

Transforming
Lives

CDE October Public Webinar

October 20, 2020



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 CDE will also include an electronic visit verification system for those who do not live with the clients they care for. The contracted vendor is Consumer Direct Washington (CDWA).

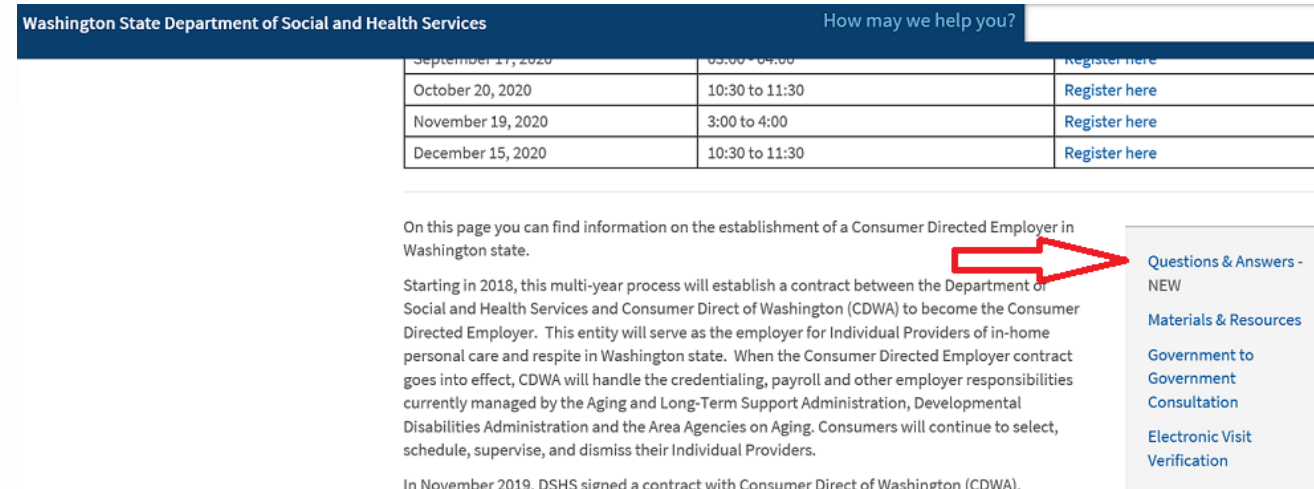
Vision

Simplify processes and increase efficiency

- Maintain Consumer self direction
- Case management staff will have more time to work and support clients
- IPs will work with a single entity for payroll, tax reporting, credentialing and other concerns
- IPs will no longer contract with DSHS, they will be an employee of the CDE

CDE Q&A Document

- There is a condensed, easy to read version of the Questions & Answers document on the CDE Website → Right Sidebar → “Questions & Answers”
 - Topics include:
 - CDE basics
 - IP employment
 - Electronic Visit Verification
 - Client responsibility



Washington State Department of Social and Health Services

How may we help you?

Date	Time	Register here
September 17, 2020	03:00 - 04:00	Register here
October 20, 2020	10:30 to 11:30	Register here
November 19, 2020	3:00 to 4:00	Register here
December 15, 2020	10:30 to 11:30	Register here

On this page you can find information on the establishment of a Consumer Directed Employer in Washington state.

Starting in 2018, this multi-year process will establish a contract between the Department of Social and Health Services and Consumer Direct of Washington (CDWA) to become the Consumer Directed Employer. This entity will serve as the employer for Individual Providers of in-home personal care and respite in Washington state. When the Consumer Directed Employer contract goes into effect, CDWA will handle the credentialing, payroll and other employer responsibilities currently managed by the Aging and Long-Term Support Administration, Developmental Disabilities Administration and the Area Agencies on Aging. Consumers will continue to select, schedule, supervise, and dismiss their Individual Providers.

In November 2019, DSHS signed a contract with Consumer Direct of Washington (CDWA).

- [Questions & Answers - NEW](#)
- [Materials & Resources](#)
- [Government to Government Consultation](#)
- [Electronic Visit Verification](#)

Full version available under

“Materials & Resources”

If you asked a question last month and don't see it answered in this webinar, please check this full version for the answer

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

CDE Project Update

Solutions Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">• Identified Health Benefits Trust (HBT) contribution timing and process• Continued review of design user stories approved• Began validation and data conversion planning documents• Began requirements traceability review	<ul style="list-style-type: none">• Capture requirements for CDWA-to-CARE notification exchange• Establish baselines for solutions readiness metrics• Finalize documents for Benefits Group/CDWA data exchanges

Readiness Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">• Continued transition plan execution• Distributed informational brochures to field offices and AAAs• Continued CDWA collaboration on Readiness Review metrics• Continued review of CDWA draft Policies & Procedures	<ul style="list-style-type: none">• Continue work on transition plans• Produce draft Pilot Plan• Plan CDWA virtual “Get to Know the CDE” informational sessions for Clients & IPs• Continue internal and external WAC review• Finalize plan for next Readiness Assessments

Readiness Assessment

- Helps tell us if staff and IPs are ready for the change to CDE
- Points out areas needing more attention from the project
- About 10 questions using an online survey tool
- IP readiness survey #2 coming in February

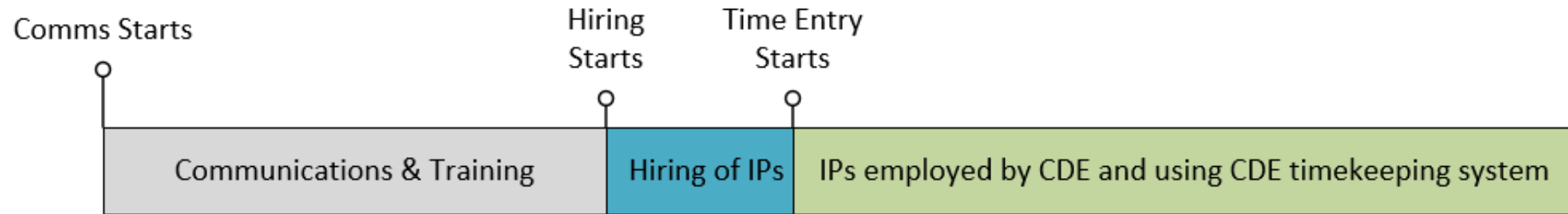


Getting to Know the CDE

- Client/IP virtual sessions will start in February 2021
- Multiple days/times will be available
- More information will be available closer to sessions



Implementation Timeline



- Communication – starts at least 3 months before time capture
 - Communication from CDWA on how to complete hiring, including training
- Training – starts at least 3 months before time capture
 - CDWA employee training
 - Using the portal and EVV
- Hiring – starts at least 1 month before first time capture
 - Online, self-service options
 - In-person assistance if needed

Questions from the September Webinars

Q: Regarding client responsibility, if a client loses CDE services for inability to pay, then is able to pay and comes back to the CDE, will the client be able to choose the same qualified IP they had before? What would that process look like?

A: Yes. If the client and CDE are able to resolve the previous financial issues, the client can return to receiving services from the CDE. After the financial issues have been resolved and the IP is still available and willing to provide care to the client, they can resume caregiving to the client. Resolving the financial situation will be on a case by case basis between the client and the CDE.

Q: Can the client's responsibility (participation) payment be set up through an auto withdrawal from a bank account?

A: Yes, Client Responsibility (Participation) payment to CDWA can and will be encouraged to be set up with auto withdrawal.

Q: How will contracting be managed during the time CDE is hiring for the phases?

A: Contracting will follow the same process until the CDE has taken over employment of IPs for that geographic area. The specifics of how contracting and hiring will occur close to the transition for new IPs are yet to be determined.

Q: Will there be an assigned CDE worker to the case manager/unit/office for communications or will it be random?

A: Communications will not be “random”. If there are communications related to a specific Client they will be done through the Service Coordinator. If they are elevated communications, they will be directed to the regional support/leadership for the DDA/HCS/AAA region supported by those offices.

Q: Can IPs using CDWA's Electronic Visit Verification system view and manage their clock in and out entries for incomplete or unsuccessful logs?

A: Yes, IPs will be able to view previous clock in and clock out entries to verify accuracy.

Next webinars:

11/19/20 @ 3:00pm

12/15/20 @ 10:30am

1/21/21 @ 3:00pm

Please send any suggestions you have to improve the webinars to:

CDE@dshs.wa.gov

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