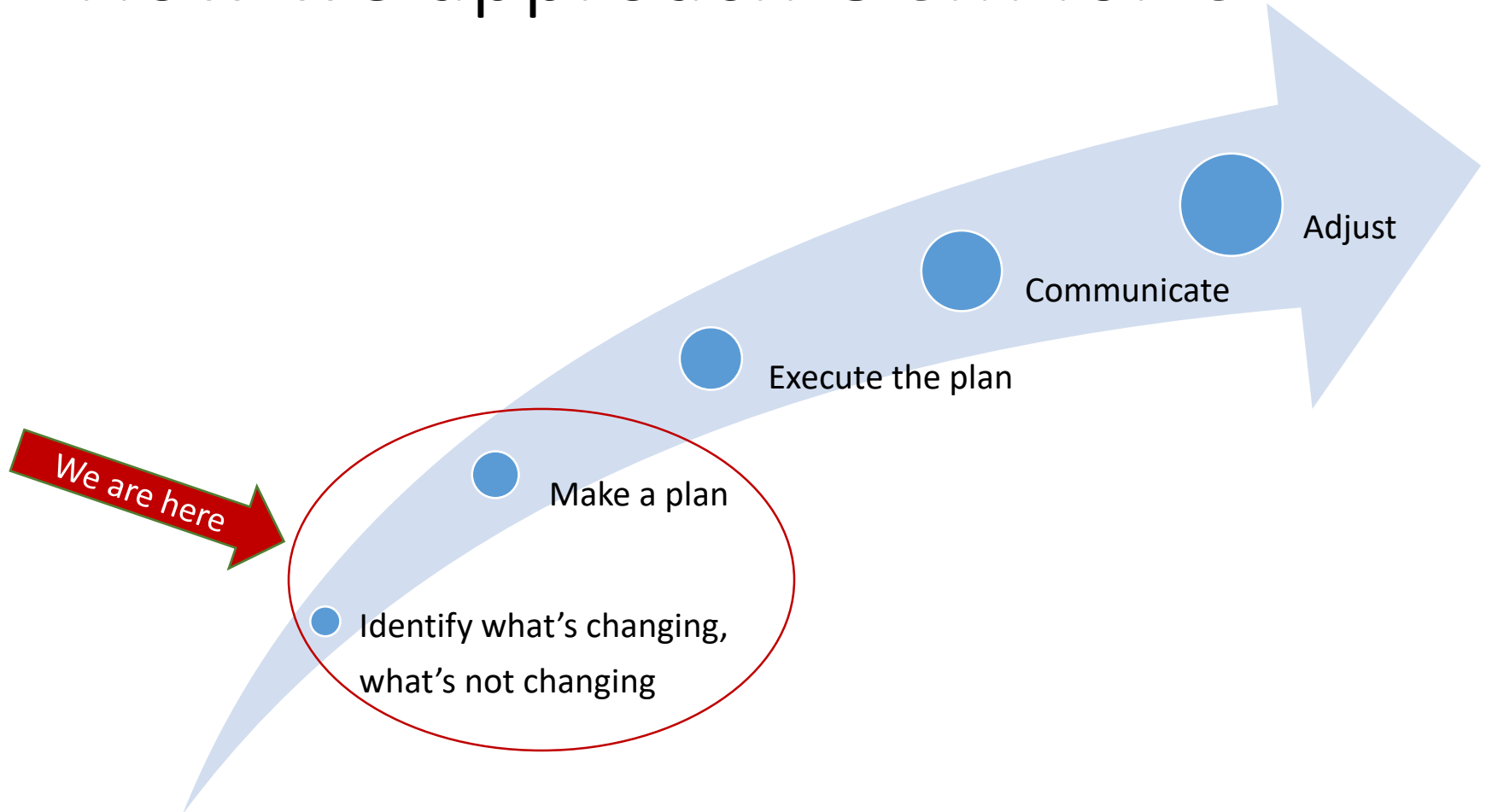
Upcoming Tribal Engagement:

- November 2, 2018- Summit

Organizational Change Management

- **What is OCM:**
 - Structured process and tools to lead “people” side of change
- **Why do OCM:**
 - Increases success, mitigates negative consequences

How we approach OCM for CDE



What's NOT Changing (Examples)

- Consumers determine what services happen, when
- Permanent work week limits
- Care assessments
- Case manager determines benefit level and authorizes services
- DOH credentialing

What's Changing (Examples)

- Providers will be employees of the CDE
- Authorizations will be to the CDE not the provider
- Consumer will work with CDE on provider/schedule changes
- There won't be Administrative Hearings on choice of provider when a consumer's chosen IP is not hired by the CDE

Readiness = Building the Bridge



Readiness 101 Preview

Participate in the October webinar to hear details on:

- **Provider/consumer readiness** – plans for helping providers and consumers prepare for the CDE
- **Staff readiness** – how we will help staff be ready
- **Tribal and Stakeholder Engagement** – activities to solicit input and share information with stakeholders and tribes

CDE Website Tour

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

Questions from the August Webinars

Q: What provisions will be made for clients and IPs with limited proficiency in English

A: The CDE will have all the same legal obligations as DSHS for communicating with clients in languages other than English. There are not similar obligations for communication with IPs however, DSHS knows this is valuable for supporting our IP population and has required the bidders to submit a plan based on the most commonly spoken languages for IPs.

Q: Will State employees be able to be employed by the CDE as Individual Providers?

A: This question will be taken to the CDE Project Sponsors for a consideration.

Q: What is the role of Carina with the CDE?

A: Carina will continue to be the database for providers and clients looking for additional work or available providers. The CDE will contribute names to Carina as part of its recruiting and capacity expansion duties as required by the 6199 legislation.

Q: How background checks be handled when IPs become employees of the CDE?

A: A new background check will not be required when:

- The individual has an individual provider contract with the department;
- The last background check on the contracted individual provider is still valid under department rules and did not disqualify the individual from providing personal care services;
- Employment by the consumer directed employer is the only reason a new background check would be required; and
- The department's background check results have been shared with the consumer directed employer.

Q: Will the Department of Health continue to do certification of Individual Providers?

A: Yes. The Department of Health will continue to do certification of Individual Providers. Training and certification requirements for IPs are not changing under the CDE.

Q: How will provider overpayments be handled?

A: Provider overpayments will be issued to the CDE rather than to the Individual Provider. The CDE will resolve the issue with the IP if they were not eligible to receive the payment.

Q: Who will conduct the client assessment and determine the number of personal care hours available to in-home clients when the CDE is operational?

A: DSHS and AAA staff will continue to conduct the client assessment, determine the number of care hours available to the client and develop the service plan.

Q: Will IPs still have contracts with DSHS?

A: No.

- The client will refer the selected IP to the CDE for hiring
- IPs will be hired as employees of the CDE
- IPs will no longer have contracts with the Department

Please send any suggestions you have to improve the Webinars or Website to:

CDE@dshs.wa.gov

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