

Welcome to the CDE September Webinar

DIAL IN – 1 (562) 247-8422

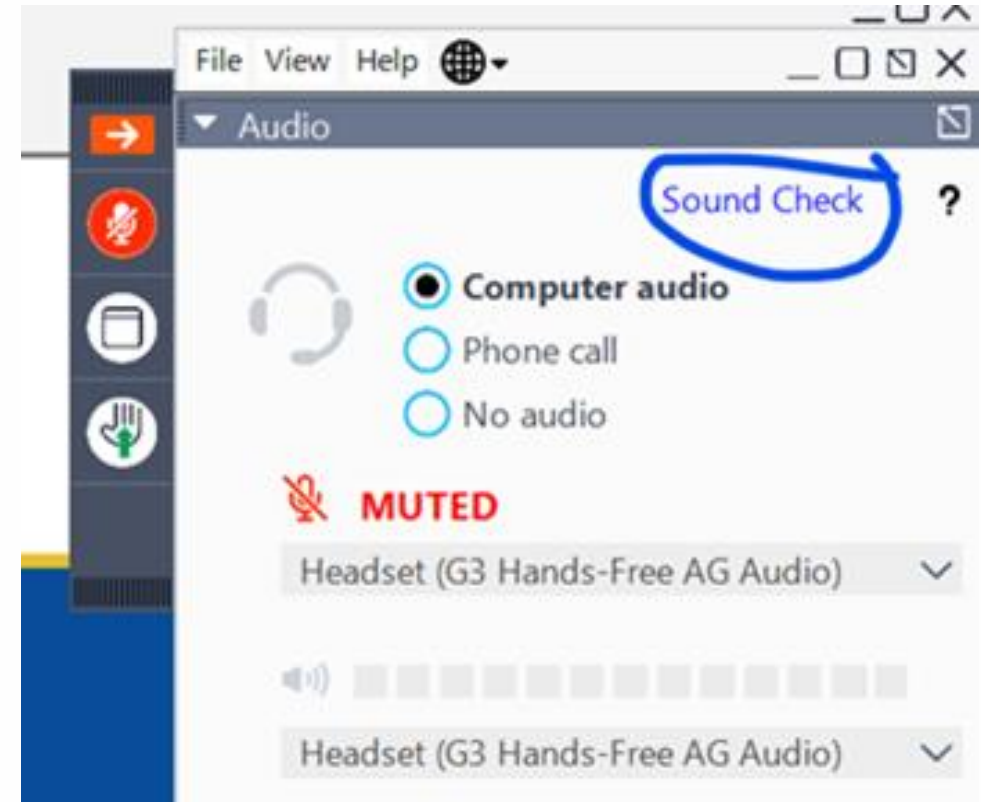
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REMINDER:

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 September Public Webinar

September 23, 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?

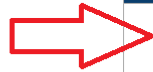
There is a condensed, easy to read version of the Questions & Answers document on the CDE Website. A full version is also available under “Full Questions & Answers”

[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>

Public Webinars

Going Forward

- ❖ Go to www.ConsumerDirectWA.com/schedule to register
- ❖ DSHS is turning over public webinar responsibilities to CDWA starting in October
- ❖ Registration for public webinars will no longer be done through the DSHS CDE website
- ❖ If you already registered for the DSHS October, November or December public webinars, you'll need to register on the CDWA website

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 monthly webinar registration email
- B. Case Manager/Case Resource Manager or Contract Manager
- C. CDE related website
- D. SEIU email or text

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 Customer Service Experience

Janilee Macleod – Senior Director



Today's Presentation



Highlights of CDE Transition and the CDWA Customer Service Experience

- ❖ Who is Consumer Direct Care Network Washington (CDWA)
- ❖ CDE transition timeline
- ❖ How to prepare for an easy transition
- ❖ CDWA's Customer Service Experience
 - ❖ Supporting Clients, Authorized Representatives, and Individual Providers

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 is smiling. The background is a soft-focus field with a bright sunset sky.

CDWA
is the CDE

Who is

Consumer Direct Care Network Washington

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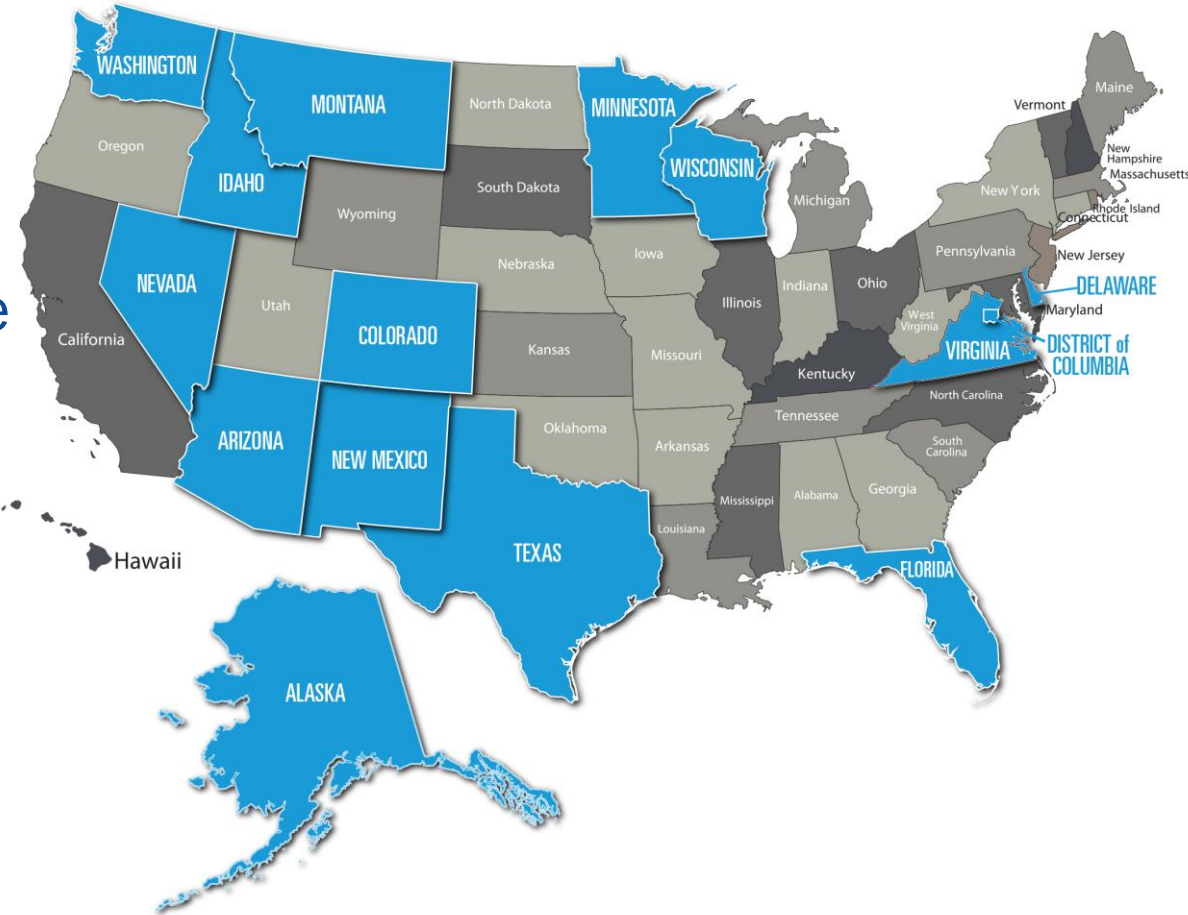
Consumer Direct Care Network Washington (CDWA) is part of the larger Consumer Direct Care Network company



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)





CDE Transition Timeline

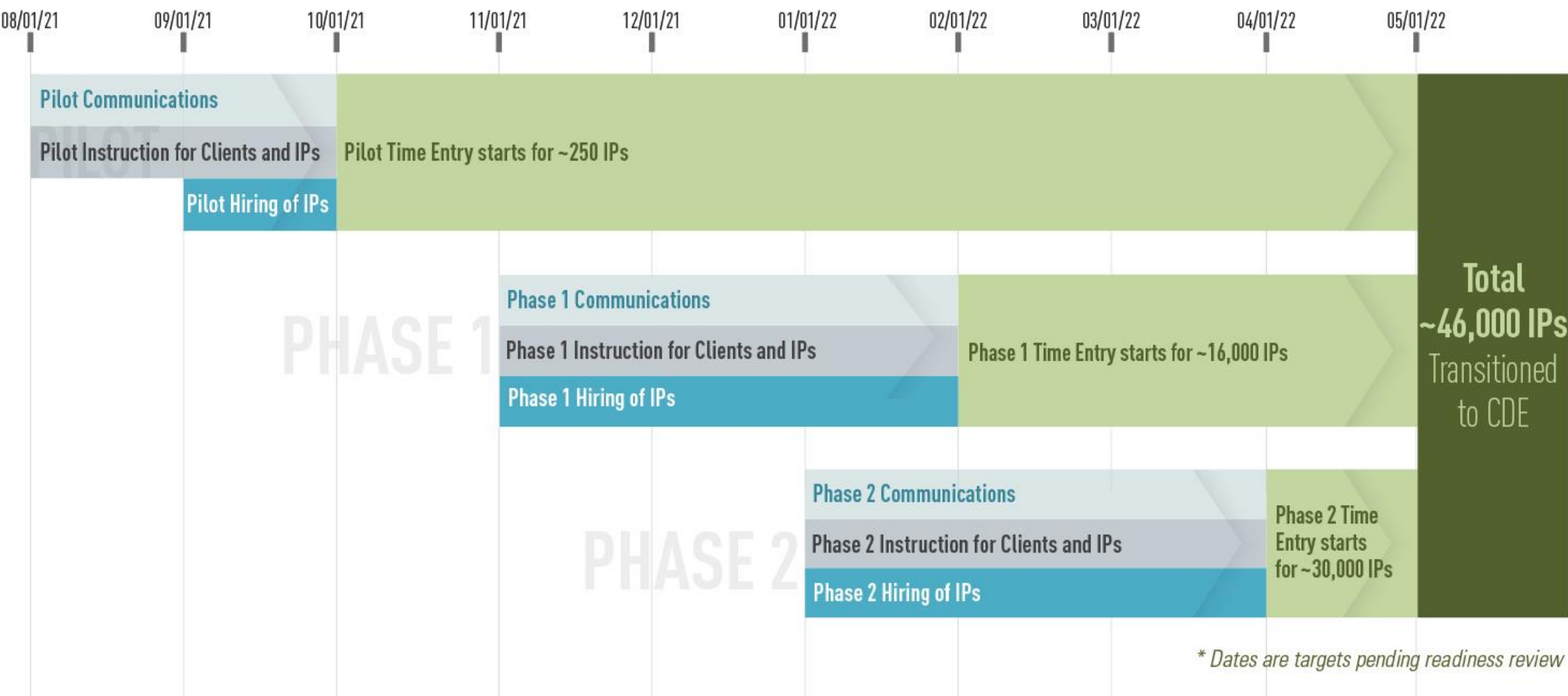
CDE Transition Timeline



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
-  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



How CDWA will support Clients, Authorized Representatives, and IPs through the hiring process

How CDWA will support Clients, Authorized Representatives, and IPs

Customer Service Support Channels

- ❖ Phone call
- ❖ Email
- ❖ Virtual and Live Webinars
- ❖ In-person
- ❖ 1:1 Text – coming soon
- ❖ Chat – coming soon

Offices

- ❖ Federal Way
- ❖ Lacey
- ❖ Spokane

CDWA Service Coordinators

- ❖ Located statewide
- ❖ 200 Service Coordinators during changeover
- ❖ Maintain a caseload of ~300 IPs
- ❖ Help with:
 - IP hiring
 - Work week limits
 - Pay questions
 - IP compliance with CDE program rules
- ❖ Support Clients and IPs with limited English proficiency

Limited English Proficiency Support

- ❖ Provide appropriate support for IPs with limited English proficiency to ensure successful employment with CDWA and provision of services to Clients
 - Work to employ bilingual Service Coordinators who speak English and the 12 most common languages in Washington
 - Arabic, Cantonese, Khmer, Korean, Lao, Mandarin, Russian, Somali, Spanish, Tagalog, Ukrainian, Vietnamese
 - External translation services when necessary
 - Translation of select information and materials

Support Levels



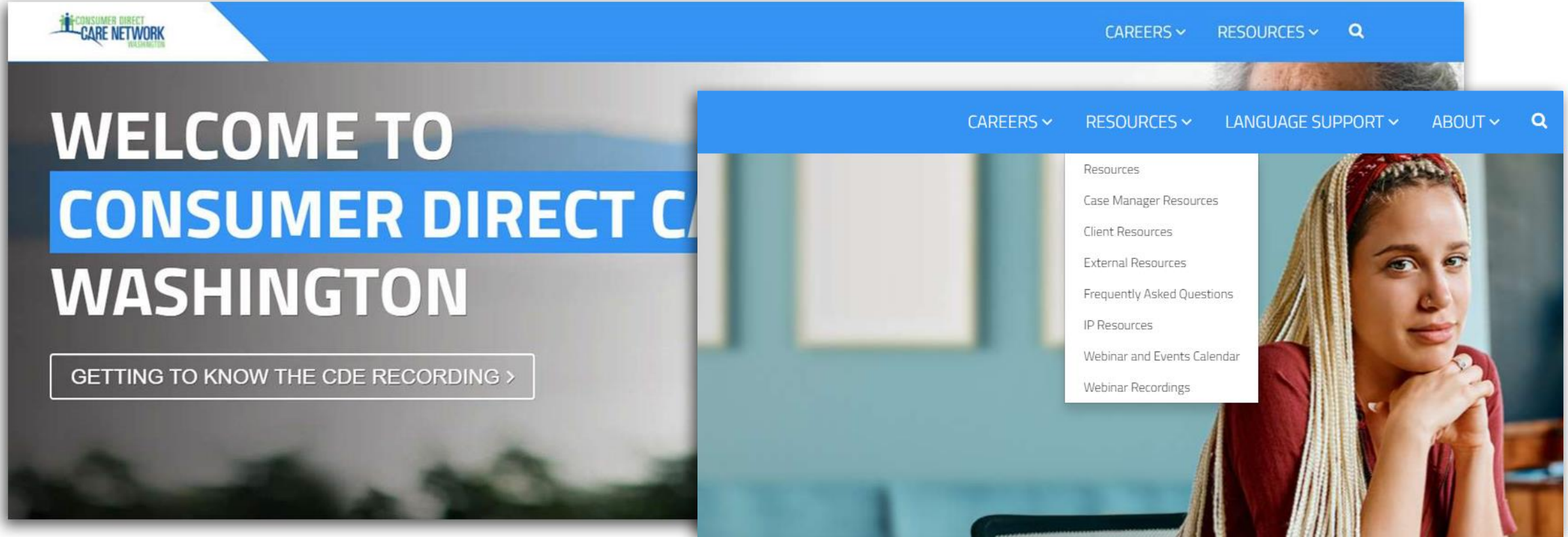


More Information

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



Public Webinars

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- ❖ Go to www.ConsumerDirectWA.com/schedule to register

Questions from the August Webinars

Q: There is a paid IP Orientation; who pays it and how will it be paid?

A: CDWA will pay all wages to IPs, including for the employee orientation. CDWA will automatically pay IPs for completing their employee orientation in the payroll run after the training is completed.

Q: Can IPs begin hiring prior to the start of their transition date?

A: No, the system will not be available for IPs to hire prior to their transition date. However, we encourage IPs to start the process as soon as they receive their welcome letter from CDWA.

Q: For existing IPs, will the OK to work date be the same as the time capture date or will they vary from person to person as their onboarding is completed?

A: All IPs in the same transitional hiring phase will be eligible for the same Okay to Work date **if** they have completed their hiring documentation before the cutoff date. For instance, an IP who works for a Client in Spokane County (Phase 1), and who completes their hiring documentation prior to January 25, 2022, will receive an Okay to Work date of February 1, 2022. An IP's Okay to Work date will never be before their phase's time capture date.

Q: For clients with multiple IPs, will all the IPs transition at the exact same time or at different dates?

A: The transition phase is based on the county that the client lives in, not where the IP lives. All IPs that work with a client will transition at the same time as long as they have successfully completed the hiring process.

Q: When there are multiple IPs, sometimes it's a few days into the month before the schedules for all IPs are figured out. Is there a cut-off date when authorizations can be added?

A: All IP hours will be authorized to CDWA directly, not to the IPs. The IPs and client can work out the schedule for the month at a time that is convenient for them, and then the client can relay that information to CDWA to make or change hours assignments.

Q: Will CDWA's system have overtime alerts?

A: Yes, live-in IPs who submit time in the DirectMyCare web portal will receive an alert if they are attempting to submit time that exceeds their Work Week Limit (WWL). Non-live-in IPs who submit time through EVV will not see an alert notification until they log in to DirectMyCare.

Q: Who will be authorizing training for IPs (case manager currently authorize)?

A: CDWA will be authorizing all IP training. Case managers will have no responsibility for monitoring training or authorizing hours to complete training.

Q: Will the cost of respite be the IP rate or home care agency rate?

A: The cost of respite will be the rate for the Consumer Directed Employer. This rate is similar to what is paid to home care agencies but is its own unique rate.

Register for upcoming webinars at:
www.ConsumerDirectWA.com/schedule

Please send any suggestions you have to improve the webinars to:
CDE@dshs.wa.gov

Stay Connected

Sign up for Email Updates: Select *Consumer Directed Employer*

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<https://public.govdelivery.com/accounts/WADSHSALTSA/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

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Email the Project:

CDE@dshs.wa.gov

