

# CDE October Public Webinar

October 18, 2018

# What is the CDE?

The Consumer Directed Employment project will transfer the administrative functions and responsibilities of Individual Provider (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 that 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

# Recent Accomplishments

- DSHS Request for Proposal (RFP) posted on 10/1/18
- Organization Change Management (OCM) Plan out for final approval
- Draft Stakeholder Engagement Report completed
- Completed formal Tribal Consultation
- Pre-Bid Conference 10/10
- HCS All-Staff presentation 10/15

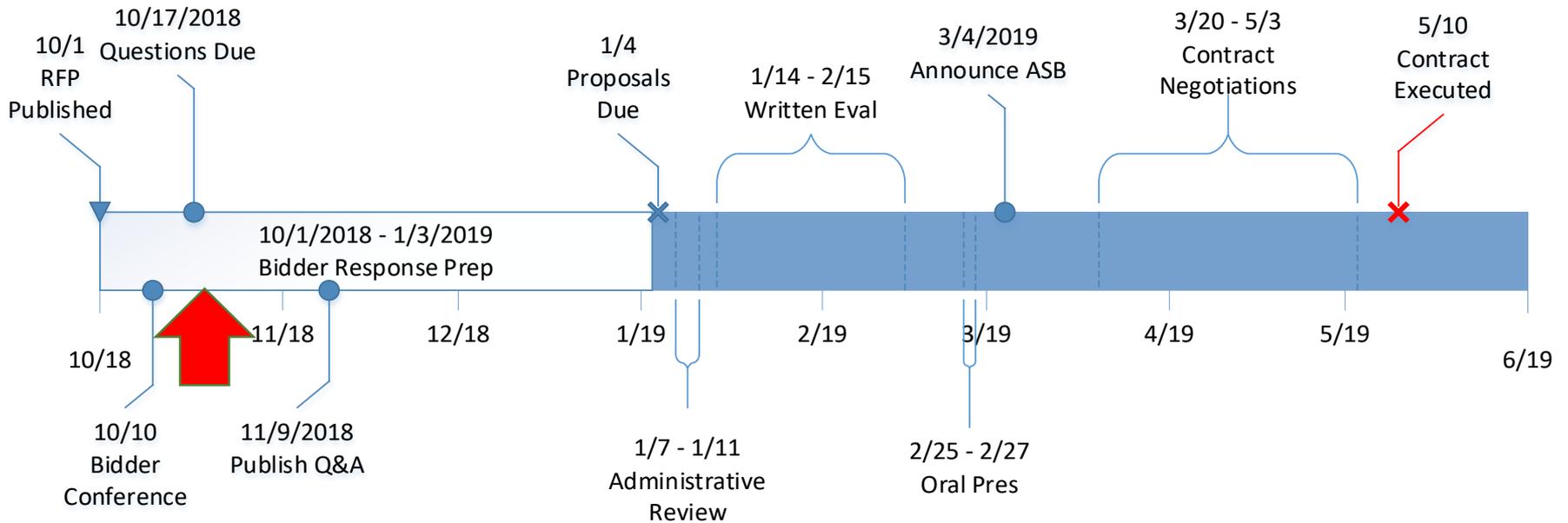
# Upcoming Tasks

- Implement Organizational Change Management (OCM) Plan
- Continue development of readiness tools
- Information table at the October Case Manager Conference for HCS staff
- Readiness 101 discussion (October webinars)
- Tribal Summit on 11/1

# Procurement Review – Key Dates

<b>Issue RFP</b>	<b>10/1/18</b>
<b>Pre-Response Conference</b>	<b>10/10/18 10:30AM PDT</b>
<b>Bidder Letter of Intent Due</b>	<b>10/12/18 3:00 PM PDT</b>
<b>Publish Final Q &amp; A</b>	<b>11/9/18 5:00 PM PST</b>
<b>Bidder Responses Due</b>	<b>1/4/19 3:00 PM PST</b>
<b>Written Response Evaluation Period</b>	<b>1/14/19 – 2/15/19</b>
<b>Conduct Bidder Oral Presentations/Demonstrations</b>	<b>2/25/19 – 2/27/19</b>
<b>Announce Apparent Successful Bidder</b>	<b>3/4/19</b>
<b>Contract Negotiations</b>	<b>3/20/19 – 5/3/19</b>
<b>Contract Executed</b>	<b>5/10/19</b>

# Procurement Timeline



# REMINDER: 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)

# Organizational Change Management

# Purpose

- Gain shared understanding of OCM
- Introduce OCM approach for the CDE project
- Understand what “Readiness” means and how we plan to achieve it

WHY  
ARE  
WE  
HERE?



# Background

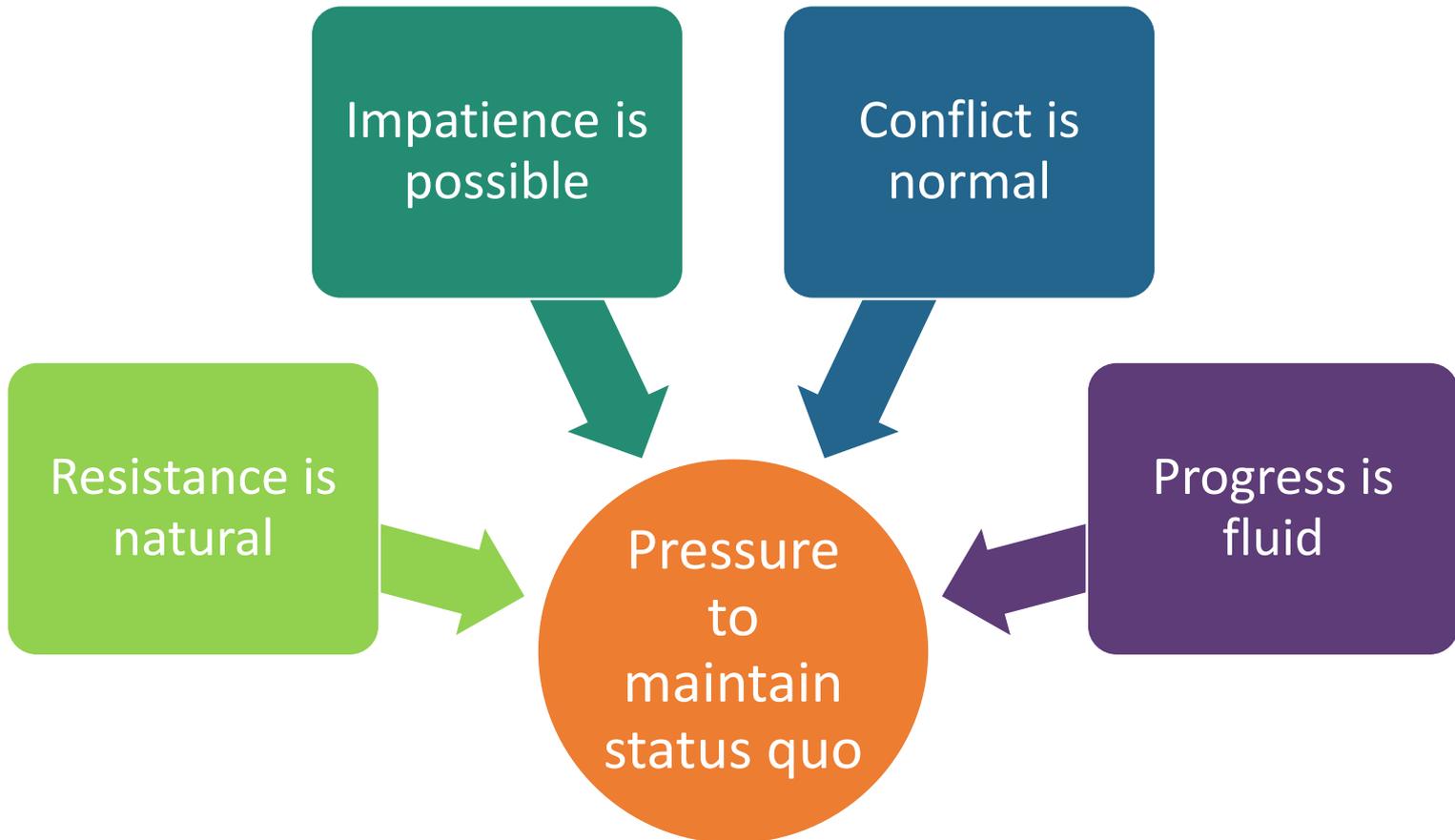
## **The CDE Project involves:**

- Stopping of some processes
- Starting new processes
- Augmenting existing processes
- Stakeholder relationships

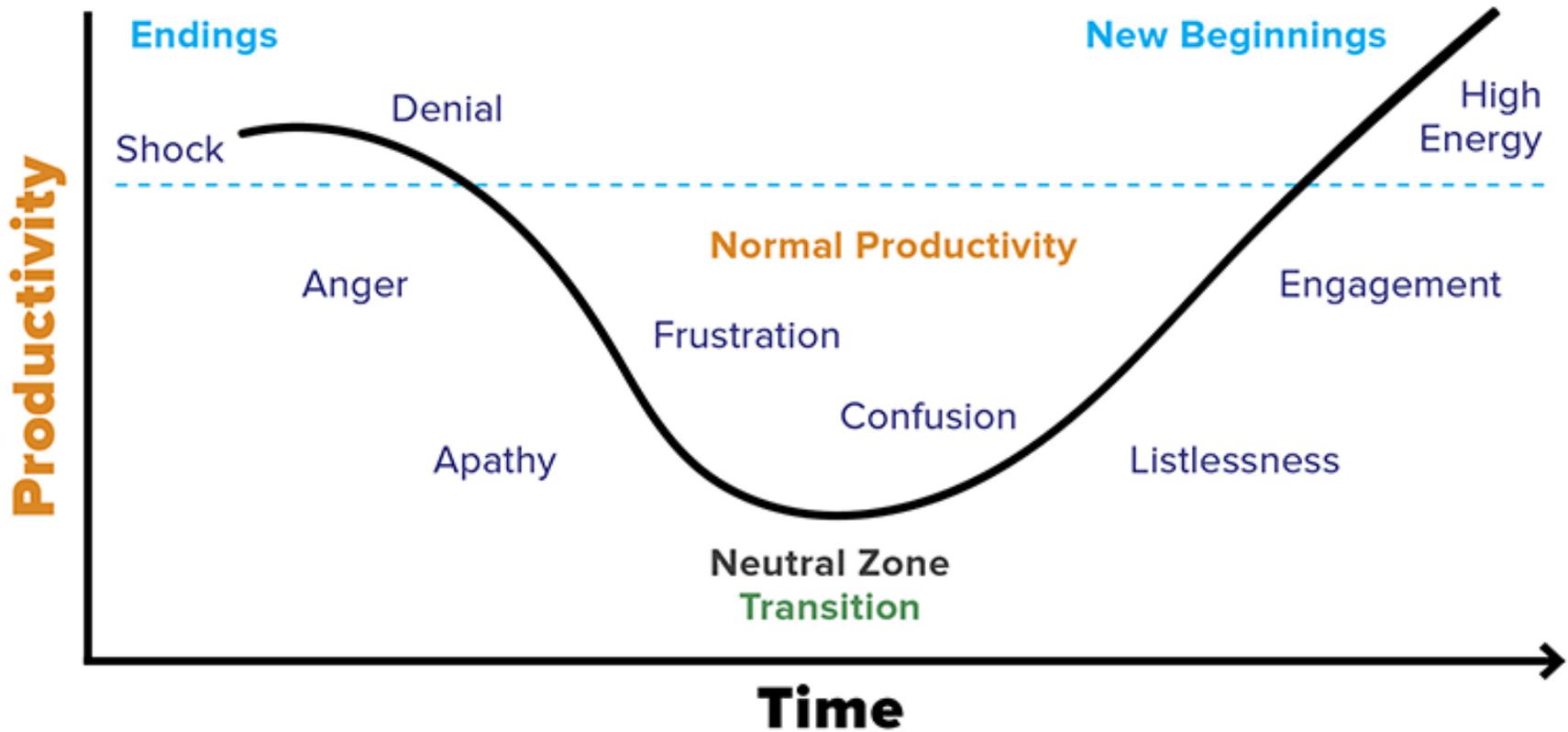
***CDE is a significant project with significant organizational change expected.***

# OCM: The What & Why

# Realities about Change



# The Transition Curve



*Based on William Bridges' model*

# Organizational Change Management

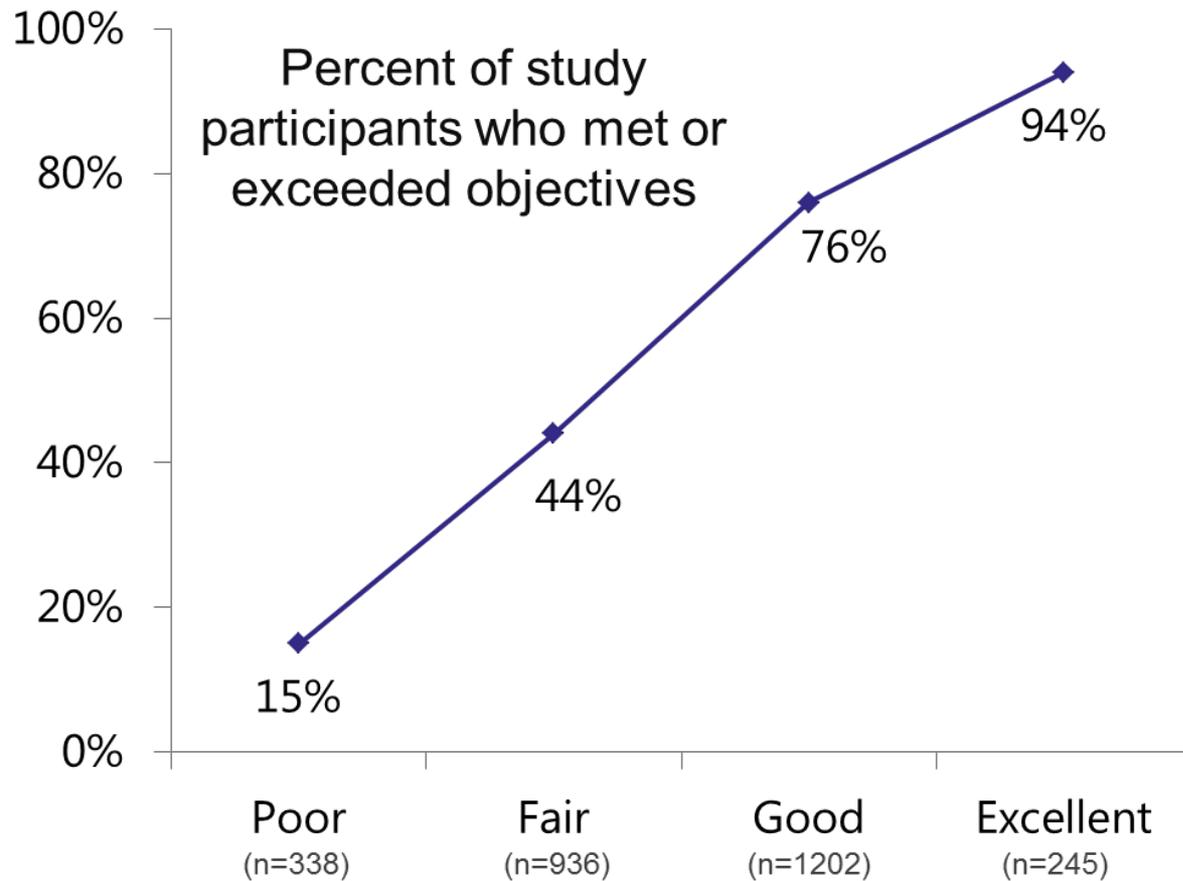
## **What is OCM:**

- Structured process and tools to lead “people” side of change

## **Why do OCM:**

- Increases success, mitigates negative consequences

## The Prosci® Data

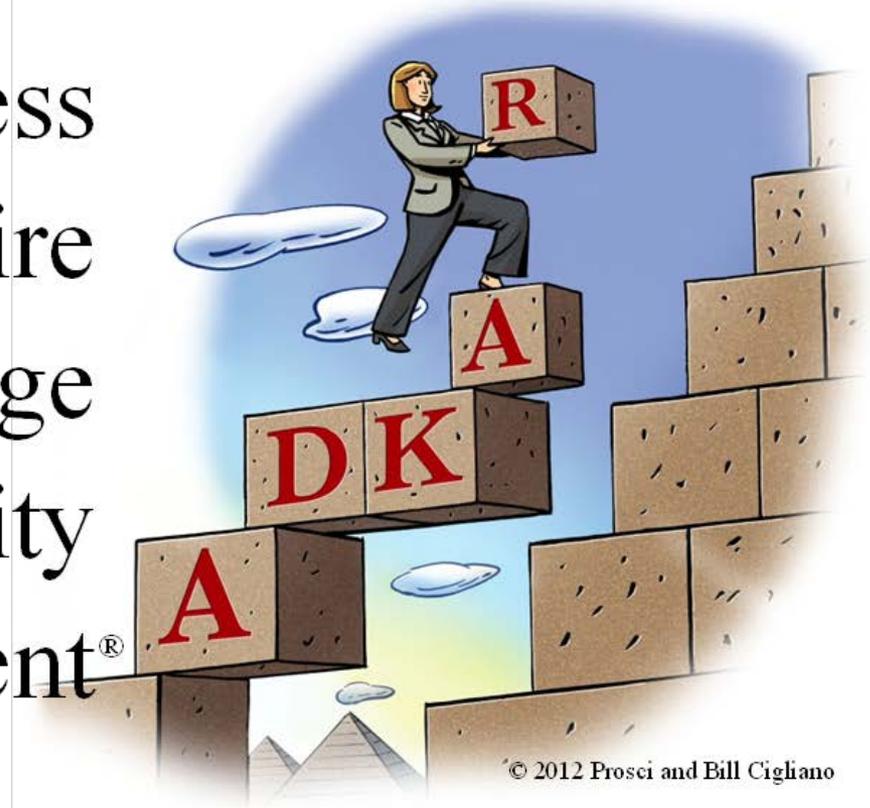


Prosci 2016 Benchmarking Data  
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Data from 2007, 2009, 2011, 2013, 2015

Change Management Effectiveness

# Prosci® - ADKAR: Building Blocks for Change

**A**wareness  
**D**esire  
**K**nowledge  
**A**bility  
**R**einforcement®



# OCM: The How

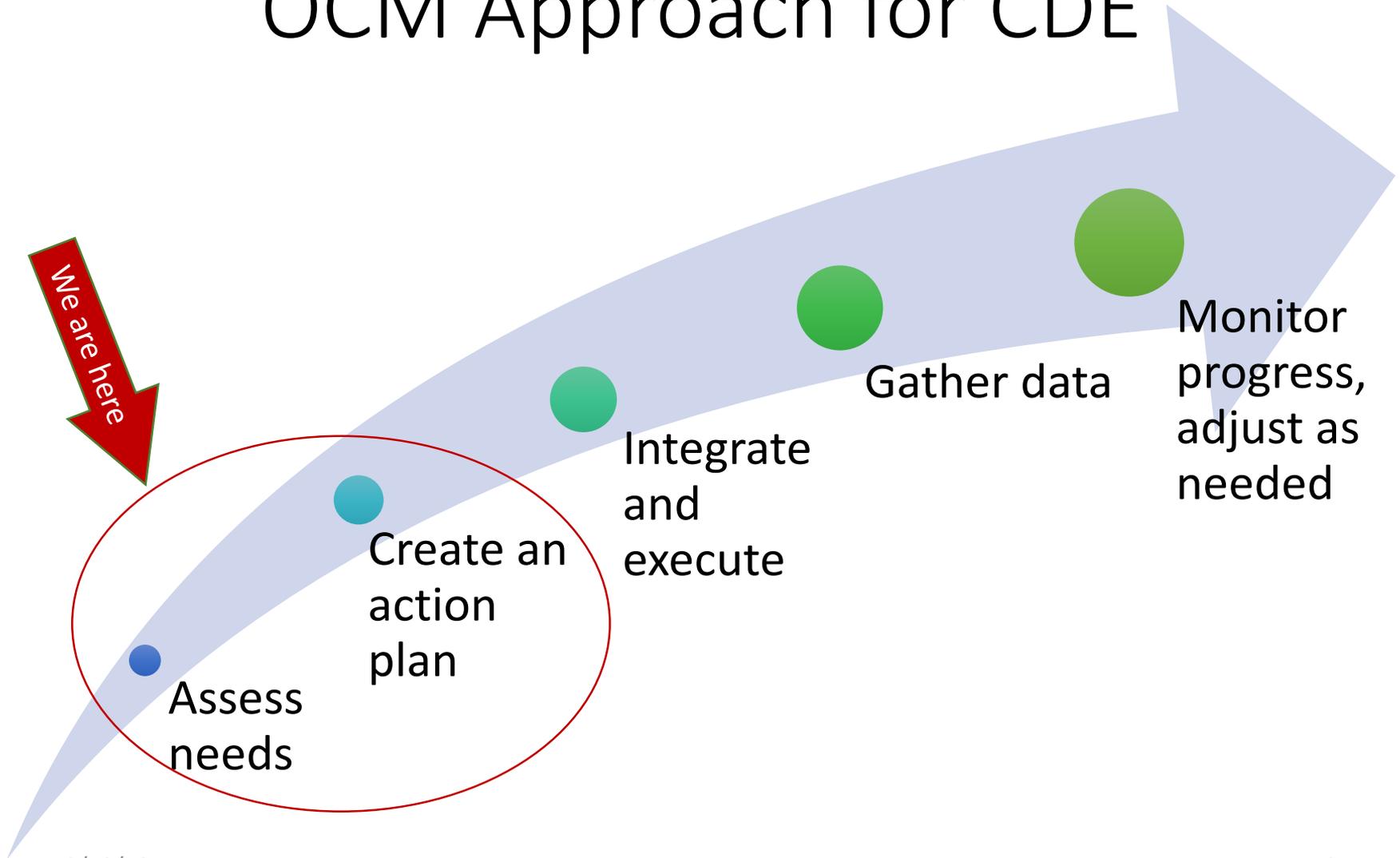
# Readiness = Building the Bridge

**Current Way** →



→ **New Way**

# OCM Approach for CDE



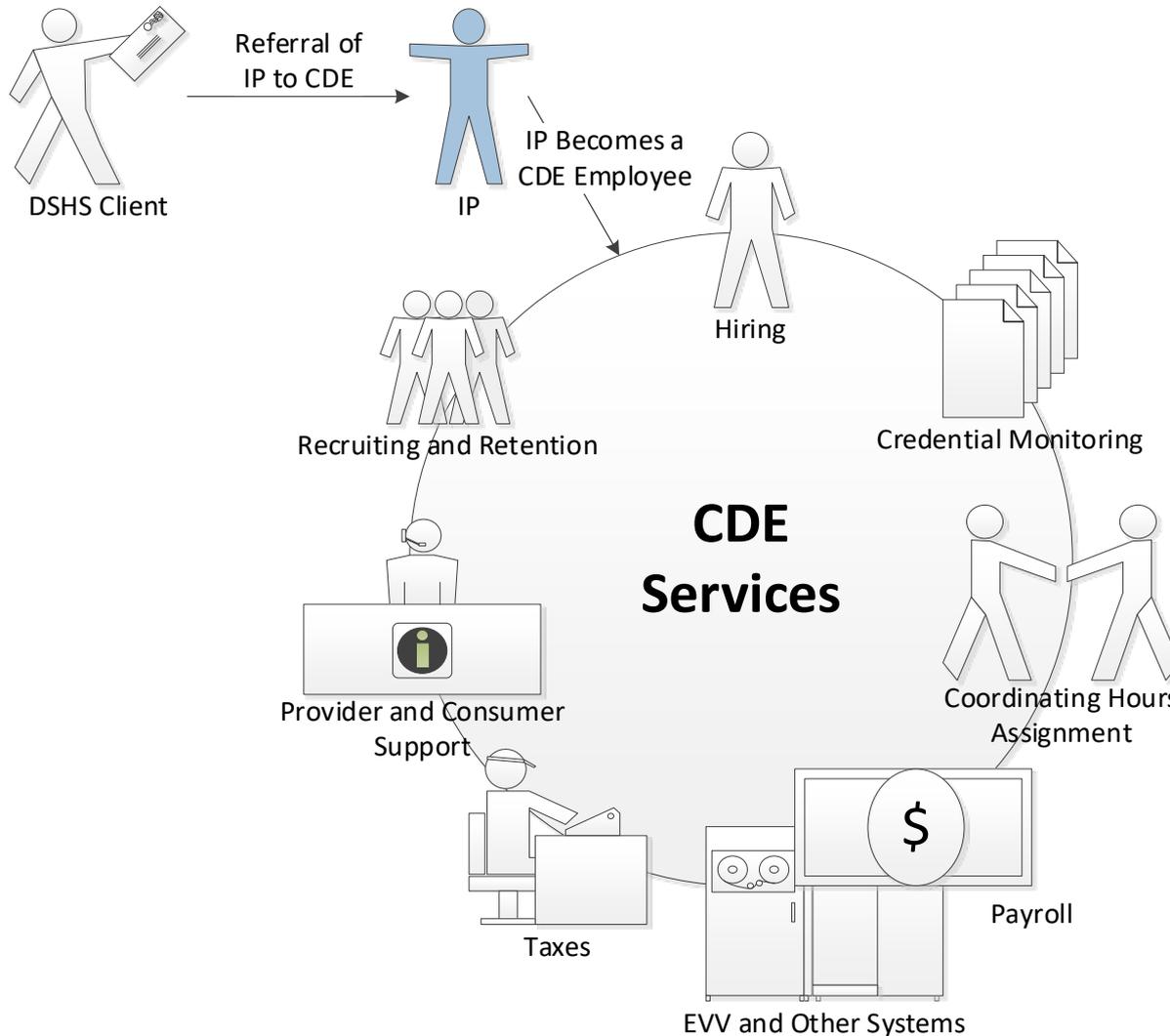
## What's NOT Changing (Examples)

- Consumers determine what services happen and 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, but there will be a complaint resolution process

# How IPs will Interact with the CDE



## How We'll Help Providers & Consumers Get Ready

1. Ask their ideas (Listening Sessions, SDG, webinars, etc.)
2. Make a plan of action (tasks/activities)
3. Regularly share information (communications)
4. Prepare them for success (training)
5. Measure engagement (contact with CDE, system log in, training completed, etc.)

## How We'll Help Tribal Governments be Ready

1. Ask their ideas (Listening Session, Consultations, Summit, IPAC meetings, etc.)
2. Make a plan of action (tasks/activities)
3. Regularly share information (communications)
4. Prepare them for success (tribal specific training)
5. Measure engagement (similar to provider/consumer)

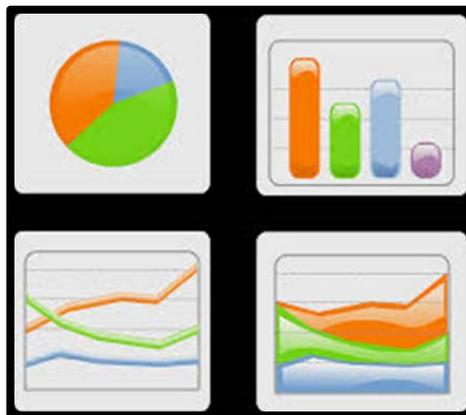
# How We'll Help Staff Get Ready

1. Ask their ideas (Listening Sessions, SDG, webinars, etc.)
2. Identify business process changes (transition plan)
3. Take action (tasks/activities)
4. Regularly share information (communications)
5. Prepare them for success (training)
6. Reinforce the change (post-implementation support)

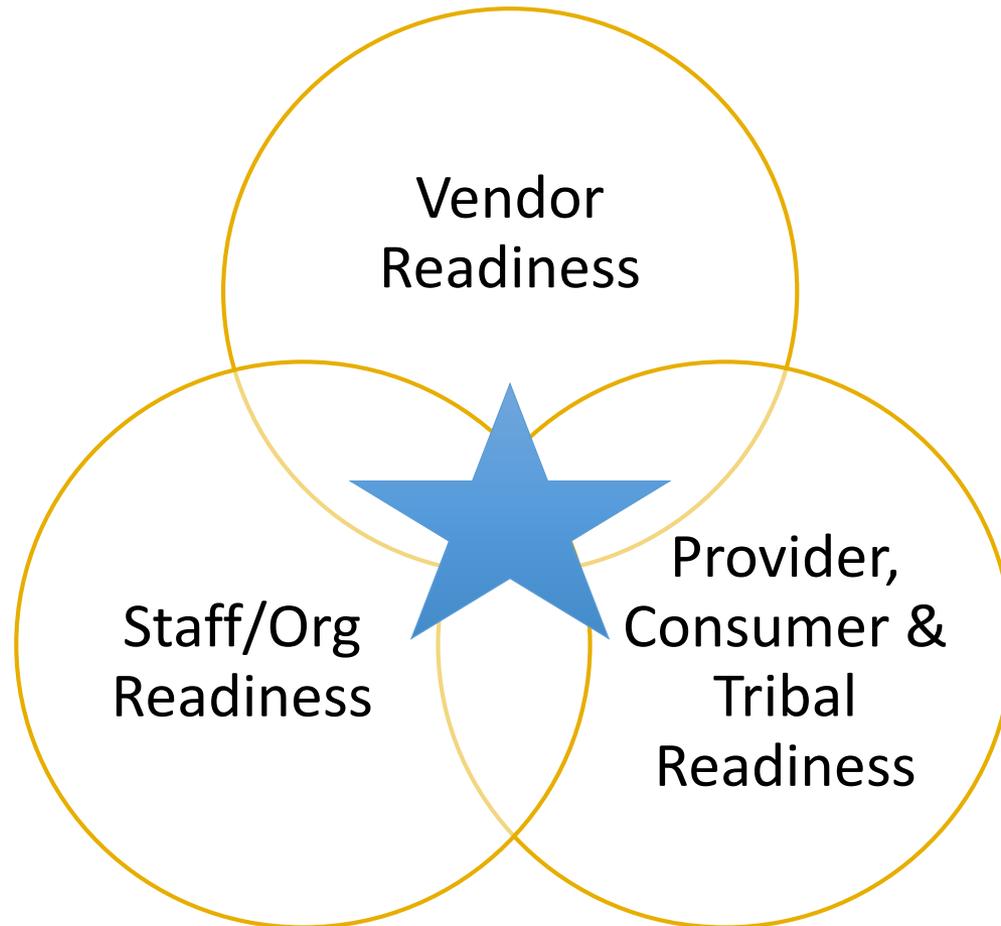
# Data, Data, Data

The CDE Project will use data to measure:

- What's done / left to do
- What else needs attention
- How ready are staff and the organization
- How ready are providers and consumers



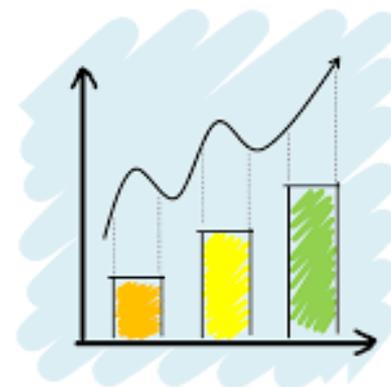
# Readiness Review – When do we go live?



## Expected OCM Readiness Review Metrics:

- Staff engagement
- Provider and consumer engagement
- Training progress
- Communication progress and effectiveness
- Business transition plans progress
- Post-implementation support plan progress
- **Others?**

(There will be additional metrics related to vendor readiness.)



# Next Steps

1. Finalize OCM plan and schedule
2. Conduct baseline readiness assessment
3. Begin business unit impact assessments
4. Create transition plans
5. Continue communication and outreach



# Questions from the September Webinars

**Q: Will we still call IPs, IPs? Or will they just be known as CDE employees? Or both?**

**A: IPs will be employees of the CDE and will still be referred to as IPs.**

**Q: How have families been informed of this upcoming change?**

**A:**

- Outreach was done with groups representing family members during the 2018 Legislative Session.
- An informational video is available on the Informing Families website.
- Family members attended Statewide Listening Sessions held in the summer of 2018.
- Members of the CDE Strategic Development Group represent family member constituents and provide on-going information to those they represent.

**Q: Will case managers be able to talk to the CDE if needed?**

**A: Yes.** Communication between case managers and the CDE is an important component of ensuring care for consumers. Clear communication protocols will be in place prior to the implementation of the CDE.

**Q: Will consumers be able to call the Consumer Directed Employer and ask for Individual Providers available to work for them?**

A: Yes. Consumers can contact the CDE to ask about available IPs that are listed in the Carina database. Consumers can also continue to use the Carina website to find available IPs and contact them directly.

**Q: Family members are prohibited from providing care to their relatives as employees of Home Care Agencies. Can family members provide care to their relatives as employees of the Consumer Directed Employer?**

A: The Consumer Directed Employer may hire eligible family members as Individual Providers. Parents and step-parents are not eligible to be paid to provide care to their minor children and spouses are not eligible to be paid to provide care to spouses (exception: Chore program).

**Q: How will client specific work week limits request work?**

A: The Consumer Directed Employer will review and may approve consumer specific work week limit requests within the consumer's authorized number of hours. The Consumer Directed Employer will use established communication protocols with the consumer's case manager if the specific work week limit request exceeds the number of hours available in the authorization to the Consumer Directed Employer.

**Q: If a provider is already working with the consumer prior to the implementation of CDE, will the provider become an employee of the CDE?**

A: Yes, all IPs currently authorized to provide services to DSHS clients will become employees of the CDE at the time of transition.

**Q: How does a consumer challenge a decision by the Consumer Directed Employer not to hire a chosen Individual Provider?**

A: The Consumer Directed Employer will have a complaint resolution process that can be utilized when a consumer disagrees with an action taken by the Consumer Directed Employer. Ensuring that consumers understand how to utilize this process will be covered in readiness training prior to Consumer Directed Employer implementation.

**Q: What will happen to the Home Care Agencies when the Consumer Directed Employer is operational?**

A: Home care agencies will remain unchanged and will continue to bill through Provider One. The Consumer Directed Employer will be the employer of Individual Providers only.

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

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

# Stay Connected

## **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:**

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